

State of Delaware

PUBLIC FORUM ANNOUNCEMENT
for
Comprehensive Behavioral Health Clinics

Request No. HSS-PF-001
November 28, 2018

- MEETING DATE-
December 12, 2018
Time: 1:00PM (Local Time)

STATE OF DELAWARE
Department of Health and Social Services – Division of Substance Abuse and Mental Health

Public Forum Announcement NO. HSS-PF-001

The State of Delaware, Department of Health and Social Services (DHSS), Division of Substance Abuse and Mental Health (DSAMH), is seeking information from the vendor community relating to comprehensive behavioral health clinics.

Vendors are invited to an open forum discussion to assist in the creation and construction of a relevant Scope of Work, which includes innovative approaches to better service the consumers of DHSS. Vendors displaying efforts to give sales pitches will be disqualified from bidding on future Request for Proposals for these services.

The information gathered **may or may not** lead to the issuance of a Request for Proposals.

Please review the following information and be prepared to discuss topics contained in the following proposed Scope of Work.

The proposed schedule of events subject to this Public Forum are outlined below:

Public Notice	Date: 11/28/2018
Deadline for Feedback/Ideas	Date: 12/5/2018
Public Forum Discussion	Date: 12/12/2018

Public Forum Announcement

Public Forum Discussions has been scheduled as follows:

Wednesday, December 12, 2018

Location: Chapel, Herman Holloway Campus, 1901 N. Dupont Highway, New Castle, De 19720

Time: 1:00pm

Please RSVP to contact person listed below to ensure adequate space is available. RSVP information is as follows:

INTRODUCTION

A. Public Forum DESIGNATED CONTACT

All communications about this Public Forum shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid.

DOMINIQUE PULEIO
1901 N. DuPont Highway, Springer Building
New Castle, DE 19720
DHSS_DSAMHCONTRACTS@STATE.DE.US

B. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this Public Forum is expressly prohibited.

C. OBLIGATION

This Public Forum Announcement is an opportunity for vendors to share ideals and provide input to the State of Delaware. There will be no contract awarded as a result of these Public Forum discussions. Nothing in the information vendors provide, nor the State's remarks or responses to vendor information will be considered binding for a future contract.

D. FEEDBACK AND IDEAS

The State of Delaware will accept written feedback and ideas regarding the intended Scope of Work for these services. All feedback and ideas can be submitted to DHSS_DSAMHCONTRACTS@state.de.us.

Attendance at the Public Forum is encouraged however, if unable to attend, vendors may submit feedback, and ideals to be discussed.

No sales calls or emails will be addressed.

I. SCOPE OF WORK

A. PURPOSE / BACKGROUND

The purpose of this Public Forum is to provide the State of Delaware with information regarding vendor interest and capabilities in providing Comprehensive Behavioral Health Clinics.

The State of Delaware invites vendors to submit their capabilities and interests relative to the listed Scope of Work. Please bring completed Appendix B- Response Form to PF-001 Comprehensive Behavioral Health Clinics to the Public Forum discussions. If you are unable to attend, please submit to the designated contact person by December 5, 2018.

The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposal (RFP), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

B. STATEMENT OF NEEDS

The Division of Substance Abuse and Mental Health's (DSAMH) goal is to create a non-fragmented approach to care. This approach should enable individuals to remain with their provider of choice when level of care needs dictates a change in services. The approach should also allow individuals to access coordinated services from providers that may be funded by different state agencies that occupy a role in the life of the consumer. Paramount to this non-fragmented approach to care is the integration of physical and behavioral health services that allow for enhanced outcomes resulting in healthier individuals. Quality outcome measures will be developed and used to drive the system towards a more effective treatment system.

With the goal of further developing DSAMH's community-based behavioral health service system to better serve individuals with severe and persistent mental illness (SPMI) and significant substance use disorders (SUDs), Delaware has used options available through its Medicaid program to create the PROMISE program. PROMISE offers an array of home and community-based services (HCBS) that are person-centered, recovery-oriented, and aimed at supporting the beneficiary in the community. PROMISE is not a one size fits all program and is individualized for each beneficiary's needs and goals. PROMISE beneficiaries have the key voice, with support as needed, in directing planning and service delivery, and indicating who they want to be involved.

Recovery-oriented services are delivered pursuant to a written person-centered plan of care, called a Recovery Plan that is developed through a process led by the beneficiary. PROMISE services can be offered in community-based settings (e.g., beneficiaries' own homes), as well as residential, employment and day settings to help beneficiaries live in the most integrated setting possible. All residential services must have home-like characteristics and may not be institutional in nature. For beneficiaries receiving other Medicaid services, PROMISE provides strong links between systems to ensure a comprehensive and coordinated approach to services.

The key aspects of the PROMISE program are:

- Provide behavioral health (BH) supports in community-based settings (e.g., beneficiaries' own homes or in home-like residential settings).
- Assist beneficiaries with BH needs who have a desire to work in a competitive work environment to obtain employment.
- Provide individually tailored services for beneficiaries with BH needs.
- Offer an array of community services, such as Assertive Community Treatment (ACT), Intensive Case Management (ICM), individual supported employment, non-

medical transportation, care management, peer supports, personal care, residential supports, and other services to help beneficiaries live independently and in the most integrated setting possible.

- Stretch limited State dollars by partnering with the federal government, increasing individual independence, and strengthening the State's workforce.
- Provide a strong foundation for Delaware's ongoing efforts to ensure that all beneficiaries with disabilities live in the least restrictive environment possible.
- Improve clinical and recovery outcomes for beneficiaries with BH needs.

The Division is considering that providers offer a Core set of services. In addition, providers are also asked to consider providing a set of Value Added services. The Division is considering for the purpose of a Request for Proposal (RFP) that bidders could also demonstrate subcontracts or meaningful partnerships with providers of Value Added services in order to provide these services. While Value Added services are not required, providers who offer these services, will receive additional consideration during the RFP review.

The Core Services (Services dependent on PROMISE eligibility):

- Assertive Community Treatment (ACT)
- Intensive Care Management (ICM)
- Community Psychiatric Supportive Treatment (CPST)
- Peer Supports
- Psychosocial Rehabilitation (PSR)
- Supervised Apartment Program (SAP)

Non-PROMISE Services (must serve clients with mental illness, substance use and/or both, i.e., co-occurring):

- Outpatient Individual and Group Therapy *
- Outpatient Psychiatry *
- Peer Support *
- Intensive Outpatient Therapy *

The Value Added Services: Services dependent on PROMISE eligibility:

- Benefits Counseling
- Community Transition Services
- Financial Coaching
- Individual Employment Support Services
- Instrumental Activities of Daily Living/ Chore
- Nursing
- Personal Care
- Respite

Non-PROMISE (must serve clients with Mental illness, substance use and/or both i.e. co-occurring):

- Medication Assisted Treatment (MAT) *
- Partial Hospital *

The Division is seeking feedback surrounding the above services. Please see Appendix A for the full Scope of Work. This comprehensive continuum will serve to reduce administrative costs

for providers and to limit administrative barriers to allow individuals moving freely between the needed levels of care.

Documents:

1. Appendix A-Scope of Work
2. Appendix B-Response Form to PF-001 Comprehensive Behavioral Health Clinics
3. Attachment 1-Charitable Choice Policy
4. Attachment 2-Community Referral Response Requirements Policy
5. Attachment 3-Outpatient Treatment Over Objection (OTOO) Policy
6. Attachment 4-Wait List and Priority Populations Policy
7. Attachment 5-Appeal Process Policy
8. Attachment 6- Provision of Culturally and Linguistically Appropriate Services Policy
9. Attachment 7-Housing Policy
10. Attachment 8-Discharge From Services Policy
11. Attachment 9-Trauma Informed Care Policy
12. Attachment 10-Delaware Treatment and Referral Network (DTRN) Partner Standards

* This service was previously part of Comprehensive Behavioral Health Outpatient Treatment (CBHOT)