

Allegan County Community Mental Health Services (ACCMHS)

REQUEST for PROPOSAL:

Supported Employment Services

Issued: Monday October 12, 2020

OVERVIEW

Allegan County Community Mental Health Services (ACCMHS) is requesting proposals from qualified providers interested in providing vocational services (supported employment and community based skill building services) to eligible adults with serious mental illness and/or intellectual and developmental disabilities in Allegan County, Michigan. ACCMHS has identified a potential need to enhance our network by adding qualified vocational service providers for individuals in Allegan County.

PURPOSE

ACCMHS recognizes that work is an important aspect in the recovery process. Supported employment is an evidence based approach for assisting adults with serious mental illness (SMI) and/or intellectual and developmental disabilities (I/DD) in reaching their occupational goals through skills development and supported employment services.

GENERAL INFORMATION REGARDING REQUEST FOR PROPOSAL

1. This Request for Proposal (RFP) provides interested bidders with sufficient information to prepare and submit a proposal for consideration by ACCMHS Management.
2. Contract Award - Contract award negotiations may be undertaken with more than one contractor whose proposal shows them to be qualified, responsible, fiscally sound and capable of performing the work.
3. ACCMHS reserves the right to reject any and all proposals received as a result of this RFP. This RFP is made for information or planning purposes.
4. Inquiries - All questions that arise as a result of this RFP must be submitted electronically by email to Geniene Gersh, Ph.D., Director of Clinical Services at ggersh@accmhs.org on or before October 30, 2020.
5. Consideration of Proposals - To be considered, bidders must submit a fully completed response to this RFP using the format outlined. Responses should be provided to each section of the proposal outline.
6. Acceptance of Proposal Content - The contents of the proposal of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.
7. Contractor Responsibilities - The selected contractor will be required to assume responsibility for all services offered in the proposal whether or not they currently possess them within their organization. Included in contractor responsibilities are all those provisions included in the contract language.

8. Contract Payment Schedule - ACCMHS shall authorize and process claims payments to the contract provider within thirty (30) days following receipt of an electronic claim from the Provider.

DESCRIPTION OF SERVICES FOR CONTRACT

Supported Employment Service Model

As defined in the Michigan Medicaid Provider Manual: "Provide job development, initial and ongoing services, and activities as identified in the individual plan of services (IPOS) that assist beneficiaries to obtain and maintain paid employment that would otherwise be unachievable without such supports. Support services are provided continuously, intermittently, or on a diminishing basis as needed through the period of employment. Capacity to intervene to provide assistance to the individual and/or employer in episodic occurrences of need is included in this service. Supported integrated employment must be provided in an integrated work setting where the beneficiary works alongside people who do not have disabilities."

Supported Employment Services

1. **Career Exploration**: the process that helps individuals learn about themselves and the world of work. Enabling people to explore and learn about employment and self-employment options in the local community and different types of positions/occupations that may be a good fit with a person's unique interests, skills and abilities. Typically includes one or more of the following: job shadowing; business tours; informational interviews.

2. **Discovery**: A process that helps individuals learn about themselves, identify their strongest interests, skills, talents, and abilities that are transferable to employment or self-employment. Discovery also identifies a person's conditions for success in work that need to be taken account of in development of opportunities. Discovery is a time-limited but focused process that gathers information, through first-hand experience and observation with the person, to identify the individual's interest, skills, work environment preferences, employment goals, etc.

Discovery focuses on the strengths-based assessment that avoids some of the more comparative and evaluative strategies that often exclude individuals with significant disabilities from work. Additionally, Discovery aims to have individuals develop a better understanding of themselves so securing employment leads to a positive employment outcome where both the employer and employee benefit.

3. **Customized Employment**: Individualizing the employment relationship between employees and employers in ways that meets the needs of both. It is based on an individualized determination of strengths, needs, and interests of the person with a disability, and it is also designed to meet the specific needs of the employer. Customized Employment assumes the provision of reasonable accommodations and supports necessary for the individual to perform

the functions of a job that is individually negotiated and developed to match the person's contributions with an employer that values and needs those contributions.

4. **Job Development**: When funded by Medicaid, Job Development services are always done on behalf of a specific individual rather than using a generalized approach. Job Development involves building relationships with specific employers targeted based on the individuals interests, skills and conditions, and using visits to learn about employers and their needs. These visits typically planned and research of the employer is done before the visit to ensure best possible results.

At the appropriate time, based on the individual situation, the Job Developer introduces the individual job seeker to the employer. Staff engaged in job development also are able to explain supported employment services and the potential benefits to the employer, while prioritizing the promotion of the job seeker with the employer. Job development is critical component to ensuring a good job match is made between an employer and employee.

5. **Job Coaching**: Employment supports provided by a trained specialist to individuals with disabilities and as needed, to their employers. The specialist supports the newly hired employee with a disability to complete orientation and training by natural trainers who typically train new employees and who teach according to the expectations of the business for how the work is to be done. As needed, to supplement natural training, the Job Coach also uses structured intervention techniques (e.g. systematic instruction) to help the individual learn to perform the job tasks to the employer's satisfaction and to learn any soft skills needed for success in the workplace.

DOCUMENTATION OF SERVICES AND REIMBURSEMENT

Direct service staff must maintain documentation of individual's served for reimbursement purposes. Accurate and timely record keeping is essential for proper service delivery and for demonstrating that authorized services have been appropriately provided in order for reimbursement of services.

REQUEST FOR PROPOSAL INSTRUCTIONS

Proposal Submission Requirements

All proposals must be concise and well-organized, and demonstrate how the bidder's proposed services, approach and methodology, qualifications, experience, and terms meet or exceed Allegan CMH's requirements as expressed in this RFP.

Bidders should include complete responses of the sections as outlined below in their proposals. Each section will be weighted for consensus scoring in the following percentages:

Section I: Agency Profile (Not weighted)

1. Agency Description
2. Brief History of Organization and experience providing Supported Employment with SMI and I/DD populations.
3. Business Status, (e.g. Corporation, Partnership, 501 (c) 3).
4. Describe the rationale for the agency pursuing this opportunity.
5. Disclose any potential conflict of interest.
6. List experiences with developing and sustaining collaborative relationships with other agencies and what collaborative relationships will be beneficial as it relates to this service provision.
7. Provide contact names and phone numbers of CMHs you currently contract with for providing Supported Employment Services.

Section II: Agency and Personnel/Training Management (Weight = 20 %)

1. Provide a current organizational chart including administrative structure. **(4 points)**
2. Provide evidence of the staff qualifications, job description and experience in working with the target population. **(4 points)**
3. Describe the process you have for new employee orientation? Describe or attach a checklist of training items that are included in the orientation process. **(4 points)**
4. Describe how staff's performance will be evaluated and the frequency of the evaluation? **(4 points)**
5. Describe your agency's plan for staff recruitment and retention to ensure program implementation and continuity of care. **(4 points)**

Section III: Information Systems/Authorization Monitoring (Weight = 10%)

1. Describe your information system. Submit your agency's policy in the following areas: Information System, HIPAA and Acceptable Use. **(3.333 points)**
2. Describe your data entry process. **(3.333 points)**
3. Describe your system for monitoring and processing authorizations of services being provided. **(3.333 points)**

Section IV: Community Involvement (Weight = 10%)

1. Describe how your agency utilizes community resources and natural supports. **(10 points)**

Section V: Availability/Accessibility (Weight = 20%)

1. Specify your agency's normal hours of operation. **(3.333 points)**
2. Indicate your agency's ability and willingness to provide additional hours at other times or days if necessary. **(3.333 points)**

3. Describe how Supported Employment staff will be supervised by personnel with appropriate experience, knowledge and/or training on Supported Employment best practices. **(3.333 points)**
4. Describe accessibility and availability for the services proposed and what processes are in place when staff are not able to show for work and how will coverage be provided. **(3.333 points)**
5. Describe your agency's ability to meet the needs of special populations, e.g., adults having experienced trauma, hearing, physically and/or vision impaired and limited English proficiency (communication issues). **(3.333 points)**
6. Explain your approach to serving individuals with challenging behaviors and/or complex medical needs. **(3.333 points)**

Section VI: Program Description

(Weight = 30%)

1. Define, in detail, what specific services you are able to provide and how these services will be compliant with the Home and Community Based Services (HCBS) Final Rule. **(5 points)**
2. Describe what steps your agency takes or would take to ensure that the principles of person-centered planning, self-determination, recovery-oriented system of care and trauma informed care are adhered to and that the Individual Plan of Service will be followed. **(5 points)**
3. Describe what your philosophy and experiences are working in collaborative arrangements with other organizations, such the Michigan Department of Health and Human Services (MDHHS), Michigan Rehabilitation Services (MRS), etc. **(5 points)**
4. Describe your plans to work with the business community to develop job opportunities for individuals referred to you for the Supported Employment Program. **(5 points)**
5. Attach three (3) letters of reference and support from various agencies that you collaborate with in the community indicating the quality and/or effectiveness of services provided and addressing your capacity to effectively provide Supported Employment services to individuals with I/DD. **(5 points)**
6. Provide information from individuals and/or agencies that previously received services from your agency that show the level of satisfaction, (e.g. customer satisfaction reports and/or provider satisfaction reports). **(5 points)**

Section VII: Cost/Budget

(Weight = 10%)

1. Submit a unit rate per service code. For example, Supported Employment (15 minute unit code – H2023), Skill Building (15 minute unit code – H2014). The unit rate will be reviewed and utilized for contract development. **(10 points)**

Proposal Scoring Methodology

Proposals will be evaluated and scored by consensus by a team of agency management staff who will review the following broad areas of consideration as outlined above:

- **Section I: Agency Profile (Not weighted)**
- **Section II: Agency and Personnel/Training Management (20%)**
- **Section III: Information Systems/Authorization Monitoring (10%)**
- **Section IV: Community Involvement: (10%)**
- **Section V: Availability/Accessibility (20%)**
- **Section VI: Program Description (30%)**
- **Section VII: Cost/Budget (10%)**

RFP/Project Timeline

The timeline for the bid decision and initiation of project work is identified in the table below. The bidder should propose a plan which assumes the completion of all deliverables within this timeline.

Date	Action Timeline
October 12, 2020	Request for Proposal issues and posted on Allegan County Community Mental Health Services (ACCMHS) CCMHS website and direct solicitation
October 21, 2020	5:00 pm – Deadline for questions from prospective bidders
October 23, 2020	3:00 pm – Final answers from prospective bidders posted to Allegan CMH website
October 30, 2020	Deadline for electronic receipt by email of proposals to ACCMHS
November 2, 2020 through November 13, 2020	Evaluation and scoring of proposals by ACCMHS Management, communication of results/scores to those who submitted bids.
November 17, 2020	Recommendation to the ACCMHS Management for approval of contract recommendation
December 1, 2020	Contract to begin for provider selected

RATING CRITERIA		Comments/Strengths/Weaknesses
SECTION I: AGENCY PROFILE		
1. Agency Description	XX	
2. Brief History of Organization and experience providing Supported Employment with SMI and I/DD populations.	XX	
3. Business Status, (e.g. Corporation Partnership, 501 (c) 3).	XX	
4. Describe the rationale for the agency pursuing this opportunity.	XX	
5. Disclose any potential conflict of interest.	XX	
6. List experiences with developing and sustaining collaborative relationships with other agencies and what collaborative relationships will be beneficial as it relates to this service provision.	XX	
7. Provide contact names and phone numbers of CMHs you currently contract with for providing Supported Employment Services.	XX	
NOT WEIGHTED		
RATING CRITERIA (Use a 1 to 10 scale with 1= Poor and 10= Excellent)		Points
SECTION II: AGENCY AND PERSONEL/TRAINING MANAGEMENT Weight = 20%		
1. Provide a current organizational chart including administrative structure.		
2. Provide evidence of the staff qualifications, job description and experience in working with the target population.		
3. Describe the process you have for new employee orientation? Describe or attach a checklist of training items that are included in the orientation process.		
4. Describe how staff's performance will be evaluated and the frequency of the evaluation.		
5. Describe your agency's plan for staff recruitment and retention to ensure program implementation and continuity of care.		
TOTAL POINTS FOR SECTION		
TOTAL WEIGHTED POINTS FOR SECTION		
RATING CRITERIA (Use a 1 to 10 scale with 1= Poor and 10= Excellent)		Points
SECTION III: INFORMATION SYSTEMS/AUTHORIZATION MONITORING Weight = 10%		
1. Describe your information system. Submit your agency's policy in the following areas: Information System, HIPAA and Acceptable Use.		
2. Describe your data entry process.		
3. Describe your system for monitoring and processing authorizations of services being provided.		
TOTAL POINTS FOR SECTION		
TOTAL WEIGHTED POINTS FOR SECTION		

RATING CRITERIA (Use a 1 to 10 scale with 1= Poor and 10= Excellent)	Points	Comments/Strengths/Weaknesses
SECTION IV: COMMUNITY INVOLVEMENT Weight = 10%		
1. Describe how your agency utilizes community resources and natural supports.		
TOTAL POINTS FOR SECTION		
TOTAL WEIGHTED POINTS FOR SECTION		
RATING CRITERIA (Use a 1 to 10 scale with 1= Poor and 10= Excellent)		
	Points	Comments/Strengths/Weaknesses
SECTION V: AVAILABILITY/ACCESSIBILITY Weight = 20%		
1. Specify your agency's normal hours of operation.		
2. Indicate your agency's ability and willingness to provide additional hours at other times or days if necessary.		
3. Describe how Supported Employment staff will be supervised by personnel with appropriate experience, knowledge and/or training on Supported Employment best practices.		
4. Describe accessibility and availability for the services proposed and what processes are in place when staff are not able to show for work and how will coverage be provided.		
5. Describe your agency's ability to meet the needs of special populations, e.g., adults having experienced trauma, hearing, physically and/or vision impaired and limited English proficiency.		
6. Explain your approach to serving individuals with challenging behaviors and/or complex medical needs.		
TOTAL POINTS FOR SECTION		
TOTAL WEIGHTED POINTS FOR SECTION		

RATING CRITERIA (Use a 1 to 10 scale with 1= Poor and 10= Excellent)	Points	Comments/Strengths/Weaknesses
VI: PROGRAM DESCRIPTION Weight = 30%		
1. Define, in detail, what specific services you are able to provide and how these services will be compliant with the Home and Community Based Services (HCBS) Final Rule.		
2. Describe what steps your agency takes or would take to ensure that the principles of person-centered planning, self-determination, recovery-oriented system of care and trauma informed care are adhered to and that the Individual Plan of Service will be followed.		
3. Describe what your philosophy and experiences are working in collaborative arrangements with other organizations, such the Michigan Department of Health and Human Services (MDHHS), Michigan Rehabilitation Services (MRS), etc.		
4. Describe your plans to work with the business community to develop job opportunities for individuals referred to you for the Supported Employment Program.		
5. Attach three (3) letters of reference and support from various agencies that you collaborate with in the community indicating the quality and/or effectiveness of services provided and addressing your capacity to effectively provide Supported Employment services to individuals with I/DD.		
6. Provide information from individuals and/or agencies that previously received services from your agency that show the level of satisfaction, (e.g. customer satisfaction reports and/or provider satisfaction reports).		
TOTAL POINTS FOR SECTION	0	
TOTAL WEIGHTED POINTS FOR SECTION	0	
RATING CRITERIA (Use a 1 to 10 scale with 1= Poor and 10= Excellent)		
VII: COST/BUDGET Weight = 10%		
1. Submit a unit rate per service code. For example, Supported Employment (15 minute unit code – H2023), Skill Building (15 minute unit code – H2014). The unit rate will be reviewed and utilized for contract development.		
TOTAL POINTS FOR SECTION	0	
TOTAL WEIGHTED POINTS FOR SECTION	0	
TOTAL ALL SECTIONS		0