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Mental Health**

Safe Options Support (SOS) Program: Young Adult CTI Teams NYC

Request for Proposals

April 3, 2024

New York State's Expanded Homeless Initiative



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NYS Expanded Homeless Initiative

- The Safe Options Support Team initiative launched in NYC in April 2022 with 4 teams located in Manhattan.
- There are 14 SOS Teams now operating throughout Manhattan, Bronx, Brooklyn and Queens, and 2 additional teams expected to launch in Queens and Staten Island in Spring 2024.
- 7 SOS Teams are now operating in areas outside NYC, and 4 additional teams were recently awarded in locations across NYS.



SOS CTI Award Information

- The SOS initiative is now expanding to offer specialized services for Young Adults (age 18-25). OMH intends to issue two (2) awards through this RFP:
 - one (1) in Bronx and Upper Manhattan
 - One (1) in Mid-town & Lower Manhattan and Brooklyn
- Each team award will be made in the amount of \$4,760,280 for five (5) years. Annual funding for each of the five (5) years is \$952,056.



Young Adult SOS CTI Teams: Overview



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Young Adult SOS CTI Teams

- The Young Adult SOS CTI Teams will use an evidence-based Critical Time Intervention (CTI) approach to provide intensive outreach, engagement and care coordination services to unsheltered individuals for up to 12 months, pre- and post-housing placement, with an intensive initial outreach and engagement period.
- The team will provide developmentally appropriate support to help participants learn self-management skills and necessary “real-world” skills, as well as self-care and wellbeing on the road to recovery.



Young Adult SOS CTI Teams

- The Young Adult SOS CTI Teams will be expected to incorporate elements of Positive Youth Development (PYD) to include an increased focus on youth involvement, skill-building, leadership, and community engagement.
- The team should be well-versed in trauma-responsive services and effective interventions, and knowledgeable about the indicators of human trafficking and resources available to assist individuals who have been exploited.



Young Adult SOS CTI Teams

- Young Adult SOS CTI teams will be comprised of licensed clinicians, care managers, and youth peer advocates.
- Teams will serve individuals ages 18 to 25 who are experiencing street homelessness.
- The teams will conduct outreach to areas where unsheltered young adults are known to frequent and enroll at least 70 individuals into CTI services annually.



Young Adult SOS CTI Teams

- All individuals referred to the Young Adult SOS CTI teams will receive sustained outreach and engagement attempts, even if they initially decline services.
- Teams will continue to work with individuals as they transition from street homelessness to housing to ensure that their immediate needs are met and that community linkages and supports remain solid.



Referrals to Young Adult SOS CTI Teams



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Referrals to Young Adult SOS CTI Teams

- Individual referrals to Young Adult SOS CTI Teams can be made by
 - Outreach teams
 - Drop-in Centers
 - Hospitals
 - Community, family and caregivers
 - Community providers
 - Police
 - MTA



Referrals to Young Adult SOS CTI Teams

- Referrals to the Young Adult SOS CTI Teams will be managed through a Referral Hub and assigned to teams based on location and need.
- The Young Adult SOS CTI Teams will work in close collaboration with other SOS Teams, Street Homeless Outreach Teams, Department of Youth & Community Development (DYCD), Dept of Health & Mental Hygiene (DOHMH), and other stakeholders to prevent duplication and ensure that individuals in greatest need are referred.



Referrals to Young Adult SOS CTI Teams

- Upon receiving a referral, the SOS CTI teams will begin efforts towards connection with referred individuals within 24 hours.
- The teams will provide coordinated care transition activities and support, starting from the time of referral through transition to community housing, treatment and supports.



Staffing & Hours of Operation



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Young Adult SOS CTI Team Hours of Operation

- Teams will have hours of operation that include evenings and weekends to ensure consistent outreach and engagement.
- Each team is expected to establish an on-call system with staff to provide 24/7 response and support to participants around housing emergencies and care transitions from hospitals and acute care settings.



Young Adult SOS CTI Team Staffing

- Teams will be comprised of 9.0 FTE's:
 - 1.0 FTE Team Leader
 - 2.0 FTE licensed clinicians (ex. LCSW, LMSW, LMHC, Licensed Psychologist)
 - 2.0 FTE care managers (preference given to individuals with training and experience working with substance use disorders)
 - 4.0 FTE youth peer advocates



Young Adult SOS CTI Team Staffing

- SOS CTI team start-up will include the involvement of OMH and other key agencies to provide support around the development of the team.
- Monthly calls and/or meetings will be held to provide technical assistance and ensure the delivery of services consistent with programmatic objectives.



Phases of Young Adult SOS CTI Team Support



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Phases of Young Adult SOS CTI Team Support

Phase 1 – Relationship Building & Placement (approx. 3 months):

- Identifying and outreaching to individuals, developing a trusting relationship by utilizing person-centered, culturally sensitive, and recovery-oriented engagement strategies;
- Conducting ongoing assessment of an individual's immediate needs, including, but not limited to, health, safety, clothing, food, and shelter;
- If hospitalized, engaging with individual prior to discharge and working with inpatient team on aftercare planning.



Phases of Young Adult SOS CTI Team Support

Phase 2 - Support, Transition and Linkage (0-3 months, Post-Housing Placement):

- Observing operation of the individual's support network by accompanying the individual to medical, psychiatric and other provider visits;
- Assisting the individual in developing an educational/vocational plan and connecting to relevant educational/vocational programs and job placement assistance;
- Supporting the individual to enhance the “real-world” skills necessary to achieve the goal of becoming an independent adult;
- Utilization of motivational interviewing, broad harm reduction strategies for safer use, and Wellness Recovery Action Plans (WRAP).



Phases of Young Adult SOS CTI Team Support

Phase 3 - Monitoring and strengthening of the support network and the participant's skills (Months 4-6):

- Monitoring and strengthening of individual's support network and promoting self-efficacy in all areas;
- Working with the participant to identify and/or augment community and social supports of interest;
- Based on the individual's interests, supporting connection to peer based, vocational and/or educational programs, and other services;
- Assisting recipient in transition to housing and/or housing stability.



Phases of Young Adult SOS CTI Team Support

Phase 4 SOS Completion and Achievement Recognition (Months 9 to 12):

- Reducing the frequency of visits to 1 or 2 times monthly, or other appropriate frequency;
- Communicating with the individual the plan for longer-term goals, including decreased involvement of SOS CTI Team to allow the individual to manage their supports independently;
- Supporting the individual in their continued engagement with community providers and other sources of supports;
- Holding a final meeting with the individual and their supporters.



Phases of Young Adult SOS CTI Team Support

Optional Phase 5 - Post-housing placement support:

- Interventions may continue up to 3 months after housing placement to ensure community and housing stability, and that community linkages remain in place
- Ongoing support is provided to maintain housing stability and prevent any relapse into homelessness



Quality Infrastructure and Reporting Requirements



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Quality Infrastructure / Reporting Requirements

- Providers must have a quality, supervisory and operational infrastructure that assures fidelity to the CTI model.
- Providers will be expected to participate in a SOS CTI Team active learning community, in collaboration with OMH, to review progress, outcomes and develop best practices.



Quality Infrastructure / Reporting Requirements

- Submission of regular reports to OMH via the SOS Hub regarding outreach activities and enrolled clients, including but not limited to admission and discharge dates, characteristics of individuals served, services provided, discharge plans, and follow up.
- Provide information regarding performance indicators demonstrating continuity of care and reduced reliance on Emergency Departments and Inpatient settings.



Quality Infrastructure / Reporting Requirements

- Ensure ongoing quality improvement, including analyzing utilization review findings and recommendations.
- Measure timeliness of services, disposition and outcomes to inform the SOS agency's overall quality improvement plan.
- Participate in site visits and ensure regular monitoring and evaluation of outcomes.



Documentation & Use of Technology



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Documentation and Use of Technology

- Applicants must describe how they will utilize digital technology to support client engagement in care and describe digital tools available to staff, as well as those available to clients.
- All applicants should have an electronic health record (EHR) that can document referrals, assessments, and each encounter with the recipient.
- Providers should maximize the use of technology to help support the team's communication and quality improvement efforts, as well as each recipient's transition and recovery goals.



Proposal Narrative



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Proposal Narrative & Population

Proposal narratives must address all components listed in the RFP, including but not limited to:

- Knowledge of characteristics/service needs of young adults experiencing street homelessness;
- Experience and strategies for outreach and engagement;
- Experience in working with and employing peers;
- Familiarity with existing homeless outreach teams/programs and temporary housing options.



Description of Program

- Coordination of rapid response to referrals;
- Engagement practices and strategies;
- Partnership with internal and external systems of care;
- Methods to support individuals in developing real-world skills and identifying educational/vocational goals;
- Methods to support community inclusion and strengthening of support networks;
- Crisis management and safety planning.



Implementation

- Startup and phase in activities, including timeframes;
- Physical space and equipment;
- Recruitment and training;
- Use of data and technology to promote best care and achievement of recovery goals.



Agency Performance

- Agency mission, services provided, and populations served;
- Achievements in quality, fiscal stability, and mission of the agency;
- Experience in providing culturally and linguistically relevant services.



Utilization Review, Reporting, and Quality Improvement

- Methods of ensuring confidentiality;
- Plans for integrating SOS CTI into overall quality improvement infrastructure;
- Participation in OMH active learning community.



Diversity, Equity, Inclusion and Recipient Input

- Diversity, inclusion, equity, cultural and linguistic competence plan for the program;
- Involvement in committees/workgroups that focus on reducing disparities;
- Efforts to recruit, hire and retain staff from prevalent cultural group of service users, and staff with lived experience;
- Efforts to meet the language access needs of the clients served.



Financial Assessment

- 5-year budget for each team, including wrap-around funding;
- Plan for how agency will manage its operating budget, including detailed expense components and the calculation or logic that supports the budgeted value of each category.

Timeline and Questions



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Key Events/Timeline

- RFP Release Date 3/13/2024
- Bidders Conference 4/3/24
- Questions Due 4/15/24
- Questions and Answers Posted on Website 5/1/2024
- Proposals Due by 2:00 PM EST* 5/20/2024
- Anticipated Award Notification 6/26/2024
- Anticipated Contract Start Date 10/1/2024



Questions?

- Questions and requests for clarification will now be taken in the chat box on the right side of your screen.
- The questions and official answers will be posted on the OMH website on 5/1/2024.
- Additional questions or requests for clarification concerning the RFP must be submitted in writing to the Issuing Officer by e-mail to OMHLocalProcurement@omh.ny.gov by 2:00 PM EST on April 15, 2024.

