***Request for Proposal***

***Supportive Employment Services***

February 26, 2021

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| **Macomb county community mental health**  ***Guided by the values, strengths, and informed choices of the people we serve, Macomb County Community Mental Health provides an array of quality services which promote community participation, self-sufficiency, and independence*** |

**MACOMB COUNTY COMMUNITY MENTAL HEALTH SERVICES**

**REQUEST FOR PROPOSAL:**

**Supported Employment**

**OVERVIEW**:

Macomb County Community Mental Health Services (MCCMHS) announces a Request for Proposal (RFP) for **Supported Employment Services** from qualified vendors to provide Supported Employment services to adult (age 18 and above) persons with Developmental Disabilities and/or Severe Mental Illness (SMI). Individuals served will be provided with an opportunity to pursue and gain individual competitive employment within an integrated setting. Supported Employment services support the individual in work readiness as well as ongoing vocational supports such as job coaching, employment specialist(s), and/or personal assistant so that the individual may achieve and maintain competitive employment.

The Supported Employment Provider will be expected to utilize the Individual Placement and Support (IPS) Model of Supported Employment service delivery for persons served with mental illness. IPS is an evidence-based model of Supported Employment service delivery that has been adopted by the Michigan Department of Health and Human Services (MDHHS) for individuals with mental illness. The expected outcome of competitive employment for this population of individuals persists; individual jobs in the competitive workforce for which anyone can apply rather than jobs created purposely for persons with disabilities.

It is the expectation of MCCMHS that the Provider will implement the IPS model of Supported Employment service delivery to scale adhering to fidelity standards. Services should include rapid job search, career planning, job coaching, targeted job development, and benefits counseling focused on assisting individuals to gain and maintain competitive integrated employment. The IPS model also necessitates the Provider contact employers for hiring and recruitment purposes; having continued networking and outreach to employers to establish and preserve access points for employment in the community.

Jobs where the person served is paid by the provider agency are not considered competitive employment and are not included in the scope of this RFP. Provider agency-employed and co-ops, as well as skill building and out-of-home vocational habilitation, also fall outside the scope of this RFP.

The Supported Employment Provider will be expected to provide job development, initial and ongoing support services, and all necessary activities outlined in the Individual Plan of Service that assist the persons served in obtaining and maintaining paid employment that would be impossible without such supports. Supported Employment services are to be provided continuously, as needed, or on a diminishing basis as needed and as indicated in the persons Individual Plan of Service throughout the period of employment. The Provider will be expected to include in this service, the ability to intervene, for the purpose of aiding, with the individual and/or the employer of the individual on an ongoing and as-needed basis.

Competitive integrated employment is performed on a full-time or part-time basis (including self-employment). Competitive integrated employment also means that the individual is compensated at a rate no lower than the State minimum wage; is not less than the typical rate paid by the employer to persons without disabilities for the same or similar work and who have similar training, experience, and skills; and that the individual is eligible for the level of benefits provided to other employees. Competitive integrated employment is at a location that is normally found in the community and such that the individual works alongside, for the purposes of his or her role, persons without disabilities.

The selected Provider(s) must have the organizational capacity to provide a range of Supported Employment services within the community and as stipulated by the persons served Individual Plan of Service. Necessary provided services will include: job development, job placement, job coaching, and long-term follow-along services required to maintain employment; assistance with consumer run businesses; as well as transportation from the individual’s home to the site, or sites, of supported employment and back to the individual’s home thereafter.

***Providers/Vendors who are already under contract with MCCMHS for Skill Building services do not need to submit a bid as long as they are willing to accept the established rates in this RFP for the services they currently contract for with MCCMHS. Currently contracted Skill Building providers do have to submit a bid if they wish to provide additional Skill Building services not in their existing MCCMHS current contract benefit plans.***

MCCMHS is **not** re-bidding its current provider panel; existing providers who desire to expand their program are welcome to bid. MCCMHS is seeking to expand its current panel of Supported Employment providers.

Bidders **must** be familiar with employer/employee contractual relationships, Medicaid Provider Agreements, and other requirements found in federal regulations (42 CFR 431.107).

Bidders must also be prepared to provide a copy of their Corporate Compliance Plan as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). A “Keys to Developing a Regulatory Compliance Plan” is enclosed. Bidders, if selected to contract, must be prepared to submit the MCCMHS “Provider Information Disclosure Request” form (see enclosed). The completion of this form i**s not r**equired as part of the RFP submission process; it is required as part of the contractual process.

Bidders must acknowledge any relationship between the bidder’s principal officers and board members and any member of MCCMHS (to include staff employees, Board members, and principal Directors). Disclosure must also be made regarding the bidder’s relationship, if any, with any member of the Macomb County Board of Commissioners or any Macomb County Department Head or any member of the Office of the Macomb County Executive.

**PERSON/INDIVIDUAL SERVED DESCRIPTION:**

Persons to be served with Supported Employment services will be those who have been diagnosed with a developmental disability and/or a serious mental illness. Due to the individual’s diagnosis and high level of need, they will/may present with symptoms requiring assistance with management such as hallucinations and/or delusions. Their behavior history may include impulsivity, verbal aggression, moderate to high physical aggression, property destruction, unauthorized leaves from the hospital or placement, self-injury, use of drugs or alcohol and/or inappropriate sexual behavior.

Persons served may also have high levels of personal care needs and physical health needs such that staff should be trained and comfortable supporting persons with such needs as grooming, bathing, toileting, feeding, ambulating, and other activities of daily living.

**PROGRAM GOALS:**

For individuals served through Supported Employment the goals include, through service delivery, helping people obtain and maintain competitive work in the community alongside other persons without disabilities and providing the supports necessary to ensure success throughout the duration of their employment. In doing so, program goals should include a focus on placing individuals in competitive integrated employment; rapid job searches for individuals seeking employment; jobs tailored to the individual; follow-along supports without time restrictions; the integration of supported employment and mental health services; and a zero-exclusion criteria (no person served should be screened out of the program because they are “not ready”).

**PROGRAM STRUCTURE:**

Referral to the Supported Employment program will come from the MCCMHS Access Center (which authorizes services) and/or the MCCMHS Case Management agencies.

The Case Management Primary Case Holder (broker) agencies will facilitate the person-centered plan and provide the coordination for all needed services. As indicated in the person-centered plan, the Case Management agencies will arrange for Psychiatric services, therapy services, Nursing services, Psychological consultation, and Behavioral Management Review Committee. The contractor will provide services to the individual according to MCCMHS standards and negotiated contract language. Staffing will also be in accordance to the needs of the consumer which will be identified in the consumers’ person centered plans.

**RESPONSIBILITIES**:

* The Provider shall be able to demonstrate knowledge of and experience with Medicaid rules and regulations.
* The Provider shall be able to demonstrate competency and knowledge of the Michigan mental health system in relation to MCCMHS.
* The Provider shall demonstrate knowledge of Person-Centered Planning processes and principles.
* The Provider shall engage in the development of relationships with the individual in his/her community.
* The Provider shall utilize creative and innovative means to meet the needs of each individual and shall understand the flexible array of mental health services available to persons served.
* The Provider shall support persons served and/or family-controlled service arrangements as required to successfully reach the individual’s goals and objectives.
* The Provider shall explore, and when possible, develop resources available in the community to benefit an individual or a group of persons served in meeting identified goals and objectives.
* The Provider shall implement flexible staffing patterns to best meet the needs of persons served.
* The Provider shall employ staff who are knowledgeable behavioral plans and have the ability to handle behavior problems with a challenging population.

**GENERAL ADMINISTRATIVE FUNCTIONS:**

* The Provider shall comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
* The Provider shall comply with all Federal and Michigan Laws, regulations and the Michigan Administrative Code, the Michigan Mental Health
* Code, and the Michigan Department of Health and Human Services (MDHHS) Contractual obligations.
* The Provider shall assure that all policies and procedures comply with requirements of MCCMHS and the MDHHS.
* The Provider shall be responsible to be knowledgeable of eligibility for services and resources to persons served as referrals for such services resources are necessary.

**PROVIDER REQUIREMENTS**:

* The Provider should have a minimum of two (2) years’ experience in working with individuals with developmental disabilities and/or serious mental illness.
* The Provider must have the organizational capacity to provide the services described in this RFP.
* The Provider must be able to begin services and accept new referrals based on individual’s choice no later than 1/1/2021. It is anticipated that MCCMHS will be able to identify potential persons served by or before 1/1/2021. If the Provider cannot provide all of the services outlined in this RFP by 1/1/2021, they should submit a timeline for a plan for full implementation.

**FISCAL MANAGEMENT RESPONSIBILITIES TO MCCMHS:**

* The Provider shall have a solid financial foundation and have demonstrated sound fiscal practices for several years.
* The Provider shall provide proof of current liability insurance to protect the interests and obligations being delegated by MCCMHS.

**INFORMATION SUPPORTS RESPONSIBILITIES TO MCCMHS:**

* The Provider shall have policies and procedures in place, and an environment that protects consumer information.
* The Provider shall utilize and participate in the MCCMHS FOCUS data system for claims submission.

**QUALITY MANAGEMENT RESPONSIBILITIES TO MCCMHS**:

* The Provider shall assure that provided services are documented in the record of each person served as required by the MDHHS and the Centers for Medicare and Medicaid Services.
* The Provider shall support and assist MCCMHS to evaluate, on an annual basis at minimum, the competency and training of staff employed by the provider.
* The Provider shall assure that staff employed by the Provider receives initial and ongoing education in person-centered planning, behavior management, crisis management, language proficiency, cultural competency, grievance and appeals and recipient rights.
* The Provider shall possess licensure or certification as needed and/or required and accreditation by a nationally recognized accreditation organization.
* The Provider shall have the capacity to meet the reporting requirements of MCCMHS as outlined in the MCCMHS contract with the MDHHS.

**RECIPIENT RIGHTS RESPONSIBILITIES:**

* The Provider shall comply with all Recipient Rights provisions as described in the Michigan Mental Health Code, the MDHHS Administrative Rules, MCCMHS’ contract with MDHHS and policies of MCCMHS.
* The Provider shall take steps to ensure that persons served will be protected from rights violations while receiving mental health services.
* The Provider shall assign a Recipient Rights Coordinator to ensure that staff are trained in recipient rights and that persons served and/or families are informed of rights guaranteed by the Michigan Mental Health Code. All training for recipient rights must be provided by the MCCMHS’ Office of Recipient Rights. Initial Recipient Rights training and bi-annual training for Recipient Rights **must** be completed face-to-face.
* The Provider shall make available to all employees, staff, persons served, and/or families, and shall post in a conspicuous location the following:
  + A summary of all rights guaranteed by the Michigan Mental Health Code.
  + Instructions on how to contact the MCCMHS’ Office of Recipient Rights.
  + The MDHHS Office of Recipient Rights reporting requirements poster for staff.
  + Provide for unrestricted access to Rights Complaint forms and “Your Rights” booklet to consumers, families and others.

**REPORTING REQUIREMENTS:**

The successful bidder must be able to meet MDHHS and MCCMHS reporting requirements within established guidelines, must be HIPAA (Health Insurance Portability & Accountability Act of 1996) compliant, and must be able to submit electronic service claims data to MCCMHS in the required format. General reporting requirements include, but are not limited to, the following:

1. Persons served Quality Indicators and Persons served Satisfaction Measures as required by MDHHS and MCCMHS
2. Persons served demographic data as required by MDHHS and MCCMHS
3. Persons served encounter/claims data
4. Performance indicators for persons served data for each quarter
5. Independent reviews and/or audits
6. Annual Quality Report and Annual Compliance Report in compliance with the contract

**CONTENT OF PROPOSAL:**

1. Organization’s Qualifications and Experience: Overview of the Provider organization, the number and nature of the staff to be employed for this project, and the type of technology systems the organization has in place. The Provider should describe any qualifications and/or experience and/or demonstrated competency specifically related to employment programs and/or providing services to individuals with developmental disabilities and/or the severely mentally ill. The Provider should describe the composition of their Board of Directors and principal staff. The Provider should also provide a detail of the following:

* MCCMHS Provider Profile Application
* Annual audited financial statement for the past two years, if any.
* Criminal background check of the organization’s principal staff.
* Reference to any litigation involving the organization during the past five years.
* Reference to any “substantiated” Recipient Rights violations by the organization of principal staff over the past five years.

2. Description of Scope of Work: The proposal should describe a work plan indicating the Provider’s approach that will accomplish the specific tasks outlined in the RFP. The Provider should describe the philosophy that will be utilized, along with the interest and capacity to meet the requirements outlined in this RFP. The Provider’s approach must include an explanation of the system that will be utilized to perform the requested services.

3. Identification of Anticipated Problems: The proposal should identify and describe any anticipated or potential problems, the approach to resolving these problems and any special assistance that will be requested from MCCMHS.

4. Conflict of Interest: The Provider should identify any potential conflict of interest that exists in regard to the service provider’s ability to respond to this Request for Proposal. This includes a description of their relationship to MCCMHS or any of its agents/agencies, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the service outlined in the proposal.

5. Provider Assurances: The selected Provider will be required to assume responsibility for all services offered in their proposal. The Provider must agree not to discriminate against employees or applicants for employment on the basis of race, religion, color, national origin or handicap.

6. Costing of Services: The Provider must provide their proposed unit rate for the following:

* **H2023** – Supported Employment, per 15 minutes ($8.65 per unit).
* **H2023 TT** – Supported Employment, per 15 minutes, when multiple individuals are being served simultaneously ($4.33).
* **H2023 TG** – Supported Employment, per 15 minutes, when implementing evidence-based Supported Employment methodology (Bidder to propose rate per unit for evidence-based services).

**PROPOSAL EVALUATION:**

Submitted proposals will be evaluated in the following areas by the MCCMHS’ Procurement Review Committee:

* Experience, Expertise, Staff Training & Development
* Service Provision
* Contract Compliance/Accreditation\*
* Finance/Staff Cost
* Thoroughness of Proposal

\* It is the expectation that Provider be accredited by a nationally recognized organization or are in the process of obtaining accreditation.

In addition, the MCCMHS’ Procurement Review Committee will also review the following:

* The number and scope of conditions, if any, attached to the bid
* Whether the bidder is presently in default to MCCMHS for any reason
* The number and scope of recipient rights complaints and/or corporate compliance issues associated with the bidder and/or the bidder’s parent organization

*N.B. Please be advised that ALL information submitted in response to public Request for Proposals may be divulged under the provisions of the Freedom of Information Act (FOIA). Confidential or proprietary information cannot be shielded from disclosure under the FOIA requirements for a public bid process.*