

Macomb County Community Mental Health Services

Macomb County Community Mental Health

Office of Substance Abuse

(MCOSA)

REQUEST FOR PROPOSALS

For

ENGAGEMENT CENTER STAFFING SERVICES

Issued December 6, 2022

Proposals Are Due To The MCOSA Office No Later Than:

January 17, 2023 at 12:00 pm

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

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I. OVERVIEW

Macomb County Community Mental Health (MCCMH) announces a Request for Proposal (RFP) for the newly planned Engagement Center to be located in Macomb County. This RFP seeks a LARA licensed substance use disorder treatment provider that is interested in providing staffing for The Engagement Center, which will provide services to actively using/intoxicated adults (18 years and older). This program will operate on a 24/7 basis, 365 days/year, with a potential census of up to 12 individuals. The focus of this RFP is the operation of an Engagement Center for persons with substance use disorders who are actively using to encourage engagement in MCOSA funded treatment and recovery services, regardless of race, national origin, religion, or handicap.

An Engagement Center is defined as an alternative to Hospital Emergency Room Care and is intended for those who require observation for safety in an appropriate setting which would involve active linkage to recovery community organizations, recovery coaches, and treatment referrals. The Engagement Center is a welcoming environment that is non-judgmental and non-confrontational. It functions as a crisis management program that also provides some harm reduction. It operates as a short-term intervention with a targeted stay of 23 hours. The program offers needed respite for individuals experiencing a crisis due to their use of alcohol and/or drugs. Individuals are given a safe place to stay, peers to speak to about their current situation, complete a recovery plan, and are encouraged to connect to treatment services, primary care, and other human service agencies. Individuals can be in any stage of change, and while engagement is a primary focus, it is not required. Individuals who wish to access services receive a “warm handoff” to a treatment provider.

Note: Services will be provided at a sight determined by MCOSA. If provider has a suitable site for consideration, please provide details as an Attachment to the response submitted.

A. Deadline

The deadline for submission of this proposal is January 17, 2023, by 12:00PM. Proposals received after this date and time will not be considered. Proposals must be electronically submitted to: mcosa@mccmh.net. Please see RFP Instruction Sheet for details.

B. Pre-Bid Meeting

An optional virtual pre-bid meeting will be held on December 14, 2022, at 10:00 a.m. See RFP Cover Letter for meeting link.

The purpose of this meeting is to discuss with prospective bidders the work to be performed and to discuss questions that arise from reviewing this RFP. Any response that alters this RFP will be posted under the “Provider Links – Current Partnership Opportunities” on the MCCMH website at www.mccmh.net.

C. Disclosure

Bidders must acknowledge any relationship between the bidder’s principal officers

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and board members and any members 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.

D. Rejection of Proposals

MCCMH reserves the right to reject any and all proposals received as a result of the RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of MCCMH. This RFP is made for information and planning purposes only. MCCMH does not intend to award a contract solely on the basis of any response made to this request, or otherwise pay for the information solicited or obtained.

E. Incurring Costs

MCCMH is not liable for any cost incurred by contractors prior to issuance of a contract.

F. Disclosure of Pre-Proposal Contents – Freedom of Information Act

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.

G. Acceptance of Proposal Content

The contents of the proposals of the successful bidder may become contractual obligations if a contract continues. Failure of the successful bidder to accept these obligations may result in cancellation of the contract.

H. Right to Re-Bid

MCCMH reserves the right to re-bid all or some components of this Request for Proposal (RFP) in the event of significant changes to State and Federal Policy changes.

I. Contract Award Date

Any bidder(s) selected through this process will be awarded a contract through September 30, 2023, with a MCCMH option for renewal for two, one-year engagements at MCCMH's discretion, dependent on performance, funding and system need.

J. Debarment and Suspension

Bidder agrees to comply with Federal regulation 42 CFR Part 180 and certifies they:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
2. Have not been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local)

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transaction or contract under a public commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; 3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated above, and: 4. Have not had one or more public transactions (federal, state or local) terminated for cause or default.

K. Contract Negotiations

Negotiations may be undertaken with those potential contractors whose proposals prove them to be qualified, responsible and capable of performing the work. The contract that may be entered into will be that which is most advantageous to MCCMH. MCCMH reserves the right to consider proposals or modifications thereof received at any time before the award is made, if such action is determined to be in the best interest of MCCMH.

L. Liability

The contractor will be responsible to prevent MCCMH from any liability for actions or claims accruing or resulting from his/her activities performed under the terms of a contract resulting from this RFP. This responsibility includes securing and providing MCCMH with all necessary copyright releases and other permissions regarding materials and products protected under Public Law 94-533 that are used.

M. News Releases

News releases pertaining to the RFP or the services, study or project to which it relates will not be made without prior MCCMH approval, and then only in coordination with the Issuing Office.

N. Addenda to the RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be posted under the “Provider -Current Partnership Opportunities” link at: www.mccmh.net/current-partnership-opportunities.

II. SCOPE OF SERVICES:

MCCMH is seeking a Contractor who can provide the following services to persons in an Engagement Center located within Macomb County, providing a welcoming alternative in a supervised, safe, hopeful environment for persons who require a less intensive level of care than an emergency room provides.

- A. Provide an environment of recovery that is focused specifically on substance use disorder issues
- B. Monitor individuals for safety through vitals and safety checks

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- C. Assist individuals with making a positive connection to the recovering community
- D. Engage the individual in exploring their readiness for change
- E. Provide a direct linkage to withdrawal management, treatment, medical and other needed resources

III. CONTRACTOR REQUIREMENTS/EXPECTATIONS:

A. Staff Responsibilities:

1. The role of the selected provider will be to provide staffing and operations on a 24/7 basis. Engagement Centers are typically staffed by people in recovery, allies, and certified nursing assistants (CNAs) who monitor participants for safety. Staff will provide screening prior to admission and either admit or request the individual be sent for/have a medical evaluation prior to admission. Vital signs are taken at admission, along with a Blood Alcohol Level (BAL) breathalyzer. These are repeated at regularly scheduled intervals. Staff will perform bed checks throughout the stay to ensure individuals are not experiencing medical or mental health issues. Staff will prepare and offer individuals food and a place to rest. Staff will provide screening, brief intervention, and referral to services, utilizing evidenced based practice, work with the individual to complete a recovery plan, and assist the individual to secure treatment authorization as needed. Additional services may include prescription pick-up, peer-led support groups, assistance with transportation needs to get home or to treatment, and a variety of other interventions. Individuals with opioid use disorder are given naloxone kits and brief training on its use before leaving.

B. Staffing Requirements:

1. Designated program manager responsible for the operations and supervision of staff. Manager will possess a LARA license in a behavioral health discipline and an approved certification for addiction counselor (McBAP certified or approved Development Plan), with a minimum of two years substance use treatment/recovery services experience required.
2. Assistant program manager will work with the manager and staff, providing additional program supervision. This position may be required to overlap shifts with the program manager to provide more comprehensive coverage. A minimum of a McBAP Certification or approved Development Plan and two years of substance use treatment/recovery experience is required.
3. Program Assistants will possess a peer certification through MDHHS, CCAR or McBAP, with a minimum of two years of recovery time and/or hold a Certified Nursing Assistant (CNA). A minimum of two Program Assistances are required per shift, with a ratio of 2:8 individuals served. At least one certified nursing assistant (CNA) is required per shift.

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4. All staff will be required to attend training related to their job duties, complete a criminal background check and other requirements.

C. Other Provider Responsibilities

1. Demonstrate a history of successfully providing substance use disorder services.
2. Coordinate care with the individual's physical health care providers/needs and their substance use treatment provider(s) where appropriate.
3. Document admissions, discharges, and other data as indicated.
4. Be welcoming of Recovery Oriented System of Care (ROSC) principles, including the belief that there are many paths to recovery.
5. Be culturally sensitive.
6. Establish a referral network to be utilized by individuals served for any necessary medical, mental health, substance use disorder, vocational, or employment resources, and maintain the confidentiality of client identifying information in accordance with federal and state alcohol and drug abuse laws.
7. Maintain a safe, welcoming living environment, with reasonable living space and accommodations, including availability of parking, to meet the needs of the persons served.
8. Agree to comply with obtaining outcomes measures as designated by MCOSA.
9. Maintain documentation of the duration of the time spent at the facility per shift.
10. Conduct follow-up surveys with participating individuals at required timeframes post-discharge.
11. Attest the provider is not presently in default to MCCMH for any reason.

IV. CONTRACTOR REQUIREMENTS

- A. The selected Contractor must have the organizational capacity to provide the services described in this RFP.
- B. The selected Contractor must possess Licensing and Regulatory Affairs Substance Use Treatment licensure, and accreditation from a national recognized organization.
- C. The selected Contractor will work with MCOSA to develop a realistic timeline to implement services.
- D. The selected Contractor shall comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and Federal confidentiality law 42 CFR, Part 2.

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V. CONTENT OF PROPOSAL

- A. Title Page: Title page as “Response to MCCMH RFP for Engagement Center services”. Include your agency name, address, name of lead contact and their email and phone contact information.
- B. Table of Contents: Include a clear identification of the material by section and page number.
- C. Agency Description: An overall description of your agency/organization including its history, philosophy and mission, and philosophical approach to substance use disorder services.
- D. Organizational Experience: Description of previous organizational experience or other relevant experience demonstrating the organization’s ability to provide the proposed services, including contract experience with a Prepaid Inpatient Health Plan (PIHP)/Regional Entity. Attach a copy of the most recent Contract Compliance Audit report from all PIHPs as applicable. If the Offeror does not have contract experience with a PIHP, indicate so in this section.
- E. Population Served and Capacity: Indicate targeted population(s) currently served by your organization. Include any experience operating a 24/7 residential program or a program that houses individuals overnight.
- F. Staff Qualifications: Specify the staff qualifications and requirements. Indicate the staff ratio; provide information on the type and frequency of supervision provided. If any staff member has proficiency in a language other than English, please indicate the language spoken. Include a criminal background check for owner/operators and proposed staff of the program.
- G. Client Involvement: Description of how your organization involves the client and community in policy formulation, program planning, service provision decision-making, and reducing stigma.
- H. Outcome Measures: Describe the program’s history of obtaining and analyzing outcome measures, providing at least one example.
- I. 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 MCCMH.
- J. Cost of Services: The Contractor must provide a detailed explanation of the proposed budget and include a budget narrative that indicates all factors that support the budget.

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K. Organizational Information/Attachments:

1. MCOSA Provider Profile Application – Attachment A (see RFP Instruction Sheet)
 2. Proposed job descriptions and qualification requirements for required staff
 3. Documentation of Program Licensing
 4. Documentation of insurance, sufficient for the size of the program
 5. Copy of most recent financial audit
 6. Acknowledgment or disclaimer of Macomb County relationships
 7. Disclosure of any litigation over the last 5 years
 8. Disclosure of recipient rights violations by the organizations principal staff over the past five (5) years
- L. Selected Vendor's Assurances: The selected Vendor will be required to assume responsibility for all services offered in their proposal. The Vendor must agree not to discriminate against employees or applicants for employment on the basis of race, religion, color, religion, sex (including gender identity, sexual orientation, and pregnancy), national origin, age, height, weight, marital status, disability or genetic information or any other characteristic protected by federal, State or local laws. Provide attestation that this requirement is/will be met.

VI. PROPOSAL EVALUATION

Submitted proposals will be evaluated by MCCMH Office of Substance Abuse committee with an emphasis on the following factors:

- A. Compliance with and quality of responses to section V. Content Of Proposal.
- B. The quality of the overall Work Plan (ability to initiate, implement and maintain the services to the target population) and services to be provided.
- C. Prior successful experience in providing substance use disorder services, work experience with the target population, and prior contracting with a PIHP.
- D. Value of services proposed in relation to the proposed cost of those services.

In addition, the MCCMH 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 MCCMH for any reason
- On site review of facility proposed for programming (as applicable)