

REQUEST FOR PROPOSAL NO. HSS-12-014

Targeted Care Management

Pre-Bid Meeting Questions and Answers

Monday, April 2, 2012

1. The RFP states that there are 11 FTE requirements. What is the staffing mix?

A. We have no staffing requirements in place as there is no national standard for this service. We would expect that the bidder present a strong rationale for the mix of staff proposed and to demonstrate that this is sufficient to meet the demands and expected outcomes of this program. We welcome your suggestions on what the mix of staff's background, experience, and education should be.

2. Could the staffing mix include peers?

A. Yes it should include peers. Delaware does not have a long history of the integration of peers into its public behavioral health sector and there is no Delaware certified peer credential currently. However we are rapidly including peers in all our state and community provider settings. As far as we are concerned, well trained Peers are as good as or better than traditional mental health staff in "getting what people in service settings need."

3. Can you please discuss the Crisis Apartments?

A. Crisis Apartments are a requirement of the USDOJ Settlement agreement with the State. The development and use of these apartments are a core component of the TCM program. The Crisis Apartments should be managed by peers and professional staff as stated in the RFP. They are short term placements for people that present in low to moderate level crisis situations that need a few days, perhaps up to a week, to get off the streets while they are helped to remediate their current crisis, wait for better service or supports to be developed, or wait for new places that they can live in the community.

4. Does admittance to the Crisis Apartment have to go through EEU?

A. We're going to have to work this out with our providers. One of the things that we don't want to happen is for these independently managed apartments to be used up by existing programs that have alternative resources for housing. Our preference is that these independent respite/crisis beds be used for individuals that meet the definition of individuals needing TCM services; people who are at risk for institutionalization and/or are not well served in the community. This would be limited to people who aren't affiliated with any of our other deep end services.

There will be a role for EEU, we haven't decided if it's going to be before the fact or after the fact. We would prefer it to be after the fact. If we're consistent, in terms of our rules, about who has access to these apartments and you act in good faith and do it, we'll just follow up and make sure that it's working. If it's used inappropriately, we're going to work with the provider to ensure that this resource is used for its intended purpose.

5. How many Crisis Apartments are needed?

A. DSAMH is requiring two apartments for the initial contract year. A bidder can develop additional apartments as a part of their bid, but the expectation is two with one being in New Castle County and one in lower Kent and/or Sussex County.

6. How many individuals will be in a Crisis Apartment?

A. We want to see what your proposals say. Our expectation that the number of individuals served are appropriate to the individuals need and dignity. You're going to have to make the case in your proposal about why you've configured the apartments the way you've configured the apartments. We would expect that no more than two clients be in any Crisis Respite placement at any one time.

**7. Ref: Page 28, Section L. Program Design, 3. Crisis Apartment:
Do the two crisis apartments need to be two separate 1-bedroom apartments or would a house with 3 bedrooms with a live-in peer 24/7 suffice?**

A. The respondent must make a case for a model that they believe is suitable for the purpose, intent and clientele housed in these apartments. We are not against shared spaces if privacy and space is provided for.

8. the RFP states this project is scheduled to begin June 1, 2012, is there a requirement for a June budget?

A. July 1, 2012 – June 30, 2013 are the dates for your annual operating budget. The June budget should include any start up costs that are being requested.

9. Ref: Page 28, Section L. Program Design, 2. Targeted Case Management is there going to be a Client Assistance Line available to use for the TCM Client?

A. Yes, but this is to be negotiated with DSAMH.