

# **HENNEPIN COUNTY**

**HUMAN SERVICES AND PUBLIC HEALTH DEPARTMENT**

**Crisis Service Area**

## ***REQUEST FOR PROPOSAL***

### **After Hours Crisis Services**

**Child Protection  
Children's Mental Health Crisis  
Adult Mental Health Crisis  
Adult Protection**

***November 13, 2009***

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**Attachment(s):**

**Vendor Fact Sheet  
Staffing Pattern**

To obtain this document in an alternative format, please notify the County by fax at (612) 348-6901 by email at Elaine.Jolly@co.hennepin.mn.us, or TTY (612) 348-6915. Please allow a reasonable amount of time for special needs accommodation.

# I. Introduction

Hennepin County Human Services and Public Health Department(HSPHD) is soliciting proposals from qualified vendors to provide a comprehensive array of "After Hours"(11 p.m. to 7 a.m.) crisis services. The target populations will be Adults and Children who are served in both our Protective Services and Mental Health Crisis Programs. During the day time hours of 7 a.m. to 11 p.m., these clients are to be served by county operated services. The services for which we are soliciting would be needed seven days a week, all year round.

Currently, HSPHD currently provides After Hours Services through four separate programs, currently staffed by county employees on site and on-call. The separate programs which are included in this "After Hours" Crisis Services are:

- CBFRR(Community Based First Response)-Child Protection
- Child Crisis Team-Children's Mental Health Crisis Response Team
- COPE(Community Outreach for Psychiatric Emergencies)- Adult Mental Health Crisis Response Team
- CEP(Common Entry Point)- Adult Protection

HSPHD staff analyzed the programs with the expected outcome of providing "After Hours" crisis services in a transparent, integrated and cost effective manner, eliminating redundancies across programs, and complying with all state and federal licensing and grant requirements.

Hennepin County is looking for an agency that has the capability to incorporate all the "After Hour" crisis activities needed for HSPHD clients.

It is the intention of the county to enter into a contract with the accepted proposer(s). However, this Request for Proposal (RFP) does not obligate Hennepin County to complete the RFP process or to enter into a contract. Hennepin County is not obligated to respond to any proposal submitted nor are they legally bound in any manner whatsoever by the submission of a proposal.

## II. Scope of Service

### A. Target Population

HSPHD clients and other Hennepin County residents and mandatory reporters, calling on behalf of clients, who are seeking to access Adult Protective, Adult Mental Health Crisis Services, Children's Protective, and/or Children's Mental Health Crisis Services. There are no age limits to these services.

**Note:** Under Minn. Stat. 252A, Minnesota Rules 9525.3010 - 9525.3100, Disabilities Services Program Manual, Adult Public Guardianship section, guardians have specific duties and decision-making powers. When dealing with matters related to persons under public guardianship, it is the responsibility of the agency and/or provider to contact the guardian regarding any proposed action defined in the statute or rules.

### B. Expected Outcomes

HSPHD expects the contracted Provider(s) of these services to meet the following outcomes:

1. Provide timely, high quality protection and crisis services to the specified population, from 11 p.m. to 7 a.m. every day of the year.
2. Transition services (clinical and administrative/financial) between Provider and Hennepin County programs prior to and after the 11 p.m. to 7 a.m. period.
3. Follow federal and state requirements for program and staffing.
4. Follow County policies, procedures and guidelines for crisis and protective services, including target population and service delivery.
5. Provide a live operator to receive calls from Hennepin County HSPHD clients and residents who call for Crisis and Protective Services. The provider cannot use an interactive phone system to process calls.
6. Offer a response with a live operator within three rings, with no use of voice mail or phone queues.
7. Process Child Protection Reports and complete an initial risk assessment and entered information into SSIS within two hours. The agency will document all Child Protection calls. The agency will not determine whether or not the reports will be accepted for investigation. Operated program staff will determine the disposition of reports.
8. Enter Adult Protection Common Entry Point (CEP) reports "After Hours" into a State Vulnerable Adult Maltreatment form within 30 minutes of phone contact.

9. Provide a mobile Adult Crisis and a mobile Child Crisis Response within 30 minutes of phone contact, if case meets criteria.
10. Complete Adult and Child Crisis responses within 12 hours of the initial phone call.
11. Utilize Law Enforcement to respond to the need for on-site visits for maltreated Child and Vulnerable Adult Protection reports.
12. Verify client insurance status and bill public and private insurance for all eligible contacts.
13. Follow HSPHD's policy of being the payer of last resort.
14. Provide culturally competent and linguistically appropriate services.
15. Meet at least monthly and at additional times specified by HSPHD for updates and resolution of clinical and administrative issues.
16. Collect data according to HSPHD's specifications on characteristics of clients served, service type and service outcome.
17. Work with HSPHD to develop a communication model and business process to provide for seamless transfer of work, with HSPHD operated services. This may entail a period of time to allow for transition on either side of the times that the phones are live.
18. Child Protection, CEP, Adult Crisis and Child Crisis written reports will be transmitted to HSPHD by 8:00 am each day.
19. Document all calls within 12 hours of the initial phone call.
20. Ensure the confidentiality of all client records. Pursuant to the Minnesota Government Data Practices Act and Federal Health Insurance Portability and Accountability Act (HIPPA) requirements, the proposer must agree to maintain the data on individuals to which the proposer has access according to the statutory provisions applicable to that data. Providers must be eligible to be licensed, certified and registered as required by state law or rule. Providers must be able to certify that their agency and principals are not suspended or debarred from receiving Federal funds. Proposers must be willing to meet all other standard contract requirements including insurance requirements of Hennepin County and the State of Minnesota

### **C. Project Description**

The selected Provider(s) will insure that staff assigned are capable of meeting the unique needs of both adults and children, and meet Minnesota Department of Human Services standards as mental health professionals or are practitioners under supervision of mental health professionals.

The Provider(s) also assure that assigned staff are capable to handle Child Protection risk assessments, Child Protection reports, as well as Adult Protection/Common Entry Point reports.

The expectations for “After Hours” activities are as follows:

- Call Center Services-initial contact, triage and information and referral services
- Consultation-telephone and in person consultation
- Skilled Assessment and intervention-phone or mobile assessment of immediate safety needs, involvement of law enforcement, hospital or other emergency services, phone or mobile crisis intervention, diagnostic assessment, de-escalation to prevent abuse or use of more intensive services
- Documentation-completion of required reports, eligibility information, diagnosis
- Supervision-Administrative and clinical, including supervision of unlicensed staff, from County on state wards and placement decisions
- Communication-Transmission of client data and communication across shifts
- Training(administrative and clinical)-Relevant and ongoing information exchange about federal and state requirements, legal requirements, county policies and procedures, continuing education regarding relevant social services and mental health best practices
- Systems- Incorporate, learn and use County systems for data and communication. Although initially, there may be a need to use paper reports that will be faxed to our operated programs, the systems which will need to be incorporated are SSIS(Social Services Information System), HSIS(Human Services Information Systems), and ECF(Enterprise Communication Framework)

#### **D. Proposer Qualifications**

Eligible proposers will have the capability to staff a call center and mobile response team seven days per week during the hours of 11 p.m. to 7 am, 52 weeks per year. They will be required to have a team of professionals and supervised practitioners meeting all federal and state requirements of Child Protection, Adult Protection, Child Crisis, and Adult Crisis services.

Applicants will be expected to integrate their services with County-operated day services and follow all policies and procedures in force for Hennepin County protection and crisis services.

Eligible proposers will have current certification by Minnesota Department of Human Services as a provider of Child Crisis and Adult Response services and be in good standing with respect to certification requirements. Staff and supervisors will have successfully completed a criminal background check including requirements under (M148A) before hire for new hires or prior to

the start of work under a Hennepin County contract for existing staff, and repeated at 5 year intervals. Licensed staff and supervisors will be in good standing with their licensure boards and have no past record of substantiated complaints or disciplinary action. Applicants must certify that their agency and principals are not suspended or debarred from receiving Federal funds. Applicants must be willing to meet all other standard contract requirements.

Proposer(s) will be credentialed to bill public and private health insurance for crisis services and operate an electronic billing system.

### **E. Contracts**

Contracts or amendments to current contracts will be awarded to one or more successful proposer(s) for a term anticipated commencing on March 1, 2010. Length of contract terms may vary at the discretion of the County. It is anticipated that the initial contract will be for a 24 month term.

The selected proposer(s) will work with Hennepin County Human Services and Public Health Department's Contract Administration office in the development of a contract.

Proposers intending to subcontract part or all of one or more of the service components to another service provider(s) must identify the subcontractor(s) and describe the specific services and/or activities that will be provided by the subcontractor(s). If the proposal represents offerings to be provided by different agencies or other organizations, the contract will be solely with the proposer, who will be required to assume responsibility for all obligations under the contract. Any proposed subcontractors will be subject to the County's approval.

### **F. Current Annual Utilization of Services**

1. Child Crisis - Child Crisis serves approximately 60-100 clients annually "After Hours" on an annual basis. 66 of these calls were mobile responses.
2. Adult Protection/Common Entry Point - Adult Protection has about 371 calls annually "After Hours". There are no mobile responses from 11pm to 7am.
3. COPE/ Community Outreach for Psychiatric Emergencies - COPE has about 520 calls annually, with approximately 48 of these being mobile responses
4. Child Protection - The largest share of the work will be in taking reports for Child Maltreatment. There are usually between 68-72 Child

Maltreatment reports taken monthly, which would be approximately 820 Child Protection reports taken annually in the "After Hours" timeframe. CBFR does not provide mobile responses from 11pm to 7am.

**G. Reimbursement**

Reimbursement will come from a contractual agreement with Hennepin County. Provider will be reimbursed for actual allowable expenses incurred up to a contractual not-to-exceed.

**III. Submission of Proposal**

**A. Timeline**

Monday, November 16, 2009	Release of Request for Proposal
Monday, December 7, 2009	Health Services Building Building, 525 Portland Avenue South, L14, 10:00-11:30 a.m.
Wednesday, December 16, 2009	Proposals due by 4:00 p.m. CST
January 1, 2010	Review, selection and notification of accepted proposals
Mid January 2010	Contract process and submission to Hennepin County Board
March 1, 2010	Anticipated effective date of contracts and start of services

**B. Proposal Submission**

lease submit an electronic proposal to:

**Elaine.Jolly@co.hennepin.mn.us**

with the subject line:

Proposal: Child Protection After Hours Crisis Services RFP

Failure to include the subject line above may be grounds for rejection of the proposal.

Proposals must be received no later than **4:00 P.M. on Wednesday, December 16, 2009.**

Failure to submit a proposal on time may be grounds for rejection of the proposal. Proposals must be submitted electronically; faxed or paper submissions will not be accepted. The County is not responsible for delays caused by internet delivery service. The County reserves the right to accept proposals after the date specified.

### **C. Technical Support**

Questions and inquires concerning any aspect of the RFP and potential contract award may be directed to:

**Elaine Jolly, Hennepin County**  
**Telephone: (612)348-8734**  
**Email: Elaine.Jolly@co.hennepin.mn.us**

Hennepin County Human Services and Public Health Department will convene a pre-proposal conference to respond to questions related to this RFP. All prospective applicants are invited to attend.

The pre-proposal conference will be held at Health Services Building, 525 Portland Avenue South, Lower Level L14, Minneapolis, MN from 10:00 and 11:30 a.m. Monday December 7, 2009. While attendance at the pre-proposal conference is not mandatory, it is strongly encouraged as this will be the only opportunity to ask questions directly to County staff. To register for the conference, contact Elaine.Jolly@co.hennepin.mn.us.

Answers to questions submitted via email will be posted on the Hennepin County website no later than end of day on December 10, 2009 along with questions and answers from the pre-proposal conference itself. ***There will be no information provided outside of this process.***

To access the minutes on the Hennepin County website, type the following address into the address bar of your web browser:

<http://www.hennepin.us/SOIRFP>.

## **IV. Proposal Requirements**

### **A. Format**

Applicants are instructed to use the following format in preparing all proposals. Failure to do so may result in a reduced rating by the proposal review committee.

1. Use 12-point, Times New Roman font, one-inch margins, and single spaced lines on 8½ X 11-inch paper.
2. Number all pages consecutively, including any attachments.
3. Do not exceed the proposal narrative page limit set forth below. Pages exceeding the maximum will be removed prior to evaluation.

Proposal narratives are to be no longer than seven pages in length. The attachment(s) (Vendor Fact Sheet, Organizational Chart, and Financial Statements) may be attached as additional pages.

### **B. Contents of Proposal**

#### **1. Narrative**

The proposal narrative should provide a detailed plan to fulfill the project description. Include the following headings and include answers to the questions listed below.

##### **1. Narrative**

- **Organization Overview**

Describe the size of the agency, types of services that are provided, geographic location, community partnerships or collaborations, strengths of the staff and/or previous achievements that contribute to the reputation and specialty of the agency in the community. Indicate licenses, certificates or registrations currently held by the agency.

- **Agency Qualifications**

Briefly describe the agency's philosophy and experience providing services to Hennepin County. Describe the agency's qualifications as they relate to the education and experience of staff employed. Include

any standardized curriculum currently used by the staff. Provide examples of the agency's ability to support the program requirements.

- **Ability to Serve Non-English Speaking Clients**  
Provide a brief description of the agency's ability to provide appropriate culturally specific services and provide a brief description of the agency's ability to provide services to non-English speaking clients and families. Describe how the agency provides culturally specific training to staff.
- **Ability to Meet the Request for Proposal's Outcomes**
  - Discuss currently measured indicators that pertain to the outcomes listed in this RFP.
  - Indicate how the agency would use the indicators to measure outcome data.
  - Describe how the agency will meet the Request for Proposal's expected outcomes described in Section II.B.

## 2. Attachment(s)

### **Attachment A: Vendor Fact Sheet**

Complete the Vendor Fact Sheet. Name and telephone number of the key contact person must be clearly indicated.

### **Attachment B: Work Plan with Timeline**

Please submit an annual or multi-year summary of tasks, timeframes and responsibilities.

### **Attachment C: Staffing Pattern Form**

Complete the Staffing Pattern Form found in Attachment B. Be sure that the position titles and FTE's (full time equivalents) match the staff information listed elsewhere in the proposal.

- The staffing pattern should show staff coverage during a typical week of operation.
- List each position, title, assign a position code letter, and state the number of FTE's of each position.
- Show the hours each individual staff person is scheduled to work. This is done by putting the code letter in the appropriate boxes of the grid. Show the amount of coverage provided by each position for 24 hours per day, seven days per week.

### **Attachment D: Budget**

A detailed budget must be submitted including allocations of funds adequate to support each of the functions described.

**Attachment E: Budget Narrative**

Please submit a one page budget narrative to provide more clarity and detail on the budget items for which funds are being requested.

**Attachment F: Letters of Commitment**

One letter of commitment from each of the partners' governing bodies must accompany the proposal. Optional letters of support may be attached as additional pages.

## **V. Rules Governing the RFP and Proposal Conditions**

The proposer, by submitting a proposal, agrees to the following conditions:

Proposers are responsible for knowledge of federal, state and local laws, rules and regulations that govern all applicable services and programs.

It is understood that any proposal received and evaluated by the County can be used as a basis for direct negotiation of the cost and terms of a contract between the County and the particular agency submitting such a proposal. The County reserves the right to negotiate pertinent contract terms concurrently with any number of agencies as it deems in its best interest, whether or not such agency has submitted a proposal. The County is not obligated to respond to any proposal submitted nor is it legally bound in any manner whatsoever by the submission of a proposal. It is the intention of the County to enter into a contract with a provider with which the County can make the most satisfactory arrangements for its needs.

The issuance of this RFP constitutes only an invitation to submit proposals to the County. It is not to be construed as an official request for bids, but as a means by which the County can acquire information related to the purchase of services. Any proposal submitted as provided herein constitutes a suggestion to negotiate and is not a bid.

Information supplied by each proposer to the County is subject to the Minnesota Government Data Practices Act, Minnesota Statutes, Chapter 13 (the "Act"). Proposals submitted become a matter of public record as set forth therein. Such information shall become public unless it falls within one

of the exceptions in the Act, such as security information, trade secret information, or labor relations information pursuant to Minnesota Statute, Section 13.37. If the proposer believes any non-public information will be supplied in response to the RFP, the proposer shall take reasonable steps to identify and provide reasonable justification to the County regarding which data, if any, falls within exceptions to the Act. However, the proposer agrees as a condition of submitting a proposal that the County will not be held liable or accountable for any loss or damage which may result from a breach of confidentiality as may be related to the responses submitted. The County will not consider any cost information and references submitted by the proposer to be non-public, confidential or trade secret material. Simply stating that the document is confidential or making a blanket claim of confidentiality without proper supporting justification is also not a valid reason to declare the document confidential.

Hennepin County reserves the right to reject any or all proposals with or without cause, and the right to cancel and/or amend, in part or entirely, the Request for Proposal. The solicitation does not commit Hennepin County either to award a contract or to pay for any costs incurred in the preparation of a proposal. Agencies and/or individuals responding to the RFP assume all risk and costs associated with the submission of their proposals.

## **VI. Evaluation and Selection**

A selection committee will review proposals and make final determinations. Proposers will be notified in writing of the selection decisions. Any awarding of final contracts by the Hennepin County Human Services and Public Health Department is subject to final approval by the Hennepin County Board of Commissioners.

Hennepin County reserves the right to reject any and all proposals. If clarifications are needed, the County reserves the right to notify the proposer. The County reserves the right to interview any or all proposers at its discretion, to waive minor irregularities in the RFP process, and to award contract(s) to non-proposer(s) if it so chooses.

### **Attachments**

Attachment A: Proposal Checklist .....

Attachment B: Staffing Pattern Form .....

Remainder of this page is intentionally left blank.

## PROPOSAL CHECKLIST

(Proposals must be submitted by 4:00 P.M. CST, December 16, 2009).

The proposal must be constructed and submitted in the order listed below. In addition to the items listed below, **agencies that are not currently funded by Hennepin County** are required to submit copies of their Affirmative Action Plan or Certificate of Compliance (receiving at least \$100,000 in Hennepin County funding); evidence of insurance (Worker's Compensation and Commercial General Liability Insurance); 501 (c)(3) letter (if applicable).

Vendor Name: \_\_\_\_\_

- \_\_\_\_\_ Table of Contents
- \_\_\_\_\_ Proposal Checklist
- \_\_\_\_\_ Agency Overview (Narrative Section 1)
- \_\_\_\_\_ Vendor Fact Sheet (Attachment A)
- \_\_\_\_\_ Vendor Work Plan with Timelines (Attachment B)
- \_\_\_\_\_ Staffing Pattern Form (Attachment C)
- \_\_\_\_\_ Budget (Attachment D)
- \_\_\_\_\_ Budget Narrative Section (Attachment E)
- \_\_\_\_\_ Letter of Commitment (Attachment F)

### Additional Attachments

- \_\_\_\_\_ Organizational Chart
- \_\_\_\_\_ Resumes of relevant staff (for proposed program)
- \_\_\_\_\_ Job descriptions of relevant staff
- \_\_\_\_\_ 2009 Annual overall organization budget
- \_\_\_\_\_ Last two (2) Years of Audited Financial Statements

**Vendor Fact Sheet  
After Hours Crisis Services RFP**

**Organization Information**

Name of organization:		
Legal name, if different:		
Address of corporate headquarters:		
City, State, Zip:		
Federal Tax ID #:		
Phone:	Fax:	Web site:

**Type of Organization (check one)**

Corporation	501(c)(3) Non-Profit	Partnership
Sole Proprietorship	Limited Liability Company	Public

**Contact Information**

Executive Director:		
Phone:	E-mail:	
Contact person regarding this proposal:		
Title:	Phone:	E-mail:

**Authorization**

Printed name and title:
Signature:
Date:

<b>STAFFING PATTERN</b>  Provider and Program: _____		Days of Program Operation: _____  Hours of Program Operation: _____																																					
		A.M.											P.M.																										
Day	Midnight											Noon																											
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11															
Weekdays																																							
Saturday																																							
Sunday																																							
Holiday																																							
<u>Position Title</u>												<u>Pos. Code</u>			<u># of F.T.E.</u>					<u>Position Title</u>												<u>Pos. Code</u>			<u># of F.T.E.</u>				

5/06