



# **REQUEST FOR PROPOSALS:**

## ***Temporary Cash Assistance: Substance Use Disorder Screening, Assessing, and Referring to Treatment***

**Release Date: April 11, 2024**

**Pre-Proposal Conference: April 18, 2024**

**Proposal Due: May 9, 2024 at 12:00 p.m. (noon)**

**Anticipated Award Notification: June 14, 2024**

**Anticipated Contract Start: July 1, 2024**

### **Issued by:**

Behavioral Health System Baltimore, Inc.  
100 South Charles Street, Tower II, 8<sup>th</sup> Floor  
Baltimore, Maryland 21201

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# REQUEST FOR PROPOSALS

## ***Temporary Cash Assistance: Substance Use Disorder Screening, Assessing, and Referring to Treatment***

### **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 provider to operate and staff the Substance Abuse Treatment Services (SATS) program. The selected provider will work closely with the Baltimore City Department of Social Services (BCDSS) to assess and screen referred customers and refer those in need of substance use disorder (SUD) treatment to services. Staff conducting these services must be Addiction Specialists and credentialed by the Maryland State Board of Professional Counselors and Therapists. In addition to screening, assessing, and referring customers in need of SUD treatment with services, the Addiction Specialists will also provide or refer customers in need of urinalyses

services and provide case management for all SATS program customers by conducting monthly follow up.

### **C. SCOPE OF SERVICE**

The SATS Addiction Specialists are required to be on site at the various BCDSS offices. The locations are at Penn North (2500 Pennsylvania Ave), Harborview (18 E. Reedbird Ave.), Hilton Heights (500 N. Hilton St), Dunbar/Orangeville (2919 E. Biddle St), Northwest (5818 Reisterstown Rd) and Northeast Regional/NERO (2000 N. Broadway).

SATS Addiction Specialists shall provide the following services at the BCDSS offices:

- Temporary Cash Assistance (TCA) screens for new applications and redeterminations
- TCA assessments for new applications and redeterminations
- TCA referrals to treatment for new applications and redeterminations
- Food Supplement screens
- Food Supplement assessments
- Food Supplement referrals to treatment
- Child Welfare (for customers who are TCA-eligible) screens
- Child Welfare assessments
- Child Welfare referrals to treatment
- Minor parent screens
- Minor parent assessments
- Minor parent referrals to treatment
- Urinalysis: as needed based on program requirements and/or clinical observation
- Case management services

#### SATS Addiction Specialists responsibilities

The Addiction Specialists are required to complete all of the following activities:

1. Ensure that they receive a completed *DHS/FIA 1177 Substance Use Screening Referral Form* from the BCDSS case worker.

2. Attend annual meetings at the Behavioral Health Administration (BHA), Maryland Department of Health, and any other trainings/meetings that BHA requires.
3. Be on site at the designated BCDSS offices Monday-Friday, 8:30 am-5:00 pm, to complete all required activities unless otherwise specified and approved by BHSB.
4. Be on site at BCDSS offices for all local site visits by BHA staff.
5. Enter all required data elements into the SATS database.
6. Ensure that the BHA consent form is signed by all SATS participants and notify the BCDSS case worker if their customer refuses to sign the consent.
7. Provide updates to the BCDSS case manager at each reportable event or recertification using the *DHS/FIA 1178 Treatment Notification Form* to communicate ongoing information about the customer's compliance with recommended treatment.
8. Update the Online Work Readiness Assessment (OWRA) tool for all SATS consumers referred for substance use disorder treatment and services. The OWRA tool is a set of web-enabled forms and supporting databases that help BCDSS and SATS staff develop plans that are linked to the consumer's self-sufficiency needs and assist them in securing employment and meeting program requirements in ways tailored to their unique strengths.
9. Establish and maintain a case file for each customer served in the program. Safeguard the confidentiality of customers by ensuring that all case files and case file contents are stored securely in a way that ensures only authorized individuals may gain access. Case files shall be stored for a minimum of 3 years following the discharge of a customer from the SATS program.

#### Case management requirements

SATS Addiction Specialists are required to maintain a log to track customers' treatment milestones with next step indicators at 30/60/90/120/150/180 days. The 30-day intervals must be continued up to one year while the customer is enrolled in a treatment program. The log must be supported by electronic case notes that identify the case management activities that the SATS Addiction Specialist has provided to support the customer during their treatment episode. It also supplies the details of how the customer utilized their treatment plan and charts their journey through the continuum of care.

## Contract deliverables

The applicant that is selected through this RFP to operate and staff the SATS program will enter into a contractual agreement with BHSB. The contract will include the following deliverables:

- Submit all data into the SATS Database monthly.
- Screen all customers referred by BCDSS.
- At least 90% of customers screened and assessed were referred to the SATS program.
- At least 75% of the customers screened were referred for an assessment.
- At least 75% of customers were referred to a substance use disorder treatment program.
- At least 50% of customers referred to substance use disorder treatment should complete treatment. Completion is evident by meeting the requirements of the treatment program to which the customer was referred, along with verification by the SATS Addiction Specialist.
- The SATS Addiction Specialists provided updates to the BCDSS case worker at each reportable event or recertification using the *BCDSS DHS/FIA 1178 Treatment Notification Form* to communicate ongoing information about the individual's compliance with recommended treatment.
- The SATS Addiction Specialists updated the Online Work Readiness Assessment tool for all SATS participants referred for substance use disorder services.

## **D. FOCUS POPULATION**

The focus population includes BCDSS customers who apply for Temporary Cash Assistance (TCA) benefits. All customers who apply for TCA benefits are required by law to receive a screening for a substance use disorder (SUD) and comply with the suggested treatment recommendations. The BCDSS case manager refers customers to the SATS program for the SUD screening.

## **E. STAFFING REQUIREMENTS**

This funding supports:

- 12 (12.0 FTEs) Addiction Specialists – must be credentialed at minimum as CSC-AD

- 2 (2.0 FTEs) Addiction Specialist Supervisors - must be credentialed at minimum as: CAC-AD, master's level clinician, and Certified Alcohol and Drug Approved Supervisor
- 1 (1.0 FTE) Program Director – must have a master's degree in human services or a related field and credentialed as a Certified Alcohol and Drug Approved Supervisor
- 1 (0.25 FTE) Administrative support

## **F. FUNDING AVAILABILITY**

The total funding for this award is \$1,123,316.00 to support salaries and indirect costs associated with this contract.

## **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 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. The selected organization will be required to submit a new budget on BHSB's budget forms, 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>.

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

The sub-vendor receives payment in advance of incurring and reporting costs based on a pro-rated budget (e.g., 1/4 of budget each quarter).

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 on track to be 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 based on their awarded funding throughout the contract term, BHSB may offer technical assistance and support to ensure the funding covers the contract term fully, and BHSB 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 provider to operate and staff the Substance Abuse Treatment Services (SATS) program. The selected provider will work closely with the Baltimore City Department of Social Services (BCDSS) to assess and screen referred customers and refer those in need of substance use disorder (SUD) treatment to services. Staff conducting these services must be Addiction Specialists and credentialed by the Maryland State Board of Professional Counselors and Therapists. In addition to screening, assessing, and referring customers in need of SUD treatment to services, the Addiction Specialists will also provide or refer customers in need of urinalyses services and provide case management for all SATS program customers by conducting monthly follow up.

### B. APPLICANT ELIGIBILITY

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

- At least three (3) years of providing substance use disorder services and conducting ASAM assessments
- In Good Standing with the Maryland Department of Assessments and Taxation

### C. PROPOSAL TIMEFRAME AND SPECIFICATIONS

#### 1. Timeline

Release Date:	April 11, 2024
Pre-Proposal Conference:	April 18, 2024, at 11 a.m.
Proposal Due:	May 9, 2024, at 12:00 p.m. (noon)
Anticipated Award Notification:	June 14, 2024
Anticipated Contract Start:	July 1, 2024

#### 2. Pre-Proposal Conference

**Date:** April 18, 2024

**Time:** 11:00 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,,596308060#

Phone Conference ID: 596 308 060#

*Please join five minutes early to leave time to troubleshoot. If you have any problems accessing the meeting, please contact [Procurements@BHSBaltimore.org](mailto:Procurements@BHSBaltimore.org).*

All questions related to this RFP should be submitted in advance to [Procurements@BHSBaltimore.org](mailto:Procurements@BHSBaltimore.org) no later than the close of business on **April 16, 2024**. 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/providers/funding-opportunities/> by **April 24, 2024**.

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](mailto: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 May 9, 2024**. 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](mailto:Procurements@BHSBaltimore.org)

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

### **5. Authorized Contact**

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

Lynn Mumma, Procurement Lead  
Email: [Procurements@BHSBaltimore.org](mailto:Procurements@BHSBaltimore.org)

**6. Anticipated Service Term:** July 1, 2024 – June 30, 2025, 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 applicant through this RFP process. BHSB will enter into a contract with the selected applicant following the notification of award. The selected applicant 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.

#### **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-vendors.

### 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 its history, mission, and overall purpose.
- b. Describe your organization's experience managing programs similar to this project, meeting contractual deliverables and obligations (including any contracts with BHSB), and your capacity to manage the programmatic and financial requirements of this grant.
- c. Describe your organization's access to, experience working with, and continued capacity to work with individuals with substance use disorders.
- d. Describe your organization's history forming partnerships with community behavioral health treatment organizations.

##### 2. Principles and Values (15 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 and understanding of the principles of a Recovery-Oriented System of Care (ROSC) that supports client self-determination and multiple pathways of recovery.

### **3. Service Delivery (15 points)**

- a. Describe your organization's plan to provide all services as outlined in the Scope of Service section of this RFP.
- b. Describe how your organization will collaborate with BCDSS to identify and engage individuals in need of services and ensure that all individuals referred will, with consent, be linked to and/or receive needed services.
- c. Describe how this program would function as a low barrier "safe space" that is welcoming, non-stigmatizing, and affirming to the population to be served.

### **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 plan to ensure adequate support and clinical supervision for staff, particularly staff who work independently/off-site.
- c. Describe your proposed training plan for staff assigned to this program and indicate any relevant expertise, training, and/or skills staff already possess.

### **5. Effectively Serving the Focus Population (10 points)**

- a. Describe your organization's history and expertise in serving the focus population of this RFP.
- 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 how your organization obtains and incorporates feedback from people served and other stakeholders into the development, implementation, operation, and improvement of program services.
- b. 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?

## **7. Proposed Program Budget (10 points)**

- a. Attach a line-item budget for the grant period in the RFP 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 on July 1, 2024.

## **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.
- 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 the most recent Business or Personal Tax Return if an IRS 990 form is not required to be filed
- Certificate of Good Standing from the Maryland Department of Assessments and Taxation (screenshots from the MDAT website will not be accepted) - the certificate must be dated within one year of the RFP submission due date.