REQUEST FOR PROPOSAL

Yuba/Sutter Homeless Coordinated Entry Behavioral Health Case Management Services

SUTTER COUNTY

April 1, 2019

SUTTER COUNTY GENERAL SERVICES
146 GARDEN HIGHWAY
YUBA CITY, CA  95991
(530) 822-7473

Approved for Solicitation

__________________________________
Ken Sra
General Services Director
County of Sutter
I. Purpose

The Sutter County Department of Health and Human Services, Adult Services Branch is soliciting proposals from public and private agencies for the provision of behavioral health Case Management Services provided at the Coordinated Entry and proposed Sutter County homeless shelter sites for the Yuba/Sutter Homeless Coordinated Entry Program. This request defines the scope of services and outlines the requirements that must be met by all respondents interested in providing such services.

II. Background

The Yuba/Sutter Homeless Coordinated Entry Program provides a unified approach that governs how people experiencing homelessness access the assistance available in the community. Instead of entry policies established program-by-program, there is one policy and process for the entire system. By providing focused and intentional services, and reducing duplication of effort, average length of time homeless and the number of unsheltered homeless individuals will reduce.

Services provided include:

GOAL SETTING AND TASK MANAGEMENT ASSISTANCE
One-on-one assistance to participants who desire to elevate their situation, reduce barriers, reach their goals and obtain and retain permanent housing.
EMPLOYMENT ASSISTANCE
People skills training, resume and application assistance, interview skills, support and encouragement in finding employment.

EDUCATION AND SUPPORT GROUPS
Workshops and life-building assistance to participants on topics such as budgeting, safety, tenant/landlord etiquette, nutrition, anger management and smoking and/or substance use cessation.

BASIC NEED ASSISTANCE
Basic need assistance, such as showers, laundry and connection to food and healthcare resources.

Key program components are:

ASSESSMENT & CASE MANAGEMENT
Through targeted assessments that take into consideration behavioral health needs, among other factors, participants will be prioritized based on vulnerability. Specialized case managers will be assigned to guide and support participants as they access services and move toward self-sufficiency and permanent housing.

COORDINATION OF SERVICES ON-SITE
Agencies offer services at Coordinated Entry and at a proposed homeless shelter location in Sutter County, reducing access barriers and increasing outcomes.

COORDINATION OF SERVICES OFF-SITE
When services cannot be provided on-site, a referral process and one-on-one assistance will be given to connect participants to necessary services.

The current Yuba/Sutter Homeless Coordinated Entry Program locations are:

Serving Yuba County
Ric Teagarden Life Building Center 131 F Street, Marysville
Monday-Wednesday, 9 a.m.-1 p.m. (530) 749-6811

Serving Sutter County
Hands of Hope
909 Spiva Avenue, Yuba City Monday-Thursday, 11 a.m. - 5 p.m. (530) 755-3491

III. Scope of Services

The guiding principles under which all parties will operate, and an outline of the expected services provided by each party, are documented as follows:
Service Delivery and Outcomes:

The Case Management Services provider will provide two (2) case managers at 32 hours per week, one for each of the Yuba/Sutter Homeless Coordinated Entry Program locations and other locations as directed, operating in collaboration with other community partners, recognizing that a whole person approach is required in order to support and assist individuals out of homelessness.

The Case Management Services provider’s approach to service delivery will be strength-based, flexible and integrated within the other services offered at the Yuba/Sutter Homeless Coordinated Entry Program and within the larger community. The Case Management Services provider will also be able to utilize members of the Yuba/Sutter Homeless Coordinated Entry Program team to support operations. The Case Management Services Provider will be able to augment the services provided, when needed, by calling on the Yuba/Sutter Homeless Coordinated Entry Program team members to assist with outreach and engagement, assessment, and appropriate linkage to housing and supportive service providers. All staff of the Case Management Services provider will receive the same training in order to ensure seamless service delivery.

The outcome goals for the Case Management Services provider will be to:

Provide resources and referrals to participants coming into contact with the Yuba/Sutter Homeless Coordinated Entry Program.

Complete a housing and needs assessment with 85% of participants coming into contact with the Yuba/Sutter Homeless Coordinated Entry Program.

Link 80% of participants assessed as needing supportive services with supportive service providers.

Link 80% of participants with permanent housing or other housing options that may eventually lead to permanent housing.

The Case Management Services provider will make appropriate referrals to community based service providers and will support the participant to ensure that linkage is achieved whenever possible. The Case Management Services provider’s goal will be to provide linkage that will meet the individual needs of participants and support his/her ability to both obtain and maintain housing.

Linkages to services will include, but not be limited to, diversion services to avoid homelessness whenever possible, community resources such as representative payee and money management services, SSI, General Assistance, Veteran's benefits; medical and dental treatment; treatment for psychiatric disorders; alcohol and drug treatment; treatment for co-occurring
disorders; linkages with culturally-relevant community centers; employment training and opportunities; and independent living skills training.

In addition, the Case Management Services provider will facilitate behavioral health targeted case management and rehabilitation services that will be billable to Medi-Cal under the auspices of the local Mental Health Plan.

Each individual Case Management Services provider's encounters will be assigned a housing specialist who will ensure that participants are being referred for appropriate services, in addition to identifying immediate housing options while working on permanent housing placement. When appropriate, the housing specialist will ensure that the individual meets the definition and criteria of homelessness, has the required supporting documentation when needed for housing referrals, and assist with obtaining disability and income documentation. The housing specialist will identify housing interventions appropriate for each participant with the goal of securing permanent housing options for all participants.

IV. Minimum Qualifications

The proposal shall demonstrate that the Case Management Services providers and case managers providing the services meet the following minimum qualifications:

1. Case Management Service providers must have adequate staff to meet Sutter County Health and Human Services staffing requirements per the contracted agreement.

2. Duties to be performed are under general supervision, assists in development of counselling/treatment plans and provides counseling/therapy services to groups or individuals with acute and chronic problems related to emotional or mental crisis of substance abuse.

3. Case Managers must have completed at a minimum core college course work from and accredited college or university in counseling, psychology or a closely related field; or an equivalent combination of training or experience which provides the required skills, knowledge and abilities. Must have at a minimum of two years’ experience providing case management services to the homeless population in the past five years. Must possess a clear and active National Provider Identification (NPI) number and must maintain and possess an appropriate, valid driver’s license. Must not be on any excluded provider lists. If certified, must have a current certification.

4. Service Providers must have experience with projects or programs that bill Medi-Cal for behavioral health services.

5. Case Managers will be required to enter client data into a Homeless Management Information System (HMIS) or other data framework.
V. Tentative Schedule

Distribute RFP: April 1, 2019
Questions/Answers By: April 8, 2019
Proposals Due: April 15, 2019

VI. Proposal Contents/Requirements

All Case Management Services providers interested in providing services shall respond to the following items in the order outlined and submitted five (5) copies of your response to the Sutter County Clerk of the Board.

A. Legal name, contact person, address, phone number, and email address of Case Management Services provider.

B. Information and Background

Briefly describe the organization’s purpose, goals, and philosophy and the date it was formed or incorporated. State whether the organization is private non-profit, public or some other organization.

Cite and briefly describe any activities relating to providing Homeless Coordinated Entry behavioral health case management services. List professional affiliations or memberships of the organization’s involvement in cooperative and collaborative networks with other similar organizations.

C. Organization Structure

Provide an organization chart and any governing board members or advisory boards. Indicate how the organization interacts with each.

Describe any other pertinent information which will explain the organization’s current or past experience in the area of providing Homeless Coordinated Entry case management services which include behavioral health targeted case management.

D. Ability to Meet the Yuba/Sutter Homeless Coordinated Entry Program Defined Needs for Case Management Services

Describe how the Case Management Services provided will meet the need for case management services identified in the Yuba/Sutter Homeless Coordinated Entry Program services Scope of Work and the HUD Continuum of Care Coordinated Entry policies (Exhibit A).

E. Hourly rate that would be charged for Case Management Services.
VII. Selection Procedures

Proposals must be received in the Sutter County Clerk of the Board's office for the Sutter County Health and Human Services Department. Evaluation will be performed by designated Health and Human Services Department staff. Proposals will be first evaluated as to responsiveness to the requirements of the RFP, but Health and Human Services reserves sole discretion to make selections. The proposal will be considered responsive only if it complies in all material respects with the requirements of the RFP. If a proposal is determined to be non-responsive the proposal will not be considered for review or retention. Proposals will be evaluated based on the following criteria:

A. Cost;
B. Availability;
C. Experience;
D. Oral interview; and

E. Best value to the County.

The County reserves the right to negotiate directly with any party responding thereto and may enter into a contract with any responding party regardless of price if it is advantageous for the County to do so.

E. No public opening of the proposals shall be required.

VIII. Attachments

A. HUD Continuum of Care Coordinated Entry policies
B. Sample Agreement