



Mental Health Agency of Southeast

Iowa (MHASEI)

APPANOOSE, DAVIS, DES MOINES, HENRY, JEFFERSON,
KEOKUK, LEE, LOUISA, MAHASKA, MONROE, VAN BUREN,
WAPELLO & WASHINGTON COUNTIES

Request for Proposals (RFP)
for
Assertive Community Treatment (ACT)

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A. Information and Background

State Program

Iowa Code 2015, Chapter 331 Part 6, Mental Health and Disability Services- Regional Services Systems charges designated mental health and disability services regions to develop evidence-based community supports to advance the inclusion of individuals with persistent mental illness in their communities.

Local Program

The Mental Health Agency of Southeast Iowa (MHASEI) Mental Health and Disabilities Service Region plans to facilitate the implementation of an ACT Team. Regional ACT funds will be utilized to serve adults with serious and persistent mental illness who are residents of the MHASEI Region. The overarching goal of establishing an ACT program is to provide eligible persons with coordinated support services to enable them to live in the community in the least restrictive environment, with minimal dependence on and use of public safety and acute care resources. The ACT program is consistent with the MHASEI administration priorities of recovery based mental health services, increasing individual employment, and reducing criminal justice involvement.

The MHASEI Regional values/goals for the ACT Team are:

- Services are person-centered, support recovery, and are not coercive;
- Individuals and family members are involved in planning, both at the Region and local levels;
- Independent housing and employment for individuals are priorities; and
- Services must result in sustained overall reduction in hospital utilization.

MHASEI expects that the successful implementation of an ACT Team will create an alternative resource that will allow for the planned reduction of residential care facility beds, allowing these resources to be used for crisis, transitional, respite, and sub-acute services.

ACT Model

ACT is an evidence-based service delivery model, with the primary goal of recovery through community treatment and habilitation. It serves individuals with the most challenging and persistent problems. Priority is given to people with schizophrenia, other psychotic disorders, and bipolar disorder. Individuals with primary diagnosis of dementia, intellectual disability, or substance, personality, or organic disorders are not the intended recipients.

The program provides psychiatric services, case management, supportive counseling and psychotherapy, housing support, substance abuse treatment, employment support, and rehabilitative services. 24-hour crisis support is included, as is team involvement with hospital admissions and discharges. The team is assertive, not coercive. Care is based in the community and is intensive and frequent. Team members also meet with individuals in the individual's support network. Patient retention is high, and there is no time limit on receiving ACT services. Programs that adhere most closely to the ACT model are more likely to get the best outcomes. With a low staff to patient ratio, a typical team consists of:

- ACT leader
- Psychiatrist
- Psychiatric nurses
- Employment specialists
- Substance Abuse specialists
- Certified Peer Specialists
- Program assistant
- Additional mental health professionals

B. Intent

It is the intent of this Request for Proposal (RFP) to solicit a respondent(s) to implement an ACT Team that will serve a minimum number of individuals to meet fidelity requirements who have a severe and persistent mental illness and are:

1. Currently hospitalized or are at risk of being hospitalized, or
2. Incarcerated and due to be released in the Mental Health Agency of Southeast Iowa Region; or
3. Residing in an inpatient or supervised community residence, but clinically assessed to be able to live in a more independent living situation if intensive services are provided, or requiring as residential or institutional placement in fore intensive services are not available; or
4. Having significant difficulty maintaining a safe living situation and/or meeting basic survival needs or residing in substandard housing, homeless or at imminent risk of becoming homeless; and
5. Residing in the counties of Des Moines, Henry, Lee, Louisa, and Washington of the MHASEI Region.

C. Scope of Work

The list below provides a summary of the anticipated services to be delivered through this program.

- Goal of Service
 - To implement a high-fidelity ACT project, promoting recovery through community treatment and habilitation resulting in a reduction in the utilization of acute and institutional services.
- Number of Program Individuals to be served.
 - The Agency must enroll individuals with a minimum average caseload required to meet fidelity standards per ACT program by June 30, 2025, and thereafter.
- Definitions
 - See Iowa Administrative Code- ACT Standards 441-77.38(249A) and 441-78.45(249A)
- Program Requirements
 - The ACT Team will maintain fidelity and credentialing to receive Medicaid reimbursement. Use of the ACT evidence-based practice kit by Substance Abuse and Mental Health Services (SAMHSA) is expected. ACT will participate in and comply with the EBP standards and measurements as directed by the Iowa Center of Excellence for Behavioral Health.
- Collaboration
 - The Agency shall establish collaborative working relationships with families, identified natural supports and individuals to enlist their involvement in the ongoing planning and evaluation.
 - The Agency shall establish collaborative working relationships with law enforcement, community-based organizations involved in service delivery to the target population including faith communities, drop-in/recovery centers, meal programs, shelters, health clinics, and other similar organizations, as well as the local emergency rooms, and Designated Crisis Responders (DCRs) and/or Designated Mental Health Professionals (DMHPs).
 - The Agency shall participate in the planning and collaboration of local continuum of care committees affecting ACT individuals.
 - The Agency shall develop and maintain productive working relationships with housing providers that provide housing for the ACT individuals.
 - The Agency shall establish collaborative working relationships with mainstream education and employment services, such as the Work Source Centers, the Division of Vocational Rehabilitation and Community Colleges.

- Data Collection
 - The Agency will collect and report participation data to the MHASEI administration Information System according to the MHASEI administration policies and procedures and the contract.
 - The Agency will collect and report quarterly outcome measures as determined by consensus of Iowa ACT Teams.
- Reports
 - The Agency will submit regular reports to MHASEI administration on progress as required by the contract.
 - The Agency will participate with MHASEI administration in measuring, reporting, and evaluating the project.
 - The Agency will provide MHASEI administration its designee access to all necessary data and data sources required for completion of the evaluation process.
 - Failure to submit required reports within the timeframe specified may result in suspension or termination of the contract, withholding of additional awards for the project, or other enforcement activities, including withholding of payments.
- Record Keeping
 - The Agency will maintain records that adequately identify the source and application of funds provided for financially assisted activities.
- Fidelity Scale Ratings
 - The Agency will use the DACTS to assess if the proposal follows the ACT Model.
 - The Agency will engage an external review group to administer the DACTS assessment of ACT fidelity.
 - The Agency will submit to MHASEI a copy of the annual external review within 30 days of completion/receipt.

D. Agency Qualifications

The following are the minimum requirements the Agency must demonstrate the ability to carry out the below requirements in the proposal review process. AGENCIES THAT FAIL TO MEET THESE REQUIREMENT WILL NOT BE REVIEWED.

1. The Agency must be able to provide services in compliance with PL 101-645 Title V, Subtitle B; Part 438 Balanced Budget Act (BBA); 45 CFR Health Insurance Portability and Accountability Act (HIPAA), Parts 160 and 164; the Iowa Code section 249A.4 Chapters 77-79; Iowa Administrative Code (ARC 441-25; and the MHASEI administration policies and procedures and its revisions.
2. The Agency must be able to submit the required data set in MHASEI approved format to the MHASEI CEO on a monthly basis.
3. The Agency must submit with the proposal a transmittal letter signed by an individual authorized to legally bind the organization to fulfill the RFP requirements. The letter will include a statement indicating the legal entity, licensure, and tax status of the organization(s) responding to the RFP, and the name, title, mailing address, telephone, and fax number of the individual(s) to be contracted by MHASEI during the proposal review and selection process.
4. Include a statement attesting that ACT funding will not be used to supplant any existing housing or mental health programming.

E. Proposal Requirements

Proposals must be submitted as an electronic PDF file. Responses shall be prepared simply and economically, providing a straightforward and concise description of the agency's ability to meet the requirements outlined below and in accordance with Iowa Administrative Code 441.25. Bidders shall organize responses in the same order as the items are shown in the proposal requirements outlined below. Proposals submitted after the deadline or not including all items listed below will not be accepted.

- A cover letter describing the agencies willingness to provide services, to participate in evaluation efforts, and to provide performance reports that is signed by an individual authorized to bind the organization/ collaborative to the provisions of the RFP.
- A brief narrative on the agency's history, location, and previous experience including:
 - Bidder eligibility, staffing roles, and staffing qualifications.
 - Evidence of the bidder's current eligibility to bill Medicaid according to the requirements of Iowa Administrative Code 441.25.
- A list of staff positions you would assign to work on this project and how the agency shall structure staff to meet the service requirements.
 - Include composition, roles, disciplines, position titles, qualifications, number of positions, required staff training provided, hours of operation, and full-time equivalents for this project.
- A proposed work plan including the process the provider shall engage in to ensure an adequate staff pattern is available for this service.
- An implementation schedule, including start-up to full implementation and the agency's ability to meet start-up timelines.
- A budget and budget narrative that includes:
 - Proposed line-item budget for start-up costs. This should include a narrative describing needed startup costs outlined within the line-item budget.
 - Proposed line-item budget for an Annual Operating Budget including revenues and expenditures. This should include a narrative describing the revenues and expenditures outlined within the line-item budget.
 - Note: Providers shall bill Medicaid for Assertive Community Treatment services per individual served. For individuals enrolled and authorized by the Region, the provider shall bill the Region as per Medicaid. MHASEI will guarantee payment at the Medicaid rate for all clients enrolled and authorized by the Region for ACT during the period of intake until the Agency secures MCO credentialing and is able to bill Medicaid for the individual.
- The Agency will make effort to provide a letter of support from each of the designated Managed Care Organizations stating their willingness to add this service to their contract for members they determine eligible or verification of existing contract with MCOs for ACT services.

F. Proposal Evaluation Criteria

An Evaluation Committee shall be established for the purpose of evaluating RFP bid proposals and making a recommendation to the MHASEI Governing Board to announce the notice of intent to award and enter into contract negotiations. The Evaluating Committee may include MHASEI Directors, employees, advisory members, and other subject matter experts from the REGION.

The point value of each evaluation criterion is indicated below, adding up to a total of 50 points.

- *Related experience, abilities, and knowledge– 20 Points (40%)*

This category refers to the quality and similarity of services the agencies have provided in the past. The related experience, knowledge and technical ability of the agency’s staff is also a factor in this category. Specific items to be considered in this category include:

 - Providing services to adult persons with mental illness who are transitioning from institutional care, including state and local hospitals, and jails, as well as higher level of care community-based services to ACT.
 - Providing mental health services in the geographic area, e.g., rural, in which the ACT Team will operate.
 - Engaging difficult-to-serve persons for whom standard case management services are not successful with intensive outreach and engagement strategies.
 - Providing 24-hour 7 days a week face-to-face crisis response.
 - Provision of multidisciplinary team services for individuals who experience mental illness.
 - Provision of evidence-based practices including those evidence-based practices that require ongoing fidelity measurement including ACT, Integrated Dual Diagnosis Disorder Treatment, Family Psychoeducation and Inclusive Customized Employment/Individual Placement and Support.
 - Providing integrated co-occurring disorder treatment.
 - Providing comprehensive assessment services including co-occurring disorder/assessment.
 - Provision of services that promote community tenure and/or reduce recidivism (include outcome data that demonstrates current program performance where available).
 - Interfacing with the criminal justice system, including police, the Department of Corrections, other jails and courts.
 - Interacting with financial entitlement programs to access benefits for eligible persons.
 - Working with affordable housing providers, public housing authorities, and other housing resources to secure housing.
 - Development of housing resources, procuring subsidies and capital housing projects.
 - Providing housing support services.
 - Providing culturally relevant services to diverse populations.
 - Involving program individuals and their families in the conceptualization, planning, implementation, and evaluation of mental health services.
 - Involving program individuals and their families in the conceptualization, planning, implementation, and evaluation of mental health services.
 - Success in implementing new projects according to award specifications, demonstrated fiscal management, and demonstrated compliance with contract reporting requirements.

- Work Plan and Schedule – 10 Points (20%)

Points will be awarded in this category based on the proposed work plan that is presented by the agency and implementation schedule outlined. More points will be awarded based on a plan and timeline that best serves the needs of the MHASEI counties. Specific items to be considered in this category include:

- What is the Agency's start-up plan and time schedule for ACT.
- What are the training needs of program staff to implement ACT.
- How will the Agency staff and structure their staff to meet the ACT requirements and the evidence-based practice standards. Include the number of staff scheduled each day and how many hours they are scheduled to provide seven days a week 365 days per year services.
- How will the Agency structure activities and task staff will perform non-traditional hours (Saturdays, Sundays, holidays).
- How the Agency will utilize a team approach to sharing caseload responsibility.

- Unique qualities of the consultant – 10 Points (20%)

This category allows the selection committee to determine if there are certain qualities or characteristics that make one agency stand out over another firm. This may include but is not limited to: the detail of their work, the location of a firm, reputation from other agencies the firm has worked with, and the success/quality of previous services. Specific items to be considered in this category include:

- Plan for developing collaborative working relationships with local police jurisdictions, hospitals, and community health clinics, jails, local Department of Corrections (DOC) offices, homeless service providers, and MHASEI Service coordinators, Managed Care Organizations(MCOs), Housing Authorities, SSA, payee service providers, HHS program benefits, etc.
- Plan to collaborate with mainstream and other employment and education programs/services.
- Processes that will be implemented for involving families, natural supports, guardian/conservators, and the individual receiving ACT services in the conceptualization, planning, implementation and evaluation of their recovery plan.
- Plan for frequency of contact or number of face-to-face contacts for each individual per week.

- Budget– 10 Points (20%)

This category awards points based on the detail and description of the budget provided and how it meets the needs of the MHASEI counties. Specific items to be considered in this category include:

- Provide start-up budget to include staffing, training, timeline, etc. for service initiation.
- Provide an annualized (12-month period) Line-Item Budget.
- Provide detailed information of the staffing configuration and the costs for proposed staffing.
- Specify the source and amount of any funds and resources to be used from other sources.
- Describe how the budget sufficiently supports the proposed response to the requirements of the RFP.
- Describe how records will be maintained identifying the source and application of funds provided.

G. Proposal Submission and Inquiries

Proposal Process Timeline

Event	Date
Region issues RFP	July 10, 2024
Questions Submitted to MHASEI	July 26, 2024
Region response to questions	August 7, 2024
DEADLINE for proposals	August 16, 2024
Interviews with agencies (if necessary)	Week of August 19, 2024
Scoring and review process by evaluation committee	Week of August 26, 2024
Region announces notice of intent to award and starts contract negotiations	September 11, 2024
Execution of contract and distribution of start-up funds	October 9, 2024
Anticipated start date of services	November 1, 2024

Point of Contact

The point(s) of contact regarding the RFP from the date of issuance until selection of the successful bidder is Elle Fisher, Southeast Iowa Regional Planning Commission (SEIRPC). To ensure continuity of communication, bidders may only communicate with the point(s) of contact regarding this RFP from the issue date of this RFP until announcement of the successful bidder(s) via email at efisher@seirpc.com.

Deadline and Submittal

In order for your company to be considered, you must submit your proposal in electronic form by **5:00 PM on Friday, August 16, 2024**. The electronic proposal must be submitted via e-mail to Elle Fisher at efisher@seirpc.com. An e-mail will be sent confirming receipt of the proposal.

** If no Proposals are received by the identified deadline and/or no contract is awarded, then this RFP shall remain open through **June 30, 2025**. If a proposal is received prior to this date, a new RFP will be distributed with modifications to the Proposal Process Timeline.*

Questions, Requests for Clarification, and Suggested Changes

Providers who intend to bid on this RFP are invited to submit written questions, requests for clarifications, and/or suggestions for changes to the specifications of this RFP (hereafter "questions") by **July 26, 2024**. Providers are not permitted to include assumptions in their Bid Proposals. Instead, they shall address any perceived ambiguity regarding this RFP through the question-and-answer process. Region prefers to receive questions by electronic mail. The provider may wish to request confirmation of receipt from the CEO to ensure delivery. Written responses to questions will be posted on Region's website <https://seiwialink.org/> by **August 7, 2024**.

Region assumes no responsibility for verbal representations made by officers or employees unless such representation is confirmed in writing and incorporated into the RFP. In addition, Region's written responses to questions shall not be considered part of the RFP. If the Region determines that changes to this RFP are necessary, the Region shall issue an amendment.

Optional Interview

MHASEI Administration may elect to interview the top two or more Agencies to gain additional knowledge and/or ask questions of the submitted proposal. If necessary, these interviews will take place during the week of **August 19, 2024** and may be in person or via an online platform.

H. General Procurement Information

Retraction, Rejection, and Amendments to this RFP

Region is not obligated to contract for the services specified in this RFP and reserves the right to:

- amend the RFP at any time. Any amendments to or interpretations of the RFP shall be described in written addenda. Region shall provide copies of addenda to the providers officially known to have received the RFP. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in line shall be controlling.
- retract this RFP in whole, or in part, and at any time without penalty before contract is fully executed and approved.
- reject any or all proposals.
- via SEIRPC, contact a bidding agency for clarification of its proposal.
- consider any specific proposal which is conditional or not prepared in accordance with their instructions and requirements of this RFP to be noncompetitive.
- waive any defects or minor informalities/irregularities in any proposal, which do not materially affect the proposal or discredit other applications.
- make an award without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms that the proposer can put forward.
- negotiate contracts with one or more agencies, and to accept any proposal(s) or modified proposal(s) which, in its judgment, shall be most advantageous to the Region.

Cost of Preparing Bid Proposal

The costs of preparation and delivery of proposals are solely the responsibility of the bidder.

Personnel

In submitting their proposals, providers are representing that the personnel described in their proposals shall be available to perform the services described. Furthermore, all personnel shall be, at all times, the employees of the provider, and shall not be employees or agents of the Region. All employees of the service shall participate in the required licensing, credentialing, and training requirements for this service as defined in IAC 441.25.

Duration of Contract

The Region anticipates executing contracts under this RFP that shall support start-up costs and a one-year contract to begin November 1, 2024, and ending June 30, 2025, with consideration for annual renewal.

Additional Terms and Conditions

Region reserves the right to add terms and conditions during contract negotiations. These terms and conditions shall be within the scope of the RFP and shall not affect the proposal evaluations. Final

Agreement for the service shall be in the form of a contract. Terms of the negotiated contract shall supersede items in the RFP other than requirements of Iowa Administrative Code.