



## REQUEST FOR PROPOSALS (RFP): *Mobile Response Teams for Youth*

Pre-Proposal Conference Held On-line: November 15, 2022.at 2:00pm

### BHSB Facilitators:

Bonnie Campbell, Procurement Lead

Chauna Brocht, Project Lead

## QUESTIONS AND ANSWERS

Posted: November 22, 2022

1. Who is the funder? Is there any supplemental funding available?
  - a. Bureau of Justice Assistance
  - b. No supplemental funding is available at this time
  
2. Can the MRT vendor bill MA for crisis codes?
  - a. Yes, the vendor can bill MA as allowable by MA. At this time, BHSB cannot provide advice on what is billable through MA.
  
3. Is there any special carve out when responding to crisis when there are open authorizations with another provider?
  - a. There is no additional funding available when responding to a client who cannot be billed to MA (because they have an open authorization with another provider, are uninsured, have private insurance, etc.)
  
4. The RFP suggests a FT supervisor (1.0). Is there a proposed staffing model on how to cover 7 days/ 16 hours a day with 1 FTE?
  - a. BHSB assumed that there would be other supervisory coverage through other funding sources for the remaining hours. The applicant can modify the supervisory FTE in their proposal if they would like.
  
5. If self-referral to BCARS is permitted would the referral for stabilization have to then go through iCarol?

- a. If the vendor selected through this RFP also offers other services for children/youth/families, self-referral to those other programs is permitted for eligible consumers.
  - b. iCarol will not be used for this project. The vendor will be required to use Behavioral Health Link software (BHL).
  - c. MRTs for this project need to be dispatched through BHL. Referrals for other BCARS programs can continue as they have been.
6. What are the specific BH software programs needed? Cost? Is it included in the RFP budget proposal?
- a. This project will use BHL software for Mobile Response Team dispatch. The cost of BHL software is covered by BHSB. The vendor can continue to use its existing EHR for clinical documentation and billing.
7. Where does BHSB anticipate the MRT team will sit- at the call center? Or the program office?
- a. Rent can be used to locate the MRTs in any location of the vendors choosing.
  - b. The MRT will not be co-located with the call center unless this is something the vendor wants to work out with the Call Center vendor.
8. If the youth MRT provider is in the field on a call and another call comes in does it then go to the regional MRT team from BCRI?
- a. The vendor and BCRI will work out the workflow, but yes, that is a safe assumption.
9. How does 911 Diversion Expansion work?
- a. A call goes into 911 and certain codes are diverted to BCRI and based on that, there is either phone counseling or a MRT is dispatched. If law enforcement or an ambulance is needed, the call would be sent back to 911. Through this RFP, 911 diversion is being expanded to children because it was previously only open to people 18 and older. For a call to be diverted, there cannot be a weapon involved or any threats of violence. Generally, diverted calls involve suicidal ideation.
10. With the up to 2 weeks [follow-up], how many visits are expected, and would they then just qualify for BCARS?



- a. At least 2 follow-ups are required within 2 weeks of the initial encounter. Follow-ups can be by phone or in person. If the family qualifies for BCARS services, they can receive them.
  
11. Specific to metrics, do the 150 monthly visits include follow-up encounters?
  - a. Yes
  
12. Can you please describe what follow-up appointments might look like – just check-ins or actual therapy sessions?
  - a. Follow-up is case management and linkage to ongoing care, not therapy.
  
13. What is the standard assessment for dispatch?
  - a. The vendor will have input into developing the criteria for dispatch.
  
14. If the chosen provider has similar service lines would the staff be able to cross contracts even though they are covered 100% in their current contracts? Could we take someone out of the BCARS grant and put them under this grant, for example? What would need to occur if this is permitted?
  - a. If the vendor who is selected through this RFP already has a separate BHSB contract for children/youth/family services, on-call supervision time may be split between positions on different contracts. Proposals must indicate the supervisory staff who will split time for on-call supervision and the percent of time each supervisor will spend on this grant. If the applicant is awarded this contract, they must do a budget modification for their existing contracts regarding staffing time. The vendor must accurately report staffing costs apportioned to each contract and may not exceed the budgeted salary amounts of either contract.
  
15. Is a Certificate of Good Standing from November acceptable?
  - a. Yes, the Certificate of Good Standing from the Maryland Department of Assessment and Taxation may have an issue date in November or anytime within the last few months.

End of Questions and Answers