



REQUEST FOR PROPOSALS (RFP): Recovery Residences & Rapid Re-Housing for Women and Children

Please note, the RFP due date has been extended to March 22, 2019 at 12PM

Pre-Proposal Conference Held: March 7, 2019 | 10:00 AM
Behavioral Health System Baltimore, Inc. (BHSB)
100 South Charles Street, Tower II, Floor 8
Baltimore, Maryland 21201

BHSB Facilitators:

Jennifer Glassman, Procurement Lead, Special Projects Coordinator
Shanna Borell, Special Projects Manager
Mark Sine, Recovery Services Coordinator
Tamara Anderson, Associate Director of Recovery Support Services
Gabby Knighton, Director, Special Populations

QUESTIONS AND ANSWERS

Posted: March 14, 2019

Jennifer Glassman welcomed the group, and attendees provided a brief introduction.

She then provided some general information about BHSB's procurement and contracting processes:

- BHSB attempts to ensure its procurements are fair and confidential. Proposals are reviewed and scored by largely external reviewers who sign confidentiality and conflict of interest statements prior to participating. The review committee makes a recommendation to BHSB, who makes the final selection.
- Applicants were encouraged to use the Proposal Narrative Outline section to structure their proposals and to answer the questions clearly and comprehensively so that proposals reviewers can award as many points as possible. Reviewers rate proposals and make their recommendations based only on what is included in the proposal.
- Applicants selected through this process will enter into a contractual agreement with BHSB. The contract(s) resulting from this procurement will be a "Fee For Service" contract, which means that selected organizations will receive payment for services delivered. Organizations will receive reimbursement for services already provided. Selected organizations will submit programmatic and

- financial reports through BHSB's Contract Management System (CMS), and online contracting platform.
- BHSB engages in several types of monitoring activities, which may include reviewing reports, requesting documentation, and performing site visits. Selected applicants will receive more information about these requirements throughout the contracting process.

Mark Sine provided an overview of the project:

- Applicants can submit proposals to provide Recovery Residences and/or Rapid Rehousing services.
- BHSB anticipates awarding multiple providers through this process.
- Recovery Residences must follow the MCORR and NARR Standards as outlined in the RFP document.
- Rapid Rehousing must follow the National Alliance to End Homelessness (NAEH) [Rapid Re-housing Performance Benchmarks and Program Standards](#)¹ and HUD's Housing Quality Standards as outlined in the RFP document.
- HCAM will provide care coordination to all women served through this project and will serve as a liaison between selected providers and BHSB.
- Residents should be free to choose their own path for recovery. The only requirements are that they must be enrolled in care coordination with HCAM and one other recovery-oriented service, which should be individualized based on their interests and needs.
 - Providers can offer services through their organization, but it cannot be a requirement that residents go to your organization's services.
- Any sanctions should follow a graduated sanctions policy that minimizes punitive actions with the ability to appeal decisions. The goal is to maximize resident retention.
- Applicants need to be MCORR certified by the contract start date (anticipated July 1, 2019), but it is allowable to not be certified by the time of application as long as your organization is in good standing with MCORR. In this case, submit documentation that all necessary certification materials have been submitted to MCORR by your organization and you are awaiting the final inspection/approval.
- The consumer eligibility criteria are outlined in the RFP document and cannot be restricted beyond these criteria.
- As outlined in the RFP document, the funding available for this project provides \$27.14 per room, not per bed. An initial 90-day stay is typical, and then HCAM approves additional stays for up to one year. If more time is needed, the state will have to approve the request.

Questions & Answers – start next page

¹ Click on the link or visit this website: <https://endhomelessness.org/resource/rapid-re-housing-performance-benchmarks-and-program-standards/>

Do all consumers need to receive Care Coordination from HCAM?

Yes, the expectation is that all consumers receive this service throughout their stay.

As a smaller facility, are we expected to hold rooms for this project? If we don't have immediate space for a referral will we be penalized or will we have a certain amount of time to get a room open?

You will not be penalized, though the provider is generally expected to fulfill the proposed number of rooms during the course of the contract in order to utilize any funding awarded. HCAM maintains a waitlist of consumers and will send referrals as rooms become available. BHSB expects that selected providers communicate with HCAM as rooms are available for new referrals. Providers will be expected to maintain the number of rooms designated in the contract. If a provider finds they are unable to fulfill the number of rooms/residents dedicated to their contract under this program, they will have an option to create a voluntary budget reduction and/or grant amendment for any anticipated unused service.

Since we know the State is having problems with MCORR certification, will BHSB support providers through that process?

Applicants are encouraged to provide documentation that your organization is in good standing, even if the certification itself is out of date. The state has been willing to provide documentation that organizations have done their due diligence and are just awaiting final approval. BHSB understands this and will work with providers as long as they are following up.

Is this one-time only funding?

This funding is only currently secured for Fiscal Year 2020 (July 1, 2019 – June 30, 2020), but there is a chance that it could be renewed for the following year. If the funding is not going to be renewed, BHSB will let all participating providers know in advance.

Can you expound on question 1.d. at the bottom of page 16 regarding community engagement? What are you looking for with examples in terms of urgent responsiveness?

An example might be that a resident might have a disagreement or issue with a landlord (for Rapid Rehousing), so we are interested to see how your organization would respond to the issue in order to maintain relationships and housing.



Since the RFP asks to see deeds and leases, can the funding be used for rent?

Yes, you can use the funding however you see necessary because we're reimbursing for the service and not for your costs.

End of Questions and Answers