COMMUNITY CARE / ERIE COUNTY DEPARTMENT OF HUMAN SERVICES
REQUEST FOR PROPOSAL
FOR THE DEVELOPMENT OF A PSYCHIATRIC REHABILITATION PROGRAM - SPECIAL POPULATION

I. INTRODUCTION AND PURPOSE

Community Care Behavioral Health Organization (Community Care) and the Erie County Department of Human Services (the county) are requesting bids from qualified organizations to develop a Psychiatric Rehabilitation Service (PRS) targeted towards a special population with Serious Mental Illness (SMI) with housing issues and who frequent shelter services located within the community. This population, adults aged 18 years of age and older, according to the Substance Abuse and Mental Health Services Administration (SAMHSA), has an SMI prevalence rate of over 20%. For Erie County, the projected number of individuals with this housing arrangement and who are HealthChoices eligible with SMI is approximately 130.

PRS is a process of restoring community functioning and well-being for individuals with mental illness. PRS promotes recovery, full community integration, and improved quality of life for persons who have been diagnosed with a mental illness that seriously impairs functioning. It is a service that is collaborative, person-directed and evidence-based. PRS focuses on helping individuals develop skills and access resources needed to increase their capacity to be successful and satisfied in their living, working, learning, and social domains of their choice. Users of the PRS program will potentially exhibit one or more of the following characteristics:

- Meet Adult SMI diagnostic criteria.
- Have repeat admissions to community hospitals or be at-risk for long-term hospitalization, high use of Crisis Services, and/or frequent presentations at community hospital emergency rooms.
- Have a history of an inability to fully utilize traditional community support and/or treatment services.
- Complicated physical health or medical issues.

Most of these individuals do not work, and oftentimes inappropriately use hospital emergency services and community inpatient mental health services when they begin to experience an exacerbation of symptoms, but lack social supports or service linkages to manage daily stressors.
Expected outcomes for the population targeted for the PRS program will include:

- Improved social and community adjustment.
- Decreased inpatient hospital admission rates, lengths of stay, and use of hospital emergency services.
- Improved global functioning.
- Positive, stable housing living arrangements.
- Increased involvement with community-based treatment services that are recovery-focused and available across the continuum.

II. REQUEST FOR PROPOSAL

We are seeking proposals from qualified organizations to develop a Mobile Psychiatric Rehabilitation Program with the capabilities of providing rehabilitative and supportive services for the identified Special Population that frequently utilizes shelter services located within Erie County and have an SMI diagnosis. The program will be evidence-based, and will provide one-to-one or group supports to the population who may be in varying stages of their own recovery. Services will include the development of social supports, assisting the individual in self-managing their illnesses more effectively, and supporting them in meeting employment, housing, education, and social goals. A licensed professional of the healing arts (physician, physician’s assistant, certified nurse practitioner, or psychologist) must provide a diagnosis of SMI, and an Individualized Rehabilitation Plan for each service recipient will be developed that is person-centered and recovery-focused. Individuals must participate in the development of their rehabilitation goals and choose the services they want to access and their level of participation in the program. Applicants must meet the requirements for a Psychiatric Rehabilitation Service found in PA Code 55, Chapter 5230, or demonstrate a timeframe when they will be able to meet the PRS requirements.

III. PROPOSAL TIMEFRAMES

Key Dates:

- Request for Proposal Issued: August 16, 2013
- Organization Letter of Intent Due: August 23, 2013
- Completed RFP Submission: September 20, 2013
- RFP Decision Announcement: October 4, 2013
- Projected program Start: February 1, 2014
IV. **ESSENTIAL PROGRAM ELEMENTS AND CRITERIA FOR EVALUATION**

Each proposal must address the following areas:

**A. Skill and Experience**
Provide a brief history/overview of your organization, including ownership, current officers, mission, values, and vision. Discuss your organization’s experience in the delivery of behavioral health services that lends itself to the development of this psychiatric rehabilitation program. Indicate your organization’s readiness to engage in the activities described in this request. If not ready by the proposed program start date, provide a timeframe, including steps needed to take place, as to when your organization would be ready to begin the psychiatric rehabilitation program.

**B. Programmatic Requirements**
Provide a service description including program rationale, philosophy, and why this PRS program will be expected to improve the health outcomes for the persons targeted. Identify the evidence-based or best practice approach specific to psychiatric rehabilitation that you will be using in this program. Describe the process for coordination of care that will take place to assist the targeted population in addressing their individual rehabilitation goals, including a plan to collaborate with other community organizations for support, integration, and crisis response if necessary. An essential element of the programmatic requirements will also include a description of your organization’s practices and policies that support recovery.

Inclusive within programmatic requirements will be to identify how this program will be measured, identifying expected program outcomes, and how they will be measured. A service recipient satisfaction measurement element must be included, as well as identifying how individuals and family members will be involved in operations, oversight, and evaluation. A program budget must be included, identifying projected program costs in the areas of Personnel, Operating, Fixed Assets, and Administrative.

**C. Staffing Requirements**
Provide a description of the proposed staffing plan for the PRS program. Include an overview of the staff recruiting, retention, and training policies of your organization, specifically as it will relate to the PRS program. Of particular interest will be how your organization will address staff qualifications and experience required for psychiatric rehabilitation programs within 55 PA Code, Chapter 5230. Provide a Table of Organization for your agency illustrating the lines of responsibility for the clinical and administrative oversight of the PRS program. Include a description of the supervisory structure, both clinical and administrative, that will support the overall functioning of the PRS service. Lastly, identify ways that the PRS program will have access to a Licensed Professional of the Healing Arts (Physician, Physician’s Assistant, Certified Registered
Nurse Practitioners or Psychologists). Such professionals will need to be utilized for clinical consultation, diagnostic evaluations, and rehabilitation plan monitoring.

V. MISCELLANEOUS BIDDER INFORMATION

1. Responses to this RFP must be according to the format, content, and sequence as outlined. An authorized representative of the organization must sign the proposal. Any proposal may be rejected if it is conditional, incomplete, or deviates from guidelines set forth in this document. However, Community Care and the county reserve the right to accept any part of the proposal and not be obligated in any way to accept those parts that do not meet with approval. Community Care and the county reserve the right to negotiate any part of the proposal. Two (2) complete proposals must be submitted, and electronic submittals are acceptable.

2. This RFP does not commit Community Care or the county to award funding. Community Care and the county reserve the right to cancel this RFP in whole or in part.

3. Community Care and the county reserve the right to seek additional proposals beyond the final submission date, if, in their discretion, the proposals received do not meet the guidelines, requirements, or expressed intent of the RFP.

4. Reference Links for Psychiatric Rehabilitation Services:
   - 55 PA Code, Chapter 5230
     http://www.pacode.com/secure/data/055/chapter5230/chap5230toc.html
   - Community Care Performance Standards
   - Community Care Medical Necessity Criteria:
     http://www.ccbh.com/pdfs/Providers/healthchoices/articles/PsychiatricRehabilitationMNC.pdf
   - SAMHSA’s National Registry of Evidence-based Programs and Practices: Psychiatric Rehabilitation Process Model:

5. Completed Requests for Proposals should be submitted by the date due to:

   Glynn M. Chase - Regional Director
   Community Care Behavioral Health Organization
   1314 Griswold Plaza
   Erie, PA 16501
   chaseg@ccbh.com