



REQUEST FOR PROPOSALS:

Enhanced Rehabilitation Services for Transitional Age Youth

Release Date: February 9, 2022

Pre-Proposal Conference: February 24, 2022

Proposal Due: March 11, 2022

Anticipated Award Notification: April 19, 2022

Anticipated Contract Start: July 1, 2022

Issued by:

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REQUEST FOR PROPOSALS

Enhanced Rehabilitation Services for Transitional Age Youth

I. Overview of the Project

A. OVERVIEW OF BHSB

Behavioral Health System Baltimore, Inc. (BHSB) is a non-profit organization tasked by Baltimore City to manage the city's public behavioral health system. As such, BHSB serves as the local behavioral health authority for Baltimore City. In this role, BHSB envisions a city where people live and thrive in communities that promote and support behavioral health and wellness.

BHSB is committed to enhancing the behavioral health and wellness of individuals, families, and communities through:

- The promotion of behavioral health and wellness prevention, early intervention, treatment, and recovery;
- The creation and leadership of an integrated network of providers that promotes universal access to comprehensive, data-driven services; and
- Advocacy and leadership of behavioral health-related efforts to align resources, programs, and policy.

BHSB is committed to promoting behavioral health equity in Baltimore City by ensuring that the behavioral health provider network is culturally and linguistically responsive to the diverse populations served; reducing behavioral health care access barriers for populations known to experience discrimination and marginalization; and supporting communities directly to develop services that are responsive to their unique strengths and needs.

B. OVERVIEW OF PROJECT

Through this Request for Proposals (RFP), BHSB is seeking a qualified organization or organizations to implement residential services for Transitional Age Youth (TAY), a demographic commonly defined as young people between the ages of 16 and 24. The target population for this project may be transitioning from foster care systems, Residential Centers, or other structured programs or systems into more independent living environments. As such, TAY have unique behavioral health care needs related to their developmental stage and experiences. However, Maryland's public behavioral health system is typically divided between services for youth and services for adults, resulting in care for TAY that is sometimes not developmentally appropriate. This grant funding addresses this service gap by enhancing services

normally available for adults, specifically RRP (Residential Rehabilitation Program) and SEP (Supported Employment Program) services, to better meet the specific needs of TAY.

Enhancements include ensuring services are provided in a manner that is youth-driven, strengths-based, developmentally appropriate, non-stigmatizing, and culturally competent, as well as appealing and welcoming to TAY. Staff will engage youth in planning for their futures and involve youth, their families, and other natural supports in a process that prepares and facilitates greater self-sufficiency and achievement of personal goals. Services and support will be consistent with evidence-based models identified in collaboration with BHSB and the Maryland Department of Health's (MDH's) Behavioral Health Administration (BHA). Ongoing training and technical assistance will be available.

C. SCOPE OF SERVICE

The selected vendor will I) operate eight intensive RRP beds designated for TAY exclusively and II) provide supported employment services (SEP) for at least 15 young people per year. The RRP services are available for TAY ages 18-24 while SEP services are available for TAY ages 16-24. The applicant must be an accredited RRP provider able to provide physical accommodations associated with RRP services (e.g., housing, furnishings, etc.). If the organization is not already licensed and accredited as an SEP provider, it must be able and willing to achieve this within a reasonable timeframe. The selected vendor will be expected to access reimbursement through Optum Maryland for RRP and SEP services. Grant funding through this contract will allow for the enhancements noted in the Overview of the Project section.

Please note that if the provider organization selected through this process is not already accredited to provide SEP services in Baltimore City, it will have to apply for accreditation-based licensure for SEP through the process outlined in COMAR Section 10.63.

Residential Rehabilitation Program

The selected vendor will operate eight intensive RRP beds – four for female TAY, four for male TAY – in accordance with all Code of Maryland Regulations (COMAR) pertaining to Residential Rehabilitation Programs for Adults, including but not limited to Section 10.21.21, as well as all relevant policies and procedures outlined in the Optum Maryland Participating Provider Handbook. The selected vendor must access reimbursement for these services by billing Optum Maryland.

The grant funding will cover costs not reimbursable through Optum Maryland or other third-party payers to cover the enhancements to meet the specific needs of TAY, including at least the following:

- Overnight staffing in the residence to provide extra support
- Enhanced community living skills support
- Enhanced social and recreational activities

BHSB coordinates all RRP referrals for Baltimore City, and the selected vendor will work closely with BHSB to communicate bed vacancies and receive new referrals. The selected vendor will be expected to prioritize referrals from state hospitals and residential treatment facilities, as is standard for all RRP providers.

BHSB hosts regular meetings with RRP providers in Baltimore City to share information, seek solutions to issues that might arise, and provide ongoing technical assistance. The vendor selected through this procurement process will be expected to work closely with BHSB and participate in these kinds of meetings.

Supported Employment Program

The selected vendor will provide specialized vocational and educational support services to 15 unduplicated young people (ages 16-24) annually. These services should be made available to all people served in the TAY RRP and eligible young people residing in Baltimore City not enrolled in RRP services. All services should be provided in accordance with all relevant Maryland regulations pertaining to Supported Employment Programs (also referred to as Mental Health Vocational Programs), including but not limited to Section 10.21.28, as well as all relevant policies and procedures outlined in the Optum Maryland Participating Provider Handbook. The selected vendor will further be expected to seek BHA certification as an evidence-based SEP through participation in training, technical assistance, and annual fidelity assessment and evaluation.

SEPs in Maryland are required to maintain cooperative agreements with the Division of Rehabilitation Services (DORS) for the provision of supportive employment services. All consumers interested in post-secondary education or competitive employment should be referred to DORS, and SEPs can obtain reimbursement from DORS for associated services.

The grant funding will cover costs not reimbursable through Optum Maryland or other third-party payers to cover the enhancements to meet the specific needs of TAY, including at least the following:

- Enhanced engagement support
- Coordination of educational and employment goals
- Career exploration and job development
- Job coaching, available both on- and off-site

BHSB coordinates all SEP service pre-authorizations for Baltimore City residents, and the selected vendor will work closely with BHSB to coordinate enrollment.

BHSB hosts regular meetings with SEP providers in Baltimore City to share information, seek solutions to issues that might arise, and provide ongoing technical assistance. The vendor selected through this procurement process will be expected to work closely with BHSB and participate in these kinds of meetings.

Ongoing Training and Technical Assistance

The selected vendor will be expected to commit agency leadership and program staff to participate in ongoing training, technical assistance, consultation, and program evaluation activities, working closely with BHSB and BHA to identify TAY-specific empirically supported models to implement and evaluate.

Further, the selected organization will develop an annual training and technical assistance plan for the development of staff competencies and organizational capacity to carry out the identified services and models to be approved by BHSB and BHA at the start of the contract year. The University of Maryland Evidence-Based Practice Center (EBPC) has a TAY Consultant and Trainer who will work with the selected organization on their training plan and offer technical assistance, as needed.

D. FOCUS POPULATION

The target population is Transition Age Youth ages 18-24 who meet the medical necessity criteria for RRP and TAY ages 16-24 who meet the medical necessity criteria for SEP services. More information about medical necessity criteria can be found in the Optum Maryland Participating Provider Handbook.

E. STAFFING REQUIREMENTS

The selected vendor must meet all COMAR staffing requirements for RRP and SEP levels of care. Additionally, the following positions must be included:

- 1.5 FTE Residential Counselor, High School Diploma with relevant experience
- 1 FTE Employment Specialist, High School Diploma with relevant experience

Prior to implementation of services, all staff members providing TAY RRP/SEP services must complete a thorough criminal background check. This should include an annual "child abuse and neglect state registry check" via the Maryland Department of Human Services, Child Protective Services (CPS) background check as some youth receiving services will be under the age of 18. An applicant selected through this RFP process will be expected to have a robust staff training plan that addresses professional competencies specific to TAY, RRP, and SEP as well as plans to provide adequate supervision to staff, particularly for staff who spend most of their time offsite/in the field. Additionally, consistency in staffing has been shown to be an important factor in positive outcomes for this program. Therefore, the

selected applicant should plan to minimize the disruption that staff turnover can create. BHSB understands that a certain amount of staff turnover is normal. The selected applicant is expected to monitor this and ensure adequate coverage plans to maintain the availability and quality of services. The preferred turnover threshold for selected sub-vendor is no more than 15% in a Fiscal Year.

F. FUNDING AVAILABILITY

A total of \$101,634 of grant funding is available per contract year through this RFP. The selected vendor will be expected to seek third-party reimbursement for all eligible services. All applicants should submit a budget that includes all anticipated revenue, including projected revenue from third-party payers.

G. CONTRACTING WITH BHSB

Applicants selected through this process will enter into a contractual agreement with BHSB. Following a notification of selection, BHSB will issue a Letter of Award that provides details about the contract and the process for executing it. Selected organizations will be required to submit a new budget on BHSB's budget form, which will be reviewed for allowable costs under the grant.

Please note that applicants may be asked to change their budgets and/or details of their proposals even if the proposal were selected for funding. Applicants new to BHSB's contract process are encouraged to review relevant forms available on our website here: <https://www.bhsbaltimore.org/for-providers/forms-for-providers>.

Contract Type and Payment

The contract and payment type that will result from this procurement is described below. Applicants are encouraged to consider whether their organization will be able to operate with this payment mechanism before applying for these funds.

- Cost Reimbursement – Advance Basis
 - Vendor receives payment in advance of incurring and reporting costs based on a pro-rated budget (e.g., 1/12th of budget each month).

BHSB issues payments once per month. Applicants should note that submitting required documents and reports late can result in delayed payment.

Contract Monitoring and Technical Assistance

Selected applicants will be required to submit regular Program and Financial reports to BHSB using an electronic contract management system. BHSB will review these reports to monitor progress and contract compliance throughout the contract term.

Program Reports include an update on progress toward deliverables (e.g., number of people served, number of services delivered, etc.). Some program reports may also require organizations to attach a data report with additional information (e.g., consumer demographic information, process and/or outcomes data, etc.). BHSB monitors progress on these reports throughout the contract term and may offer technical assistance and support if deliverables are not being met.

Financial Reports are required to generate payment and involve submitting actual expenditures or invoices (depending on the contract type) and to monitor spending compared to the budget or award amount. If organizations are spending more or less than expected awarded throughout the contract term, BHSB may offer technical assistance and support to ensure the funding covers the contract term fully and may reduce funding if all funds are not likely to be expended by the end of the contract term.

Please note that submitting Program or Financial Reports late can result in delayed payment.

Verification of Services

BHSB audits all contracts to review whether the requirements set forth in the contract were completed as reported and that relevant federal, state, and local regulations were followed. This generally occurs after the conclusion of the contract period. Audits may be conducted remotely through a review of documents submitted to BHSB or on-site at the organization's location.

Applicants should be aware of best practices in documenting both programmatic and financial activities to aid in an efficient audit.

II. Overview of RFP

A. PURPOSE OF RFP

The purpose of this RFP is to select a qualified organization or organizations to provide enhanced services for Transitional Age Youth (TAY) in their Residential Rehabilitation Program (RRP) and Supported Employment Program (SEP).

B. APPLICANT ELIGIBILITY

Applicants must meet all of the criteria outlined below to be considered eligible to be selected through this RFP process:

- Currently licensed as an RRP provider operating within Baltimore City
- Accreditation and Licensure in Maryland to provide Psychiatric Rehabilitation Program for Adults, as is required to provide Residential Rehabilitation Program services
- Ability and willingness to achieve Accreditation and Licensure in Maryland as a Supported Employment Program provider by December 31, 2022
- Approval by BHA as an evidence-based SEP or documented commitment to become an evidence-based SEP. An agreement acknowledging intent to become approved may be required, if the applicant is not already an approved evidence-based SEP.
- In Good Standing with the State of Maryland

Please note that if the provider organization selected through this process is not already accredited to provide SEP services in Baltimore City, it will have to apply for accreditation-based licensure for SEP through the process outlined in COMAR Section 10.63.

C. PROPOSAL TIMEFRAME AND SPECIFICATIONS

1. Timeline

Release Date:	February 9, 2022
Pre-Proposal Conference:	February 24, 2022
Proposal Due:	March 11, 2022
Anticipated Award Notification:	April 19, 2022
Anticipated Contract Start:	July 1, 2022

2. Pre-Proposal Conference

Date: February 24, 2022

Time: 10:30 am – 11:30 am

Location: Microsoft Teams meeting - Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

+1 443-819-0973,,515523240# United States, Baltimore

Phone Conference ID: 515 523 240#

Please join five minutes early to leave time to troubleshoot. If you have any problems accessing the meeting, please contact Procurements@BHSBaltimore.org.

All questions related to this RFP should be submitted in advance to Procurements@BHSBaltimore.org no later than the close of business on **Wednesday, February 23, 2022**. There may be time at the end of the meeting to ask additional questions, depending on the number of questions submitted.

Questions posed prior to or during the Pre-Proposal Conference and BHSB's responses will be posted on BHSB's website at <https://www.bhsbaltimore.org/for-providers/funding-opportunities/> by **March 3, 2022**.

The questions and answers will also be emailed to all individuals who submitted questions. If you would like to be emailed this document but do not have a question, please let the Procurement Lead know by emailing Procurements@BHSBaltimore.org.

Questions received after this conference cannot be answered.

3. Proposal Due Date, Time, and Location

BHSB uses Apply to manage applications. All proposals must be submitted through this system. Applicants must register with the system ahead of time and submit narrative and supporting documents directly through the system. You are able to save your application and continue working on it before submitting it. BHSB encourages all applicants to test this system well in advance of submitting proposals.

Applicants can access Apply here: <https://bhsb.smapply.org/>

All proposals must be received no later than **12:00 pm (noon) EST on March 11, 2022**. All submitted proposals become the property of BHSB. If you are having technical troubles related to submitting your proposal, contact BHSB before the due date/time at Procurements@BHSBaltimore.org

Proposals submitted after the due date/time cannot be considered.

4. Authorized Contact

Applicants are advised that the authorized contact person for all matters concerning this RFP is Kelsi Loos whose contact information is listed below.

Kelsi Loos, Procurement Lead

Email: Procurements@BHSBaltimore.org

5. Anticipated Service Term: July 1, 2022 – June 30, 2023, with options to renew annually pending availability of funding and performance.

D. AWARD OF CONTRACT

The submission of a proposal does not, in any way, guarantee an award. BHSB is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. BHSB reserves the right to withdraw an award prior to execution of a contract with a selected applicant in BHSB's sole and absolute discretion.

BHSB will select the most qualified and responsive applicants through this RFP process. BHSB will enter into a contract with selected applicants following the notification of award. All selected applicants must comply with all terms and conditions applicable to contracts executed by BHSB.

E. RFP POSTPONEMENT/CANCELLATION

BHSB reserves the right to postpone or cancel this RFP, in whole or in part.

F. APPLICANT APPEAL RIGHTS

Applicants may file an appeal within five days of notification of non-selection. BHSB will review the appeal, examine any additional information provided by the protesting party, and respond to the protestor within ten working days of receipt of the appeal.

G. GOVERNING LAW AND VACCINATION MANDATES

The applicant acknowledges and agrees that BHSB is a federal contractor for purposes of Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors (the "Order"). The applicant and its subcontractors shall comply with the Order and all other applicable mandates, rules, laws, and regulations (collectively, the "Requirements"). Upon request by BHSB, selected applicants shall promptly provide evidence of compliance with the Requirements and shall promptly take such further actions as may be requested by BHSB with respect to the Requirements and/or the resulting Contract. The applicant and all of its subcontractors shall, for the duration of the resulting Contract, comply with all

guidance for contractor and subcontractor workplace locations published by the Safer Federal Workforce Task Force. These requirements shall be incorporated into all subcontracts of Sub-Vendor.

III. Format and Content of Proposal

A. PROPOSAL INSTRUCTIONS

Applicants must submit all required information using Apply accessible here:

<https://bhsb.smapply.org/>.

Late proposals will not be considered.

It is the policy of BHSB to adhere to the rules and regulations in the Health Insurance Portability and Accountability Act (HIPAA). We do not anticipate that any proposal submitted in response to this RFP would include individually identifiable health information. However, if it does, please remember that protected health information (PHI) needs to be secured via encryption and should adhere to the Guide to IT Privacy and Security of Electronic Health Information:

<https://www.healthit.gov/topic/privacy-security-and-hipaa/health-it-privacy-and-security-resources-providers>.

B. PROPOSAL NARRATIVE OUTLINE AND RATING CRITERIA

The outline below shows the information being requested for applications and how points will be awarded during the review. Use SM Apply to submit your responses. See the instructions for more information about how to submit proposals.

1. Organizational Background and Capacity (25 points)

- a. Provide an overview of your organization, including when it became approved and accredited as a Psychiatric Rehabilitation Program (PRP) for Adults in Maryland. Attach as an appendix the PRP certification, accreditation certificate, and most recent OHCQ Site Visit Report, including statement of deficiencies.
- b. Confirm whether your organization is already approved and accredited to provide RRP, attaching the relevant license.
- c. Confirm if your organization is approved and accredited to provide SEP services. If your organization is not already approved, describe your organization's willingness and ability to become approved or accredited as close to December 31, 2022 as possible.
- d. Describe your organization's history and experience delivering direct behavioral health care services to transitional age youth, including the evidence-based practices already being used with this population.
- e. Describe whether your organization is owned and/or led by members of historically marginalized or oppressed groups, including racial and ethnic groups (i.e., African American/Black, Latinx), LGBTQIA communities, people with disabilities including behavioral health

disorders, etc. BHSB awards additional points to help address systemic barriers that have led to inequity in access to funding.

2. Principles and Values (25 points)

- a. Describe your understanding of Social Determinants of Health and what it means for your organization's work. How will your organization address the impact of social determinants of health in this program?
- b. Describe how your organization's current practices ensure services are delivered in a culturally and linguistically competent manner, responsive to the diverse communities served, including individuals for whom English is a second language.
- c. Describe your organization's commitment to racial and social justice and health equity. Include specific examples of what your organization does to illustrate this commitment.
- d. Describe how you will integrate principles of equity and anti-racism into this work.
- e. Describe your organization's commitment to a trauma-informed and responsive approach and any trauma-specific interventions your organization currently offers or would implement if awarded this grant.

3. Service Delivery (25 points)

- a. Describe your organization's capacity to provide enhanced intensive RRP services, as outlined in the Scope of Service section.
- b. Describe your organization's capacity to acquire/lease physical accommodations such as residential properties, furnishings, etc., suitable for the establishment of an RRP, within three months of selection.
- c. Describe your organization's capacity to provide enhanced SEP services, as outlined in the Scope of Service section, including your ability and willingness to work toward EBP SEP certification.
- d. Describe your organization's commitment to ongoing training and technical assistance to ensure the needs of TAY are met through these services.
- e. Describe your organization's current policies for handling after-hour crises and how you propose handling after-hour crises for this program.

4. Staffing Plan (15 points)

- a. Describe your intended staffing pattern, including supervisors and their identified qualifications, and your plan to ensure adequate support and supervision for all staff. Attach an organizational chart that shows how both the RRP and SEP services will fit into your organization's overall structure.

- b. Describe how your organization will ensure all staff participate in training and technical assistance related to implementing evidence-based models with fidelity.
- c. Describe the turnover rate of staff in your organization over the past two years and indicate whether your organization has implemented actions related to improving staff retention. Describe how your organization would handle staff vacancies should they occur.

5. Effectively Serving the Focus Population (10 points)

- a. Describe how your organization ensures that services are delivered in a culturally and linguistically responsive manner that acknowledges the impact of social determinants of health, racial and social injustices, and inequities in behavioral health outcomes in Baltimore City communities.
- b. Describe your organization's history forming partnerships with other youth-serving organizations and community-based employment organizations that would benefit the target population of this project. Attach two letters of support that demonstrate this kind of partnership.

6. Program Evaluation and Quality Assurance (10 points)

- a. Describe your organization's current internal quality and compliance monitoring policies and procedures, including any audit mechanisms used, continuous quality improvement processes in place, and review of program outcomes to determine effectiveness of services.
- b. Describe your organization's experience implementing behavioral health programs similar to this one and the outcomes of individuals served. If your organization has received grant funds from BHSB or other funders, describe whether the programmatic and financial deliverables were achieved and how any quality concerns were addressed.

7. Proposed Program Budget (10 points)

- a. Attach a line-item budget that includes anticipated revenue from both grant funding and fee-for-service reimbursement as well as all anticipated expenses.
- b. Provide a budget narrative that explains and justifies revenue and expense projections.

8. Implementation Timeline (5 points)

- a. Provide a timeline that includes all relevant approval/accreditation for PRP, RRP, and SEP services; acquisition of property and related accommodations; transitioning existing consumers into the new program; as well as hiring and training all staff. Contracts are

expected to start on July 1, 2022, and proposals that include service start dates close to the contract start date will receive preference.

9. Appendices

- OHCQ approval certificate for Psychiatric Rehabilitation Program, Residential Rehabilitation Program, and/or Supported Employment Program services
- Accreditation certificate for Psychiatric Rehabilitation Program, Residential Rehabilitation Program, and/or Supported Employment Program services
- Most recent site visit report from the ASO, Accrediting Organization, and/or the Office of Health Care Quality (OHCQ), including any statements of deficiencies and program improvement plans
- Most recent Financial Audit and Management Letter, if applicable
- Most recent IRS Form 990: Return of Organization Exempt from Income Taxes, if applicable
- Organizational Chart
- Two Letters of Support
- Line-Item Budget
- Most recent Fire Inspection Certificate, if units are already leased or owned