



**Scattered Site Supportive Housing for Adults
with Serious Mental Illness**

Request for Proposals

New York City and Long Island

Grant Procurements

(On-Line Submission Required)

November 29, 2017

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1. Introduction and Background

1.1 Purpose of the Request for Proposal

The New York State Office of Mental Health (OMH) is committed to investing in community-based services that will reduce the demand for services and long lengths of stay in inpatient settings. Based on continuing identification of the need for additional residential opportunities to support this mission, NYS OMH is issuing a fourth annual round of its Transformation Plan reinvestment to further expand Scattered-Site Supportive Housing across the State. The New York State Office of Mental Health announces this Request for Proposals (RFP) for the development and operation of up to 100 units of Scattered-Site Supportive Housing for individuals with a serious mental illness who meet one of the following criteria as outlined below:

- Individuals with a serious mental illness who are being discharged from State operated Psychiatric Centers or State operated residential programs,
- Individuals with a serious mental illness who are being discharged from an Article 28 hospital or Article 31 hospital and in need of Scattered-Site Supportive Housing or for whom housing would assist in a diversion from a State PC,
- Individuals with a serious mental illness residing in the region who have a serious mental illness and who are high users of Medicaid Services and referred by Health Homes,
- Individuals with a serious mental illness who are current residents of an OMH licensed Community Residence operated by a voluntary provider agency, prioritizing individuals that have a Length of Stay (LOS) greater than two (2) years,
- Individuals with a serious mental illness who are current residents in an OMH licensed Apartment Treatment Program, operated by a voluntary provider agency, prioritizing individuals that have a Length of Stay (LOS) greater than three (3) years,
- Individuals, 18 years or older, with a serious mental illness who are being discharged from a Residential Treatment Facility, OR
- Individuals with a serious mental illness who are currently homeless or residing in a shelter. (This criterion is for the Long Island Region only.)

Please note that within these target population groups, individuals with an Assisted Outpatient Treatment (AOT) must receive priority access. Additionally, in recognition of the growing need for reentry housing, acceptance of individuals with forensic history is expected.

While a full range of community services are being developed in ongoing discussions with local stakeholders using OMH State funded pre-investments,

Scattered-Site Supportive Housing has been identified as one of the priority programs enabling individuals to successfully remain in the community. The 2017/2018 Enacted NYS State Budget authorizes funding for the development of up to 200 units of Scattered-Site Supportive Housing which have been allocated throughout PC catchment areas in New York State. A total of 100 units of Scattered-Site Supportive Housing have been allocated for the New York City and Long Island Regions.

Six (6) awards of Scattered-Site Supportive Housing units will be made available as follows:

Group #1 - 12 units designated for Pilgrim and/or Sagamore Children's Psychiatric Catchment Region, to be located in Nassau County;

Group #2 - 18 units designated for Pilgrim and/or Sagamore Children's Psychiatric Catchment Region, to be located in Suffolk County;

Group #3 - 20 units designated for Bronx Psychiatric Catchment Region, to be located in the Bronx;

Group #4 - 20 units designated for Kingsboro Psychiatric Catchment Region, to be located in Brooklyn;

Group #5 - 15 units designated for Creedmoor Psychiatric Catchment Region; to be located in Queens; and

Group #6 - 15 units designated for South Beach Psychiatric Catchment Region; to be located in Staten Island.

Please note for units awarded for the NYC boroughs, a provider awarded units allocated for a specific borough may accept referrals from any OMH PC or RTF serving NYC residents, regardless of location within NYC.

2 Proposal Submissions

2.1 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 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:

[Deborah Beaudin](#)

Contract Management Specialist Trainee
New York State Office of Mental Health
Contracts and Claims
7th Floor

44 Holland Avenue
Albany, NY 12229

2.2 Key Events/Timeline

RFP Release Date	11/29/17
Questions Due	12/14/17
Questions and Answers Posted on Website	12/28/17
Proposals Due by 4:00:00 p.m.	01/24/18
Anticipated Award Notification	02/21/18
Anticipated Contract Date	07/01/18

2.3 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 email at Deborah.Beaudin@omh.ny.gov by the date indicated in 2.2.

The questions and official answers will be posted on the OMH website as well as an upload in the Grants Gateway by the date indicated in 2.2 and will be limited to addressing only those questions submitted by the deadline. No questions will be answered by telephone or in person.

2.4 Addenda to Request for Proposals

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

2.5 Eligible Agencies

Eligible applicants are not-for-profit agencies with 501(c) (3) incorporation that a) have experience providing housing and supportive services for persons with serious mental illness and/or co-occurring disorder that is contracted for and monitored by a city, state or federal government agency and/or b) provide mental health services to persons with serious mental illness through programs that are licensed by OMH or are under contract with OMH or the county Local Government Unit (LGU).

If unsure if your agency is an eligible applicant, contact the Issuing Officer identified in Section 2.1.

2.6 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 and verify that all eligibility criteria have been met. Proposals that do not meet basic participation standards will be disqualified, specifically:

- Proposals from applicants that do not meet the eligibility criteria as outlined in 2.5; or
- Proposals that do not comply with bid submission and/or required format

instructions as specified in 2.9 or

- Proposals from eligible not-for-profit applicants who have not completed Vendor Prequalification, as described in 2.7, by the proposal due date indicated in 2.2.

2.7 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 and any resulting contracts executed.

Proposals received from eligible not-for-profit applicants who have not been Prequalified by the proposal due date indicated in 2.2 cannot be evaluated; therefore, such proposals will be disqualified from further consideration.

2.8 Proposals Executive Order #38

Pursuant to [Executive Order #38: Limits on State-Funded Administrative Costs & Executive Compensation](#), dated January 18, 2012, State agencies are required to promulgate regulations and take any other actions within the agency's authority, including amending agreements with providers, to limit provider administrative costs and executive compensation. Any contract awarded through this RFP will be subject to such restrictions and to related requirements. Once established, the requirements will be posted to OMH's website.

2.9 Instructions for Bid Submission and Required

Format Proposal Submission Process

All applicants must be registered with the New York State Grants Gateway System (GGS) and all Not-for-Profit agencies must be prequalified prior to proposal submission.

If you are not already registered:

Register with the Grants Gateway

[Registration forms](#):

- Include your SFS Vendor ID on the form; if you are a new vendor and do not have a SFS Vendor ID, include a Substitute for W-9 with your signed, notarized registration (also available from the website).
- All registration must include an Organization Chart in order to be processed. When you receive your login information, log in and change your password.

If you are an applicant, and have problems complying with this provision, please contact the GGS help desk via [email](#) -- or -- by telephone: (518) 474-5595.

How to Submit a Proposal

Proposals must be submitted online via the Grants Gateway by the date and time

posted on the cover of this RFP. Tutorials (training videos) for use of the [Grants Gateway](#) (and upon user log in):

To apply, log into the Grants Gateway as a Grantee, Grantee Contract Signatory, or Grantee System Administrator and click on the View Opportunities button under View Available Opportunities. To get started, in the Search Criteria, enter the Grant Opportunity name provided on the cover page of this RFP, select the Office of Mental Health as the Funding Agency and hit the Search button. Click on the name of the Grant Opportunity from the search results grid and then click on the APPLY FOR GRANT OPPORTUNITY button located at the bottom left of the Main page of the Grant Opportunity.

In order to access the online proposal and other required documents such as the attachments, you MUST be registered and logged into the NYS Grants Gateway system in the user role of either a “Grantee” or a “Grantee Contract Signatory”.

For further information on how to apply, please access the Grantee Quick Start Guide under the Pre-Submission Upload Properties for this opportunity.

Reference materials and videos are available for Grantees applying to funding opportunities on the NYS Grants Gateway. Please visit the [Grants Reform website](#): and select the “Grantee Quick Start Guide” from the menu.

There is a more detailed “Grantee User Guide” available on this page as well. Late proposals will not be accepted. Proposals will not be accepted via fax, e-mail, hard copy or hand delivery.

Helpful Links

Some helpful links for questions of a technical nature are below.

<http://www.grantsreform.ny.gov/grantees>

Grants Reform Videos (includes a document vault tutorial and an application tutorial) on YouTube:

<http://www.youtube.com/channel/UCYnWskVc7B3ajjOVfOHL6UA>

(Technical questions)

Grants Team Email: grantsgateway@its.ny.gov or by phone at 518-474-5595

2.10 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.

3 Administrative Information

3.1 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 any time, 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;
- 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.

3.2 Debriefing

OMH will issue award and non-award notifications to all bidders. Both awarded and non-awarded bidders may request a debriefing in writing requesting feedback on their own proposal, regardless if it was selected for an award, or disqualified, within 15 business days of the OMH dated 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. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.1.

3.3 Protests Related to the Solicitation Process

Protests of an award decision must be filed within fifteen (15) business days after the notice of conditional award or five (5) business days from the date of the debriefing. The Commissioner or his designee will review the matter and issue a written decision within twenty (20) business days of receipt of 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 to:

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

3.4 Term of Contracts

The contracts awarded in response to this RFP will be for five years with an anticipated start date as indicated in 2.2. Selected applicants awarded a contract under this RFP will be required to adhere to all terms and conditions in OMH’s Master Grant Contract.

3.4.1 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.

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 5.4 Evaluative Criteria:

Technical Evaluation	
Proposal Narrative	40 points

Agency Performance: <ul style="list-style-type: none"> • Bidder's Narrative • OMH Internal Reviews 	30 points
Financial Assessment	30 points

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 5.4 (Evaluative Criteria).

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 2.6 and 2.7, the proposal will be eliminated from further review. The agency will be notified of the rejection of its proposal within 10 working days.

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. A financial score will be computed separately based on the operating budget and budget narrative submitted.

Evaluators of the Technical Evaluation component may then meet to discuss the basis of those ratings. Following the discussion, evaluators may independently revise their original score in any section. 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 with the highest score on the Agency Performance section will be ranked higher.

4.3 Process for Awarding Contracts

4.3.1 Initial Awards and Allocations

An agency may submit a proposal for as many groups as it desires, however in the interest of distributing resources and expediting the rent-up of units, no one agency will initially be awarded more than one group. Note that if an agency intends to apply for units in both NYC and Long Island, separate applications should be submitted for the requested NYC units and the requested Long Island units. Please note any agency awarded housing

will have nine (9) months from the date of contract approval to develop all units. The inability to develop the housing and occupy the units may result in a reallocation of the housing contract as detailed in Section 4.3.2.

Eligible agencies should bid on the groups they are both eligible for and interested in developing housing in, indicating their order of preference. Eligible agencies must indicate what group(s) they are bidding on and order of preference if bidding on more than one group.

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. Agencies must indicate, on the provider agency transmittal form (Appendix A), order of preference of the groupings for which they are bidding. For applications requesting NYC units, use a scale of 1 up to 4 (with 1 being the highest preference and 4 being the lowest preference), to indicate preference. For applications requesting Long Island units, use a scale of 1 up to 2 (with 1 being the highest preference and 2 being the lowest preference), to indicate preference.

Initially only 1 grouping per agency will be awarded in the following manner:

In the event all groupings are not awarded, OMH reserves the right to contact and offer, in order of ranked score, the agencies who received an award and also bid on the groups not awarded. Such contact will allow OMH to determine the interest in the agency accepting an additional grouping so that all groupings are awarded. Selection is based on interest from the highest bidder to the lowest bidder.

It should be noted that although groupings are developed by Psychiatric Center catchment regions, residents may prefer to reside in a different county than the one they reside in currently. Providers are strongly encouraged, whenever possible, to accommodate an individual's geographic choice and/or desire to be reunited with family or friends, or to move with or near a friend.

4.3.2 Reallocation Process

There are a number of factors that may result in some or all of the scattered-site supportive 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 scattered-site supportive housing apartments, lack of referrals from State Psychiatric Center and retention of clients in the housing. A contractor will be provided notification if any or all of the units allocated to it are reallocated.

To reallocate units, OMH will go to the next highest ranked proposal that did not get an initial award of units. If there are no agencies left with a passing score, OMH will go to the top of the list and work its way down the list to

reallocate units.

4.4 Award Notification

At the conclusion of the procurement, notification will be sent to all successful and non-successful bidders. All awards are subject to approval by the NYS 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 and meets the conditions detailed in its proposal.

5 Scope of Work

5.1 Introduction

This RFP is issued to provide rental assistance, contingency funds, and housing case management services for up to 100 individuals who meet the criteria outlined in Section 1.1.

Six (6) awards totaling 100 Scattered-Site Supportive Housing will be made through this RFP.

They are as follows:

Group #1 - 12 units designated for Pilgrim and/or Sagamore Children's Psychiatric Catchment Region, to be located in Nassau County

Group #2 - 18 units designated for Pilgrim and/or Sagamore Children's Psychiatric Catchment Region, to be located in Suffolk County

Group #3 - 20 units designated for Bronx Psychiatric Catchment Region, to be located in the Bronx

Group #4 - 20 units designated for Kingsboro Psychiatric Catchment Region, to be located in Brooklyn

Group #5 - 15 units designated for Creedmoor Psychiatric Catchment Region, to be located in Queens

Group #6 - 15 units designated for South Beach Psychiatric Catchment Region, to be located in Staten Island

Agencies must work in partnership with the appropriate OMH Field Office, Psychiatric Center(s), Article 28/31 hospitals, Residential Treatment Facilities, providers of OMH licensed housing, and the Health Homes or other transitional service programs established in the area where housing will be developed, to target appropriate housing for this high need population. Referrals with an AOT order must receive priority consideration. Providers are required to develop

coordinated discharge/and admission plans with the referral entity and Health Home(s) or other transitional support service to identify and /provide services and supports for individuals to ensure their successful transition into the community. In NYC, referrals will be approved for this level of housing by the Human Resources Administration (HRA). Referrals may come directly from the referring entity of through the Single Point of Access (SPOA). For Long Island counties, referrals must come through the Single Point of Access (SPA).

It is expected that 60 percent of the units awarded will target referrals from State Psychiatric Centers either directly or through backfill and 40 percent of the units awarded will target all other target population groups stated in the RFP. The term backfill refers to the daisy chain that occurs when someone in an OMH licensed housing program moves to a Supportive Housing unit and the vacancy created in the licensed program is filled by a referral from a State PC. In NYC, agencies with licensed, OMH housing designated to serve PC and RTF referrals (i.e. NY NY III Population B and C) are urged to apply to this RFP.

It is critical that agencies establish partnerships and/or collaborative agreements with at least one of the Health Homes serving their community and become a network partner in at least one Health Home. Note, however, that establishing a partnership with a particular Health Home does not preclude Scattered-Site Supportive Housing agencies from being required to serve all individuals regardless of which Health Home they are assigned to. It is an expectation that agencies will work with all Health Homes regardless of established partnerships.

Individuals moving into this housing should be enrolled in a Health Home or Managed Long Term Care Plan (MLTC) to receive care coordination. If the person being referred is not yet enrolled in a Health Home or MLTC it will be incumbent upon the Psychiatric Center staff or Scattered-Site Supportive Housing agency to make a referral to the Health Home or MLTC. Lack of enrollment should not preclude high need individuals from being referred and admitted into a Scattered-Site Supportive Housing unit.

A list of designated Health Homes is available on the [NYS Department of Health's website](#).

Scattered-Site Supportive Housing is "extended stay/permanent" housing. Residents of Scattered-Site Supportive Housing can remain in this housing, provided their clinical and financial circumstances render them eligible and allow them to meet their responsibilities as a tenant. Scattered-Site Supportive Housing is not lost during absences of short duration, and there are no program attendance requirements. Residents of Scattered-Site Supportive Housing are tenants and will have the same rights and responsibilities as any other tenant in New York.

Scattered-Site Supportive Housing provides affordable, independent housing and access to community based support services based on the needs and desires of the resident. Residents of Scattered-Site Supportive Housing may be able to live in the community with a minimum of staff intervention from the contract agency. Others may need the provision of additional supports, such as an Assertive Community Treatment (ACT) team and intensive or supportive case management services. Some residents may be coping with co-occurring

substance abuse disorders and be at various stages of recovery.

Services provided by the contractor will vary, depending upon the needs of the resident. Scattered-Site Supportive Housing staff will encourage and assist residents to develop natural community supports, use community resources and pursue an individualized path towards recovery. 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 integration in the community improves and the residents make progress in their recovery.

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.

Scattered-Site Supportive Housing is integrated housing that consists of scattered site apartments located in multiple buildings throughout the community. The goal is to provide individuals with a setting in which they live in their own apartments and are able to interact with non-disabled persons to the fullest extent possible.

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

Scattered-Site Supportive Housing funding made available through this RFP provides rent stipends, housing case management services, and contingency funds as specified in the Scattered-Site Supportive Housing Guidelines (Supported Housing Guidelines). There are no OMH licensing requirements. Contractors must comply with the OMH Scattered-Site Supportive Housing Guidelines. A copy of the [OMH Scattered-Site Supportive Housing Guidelines](#) is posted on OMH's website as part of this RFP 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. (where the C of O is applicable). OMH Field Offices monitor Scattered-Site Supportive Housing and conduct site visits to review compliance with the Guidelines.

5.2 Reporting Requirements

Agencies must conform to all OMH fiscal reporting requirements as outlined in the ["Aid to Localities Spending Plan Guidelines."](#)

Agencies awarded these units will be required to maintain accurate reporting of all admissions and discharges through OMH's Child and Adult Integrated Reporting System (CAIRS), and adhere to any requirements OMH may subsequently develop.

Referrals to these units will be reviewed, tracked, and monitored. Within ten business days of the receipt of the referral package, both an interview and admission decision must be made and shared with the referring hospital. At least 80% of all referrals made to a provider must be accepted and admitted to the

program. The expectation is that the Health Home Care Managers or other transitional support teams would be a partner in creating the care plans for individuals discharged into the community. It is expected that 60 percent of the units awarded will target referrals from State Psychiatric Centers either directly or through backfill and 40 percent of the units awarded will target all other target population groups stated in the RFP. The term backfill refers to the daisy chain that occurs when someone in an OMH licensed housing program moves to a Supportive Housing unit and the vacancy created in the licensed program is filled by a referral from a State Psychiatric Center. Note that for referrals generated by Article 28/31 hospitals, an individual is not required to remain in the hospital until housing is secured in order to qualify toward the 40 percent requirement.

5.3 Operating Funding

Funding for Scattered-Site Supportive Housing is a combination of client rent payments and OMH funds. Residents of Scattered-Site Supportive Housing are required to pay 30 percent of their net income for rent and reasonable utilities. Contractors will receive annual funding for units developed under this initiative through an OMH contract at either the current New York City Scattered-Site Supportive Housing rate (currently \$16,759 per unit), or the current Long Island Scattered-Site Supportive Housing rate (currently \$16,809 per unit), as applicable. This funding is for rent stipends, housing case management services and contingency funds, as specified in the Scattered-Site Supportive Housing Guidelines.

5.4 Evaluative Criteria/Program Specific Questions

Agencies will be evaluated on the following criteria by answering the questions listed below in Sections 5.4.1, 5.4.2 and 5.4.3.

5.4.1 Proposal Narrative (40 points)

- 1a. Describe admission criteria and procedures including the information flow you would create to streamline and track referrals, including any necessary interface with NYC Human Resources Administration (HRA)/ county Department of Social Services (DSS), OMH Field Office, Psychiatric Centers, Article 28/31 hospitals, RTFs, Health Homes, licensed OMH housing providers and the SPOA/ SPA. Providers that intend to target the Scattered Site Supportive Housing units to persons residing in OMH licensed housing and target the vacancies in the licensed housing to persons referred from OMH PCs, Article 28/31 hospitals or RTFs should provide a detailed plan. The plan should include the specific names of the licensed housing that will be targeted and details on how the “daisy chain” will work. Describe how the agency will work with the county SPA (for Long Island applications) or the NYC Field Office (for NYC applications) to identify and prioritize individuals with a current length of stay in Community Residence of two years or more, or individuals with a current length of stay in Apartment Treatment for three years or more. Include any outreach efforts your agency would engage in to encourage individuals meeting the length of stay criteria to transition to Supportive

Housing.

- 1b. Describe the process your agency will use to develop an individualized community re-integration strategy that will address specialized needs of this population such as physical health needs (long term care), mental health wrap around services, substance abuse issues, clinical services and peer supports. Explain how this will be modified to work collaboratively with the Health Home care managers or other transitional support teams.
- 1c. Describe your agency's ability to serve the target population, include service needs, ability to provide culturally competent care and services to individuals with serious mental illness. Explain at a minimum, support plan development, coordination with other service providers, peer support, and relapse prevention. Attach a sample copy of the assessment tool and support plan that will be used with individuals. Explain the process for handling resident emergencies after hours and on weekends.
- 1d. Attach a copy of the proposed lease or sublease agreement. For sublease arrangements, provide the rent collection and rent arrears procedure. Describe the supports provided by the agency to appropriately ensure rent payment is made on time by residents. Provide the policy and procedure for terminating tenancy. Include a description of the range of interventions that would be used to prevent someone from losing their housing. Attach the grievance procedure that will be provided to residents.
- 1e. Provide a staffing plan. 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.

5.4.2 Agency Performance (30 points)

Please respond to either Question 2a. Or 2b.

- 2a. Applicants that hold a current OMH/ LGU housing contract must provide an overview of the agency's experience in providing housing services to individuals with a serious mental illness. Particular emphasis should be placed on describing the agency's experience and awareness of community resources relevant to individuals with mental illness within the county(ies)/ borough(s) proposed to be served. In the narrative incorporate CAIRS data and recent Scattered Site Supportive Housing reviews to demonstrate that your agency operates Scattered Site Supportive Housing in accordance with OMH guidelines, targets OMH priority populations and has a demonstrated history of maintaining consumers successfully in their housing. 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 Housing agencies should indicate occupancy levels and ability to accept OMH priority populations.

OMH providers shall base their response on the most recently published Residential Program Indicators Report. Also, please note that OMH agencies will be evaluated on the timeliness of CAIRS reporting.

- 2b. Applicants that do not hold a current OMH housing contract must describe their agency's ability to target the contractually agreed upon target populations. In addition, applicants that do not hold a current OMH housing contract must also describe a situation where successful interventions were used to assist an individual with meeting his/her goals. Non-OMH contracted providers must attach the most recent audit conducted for their agency programs. In addition, the applicant must attach a copy of recent monitoring reports of any housing or mental health service program the agency operates that is issued by a city, state or federal government agency. Particular emphasis should be placed on describing the agency's experience and awareness of community resources relevant to individuals with mental illness within the county(ies)/ borough(s) proposed to be served.

5.4.3 Financial Assessment (30 points)

- 3a. Attach an operational budget. Assume a full year of operating funds (see [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, furnishings, moving expenses and other expenses. The purchase of air conditioners is an allowable start-up cost. Show sources of income including client "rent" and OMH funding. Applicants should list staff by position, full-time equivalent (FTE), and salary.
- 3b. 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. Also, bidders must complete a Budget Narrative 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 salaries are adequate to attract and retain qualified employees; and
 - description of how apartment rental assumptions and utility costs are calculated within the geographic area in which they are located.

Use the Operating Budget ([Appendix B](#)) and the Budget Narrative ([Appendix B1](#)) to submit with your proposal. The Operating Budget ([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 may be cause to reject your proposal for non-responsiveness.**