



REQUEST FOR PROPOSALS:

Baltimore City Youth Mental Health Stabilization Services

Release Date: June 14, 2023

Pre-Proposal Conference: June 27, 2023, at 2:30 p.m.

Proposal Due: July 14, 2023, at 12 p.m.

Anticipated Award Notification: September 1, 2023

Anticipated Contract Start: October 1, 2023

Issued by:

Behavioral Health System Baltimore, Inc.
100 South Charles Street, Tower II, 8th Floor
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REQUEST FOR PROPOSALS

Baltimore City Youth Mental Health Stabilization Services

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 one qualified Outpatient Mental Health Center (OHMC) to partner with BHSB and the Baltimore City Department of Social Services (BCDSS) to provide community-based crisis response services for youth up to 21 years old in foster and kinship care in Baltimore City. (This does not include youth placed in out-of-home placement in a group home setting licensed by OHCQ (Office of Health Care Quality) under COMAR (Code of Maryland Regulations) 10.21.07 or an adult residential program approved under COMAR 10.21.22, or a group residential facility licensed under COMAR 14.31.05-07).

These crisis response services also will be available for Baltimore City residents up to 21 years old considered “in-home,” but who are involved with the Department of Social Services.

This comprehensive continuum of crisis response services will be available 24 hours, 7 days per week. In addition to clinical interventions, services will include supporting the youth’s ability to manage daily activities, and connect the youth and family with community resources, as needed.

This project will enhance the broader system of care by utilizing a comprehensive psychiatric crisis response system to divert children and adolescents from inpatient psychiatric hospitalization to being supported in their community.

C. SCOPE OF SERVICE

The applicant will provide crisis response services to youth in Baltimore City as part of BCDSS’ multi-disciplinary team and families being served. Specifically, the provider must complete at least 70 clinical assessments for youth placed in foster or kinship care by the Baltimore City Department of Social Services (BCDSS) per contract year. This number includes ten youth placed in Baltimore County homes by BCDSS. BCDSS will be the only referring agency.

The applicant must be available to provide ongoing services and support for at least 50 children and adolescents (and their families) who require up to six weeks of intensive community-based treatment to promote family preservation and stabilize the youth’s placement as soon as possible. The selected provider will be able to respond to a crisis 24 hours a day, seven days per week, and will collaborate with BCDSS to market mobile and crisis stabilization services.

The applicant will consult with school personnel and BCDSS to ensure continuity of care and placement stabilization. It will also participate in Family Involvement Meetings and Case Planning Meetings with BCDSS.

The applicant’s responsibilities will include informing all families receiving crisis services that they have a choice among Care Coordination Organizations (CCOs) in their community and a high probability of meeting requirements for the services. It will also make referrals to the selected CCO and follow up with the selected CCO to facilitate solid connections between the families and the referred organization.

The applicant must have at least two years of experience supporting youth and families in mental health stabilization services.

The applicant must have knowledge and experience working with BCDSS-involved youth and families. The sub vendor must be able to support inpatient psychiatric diversion and minimize the length of stay in both emergency departments and

inpatient units through active partnerships and coordination with the emergency department and inpatient psychiatric unit staff.

Deliverables

- Provide services as part of a multi-disciplinary team.
- Complete at least 70 clinical assessments for youth placed in foster or kinship care by the Baltimore City Department of Social Services (BCDSS; this number includes ten youth placed in Baltimore County homes by BCDSS).
- Be available to provide services/supports for at least 50 children, adolescents, and their families who require more intensive community-based treatment for up to six weeks in order to promote family preservation and/or stabilize the child's placement and return functioning to previously established levels as soon as possible.
- OMHCs shall ensure children and youth have access to psychiatry services for timely evaluation and medication management. It is the provider's responsibility to bill Medicaid for the psychiatry services provided to children and youth.
- Consult with school personnel and BCDSS to ensure continuity of care and placement stabilization.
- Participate in Family Involvement Meetings/Case Planning Meetings with BCDSS.
- Respond as needed 24 hours a day, 7 days per week.
- Collaborate with BCDSS to market mobile and crisis stabilization services.
- Inform all families receiving crisis services that they have a choice among Care Coordination Organizations (CCOs) in their community and a high probability of meeting requirements for the services, make referrals to selected CCO, and follow up on referrals with the selected CCO to facilitate solid connections between the families and the CCO (Annual Target: 50%).
- Submit quarterly reports with content as determined in partnership with Baltimore City DSS and Behavioral Health System Baltimore.
- Display written policies and procedures regarding accommodations for people that require a reasonable accommodation and provide notice to all individuals that they are entitled to request a reasonable accommodation based upon their disability. These policies must be easily understood by those with low literacy levels.
- Participate in DHS's periodic training on reasonable accommodation and providing services to people with disabilities.

D. FOCUS POPULATION

This program will serve youth involved in the Baltimore City Department of Social Services, services are available for children, adolescents up to age 21, and their families.

E. STAFFING REQUIREMENTS

This project requires the following staffing:

- 1.0 Full-time equivalency (FTE) in home-interventionist with a Bachelor's-level education.
- 2.0 FTE Mental Health Clinicians licensed as Master's-Level Mental Health Professionals.

OMHC's are required to have psychiatrists who are Board Certified in Child and Adolescent Psychiatry to provide medication management when needed. OMHCs shall be responsible for billing Medicaid for psychiatry and up to six-weeks of stabilization services provided to children and youth. Services provided by the clinical management team must meet the criteria needed to provide clinical supervision for master's-level staff. All clinical supervisors must maintain the appropriate level of licensure and be in good standing with their respective professional oversight boards. Clinicians employed as therapists and supervisors are required to maintain CANS Certification and a valid Certificate of Completion for the Columbia Suicide Scale.

Clinicians are required to maintain their clinical licensure in good standing at the Master's or Clinical Levels. Psychiatrists are Board Certified for Child and Adolescent Psychiatry. Clinical Supervisors are also required to be board-approved supervisors by their respective oversight boards. All program staff must follow Health Insurance Portability and Accountability Act of 1996 (HIPAA) guidelines and are all mandated reporters of child abuse and neglect. Background checks are completed at the time of hire. They include State and Federal (CJIS) fingerprinting, Child Protective Services Screening, a Physical and Drug Test, Sex Offender Registry checks, Tuberculosis (PPD) screening, Office of Inspector General checks, and professional background references.

F. FUNDING AVAILABILITY

The total funding available for this procurement is \$451,000.00 annually. Allowable expenses are personnel, operations (i.e., rent, transportation, supplies, marketing, etc.), and indirect costs of up to 10% of salary and fringe. The organization should have the ability to bill for Medicaid-reimbursable services provided for stabilization, psychiatric care, and medication management.

G. QUALITY AND FINANCIAL REVIEW

As part of BHSB's procurement process, internal Quality and Financial Reviews are completed to ensure there are no significant concerns with the organization(s) being selected. Applicants should be sure to provide the most recent available versions of all requested documentation with their RFP application in order to ensure this is a smooth process.

H. 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 was 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 – Actual Expenditures
 - Vendor receives payment after costs are incurred and reported. Payment is based on the costs reported for a specific period.

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 one qualified Outpatient Mental Health Center (OHMC) to partner with BHSB and the Baltimore City Department of Social Services (BCDSS) to provide community-based crisis response services for youth up to 21 years old in foster and kinship care in Baltimore City.

B. APPLICANT ELIGIBILITY

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

- The OHMC must have been licensed in Maryland for at least two years and must be located in Baltimore City.

C. PROPOSAL TIMEFRAME AND SPECIFICATIONS

1. Timeline

Release Date:	June 14, 2023
Pre-Proposal Conference:	June 27, 2023, 2:30 p.m.
Proposal Due:	July 14, 2023, 12:00 p.m.
Anticipated Award Notification:	September 1, 2023
Anticipated Contract Start:	October 1, 2023

2. Pre-Proposal Conference

Date: June 27, 2023

Time: 2:30 p.m.

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,,92623289#
Phone Conference ID: 926 232 89#

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 **June 26, 2023**. 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 **July 3, 2023**.

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 Survey Monkey Apply (SM 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 SM Apply here: <https://bhsb.smapply.org/>

All proposals must be received no later than **12:00 pm (noon) EST on July 14, 2023**. 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

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

4. Interviews

Applicants whose proposals are ranked highest by a Review Committee may be asked to participate in an interview.

5. 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

6. Anticipated Service Term: 10/01/2023 – 06/30/2024 (9 months) with options to renew annually pending availability of funding and performance. Renewal periods will be July 1 to June 30.

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 PROCESS

Applications must be complete and fully responsive to the below Proposal Narrative Outline and must include all required appendices. Applicants may file an appeal within five days of notification of non-selection. BHSB will not review new proposal materials that were not included in the application. BHSB will review the appeal letter and respond to the non-selected applicant within ten working days of receipt of the appeal.

III. Format and Content of Proposal

A. PROPOSAL INSTRUCTIONS

Applicants must submit all required information using Survey Monkey Apply (SM 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 (20 points)

- a. Provide an overview of your organization, including how long it has been a licensed behavioral health program and how long it has provided health services for youth. Attach as an appendix all relevant licenses and certifications.
- b. Describe the organization's history and experience providing mental health services and delivering crisis services for children and youth ages 0-21. Please describe evidence-based practices used.
- c. Describe your organization's ability to access third-party reimbursement, particularly Medicaid, for behavioral health services.
- d. 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 (10 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 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 (20 points)

- a. Describe your organization's plan to provide all services as outlined in the Scope of Service section of this RFP.
- b. Describe your organization's crisis model, crisis screening tools that will be utilized, proposed intervention model, and why it was selected. Describe your organization's plan to implement person/family-centered services and treatment planning to include support of behavioral health needs (mental health/substance use disorder treatment), medical needs, and other identified areas of needed support to ensure overall well-being.
- c. Describe how your organization will facilitate effective transitions from one level of care to another. Please include a description of the referral process, discharge criteria, follow-up services, and the proposed number of weeks of stabilization services that will be provided.
- d. Describe other behavioral health services your organization provides and what structure/process you will use to avoid conflicts of interest and inappropriate self-referral.

4. Staffing Plan (15 points)

- a. Describe your proposed staffing pattern, including supervisors, and how it will fulfill the staffing requirements in this RFP. Include an organizational chart that shows how this program will fit into your organization's overall structure.
- b. Describe your proposed training plan for staff assigned to this program and indicate any relevant expertise, training, and/or skills staff already possess.
- c. Describe your organization's practices to retain staff and provide the turnover rate of licensed mental health professionals in your organization over the past two years.

5. Effectively Serving the Focus Population (15 points)

- a. Describe your organization's history and expertise in serving the focus population of this RFP. Please include direct work with Baltimore City Department of Social Services, Baltimore City Public School, Department of Juvenile Services, and other youth-servicing organizations to support the mental health and wellness of involved youth.
- b. Describe how your organization is uniquely qualified and designed to address known disparities experienced by this population.

6. Program Evaluation and Quality Assurance (10 points)

- a. Describe any previous experience your organization has implementing projects similar to this one. Were you able to meet all of the programmatic and financial deliverables and reporting requirements? If there were any quality concerns, how were they addressed?
- b. Describe how your organization obtains and incorporates feedback from people served and other stakeholders into the development, implementation, operation, and improvement of program services.

7. Proposed Program Budget (5 points)

- a. Attach a line-item budget for the period October 1, 2023-June 30, 2024, that includes anticipated revenue from grant funding and fee-for-service reimbursement and all expenses as an appendix. BHSB has budget forms on its website that can be used but are not required for this submission.
- b. Provide a budget narrative/justification that explains revenue and expense projections in more detail. The budget narrative should be included in the body of your proposal, not as an appendix.

8. Implementation Timeline (5 points)

- a. Provide a detailed timeline for implementation that includes all of the activities that you have committed to perform in your proposal. Show an outline of all the steps necessary to fully operationalize this project and by when each step would be completed. Contracts are expected to start October 1, 2023.

9. Appendices

- Copies of all relevant licenses/certifications including any licenses issued by Maryland Department of Health (BHA and OHCQ).
- 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
- Organizational Chart
- Line-item Budget
- Most recent final Financial Audit package including Findings and Management Letter from an independent auditor (preferred) OR a recent unaudited Income Statement AND Balance Sheet, if an audit is not available.
- Most recent IRS 990 – Return of Organization Exempt from Income Taxes, or business or personal Income Tax Return if the applicant does not file an IRS 990 form
- Certificate of Good Standing from the Maryland Department of Assessments and Taxation (screenshots from the MDAT website will not be accepted)
- Three Letters of Support