

New York State Office of Mental Health



Supported Housing (SH) for Adult Home Residents (Bronx & Staten Island) with Serious Mental Illness

Request for Proposals

January 28, 2015

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I. Introduction and Background

1.1 Purpose of the Request for Proposals

New York State (NYS) Office of Mental Health (OMH) announces this Request for Proposals (RFP) for the development and operation of up to 900 units of Supported Housing (SH) in Staten Island and Bronx, NY. Interested applicants will be bidding to provide housing in three phases. During phase one a total of 300 units of SH will be distributed. During phase two and three, additional allocations of 300 units will be distributed for a total of up to 900 units. An allocation of phase two and three units is not guaranteed; an additional award of units will be based on the performance of the selected housing contractor during the first phase. This capacity expansion is part of an effort to facilitate the transition to supported housing for individuals with serious mental illness (SMI) currently residing in “impacted adult homes.” Impacted adult homes are defined in NYS Department of Health (DOH) regulations as adult homes with a capacity of 120 or more in which 25% or more of the resident population are persons with SMI, which is defined in the Adult Home Stipulation and Order of Settlement ([Appendix H](#)  p.4, section c).

In addition to their behavioral health needs, these adult home residents may have co-occurring physical health conditions and many could live in less service intensive settings if they so desired as long as arrangements were made for needed physical and behavioral health wrap around services. DOH identified impacted adult homes, based upon the percentage of the resident population with serious mental illness and has developed a list of class members as defined in [Appendix H](#)  This is referred to as the adult home’s mental health census, or the community transition list, and is the target population for this RFP.

Individuals on this DOH community transition list will be enrolled in a Health Home linked with a Medicaid Managed Care Plan and/or a Managed Long Term Care Plan (MLTCPs). The Housing providers awarded contracts through this RFP (i.e., the selected housing contractors) will receive lists indicating the names of the adult home residents and the name of the Health Home and/or MLTCP they are enrolled in as well as a contact person at the plan. The Health Homes and MLTCPs are the entities responsible for assessing individuals’ needs and developing integrated care plans for their enrollees and will play a key role in any transition from an adult home to ensure appropriate services are in place to facilitate the move.

The selected housing contractors will be responsible for providing in-reach services to the target population in the adult homes in their awarded group(s) (see [Appendix E](#)). For each adult home group awarded, funding is available to employ one FTE clinical staff person and one FTE peer staff person in addition to Supported Housing staff. Housing contractors will conduct in-reach and will work to engage the target population in learning about alternative community settings and service options that can help them to become more independent (see [Appendix D](#)). While the selected housing contractors may be most familiar with the type(s) of housing that their particular agency operates, the full list of housing and service options must be shared with residents during the in-reach process to increase resident knowledge and choice.

There are two primary goals of the in-reach process. The first is to identify individuals in the target population who are interested in moving. This may require the use of motivational interviewing techniques. The second is to document in the Child and Adolescent Integrated Reporting System (CAIRS) class members' interest in moving, and any concerns or housing preferences they may have. Housing Contractors (HC) notify assigned assessment entities (Health Homes (HH)/ Managed Long Term Care Plans (MLTCP) of class members who are interested in moving. In situations where adult home residents with SMI are ambivalent about moving, housing contractors will continue to engage and to educate residents regarding the various housing and service options available (see [Appendix D](#)), no less than annually for the duration of the settlement. In addition, selected housing contractors will provide adult home residents with the opportunity to ask questions, see photos or videos of housing, and visit alternative community settings. This active engagement allows the residents to understand their options and direct the course of their own lives, and where appropriate, honoring their right to assume risk in a safe manner.

Once a resident indicates they would like to move, the HC will explain that they need the resident's permission to share their housing preferences and concerns, in-reach form, with the entity that will be doing a comprehensive assessment of their service needs. The HC will also explain that the assessment includes a review of the most current comprehensive psychiatric evaluation done by their current mental health treatment provider and that if they are agreeable to having that shared with the assessor, that signing the consent form now will speed up the process. Once the in-reach process is complete, the housing provider will notify the Health Home or MLTCP of the adult home resident's housing interest in moving by sending them the in-reach documentation via a secure email. The Health Home or MLTCP will conduct or arrange for the completion of a comprehensive assessment using the UAS-NY. The assessor (designated by a Health Home or MLTCP) will complete the Adult Home Resident Assessment Report (AHRAR) which requires them to make a recommendation for a type of housing and wrap around services. The settlement agreement requires that assessor start with a presumption that residents can live in supported apartments, though alternative settings are allowable, but the rationale must be clearly documented. Assessors should consider other types of housing only when the resident expresses a strong personal preference for it, or when the range and intensity of needed wrap around services exceeds what can be made available in a supported housing unit. The Assessor will share the assessment package with the designated care planning/management staff within their agency who will review the assessment, complete the Adult Home Supportive Housing Application, develop or amend (in the case where an individual has been receiving care coordination for some time already) a care plan to support the individual to succeed in their housing preference, provided the assessment and care plan indicates the individual will be able to live safely in that setting. Following assessment by the Health Home or MLTCP, those adult home residents determined to be appropriate for transition will have a person centered care plan that will include consideration of the current and unique psychosocial and medical needs and history of the individual as well as the functional level and support systems developed by the Health Home and/or MLTCP care manager.

Many of these adult home residents will be able to live in the community with a moderate level of planning and connection to community services. Other adult home residents may need a more comprehensive service package including a combination of behavioral and physical health services, consistent with the categories of Community Housing and Community Services described in [Appendix D](#). In cases where OMH SH housing is part of the care plan developed by the Health Home or MLTCP, the assigned Health Home and/or MLTCP care manager will notify the housing provider that a care plan is in place. The development of the care plan will take into consideration the adequacy of available community services in meeting the support needs of the individual to assure safety. Given the presumption of supported housing in the settlement, the selected housing contractors will be included in the development of the care plan when they receive a referral for supported housing. Selected housing contractors will need to make staff available to participate in care planning and transition related conference calls and meetings so they can fully participate and assist in the transition planning. Health Home and/or MLTCPs must share care plans with the housing contractors.

Housing providers will also develop and operate Supported Housing units. [Appendix E](#) lists the NYC transitional AHs and groups them based on geography. During phase one, a total of 300 units of Supported Housing will be distributed as indicated on the left below. During phases two and three, additional allocations of 300 units will be distributed for a total of up to 900 units as indicated below.

Phase I Number of Units			Phase II and III Number of Units		
Group 7	Bronx	117	Group 7	Bronx	234
Group 8	Staten Island	99	Group 8	Staten Island	198
Group 9	Staten Island	84	Group 9	Staten Island	168

The above groups allow for Supported Housing unit development in Staten Island and Bronx. OMH expects the majority of adult home residents targeted through this initiative will wish to remain in Staten Island or Bronx. However, in order to promote individual choice of location, and facilitate the movement of individuals into apartments near family members, friends or other supports, the borough to which the adult home resident will move may not necessarily match the borough of their present adult home. These preferences should be discussed and documented by the In-Reach team. The care management entity will refer class members directly to housing in the borough of their choosing.

1.2 Issuing Officer/Designated Contact

OMH has assigned an issuing officer for this RFP. The issuing officer or 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. A bidder is restricted from making contact with any other personnel of OMH regarding the RFP to avoid being deemed non-responsible. Certain findings of non-responsibility can result in rejection for a contract award. The Issuing Officer for this RFP is:

Carol Swiderski
 Attn: Adult Home Supported Housing RFP
 New York State Office of Mental Health
 Contracts and Claims
 44 Holland Avenue
 Albany, NY 12229

1.3 Eligible Organizations

Agencies eligible to bid are not-for-profit agencies with 501(c) (3) status who provide OMH-funded housing services for adults with mental illness. The housing services must be provided in all boroughs included in their bid.

Agencies should apply for any groups ([Appendix E](#)) they are eligible for and interested in developing housing in. If your bid includes application for all groups (7, 8, and 9) highlight any differences in implementation between them that you have planned.

1.4 Minority and Women Owned Business Enterprises

In accordance with Section 312 of the Executive Law and 5 NYCRR 143, it is expected that all contractors make a good-faith effort to utilize Minority and/or Women Owned Business Enterprises (M/WBE) when there is an opportunity to subcontract or purchase supplies to carry out a contract with the lead contracting agency.

1.5 Key Events/Timeline

RFP Release	1/28/15
Questions Submitted	2/4/15
Letters of Intent (optional)	2/11/15
Q&A Posted on Website	2/18/15
Proposals Due Date	3/6/15
Estimated Award Notification	3/20/15
Anticipated Start	4/1/15

II. Proposal Submission

2.1 Letter of Intent

Eligible agencies are encouraged to mail a Letter of Intent to Bid to the Issuing Officer named above in 1.2. Please mail the Letter of Intent to Bid consistent with the deadline listed above in section 1.5, and the address in 1.2. This Letter of Intent to Bid, while recommended, is optional and shall be non-binding.

2.2 Questions about the RFP

All questions about the RFP shall be submitted electronically consistent with the due date listed in section 1.5, at the following web address: <https://www.surveymonkey.com/s/VCSBHQF>. The questions and answers will be posted on the OMH website on the date listed above in section 1.5. Only those questions submitted electronically to the web address listed above prior to the deadline will be answered.

2.3 Addenda to the Request for Proposals

In the event that it becomes necessary to revise any part of the RFP, an addendum will be posted on the OMH website. It is the bidder's responsibility to periodically review the OMH website to learn of revisions or addenda to this RFP. Changes to the RFP will also be posted in the NYS Contract Reporter. No other notification will be given.

2.4 Proposal Format and Content

Proposals submitted must include all of the following components in the order listed:

1. [Appendix A](#) - Agency Transmittal Form – indicating the groups included in the agency's bid in order of preference.
2. Narrative describing all of the elements listed in section 5.5, Requirements for Submission. This narrative must respond to sections 5.5.1 through 5.5.4 and in the sequence they are included in the RFP. This narrative is to be single-spaced, one-sided, 12 point font, and no more than 10 pages in length, excluding the appendices. Please number the pages "1 of 10," "2 of 10," etc.
3. [Appendix B](#): Budget Form
4. [Appendix B1](#): Budget Narrative.

Items 3 and 4 above are separate documents on the RFP Website and can be downloaded in PDF format. Do NOT substitute your own budget forms.

2.5 Instructions for Proposal Submission

Please mail one signed hard copy of the entire proposal package described in 2.4 above, as well as a labeled flash drive of the entire proposal as one PDF document, postmarked or hand delivered by the date listed in section 1.5. It must be sealed in an envelope or boxed and addressed to the issuing officer named in section 1.2. Proposals cannot be submitted via e-mail or facsimile. Proposals not postmarked or hand delivered by the due date in section 1.5 cannot be accepted and will be returned unopened.

2.6 Grants Gateway Requirement

Pursuant to the New York State Division of Budget Bulletin H-1032, dated June 7, 2013, New York State has instituted key reform initiatives to the grant contract process which require not-for-profits to register in the Grants Gateway and complete the Vendor Prequalification process in order for proposals to be evaluated. Information on these initiatives can be found at www.Grantsreform.ny.gov. Proposals received from eligible not-for-profit applicants who have not been prequalified by the proposal due date cannot be evaluated; therefore, such proposals will be disqualified from further consideration.

2.7 Disqualification Factors

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 above in section 2.4, Proposal Format and Content, and verify that all eligibility criteria have been met as outlined above in section 1.3, Eligible Agencies. Proposals that meet any of the following listed disqualification factors will not be reviewed and will be disqualified.

- Proposals submitted by agencies that do not meet the Eligible Agency criteria described in section 1.3, Eligible Agencies;
- Proposals that do not comply with the RFP required format as defined in Section 2.4, Proposal Format and Content; and
- Proposals from current providers of OMH licensed programs that are Tier III status or equivalent licensing status.

Any bidder whose proposal has been disqualified will receive a disqualification letter postmarked within five (5) business days of the proposal submission deadline and must submit any written protest postmarked within five (5) business days of the disqualification letter postmark.

2.8 Executive Order #38

Pursuant to Executive Order #38 (<http://governor.ny.gov/executiveorder/38>), dated January 18, 2012, OMH promulgated regulations regarding limits on administrative costs of and executive compensation paid by covered providers. See 14 NYCRR Part 513. Any contract awarded through this RFP will be subject to such restrictions and to related requirements. See [Appendix H](#) of this RFP for a link to OMH Master Contract Forms and Instructions, Attachment A-1, Section A.12 (Mental Health Regulations). See also <http://executiveorder38.ny.gov/>.

III. Administrative Information

3.1 Term of Contract

Contracts will be written for a period of five (5) years, with an initial period of one (1) year and four (4) annual renewals, dependent upon appropriated funding. Contractors should presume contract renewals beyond the initial five year period, depending upon performance and standing with OMH at the time of renewal. 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). If an agency not previously awarded a contract as part of the original RFP evaluation process, is awarded units through the reallocation process (see Section 4.3.2), the five (5) year contract term will commence on the award date. OMH reserves the right to change the first year's contract term, as stated above. The OMH Master Contract Form is available in [Appendix C](#).

3.2 Reserved Rights

OMH reserves the right to:

- Reject any or all proposals received in response to the RFP that do not meet the minimum or mandatory requirements;
- Withdraw the RFP at any time, at the agency's sole discretion;
- Make an award under the RFP, in whole or in part;
- Disqualify a bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
- Seek clarifications and revisions of proposals;
- 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 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 NYS Contract Reporter;
- Eliminate any mandatory, non-material specifications that cannot be complied with by all of the prospective bidders;
- Waive any requirements that are not material;
- Negotiate with the successful bidders within the scope of the RFP in the best interests of the State;
- Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder; and
- 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.
- In the event of any future action by a Court where the obligations of the State are modified in any way, OMH reserves the right consistent with such court actions, to take appropriate actions, including: (1) canceling existing contracts issued pursuant to this RFP on 30 days written notice to the agencies; (2) seeking no further funding for the contracts awarded pursuant to this RFP; and/or (3) modifying existing contracts issued pursuant to this RFP.

3.3. Debriefing

The OMH will issue award and non-award letters to all bidders. Non-awarded bidders may submit a written request for a debriefing regarding the reasons that their proposal was not selected within fifteen (15) business days of the OMH-dated non-award letter. OMH will not offer ranking, statistical or cost information of other proposals until after the NYS Office of the State Comptroller has approved all awards under this RFP. Debriefing requests must be sent in writing to the issuing officer, named above in section in 1.2.

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 non-award or five (5) business days following the date of the debriefing, whichever is later. The Commissioner or his designee will review the matter and issue a written decision within seven (7) business days of receipt of the 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 the RFP title and due date.

Such protests must be submitted to:

NYS Office of Mental Health
Ann Marie T. Sullivan, M.D., Commissioner
44 Holland Avenue
Albany, NY 12229

IV. Evaluation Factors for Awards

4.1 Criteria

All proposals will be evaluated by a team of reviewers who will individually rate the technical sections of the proposal based on each bidder's written submission (50 points). OMH will also conduct an internal review of each bidder's past performance (30 points). This will include a review of the bidder's residential programs over the past two years to assess occupancy rates and admissions from OMH priority populations. Representatives from the OMH fiscal department will evaluate and rate the Financial Assessment section of the proposal (20 points). Section 5.5 Requirements for Submission describes in detail the necessary components for each area being evaluated. The Evaluation will apply points in the following categories as defined in Section 5.5:

Technical Evaluation	
Population	15 points
Housing Implementation	35 points
Organizational Competency	30 points
Financial Assessment	20 points
Total Proposal Points	100 points

4.2 Proposal Evaluation

All proposals that meet criteria described in 1.3 Eligible Agencies and do not have any disqualification factors described in 2.6, will be assigned an identification number and logged into a database. A committee consisting of at least three technical evaluators will complete the Technical Evaluation. A representative from the fiscal department will review the Budget Form, as well as the Budget Narrative(s). Each technical evaluator will independently review the technical portion of each proposal and compute a technical score. Evaluators of the Technical Evaluation component may then meet to provide clarity or review any 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, and added to the final Financial Assessment score. Proposals with scores of 60 or higher will be considered passing. Should scores on any proposal reflect a 25% or greater deviation across reviewer scores, a secondary review panel may be formed to review proposals. If such a committee is formed, the scores of this secondary review will be used to determine the final agency scores.

4.3 Process for Awarding Contracts

4.3.1 Initial Awards and Allocations

In the interest of spreading resources as broadly as possible, no one agency will *initially* be awarded more than one group. During phase I, a total of 300 units of SH will be distributed as indicated on the left below. During phases II and III, additional allocations of 300 units will be distributed for a total of up to 600 units, as indicated at the end of section 1.1. An allocation of Phase II and III units is not guaranteed; an additional award of units will be based on the performance of the selected housing contractor during Phase I.

As indicated in section 1.3, Eligible Agencies, agencies should bid on the groups they are both eligible for and interested in developing housing in, indicating their order of preference. Eligible agencies with the highest score will be given their first preference, the eligible agency with the next highest score given their first available preference and so on. In the event of a tie score between two proposals, the agency with the highest score on the Technical Evaluation will receive the higher ranking.

4.3.2 Reallocation Process

There are a number of factors that may result in the reallocation of some or all of the SH units allocated within Phase I, and subsequent phases at any time during the term of the contract. A contractor will be provided written notification of any reallocation of units.

(1) Contractor Performance

Based on contractor performance (including, but not limited to, unit occupancy, pattern of refusal to accept eligible individuals, retention of tenants, appropriate use of more service intensive levels of housing to serve eligible referrals, and/or compliance with reporting requirements), OMH may reallocate some or all of the authorized Supported Housing units to facilitate the timely transition of adult home residents into alternative community based housing.

If a selected housing contractor does not meet the requirements outlined above or other contractual requirements, the selected housing contractor's award may be reduced and reallocated. OMH reserves the right to reallocate units based on a combination of agency ranking on the RFP and overall performance during the implementation phase.

(2) Changes in the Number and/or Location of Eligible AH Residents

If the number and/or location of eligible adult home residents changes in some significant way, or it is determined that the number of Supported Housing units allocated for subsequent phases is not adequate for that group, the contractors' awards and allocations may be reallocated, or rebid at the option of OMH.

- (3) If a contractor does not meet the requirements set out in section 4.3.1 or other contractual requirements, the contractor's award may be reduced and reallocated to the highest scoring proposal of the original awardees or the highest non-award bidder in that Adult Home group, as indicated on the final award list and consistent with the specifications for award in the RFP, or may be rebid at the option of OMH. Both the Supported Housing units and appropriate proportional funding for in-reach and assessment services would be reallocated.

4.4 Award Notification

Upon completion of the evaluation process, notification of results will be sent to all eligible agencies. Selected housing contractors will receive notice of conditional award. The award is subject to approval by the Office of State Comptroller before the contract is finalized. OMH reserves the right to negotiate special terms and conditions with individual bidders when making awards. The bidder must accept such terms and conditions for the award to take effect. 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 and meets the conditions detailed in its proposal.

V. Scope of Work

5.1 Introduction

The assessment entities (Health Homes or MLTCPs) referenced in 1.1 will work with class members to develop a person-centered care plan. Given the presumption of supported housing in the settlement, the selected housing contractors will be included in the development of the care plan when they receive a referral for supported housing. Selected housing contractors will need to make staff available to participate in care planning and transition related conference calls and meetings so they can fully participate and assist in the transition planning.

There may be instances where the adult home resident chooses to live in and/or is assessed as needing housing other than OMH supported housing. In cases where it is a type of OMH housing other than Supported Housing that is recommended or desired, care managers will be contacting the selected housing contractor assigned to the group of adult homes their client lives in to see if that housing contractor has the type of housing being recommended. Housing contractors should use best efforts to assist in cases where they have the type of housing needed. In cases where there are no vacancies expected over the short term, or when the selected housing contractor does not have that type of housing, the care manager will make a referral to the NYC Single Point of Access (SPOA) operated by Center for Urban & Community Services (CUCS). The Supported Housing units developed through this initiative are permanently designated for AH class members. During the course of the settlement which requires the state to offer housing to all class members desirous and eligible, as vacancies occur, pending housing referrals for class members must be targeted for any openings.

5.2 Objectives and Responsibilities

When an adult home class member moves into a Supported Housing unit, services are delivered in accordance to the Supported Housing Guidelines ([Appendix G](#)). Services and supports provided by the selected housing contractor will vary, depending upon the unique needs of the class member. Selected housing contractors must encourage and assist class members to develop natural community supports, use community resources and pursue an individualized path towards recovery and independence. Selected housing contractors must help adult home residents to establish a household and facilitate the

resolution of landlord-tenant issues. It is expected that the need for services provided by the selected housing contractor and other agencies will decrease over time as integration in the community improves and the adult home residents make progress in their recovery.

When possible, adult home residents should hold their own leases as any other tenant. Renting studio, one-bedroom and two-bedroom apartments scattered throughout the community is the norm. In instances where AH residents choose to have a roommate (s), selected housing contractors must facilitate cooperative arrangements on bill payments, division of household responsibilities and other matters.

SH consists of scattered site apartments located in multiple buildings throughout the community. The goal is to provide former AH residents with a setting in which they live in their own apartments and are able to become active community participants to the fullest extent possible. SH is “extended stay/long term” housing. Residents of SH can remain in this housing as long as their clinical and financial circumstances render them eligible and allow them to meet their responsibilities as a tenant. SH is not lost during an acute hospitalization and there are no program attendance requirements. Residents of SH are tenants and have the same rights and responsibilities as any other tenant.

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 provided this will not delay the movement of individuals out of AHs. In this instance, selected housing contractors must be able to document that funding is adequate to pay the debt service, ongoing building maintenance and repairs. Selected housing contractors must consult with the OMH New York City Field Office Housing Unit, before purchasing a site or entering into a long-term lease. SH funding provides rent stipends, housing related support services to help establish and maintain a new residence, and contingency funds as specified in the OMH “Supported Housing Guidelines”. There are no OMH licensing requirements. Selected housing contractors must comply with the OMH SH Guidelines (See [Appendix G](#)). In addition, all buildings in which apartments are located must have a valid Certificate of Occupancy unless the building was constructed prior to the issuance of Certificates of Occupancy. The OMH New York City Field Office monitors SH and conduct site visits to review compliance with the Guidelines.

5.3 Reporting Requirements

Agencies that receive an allocation of housing resources under this RFP must agree to ensure that these units will only be filled by the AH class members. 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>. Selected housing contractors **must** maintain accurate and timely reporting of all in-reach, referrals, admissions and discharges through OMH’s Child and Adult Integrated Reporting System (CAIRS) and comply with any requirements OMH may subsequently develop to ensure compliance. CAIRS reports will be used to report to the independent reviewer and judge in the case. Selected housing contractors will need to be responsive to requests for information that may be generated by these entities above and beyond the required CAIRS reporting. In addition, selected housing contractors will be required to provide updates on housing vacancies to the Center for Urban Community Services (CUCS) which publishes the “Vacancy and Information Update.”

5.4 Operating Funding

Funding for SH is a combination of resident rent payments and OMH funds. Residents of SH are required to pay no more than 30 percent of their net income for rent and reasonable utilities. Selected housing contractors will receive annual funding for units developed under this initiative through an OMH contract at the current New York City SH rate (currently \$15043 per client in the five boroughs of NYC). This funding is for rent stipends, housing related case management to assist in the establishment and maintenance of a new residence, and contingency funds, as specified in the SH Guidelines ([Appendix G](#)).

Selected housing contractors will be authorized to develop a total number of SH units as described in section 4.3.1. Units may be reallocated as specified in section 4.3.2. A contractor will not receive funding for units reallocated to another contractor.

In addition to the \$15,043 per SH unit, funding for one FTE professional clinical staff person and one FTE peer staff will be provided for each group listed in [Appendix E](#) to provide in-reach to eligible class members including education about community housing and services, and to encourage and motivate them to consider options that offer more independence. Selected housing contractors will be expected to provide a minimum of one FTE professional staff and one FTE peer staff for each group they are awarded, at a funded amount of \$150,000. Should units be reallocated, funding for these staff will be reassessed based on proportional changes in allocation. These staff are in addition to the staffing required for the Supported Housing units.

5.5 Requirements for Submission

When submitting proposals for funding under this RFP, the narrative must address all of the components listed below, in the following order, highlighting any differences in implementation between boroughs if applicable.

5.5.1 Population

1. State your agency's commitment to serve the AH priority population as described in Section 1.1. State your agency's strategy for locating supported apartments consistent with class members' needs and preferences and in coordination with the recommendations of the assessment and care planning entity (Health Homes and Managed Care Long Term Plans.)
2. Describe in narrative form your agency's knowledge of the most common concerns and service needs of the AH priority population.
3. Describe how your agency will engage this population and provide in-reach services. Describe the techniques your agency will use to develop trust and rapport with this population. Describe the role of the clinical staff person and peer in using these techniques and establishing rapport.

5.5.2 Housing Implementation

1. Describe the process and timeframes for the development of the Supported Housing units in coordination with in-reach and assessment activities. Highlight if the Supported Housing will be single or shared units and percentages if it will be a mix. Explain how resident choice will be maximized in the selection and location of the Supported Housing Units.
2. List the types/categories of housing you currently have in any/all counties and indicate which housing the adult home residents would be eligible for, given that some housing may already be designated for other priority populations. While some AH residents may be NY/NY eligible, we expect the majority will not be. Describe admission criteria and procedures. Note any exclusionary criteria.
3. Describe the process your agency currently uses to develop an individualized community re-integration strategy that will address specialized needs of this population including physical health needs (long term care), mental health, substance abuse and personal care needs. Describe how this will be modified to work collaboratively with the HH and/or MLTCP care managers. Describe the approach that will be used to ensure successful transition and retention of clients in the community. Explain how you view your role in the development of the person-centered care plan developed in collaboration with the care manager and the client.

4. Describe how client choice will be accommodated during the housing selection process and in the furnishing of the apartment. If an individual will share an apartment, explain how they will be “matched” and how “roommate” issues will be resolved. Include the agency’s policy regarding consumers who want to reunite and live with their children or other family members, friends or significant others.
5. Explain how clients will be assisted to gain and utilize the skills and supports necessary for independent living and achieving life goals. Describe the support planning process. Describe the services and supports that will be available through your housing agency, as well as those that will be provided by other agencies through service agreements and/or other linkages.
6. Provide a staffing plan and schedule. Note if these proposed units will be part of the agency’s current Supported Housing, and if so, explain the impact on staffing ratios. 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 how staff will be trained and supervised to integrate rehabilitation and recovery principles as well as cultural competence and use of translation services for limited English proficiency (LEP) in the operation of Supported Housing. Describe the support and professional development activities that will be made available to housing staff, including initial and ongoing staff training and supervision. Describe the use of peers on the in-reach team as well as plans to utilize other peer services and supports that will be available.
7. Describe the process of support planning that will incorporate strategies to engage and motivate clients towards their recovery. Discuss methods for ensuring integrated services for clients with co-occurring substance dependence/use disorders. Describe how clients will be assisted before a mental illness or substance use relapse occurs and during a relapse. Explain the process for handling client emergencies after hours and on weekends.
8. Attach a copy of the proposed lease or sublease agreement. Provide the rent collection and rent arrears procedure. Describe the supports provided by the agency to ensure clients pay their rent on time. Provide the policy and procedure for terminating tenancy. Include a description of the range of interventions that would be used to prevent clients from losing their housing.
9. Attach client’s grievance procedure. Explain how clients are empowered to provide input into Supported Housing practices on a formal and informal basis.

5.5.3 Organizational Competency

1. Describe both the agency’s experience and approach in providing recovery-oriented housing and/or mental health services to persons with serious mental illness, including helping these individuals achieve their rehabilitation and recovery goals. Include examples of your agency’s past successes with providing and/or accessing other levels of OMH housing, if Supported Housing is not appropriate.
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.
3. 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. Previous OMH actions including, but not limited to, fines, revocations of operating certificates, limitations on operating certificates and/or repeat citations impacting client care will be reviewed in scoring agency performance.

4. Additional areas of organizational competence include: percentage of admissions from OMH Psychiatric Centers or OMH-operated residential programs; transition of individuals to more independent housing; and accuracy and timeliness of CAIRS reporting. If an agency received an award of Supported Housing from a previous allocation, the agency's performance in filling the units within the contractual time frame and with the priority population specified will be rated.

5.5.4 Financial Assessment

1. Complete [Appendix B](#) "Budget Form" for each group you are applying for. A budget should be developed for in-reach services at \$150,000 (only one budget for these services is needed). A budget for the supported housing portion should be developed recognizing start-up costs in each year as well as operating costs. The OMH funding (\$15,043 per bed) must be allocated between start-up and operating components. The client contribution should be applied to the SH operating budgets only.

Please refer to your phase-in schedule when developing the budgets. Start-up costs should include the amount needed for the establishment of the units, including cost of staffing, broker fees, security deposits, furniture, including air conditioners for SH apartments, moving expenses and other expenses.

2. Complete a Budget Narrative for each group you are applying for and include the following:
 - Detail of expense components that make up the total operating expenses in year 1 and 2;
 - Detail of expense components for start-up costs in year 1
 - Calculation or logic that supports the budgeted value of each category, and
 - Description of how apartment rental assumptions are calculated within the geographic area in which they are located.

Use the Budget Form ([Appendix B](#)) and the Budget Narrative ([Appendix B1](#)) to submit with your proposal. [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 [Appendix B](#) using the correct form may be cause to reject your proposal for non-responsiveness.