

RFP HSS-11-099

ENHANCED EFFICIENCY PROJECT MANAGER

DELAWARE HEALTH AND SOCIAL SERVICES

DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

The Division of Substance Abuse and Mental Health (DSAMH) is seeking to contract with an individual to serve as the Enhanced Efficiency Project Manager for its Programs and Services. The contractor will provide skills, both technical and interpersonal, to manage multiple projects that tend toward a behavioral health clinical focus. The qualified contractor will understand the nuances for working within a behavioral healthcare system and the clinical needs that are unique to that system.

The identified contractor for this will manage multiple projects for DSAMH that will include:

1. Initiatives that will create greater efficiencies for DSAMH programs and services including but not limited to direct service and administrative work flow management;
2. Projects that will streamline how DSAMH collects, manages, and analyzes information;
3. Projects that will enhance performance improvement and quality assurance for DSAMH programs;
4. Initiatives that implement work flow and information solutions whether they are developed internally or purchased from external sources.

Deliverables:

1. Develop a plan for implementation of clinical communication processes that will:
 - a. assure real-time record accessibility for treatment and quality reviews for all DPC staff;
 - b. provide performance improvement and quality assurance reporting
 - c. adapt to clinician workflow, increasing staff satisfaction;
 - d. support clinical decision making;
 - e. demonstrate dedication to protection of client information;
2. Formation of a Clinical Communications Taskforce that provides acceptance and change management that will:
 - a. be multi-phased in its approach that focuses on assessment of clinician workflow;
 - b. provide user design sessions to better understand complex workflow;
 - c. oversee structured implementation of clinical communication processes that will meet all the requirement listed in #1 Deliverables as well as account for assessment of

communication needs; workflow design/modification; validation/testing; training and implementation.

3. Provide business analyst activities to observe and document workflow and implement clinical communication processes.

Applicant(s) must have a certification or bachelor's degree in Business, Human Services or a related field from an accredited college or university. Workforce experience can be substituted year-for-year in lieu of education. Applicant(s) must also demonstrate five (5) years of experience in Project Management within a Behavioral Health Services setting. Applicant(s) must also have familiarity of mental health standard concepts, practices, and procedures. Applicant must demonstrate strong interpersonal, written and oral communication skills.

Resumes must be sent under cover of a brief letter of interest specifying hours of availability and proposed hourly rate. Both the Letter of Interest and the outer mailing envelope must reference RFP HSS-11-099. Any submission without the required information will not be reviewed.

Determination of qualified applicants will be based on a review of credentials (50%) and experience (50%). Selection of applicant(s) will be made by the Director of the Division of Substance Abuse and Mental Health following interview of one or more qualified applicants. Actual service location, hours and rate of compensation is dependent on successful contract negotiation. Two (2) copies of resumes and letters of interest are to be submitted to:

Mr. Kieran Mohammed
Department of Health and Social Services
Division of Management Services, Procurement Branch
Herman M. Holloway Sr. Health and Social Services Campus
1901 N. DuPont Highway
Administration Building, 2nd Floor, Room 257
New Castle, DE 19720

Deadline for submission is 11:00am on January 3, 2012. Any proposal received after the specified date and time shall not be considered. Delivery is the sole responsibility of the proposer. All questions regarding this request should be directed to Mr. Ceasar McClain at dsamhbusinessoperations@state.de.us