

Request for Proposal

Specialized Residential Service

October 12, 2020



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:
Specialized Residential Services

OVERVIEW:

Macomb County Community Mental Health Services (MCCMHS) announces a Request for Proposal (RFP) for **Specialized Residential Services** from qualified vendors to provide Specialized Residential services to adult (age 18 and above) whom are diagnosed Developmental Disabilities and/or Serious Mental Illness. Individual served will be provided with an opportunity to live in a setting which is as independent as possible and in line with Federal Rule, Home and Community Based Services, with proper support. Specialized Residential services support the individual in transitioning through various stages of independence and assist the individual served in realizing their readiness for expanded personal responsibility and increased independence.

The Specialized Residential provider will be expected to operate a four (4) to six (6) bed, State-licensed Adult Foster Care Home in Macomb County. The physical structure can be owned or leased by the bidder or another entity. The successful bidder will secure the structure, staff and operate the facility as well as obtain appropriate State of Michigan Certification and Licensing.

The provider should be prepared to provide residential accommodations, personal care as prescribed, 24 hour supervision, in-home skill building assistance, leisure time/recreational activities, supportive services, vocational training, educational, work activity programs, evaluation, job training competitive employment, budgeting personal finances, shopping for groceries, cooking, paying bills, washing clothes, etc. and/or suitable habilitative/ rehabilitative programs related to each individuals person-centered plan. Individuals served must be able to self-medicate without assistance or, with prompting. As the residents' progress improves, they may be referred to less restrictive, more independent living situations.

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 adult Specialized Residential Providers specific but not limited to programing to meet the needs of those who exhibit challenging behaviors, have high personal care needs, require behavioral treatment plans, have a diagnosis of Autism or require the use of transitional housing.

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 **is not** required 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.

INDIVIDUAL SERVED DESCRIPTION:

Persons to be served at the Specialized Residential facility will be those who have been diagnosed with a developmental disability and/or a serious mental illness. Due to the individuals diagnosis and high level of need, they will/may present with symptoms requiring assistance with management such as having 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 in the home 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 bathing, toileting, grooming, nursing needs (allowable by Medicaid Manual for Specialized Residential homes) and other daily living activities. Due to these needs, barrier free homes are best suited for the population served to allow for the use of transfers and wheelchairs.

MCCMHS is seeking providers that will be equipped with well trained staff to support persons with high behavioral needs. Target populations also include persons age 18 – 29 and persons with a diagnosis of autism. MCCMHS also seeking providers who are able to support persons with transitional housing. Persons who may be transitioning between settings and need personal care/CLS services for 30 – 60 days while a more permanent placement is secured.

PROGRAM GOALS:

For specialized residential AFC homes, the goals include allowing individual served to live in the least restrictive environment within their community, while maximizing each individual’s level of independent functioning and in line with Home and Community Based Rules. These programs are intended to be flexible enough to assist each individual’s hopes and desires to be realized. These programs will address the needs of a person who may be unable, due to their current need for supervision, to participate in traditional employment, but who may be working towards maximizing their opportunities in the community through in-home programming, community activities, and/or psychosocial rehabilitation services. The residential facility will need to incorporate flexible staffing patterns, knowledgeable staff to deal with behavioral problems, and in-house activities that will assist the individual served in attaining greater independence and specialized needs.

PROGRAM STRUCTURE:

Referral to the residential program will come from the MCCMHS Access Center/Managed Care Division (which authorizes services) and/or the MCCMHS Case Management agencies. The Case Management 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, etc. The Case Management agencies have the responsibility of training the residential staff what the person-centered plan identifies. The contractor will provide staffing and programming to the individuals served according to MCCMHS standards and negotiated contract language. Staffing will also be in accordance to the needs of the individuals which will be identified in the individual served person centered plans. Satisfying the requirements of Adult Foster Care licensing and Department of Labor and Economic Growth, certification are joint activities between the contractor and MCCMHS.

RESPONSIBILITIES:

- The Specialized Residential Provider shall be able to demonstrate a history of working with complex cases including challenging behaviors, history of property destruction, court/legal involvement, medical complexity, difficult placements, and emergency placements.
- The Specialized Residential Provider shall be able to demonstrate a history of coordination with clinical teams, guardians and family.
- The Specialized Residential Provider shall be able to demonstrate a history of exhausting all available resources prior to issuing an emergency discharge to a person served.
- The Specialized Residential provider shall be able to demonstrate knowledge of and experience with Medicaid rules and regulations.
- The Specialized Residential provider shall be able to demonstrate competency and knowledge of the Michigan mental health system in relation to MCCMHS.
- The Specialized Residential provider shall demonstrate knowledge of Person-Centered Planning processes and principles.
- The Specialized Residential provider shall engage in the development of relationships with the individuals served in his/her community.
- The Specialized Residential 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 Specialized Residential provider shall support individual served and/or family controlled service arrangements as required to successfully reach the individuals goals and objectives.
- The Specialized Residential provider shall explore, and when possible, develop resources available in the community to benefit an individual served or a group of individual served, in meeting identified goals and objectives.
- The Specialized Residential provider shall provide in house activities which will assist individual served in achieving greater independence.

- The Specialized Residential provider will make available leisure/recreational activities based on the needs of the individuals served.
- The Specialized Residential provider shall implement flexible staffing patterns to best meet the needs of the individuals served.
- The Specialized Residential provider shall employ staff who are knowledgeable and behavioral plans and have the ability to handle behavior problems with a challenging population.

GENERAL ADMINISTRATIVE FUNCTIONS:

- The Specialized Residential Provider shall comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
- The Specialized Residential 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 Specialized Residential Provider shall assure that all policies and procedures comply with requirements of MCCMHS and the MDHHS including but not limited to Home and Community Based Waiver Rules.
- The Specialized Residential Provider shall be responsible to be knowledgeable of eligibility for services and resources to individual served as referrals for such services resources are necessary.

SPECIALIZED RESIDENTIAL PROVIDER REQUIREMENTS:

- The Specialized Residential Provider should have a minimum of two (2) years' experience in working with individuals with developmental disabilities and/or serious mental illness in providing residential services.
- The Specialized Residential Provider must have the organizational capacity to provide the services described in this RFP.
- The Specialized Residential Provider must be able to begin services and accept new referrals based on individual served choice no later than January 1, 2021. It is anticipated that MCCMHS will be able to identify potential individual served by or before mid-December 2020. If the residential provider cannot provide all of the services outlined in this RFP by January 1, 2021, they should submit a timeline for a plan for full implementation.
- The Specialized Residential Provider shall have a plan to ensure all required trainings are completed by staff to allow for implementation of services by January 1, 2021 or according to their submitted timeline.

FISCAL MANAGEMENT RESPONSIBILITIES TO MCCMHS:

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

INFORMATION SUPPORTS RESPONSIBILITIES TO MCCMHS:

- The Specialized Residential Provider shall have policies and procedures in place, and an environment that protects individuals served information.
- The Specialized Residential Provider shall utilize and participate in the MCCMHS FOCUS data system for claims submission.

QUALITY MANAGEMENT RESPONSIBILITIES TO MCCMHS:

- The Specialized Residential Provider shall assure that provided services are documented in the individuals served record as required by the MDHHS and the Centers for Medicare and Medicaid Services.
- The Specialized Residential 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 Specialized Residential 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 Specialized Residential Provider shall possess licensure or certification as needed and/or required and accreditation by a nationally recognized accreditation organization.
- The Specialized Residential 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 Specialized Residential 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 Specialized Residential Provider shall take steps to ensure that individual served will be protected from rights violations while receiving services.
- The Specialized Residential Provider shall assign a Recipient Rights Coordinator to ensure that staff are trained in recipient rights and that individual served are/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 or another PIHP/CMH Recipient Rights Office. Initial Recipient Rights training and bi-annual training for Recipient Rights must be completed face-to-face.
- The Specialized Residential Provider shall make available to all employees, staff and individual 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 individual served, 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) Quality Indicators and individual served Satisfaction Measures as required by MDHHS and MCCMHS
- 2) Individuals demographic data as required by MDHHS and MCCMHS
- 3) Individuals encounter/claims data
- 4) Performance indicator individuals 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 Specialized Residential 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 residential 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 Attachment A - Provider Profile Application
- Annual audited financial statement for the past two years.
- Criminal background check of the organization's principal staff.
- Reference to any litigation involving the organization during the past five (5) years.
- Reference to any "substantiated" Recipient Rights violations by the organization of principal staff over the past five (5) years.

2. Description of Scope of Work: The proposal should describe a work plan indicating the Specialized Residential Providers approach that will accomplish the specific tasks outlined in the RFP. The Specialized Residential Provider should describe the philosophy that will be utilized, along with the interest and capacity to meet the requirements outlined in this RFP. The Specialized Residential 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 Specialized Residential Provider should identify any potential conflict of interest that exists in regard to the residential service provider's ability to respond

to this RFP. 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. Specialized Residential Provider Assurances: The selected Provider(s) 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 Specialized Residential Services: The Provider must provide their proposed unit (per diem) rate for the following:

- H2016 – Comprehensive Community Support Services in the Residential setting
- T1020 – Personal Care Services in the Residential setting
The Residential Provider must also be prepared to justify (by means of comprehensive budget figures) their proposed H2016 and T1020 rates.

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 specialized residential providers are 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.