

New York State Office of Mental Health



**SUPPORTED HOUSING FOR ADULTS WITH SERIOUS MENTAL ILLNESS
BEING RELEASED FROM STATE PRISON TO NEW YORK CITY**

Request For Proposals

New York City Field Office

April 2011

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1 Introduction and Background

1.1 Purpose of the Request for Proposal (RFP)

The New York State Office of Mental Health (OMH) New York City Field Office announces this Request for Proposal (RFP) for the development and operation of 90 units of Supported Housing for persons with serious mental illness being released from New York State (NYS) prisons and returning to New York City. There are no limits on the number of beds an agency may request. During the initial award process, no one provider will receive more than 20 supported housing beds.

1.2 Availability of the RFP

This RFP will be available on the OMH website and advertised through the NYS Contract Reporter. An announcement regarding the RFP will be e-mailed to all eligible agencies as defined in Section 2.7, as well as other organizations on OMH's current mailing list (i.e., mental health advocacy agencies, local government officials, and other not-for-profit organizations). Information about the RFP will be advertised through the Center for Urban Community Services, Supportive Housing Network of New York, Coalition of Behavioral Health Agencies, and Corporation for Supportive Housing, Association for Community Living, and the OMH website.
(<http://www.omh.ny.gov/omhweb/rfp/>).

2 Proposal Submissions

2.1 Letter of Intent to Bid

Agencies interested in responding to the Request for Proposal are required to submit a Letter of Intent to Bid to the Issuing Officer to be received on or before May 9, 2011. The Letter of Intent to Bid shall be non-binding. Letters must include the number of beds, by borough, you are requesting.

Please mail the Letter of Intent to Bid to the Issuing Officer:

[Laurie Danforth](#)
Contract Management Specialist 1
New York State Office of Mental Health
Contracts and Claims
44 Holland Avenue
Albany, NY 12229
Attn: Letter of Intent

2.2 Mandatory Bidders' Conference

A mandatory bidders' conference will be held from 1:30 p.m. to 3 p.m. on May 18, 2011 at the Office of Mental Health New York City Field Office, 330 Fifth Avenue, 9th Floor, New York, N.Y. 10001. Only those applicants that submit a Letter of Intent to Bid by the deadline may attend the bidders' conference. Proposals will only be accepted from organizations that attend and sign in at the mandatory bidders' conference.

2.3 Designated Contact/Issuing Officer

OMH has assigned an Issuing Officer for this project. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance of the RFP until the issuance of the Notice of Conditional Award. To avoid violating State Finance Law or being deemed non-responsive, a bidder is restricted from making contact with any other personnel of OMH regarding the RFP. Certain findings of non-responsibility can result in rejection for a contract award. The Issuing Officer for this RFP is:

[Laurie Danforth](#)
Contract Management Specialist 1
New York State Office of Mental Health
Contracts and Claims
44 Holland Avenue
Albany, NY 12229

2.4 Key Events/Timeline

RFP Release Date	April 25, 2011
Mandatory Letter of Intent to Bid Due	May 9, 2011
Mandatory Bidders' Conference	May 18, 2011
Questions Due	May 27, 2011
Questions and Answers Posted on Website	June 10, 2011
Proposals Due	June 17, 2011
Anticipated Award Notification	July 1, 2011
Anticipated Contract Start Date	Oct. 1, 2011

2.5 RFP Questions and Clarifications

All questions or requests for clarification concerning the RFP shall be submitted in writing to the Issuing Officer by fax at (518) 402-2529 or by [e-mail](#) by close of business on May 27, 2011. The questions and official answers will be posted on the OMH website by June 10, 2011 and will be limited to addressing only those questions submitted by the deadline. No questions will be answered by telephone or in person.

2.6 Addenda to Request for Proposals

It is the bidder's responsibility to periodically review the OMH website to learn of revisions or addendums to this RFP, and to review the posted official Questions and Answers. Changes to the RFP will also be posted in the NYS Contract Reporter. No other notification will be given.

2.7 Eligible Agencies

Agencies eligible to respond to this RFP are not-for-profit agencies with 501(c) (3) incorporation that have experience providing housing and mental health support services to individuals with mental illness in New York City, and who receive funding

from OMH or the New York City Department of Health and Mental Hygiene for those programs. Current providers of OMH licensed programs in Tier III or equivalent licensing status are not eligible to apply.

2.8 Disqualification Factors

Following the opening of bids, a preliminary review of all proposals will be conducted by the Issuing Officer or a designee to review each proposal's submission for completeness (as defined in Section 2.9) and verify that all eligibility criteria have been met. Proposals that do not meet basic participation standards will be disqualified, specifically:

- Proposals that do not comply with the RFP required format as defined in Section 2.9; and
- Proposals from current providers of OMH licensed programs that are in Tier III status or equivalent.

2.9 Instructions for Bid Submission and Required Format

Each proposal is required to contain:

1. Agency Transmittal Form ([Appendix A](#));
2. Proposal Narrative;
3. Complete Operating Budgets ([Appendix B](#)); and
4. Budget Narrative ([Appendix B1](#))

The Proposal Narrative should be concise (no more than 20 pages, not including attachments). The Operating Budget and Budget Narrative (Appendices B and B1) are separate documents that appear in the RFP section of the OMH website and can be downloaded in PDF format. Bidders must **not** substitute their own budget format.

Failure to use the provided Operating Budget and Budget Narrative formats will result in disqualification for non-responsiveness.

2.10 Packaging of RFP Responses

Bidders must submit six (6) signed copies of the full proposal package by mail or hand delivery to be received by 3 p.m. on June 17, 2011. Bidders should allow a sufficient mail delivery period to ensure timely arrival of their proposals. Proposals cannot be submitted via e-mail or facsimile. Any proposal received after the deadline will be returned unopened.

Proposals should be sealed in an envelope or box and sent to:

[Laurie Danforth](#)

Contract Management Specialist 1

New York State Office of Mental Health

Contracts and Claims

44 Holland Avenue

Albany, NY 12229

Attn: RFP Supported Housing for Persons Released from Prison

3 Administrative Information

3.1 Term of Contracts

Contracts will be written for a total period of five (5) years, with an initial period of one (1) year and four (4) annual renewals, dependent upon appropriated funding. OMH reserves the right to change the contract term for the first or second year so that it is more or less than 12 months in order to align the contract dates with OMH's New York City contract cycle (July 1 through June 30).

3.2 Reserved Rights

OMH reserves the right to:

- Reject any or all proposals received in response to the RFP that are deemed non-responsive or do not meet the minimum requirements;
- Withdraw the RFP at anytime, at the agency's sole discretion;
- Make an award under the RFP in whole or in part;
- Disqualify a bidder whose conduct fails to conform to the requirements of the RFP;
- Seek clarifications of proposals for the purposes of assuring a full understanding of the responsiveness to the solicitation requirements;
- Use proposal information obtained through the state's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;
- Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
- Prior to the bid opening, amend the RFP specifications to correct errors or oversight, supply additional information, or extend any of the scheduled dates or requirements and provide notification to potential bidders via the OMH website and the New York State (NYS) Contract Reporter;
- Eliminate any non-material specifications that cannot be complied with by all of the prospective bidders;
- Waive any requirements that are not material;
- Negotiate any aspect of the proposal in order to assure that the final agreement meets OMH objectives;
- Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder;

- Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a bidder's proposal and/or to determine a bidder's compliance with the requirements of the solicitation;
- Conduct a readiness review of each selected bidder prior to the execution of the contract as set forth in Section 4.4;
- Cancel or modify contracts due to the insufficiency of appropriations.

3.3 Debriefing Process

OMH will issue award and non-award notifications to all bidders. Bidders that do not receive an award may request a debriefing in writing, regarding the reasons that their own proposal was not selected or disqualified, within 15 business days of the dated OMH notification letter. Written debriefing requests (including requests made by e-mail) may be sent to the Designated Contact, as defined in Section 2.3 of this RFP.

3.4 Protests Related to the Solicitation Process

Protests of an award decision must be filed within twenty (20) business days after the notice of award or within 5 business days following the date of a debriefing meeting. The Commissioner or his designee will review the matter and issue a written decision within twenty (20) business days of the receipt of a protest. All protests must be in writing and must clearly and fully state the legal and factual grounds for the protest and include all relevant documentation. The written documentation should clearly state reference to the RFP title and due date. Such protests must be submitted by mail to:

**New York State Office of Mental Health
Commissioner Michael F. Hogan, Ph.D.
44 Holland Avenue
Albany, NY 12229**

4 Evaluation Factors for Awards

4.1 Evaluation Criteria

All proposals will be rated and ranked in order of highest score based on an evaluation of each bidder's written submission as well as OMH internal reviews. The Evaluation will apply points in the following categories as defined in Section 5.9:

Technical Evaluation	
Population	20 points
Housing Implementation	40 points
Agency Performance: <ul style="list-style-type: none">▪ Bidder's Narrative▪ OMH Internal Reviews	20 points
Financial Assessment	20 points
Total Proposal Points	100 points

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 5.9 (Proposal Narrative).

The OMH internal review will consist of an assessment of the bidder's organizational competency. This will include a review of the bidder's residential programs over the past two years to assess occupancy rates and admissions from priority populations.

4.2 Method for Evaluating Proposals

Designated staff will review each proposal for completeness and verify that all eligibility criteria are met. A complete proposal shall include all required components as described in Section 2.9. If a proposal is not complete or does not meet the basic eligibility and participation standards as outlined in Sections 2.7 and 2.8, the proposal will be eliminated from further review. The agency will be notified of the rejection of its proposal within 15 business days from proposal opening.

Evaluation of proposals will be conducted in two parts: Technical Evaluation and Financial Assessment. OMH's evaluation committee, consisting of at least three evaluators, will review the technical portion of each proposal and compute a technical score. All of the technical scores for each bidder will then be added together and averaged to arrive at the final technical score. A financial score will be computed separately based on the operating budget and budget narrative submitted. The final technical and financial scores for each proposal will be added together resulting in a total score.

Evaluators of the Technical Evaluation component may choose to meet to provide clarity on questions an evaluator has about a particular section of a proposal. Following any such discussion, evaluators may independently revise their original score in any section, and will note changes on the evaluation sheet. Once completed, final Technical Evaluation scores will then be recalculated, averaged, and

applied to the final Financial Assessment score to arrive at final scores. Any proposal not receiving a minimum average score of 65 will be eliminated from consideration.

In case of a tie in the scoring process, the proposal that achieved the highest average score in the *Agency Performance* portion of the technical evaluation will be selected.

4.3 Process for Awarding Contracts

4.3.1 Initial Awards and Allocations

Proposals will be ranked, and awards made, based on score, until all beds have been awarded. There are no limits on the number of units an agency may request. During the initial award process, no one provider will receive more than 20 supported housing units. If there are beds still to be distributed after allocations are made to all applicants with passing scores, the New York City Field Office will then distribute the remaining beds to the applicant with the highest score (not to exceed the amount requested), and work its way down the list.

4.3.2 Reallocation Process

There are a number of factors that may result in some of all of the Supported Housing units allocated to one or more contractors being reallocated. This includes but is not limited to, failure to develop the housing within the approved time frame, inability to find Supported Housing apartments and retention of target population in the housing. A contractor will be provided notification if any or all of the units allocated are to be reallocated.

To reallocate beds, OMH will go to the next highest ranked proposal that did not get an initial award of beds. If all agencies with passing scores received an initial award of beds, OMH will go back to the top of the list. An award of up to 20 beds will be offered to the highest ranked agency not to exceed the amount of beds requested by the agency. If the agency does not accept the award, OMH will work its way down the list.

4.4 Award Notification

At the conclusion of the evaluation process, notification will be sent to all successful and non-successful bidders. All awards are subject to approval by the New York State Attorney General and the Office of State Comptroller before an operating contract can be finalized.

OMH reserves the right to conduct a readiness review of the selected bidder prior to the execution of the contract. The purpose of this review is to verify that the bidder is able to comply with all participation standards as defined in section 2.8 and meets the conditions detailed in its proposal.

Upon receipt of an approved fully executed contract from New York State, contractors will begin receiving referrals from the Reentry Coordination System Housing Liaison.

5 Scope of Work

5.1 Introduction & Target Population

This RFP is issued to provide rental assistance and Supported Housing services to serve individuals in the target population outlined below. Agencies will be selected to develop housing units within the five boroughs of New York City. The units are part of the OMH *Forensic Housing Initiative*, which provides support to participating housing providers through access to: enhanced services funding; dedicated mental health parole officers; and staff training. Staff training opportunities include but are not limited to: violence risk assessment; staff safety; co-occurring disorders; New York City criminal justice system; critical time intervention; and the clinical impact of incarceration.

The housing and services developed through this RFP are designed for individuals being referred from Central New York Psychiatric Center (CNYPC) Pre-Release Services and meet the following criteria:

- Individuals who suffer from a serious mental illness (see Attachment A for OMH definition of serious mental illness); **and**
- Are presently living in a New York State prison, will be returning to one of the five boroughs of New York City, and who would otherwise be homeless; **and**
- Are being released to a minimum of one year of parole supervision. If sufficient numbers of individuals with a minimum of one year of parole are not available at any given time, a lesser amount of parole will be considered; **and**
- Have a completed HRA-2010E Housing Referral Application (including a determination letter).

5.2 Central New York Psychiatric Center (CNYPC) Pre-Release Services

Central New York Psychiatric Center (CNYPC) provides extensive discharge planning, facilitated by twenty-five Pre-release Coordinators (PRCs) located throughout the state prison system, to assist in the transition from prison to community. The PRCs apply for entitlements such as Social Security, Medicaid, and housing, and arrange post-release appointments with service providers such as case managers, and mental health clinics. Some participants may have an Assisted Outpatient Treatment (AOT) order.

The PRCs work in tandem with the providers and the participants, based on the participants' needs. Participants will be released from prison with a two week supply of psychiatric medication and a prescription for an additional two week supply. Until entitlements are in place, psychiatric medication may be provided by the Medication Grant Program.

In addition, OMH operates two prison in-reach programs, Community Orientation and Reentry Program (CORP) at Sing Sing Correctional Facility and Safe Transition and Empowerment Project (STEP) at Bedford Hills Correctional Facility for individuals with serious mental illness returning to New York City. Both programs provide in-reach to inmate patients from community providers three months prior to release, in order to establish connections and ease their transition into the community. STEP also provides transitional case management to participants three to six months post-release.

5.3 Reentry Coordination System (RCS)

For Supported Housing units available through this RFP, all referrals will go from CNYPC Pre-release Services through the **Reentry Coordination System (RCS)**, a centralized referral system designed to manage access to mental health housing, case management/Assertive Community Treatment, and outpatient clinic referrals in New York City, for individuals who are seriously mentally ill being released from the New York State prisons. RCS is currently operated by the Center for Urban Community Services (CUCS). RCS will forward the HRA-2010E packets, with accompanying determination letter, to participating housing providers for review.

5.3.1 Video Conferencing

The RCS Housing Liaison will coordinate a video teleconference (VTC) interview. Contractors will be required to interview housing applicants through VTC interviews at either the New York City Field Office or CUCS office, and must be willing to accept applicants without a face to face interview.

5.3.2 Housing Placement Information and Tracking

RCS will provide reports to OMH and the *Forensic Housing Initiative* contractors. The reports include status/outcome of the video teleconference interviews and housing placement information (including any move out information).

5.3.3 Case Management/Assertive Community Treatment Referrals

In addition to managing mental health housing referrals, RCS will manage referrals to mental health Case Management or Assertive Community Treatment (ACT) services, including the OMH forensic case management programs. The RCS Case Management/ACT Liaison will review the applications for Case Management/ACT and make appropriate referrals that are aligned with the mental health housing placement.

Participants may receive intensive, transitional case management in the community through the OMH Forensic Case Management Program, based on availability. If it is determined after a transition period of six months that the Supported Housing level of case management support meets the resident's needs, the case management services will cease. If it is determined after the transition period of six months that the resident's

needs require ongoing case management, the OMH Forensic Case Management Program will initiate a referral through the New York City Single Point of Access (SPOA) for Case Management/ACT referral system. If the OMH Forensic Case Management Program is at capacity, participants will be referred to community based intensive case management or ACT through the Reentry Coordination System for Case Management/ACT.

5.3.4 Outpatient Clinic Referrals

CNYPC Pre-Release Coordinators will make outpatient clinic referrals prior to release. If an applicant is waitlisted for outpatient treatment, and an appointment cannot be arranged by the applicant's release date, the applicant will be referred by RCS to a State Psychiatric Center outpatient clinic located as near as possible to the release address of the applicants.

5.4 Enhanced Services Funding

The New York State Office of Mental Health provides Enhanced Services Funding to help accommodate the needs of consumers in obtaining housing. In addition to the funding for this RFP and to the extent that the funding is available, OMH is willing to consider funding any reasonable request for eligible referrals of the RCS system for a service that would help a consumer succeed in housing. The funding is time-limited and every request is considered on a case by case basis. A request for funding is submitted in writing by the housing provider to the RCS Housing Liaison. The request must include the reason for the funding, expected time frame, and itemization of the expected costs. CUCS will forward the request to OMH for approval.

5.5 Dedicated Mental Health Parole Caseloads

All applicants under parole supervision will be placed on a dedicated mental health parole caseload – a collaborative initiative between OMH and the New York State Division of Parole to establish dedicated parole officers with special expertise in mental health and substance use issues; and who are assigned smaller caseloads to meet the unique needs of the target population. The dedicated parole officers work closely with OMH and housing providers to enhance the opportunities for these individuals to adapt to living in their communities, subsequently reducing their high risk of unwanted release outcomes, including criminal recidivism.

5.6 Supported Housing Requirements

The Supported Housing units available through this RFP are designated only for individuals meeting eligibility criteria as described in Section 5.1 of this RFP. Individuals from the target population may be placed directly into Supported Housing or providers may use this new Supported Housing capacity for persons currently residing in more service-intensive OMH-funded residential programs. The vacated units in the service intensive programs are filled with the targeted populations. Such plans are referred to as “backfill” arrangements. If an agency intends to backfill, preference will be given to those agencies that have a continuum of OMH housing.

If an individual from the target population residing in one of these OMH funded Supported Housing beds moves, the vacated unit must be filled by another referral from CNYPC. If the agency chooses to backfill and the individual in the backfill bed moves to another level of OMH housing, the agency does not need to fill the vacated bed with the target population. The CNYPC designation will remain with the individual as long as they remain in OMH housing. However, if the individual in the “backfill” unit leaves within 6 months for any reason OR is re-incarcerated or hospitalized, the unit must be filled by another person from the target population.

Supported Housing is “extended-stay/permanent housing.” Residents of Supported Housing can remain in the housing as long as their clinical and financial circumstances render them eligible and allow them to meet their responsibilities as a tenant. Supported Housing is not lost during acute hospitalization (90 days or less), or upon termination of parole supervision, and there are no program attendance requirements from the Supported Housing provider. However, parole may have program attendance requirements with which residents must comply. Residents of Supported Housing are tenants and will have the same rights and responsibilities as any other tenants in New York City.

Supported Housing provides affordable, independent housing and access to community based support services based on the needs and desires of the resident. Residents of Supported Housing may be able to live in the community with a minimum of staff intervention from the contract agency. Some residents may be coping with co-occurring substance abuse disorders, significant trauma histories, and be at various stages of recovery.

Services provided by the contractor will vary, depending upon the needs of the resident. Supported Housing staff will encourage and assist residents to develop natural community supports, use community resources, and pursue an individualized path towards recovery in securing necessary supports. Staff will help the individual to establish a household and facilitate the resolution of landlord-tenant issues. It is expected that the need for services provided by the contractor and other agencies will decrease over time as the residents progress with their rehabilitation.

When possible, tenants should hold their own leases. Renting studio, one-bedroom and two-bedroom apartments scattered throughout the community is the norm. In instances where roommates are involved, the agency must facilitate cooperative arrangements on bill payments, division of household responsibilities and other matters.

Supported Housing is scattered site, integrated housing, the goal of which is to provide individuals with a setting in which they live in their own apartments and are enabled to interact with non-disabled persons to the fullest extent possible, and which consists of rental apartments scattered among various buildings throughout a community.

There is no capital funding associated with this initiative to purchase or renovate an existing apartment building.

A contractor may use other government funding or agency funds to purchase and/or renovate a building. In this instance, contractors must be able to document that

funding is adequate to pay the debt service, ongoing building maintenance and repairs. **Contractors must consult with the OMH New York City Field Office Housing Unit before purchasing a site or entering into a long-term lease.**

Supported Housing funding provides for rent stipends, Supported Housing services and a contingency fund as specified in the Supported Housing Guidelines. There are no OMH licensing requirements. Contractors must comply with the OMH Supported Housing Guidelines. Refer to eligibility criteria as specified in Section 5.1 of this RFP. A copy of the OMH Supported Housing Guidelines is posted OMH's website at <http://www.omh.ny.gov/omhweb/adults/SupportedHousing/SupportedHousingGuidelines.html> and should be reviewed prior to responding to the RFP.

In addition, all buildings in which apartments are located must have a valid Certificate of Occupancy. The OMH New York City Field Office monitors Supported Housing and conducts site visits to review compliance with the Guidelines.

5.7 Reporting and Meeting Attendance Requirements

Agencies that receive an allocation of housing resources under this RFP must agree to comply with the Reentry Coordination System (RCS) referral process to ensure that these units will only be filled with referrals coming out of CNYPC.

Agencies must conform to all OMH fiscal reporting requirements as outlined in the "Aid to Localities Spending Plan Guidelines." These guidelines are available on the Internet at <http://www.omh.ny.gov/omhweb/spguidelines/selectcontract.asp>. All OMH residential agencies are contractually required to maintain accurate reporting of all admissions and discharges through The Child and Adult Integrated Reporting System (CAIRS).

In addition, all agencies are required to conform to the reporting requirements of the Reentry Coordination System (RCS). RCS tracks the rates of acceptance, rejection, and follow-up procedures for supported housing referrals, as well as tracking of the status of Case Management/ACT and outpatient mental health referrals. As such, all agencies are required to conform to the reporting requirements of RCS, including real time notification of vacancies and rationale for referrals not accepted.

All agencies will be subject to OMH monitoring visits and must operate in accordance with the OMH Supported Housing Guidelines.

All agencies must attend periodic stakeholder meetings convened in New York City by OMH and participate in a program evaluation, including sharing of program data.

5.8 Operating Funding

Funding for scattered site Supported Housing is a combination of client rent payments and OMH funds. Residents of Supported Housing are required to pay 30 percent of their income for rent and reasonable utilities. Contractors will receive annual funding for units developed under this initiative through an OMH contract at the current New York City Supported Housing stipend (currently \$14,493 per unit). This funding is for rent stipends, Supported Housing services and contingency funds, as specified in the Supported Housing Guidelines.

5.9 Proposal Narrative

When submitting proposals for funding under this RFP the narrative must address all of the components listed below, in the following order:

5.9.1 Population

1. State the borough where you propose to develop this housing and the number of units to be developed by borough. State your commitment to serve the target population as described in Section 5.1. State your agency's commitment to filling these beds in coordination with CNYPC and the Reentry Coordination System (RCS). Indicate if the agency intends to fill the Supported Housing beds directly with the target population directly. If the agency is proposing to serve the target population through a backfill arrangement, please provide the details of that arrangement. Agencies without a continuum of housing that wish to backfill, may partner with an OMH licensed housing provider. Please submit a Memorandum of Understanding (MOU) between the agencies that will participate in this arrangement.
2. Describe in narrative form your agency's knowledge of the characteristics of the population(s) to be served in Supported Housing and/or "backfilled" into other OMH housing. Discuss such population characteristics as likely service history, present functional level, educational level, job history, forensic history, community living skills, existence of social supports, and substance abuse history.
3. Describe in narrative form your agency's knowledge of the service needs of the population to be served.

5.9.2 Housing Implementation

1. Describe exclusionary criteria, if any, and provide acknowledgement of your agency's understanding that no exclusionary admission criteria related to past substance use may be imposed. Current treatment modalities and research indicate that length of sobriety is a poor indicator of an individual's suitability for, or success in, housing programs. An eligible resident cannot be excluded from Supported Housing due to a lack of sobriety unless it causes or contributes to a determination of ineligibility under Section 5.1.
2. Provide assurance that the agency will maintain documentation on all referrals, including those not accepted into the program and why. This information must be shared at periodic intervals as determined by OMH.
3. Describe your agency's current staffing plan (including peers) and organizational and supervisory structures. Include a description of the roles and responsibilities of each staff member. Indicate the skills and experience each staff member will be expected to have. Describe

initial and ongoing staff training and supervision. Describe the use of peer to peer services and supports that will be available. Note if these proposed beds will be part of the agency's current Supported Housing, and if so, explain the impact on staffing ratios.

4. Indicate the agency's agreement to participate in the Reentry Coordination System (RCS), including video teleconferences and ability to accept applicants without a face to face interview. Describe the assessment and engagement of potential residents going into the Supported Housing and/or "backfilled" into other OMH housing. Discuss the agency's strategy for addressing issues related to transitioning from prison to community, including specific interventions. Describe the process for the development of a community re-integration strategy that will address issues of medication compliance, linkage with community based services and supports, coordination with parole, and substance use prevention.
5. For agencies "backfilling" to service intensive settings, provide discharge planning procedures and explain how the agency will create a culture of transition to ensure that residents are engaged in a process of moving towards more independent housing.
6. Describe the services that will be provided directly by the contractor. Identify community-based resources that will be available to recipients through referrals and/or linkage agreements. Indicate how these services support the residents' recovery from mental illness and substance abuse. Describe how all services will take into account the cultural and linguistic needs of the individual.
7. Provide your agency's timeline required to identify and assess potential tenants, secure a lease, and move individuals into said apartments.
8. Explain resident's choice related to selecting an apartment and household furnishings. If an individual chooses to have a roommate, explain how residents will be "matched" and how roommate interpersonal relations will be handled.
9. Supported Housing is considered "extended stay/long term." Describe how this key principle will be reflected in the development and on-going operation of Supported Housing.
10. Include the agency's policy regarding a resident's desire to reunite with children and/or live with a spouse, significant other or roommate of his/her choosing while residing in Supported Housing.
11. Explain the lease arrangement. Attach a copy of the proposed lease or sublease agreement. Leases and/or rental agreements must be compatible with the OMH Supported Housing Guidelines (see Section 5.6).

12. Describe range of interventions your agency will use to prevent someone from losing their housing. In addition, explain how an individual may “graduate” from Supported Housing to permanent, independent housing. Describe the resources the agency will use to help someone achieve independence.
13. Attach the grievance procedure that will be provided to residents of Supported Housing. Explain how residents are empowered to provide input into Supported Housing practice on a formal and informal basis.
14. Explain the process for handling client emergencies after hours and on weekends.
15. Describe the process of support planning that will incorporate strategies to engage and motivate clients toward their recovery and provide an appropriate response to clients who are at risk of relapsing and/or begin refusing their medications. Discuss methods for ensuring integrated services for residents with a co-occurring substance abuse disorder. Describe how residents will be assisted when a mental illness or substance abuse relapse occurs.

5.9.3 Agency Performance

1. Describe the agency’s experience and approach in providing recovery-oriented housing and/or mental health services to persons with mental illness who were released from State prison, including helping these individuals achieve their rehabilitation and recovery goals. Include your experience working with parole. Depict an actual person who has a serious mental illness, was released from prison, and has recently been served in your housing. Illustrate the challenges posed and how your agency addressed these challenges. Describe in detail how you supported this person in his or her recovery and transition toward independence. Please limit your response to one page.
2. Current licensed OMH housing agencies must note their agency's ability to target OMH priority populations, average length of stay and ability to transition individuals into independent housing. OMH Supported Housing agencies should indicate occupancy levels and ability to accept OMH priority populations. Base your response on the most recently published Residential Program Indicators Report. Also, please note that agencies will be evaluated on the timeliness of CAIRS reporting.

Note: The OMH internal review will consist of an assessment of the bidder’s organizational competency. This will include a review of the bidder’s residential programs over the past two years to assess occupancy rates and admissions from priority populations.

3. Describe how your agency intends to comply with the reporting and meeting attendance requirements outlined in Section 5.7.

5.9.4 Financial Assessment

1. Describe how client and, when applicable, non-client rent will be calculated. Explain how your agency plans to utilize contingency funds. Highlight other sources of funding, if any. Describe how your agency manages its operating budget.
2. Attach an operational budget. Include start up costs in Year 1 of the budget and assume a full year of operating funds ([Appendix B](#)). The start-up should include the amount needed for the establishment of the units, including cost of staffing, broker fees, security deposits, furniture, moving expenses and other expenses. Show sources of income including client “rent” and OMH funding. Bidders should list staff by position, full-time equivalence (FTE), and salary.
3. Bidders must complete a Budget Narrative ([Appendix B1](#)) which should include the following:
 - detailed expense components that make up the total operating expenses;
 - the calculation or logic that supports the budgeted value of each category;
 - description of how your salaries are adequate to attract and retain qualified employees; and
 - a description of how your apartment rental assumptions are calculated within the geographic area in which they are located.

Use the Operating Budget form ([Appendix B](#)) and the Budget Narrative ([Appendix B1](#)) to submit with your proposal. The Operating Budget form ([Appendix B](#)) is a separate document on the RFP section of the OMH website and can be downloaded in PDF format. Do **not** substitute your own budget format. **Failure to complete the Operating Budget using the correct form will be cause to reject your proposal for non-responsiveness.**