

NEW YORK STATE OFFICE OF MENTAL HEALTH



**SUPPORTED HOUSING FOR LONG ISLAND NURSING HOME RESIDENTS
WITH SERIOUS MENTAL ILLNESS**

REQUEST FOR PROPOSALS

October 3, 2014

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1. Introduction and Background

1.1. Purpose of the Request for Proposal

New York State Office of Mental Health (OMH) announces this Request for Proposals (RFP) for the development and operation of 28 units of Supported Housing located in the county of Suffolk, to facilitate the transition to the community of persons with serious mental illness (SMI) residing in both in state and out of state nursing homes that serve NYS residents. In addition to their mental health needs, these nursing home residents have co-occurring physical health conditions but could live in community settings if they so desired as long as arrangements could be made for any necessary individualized supports and housing.

In conjunction with this OMH Supported Housing RFP the New York State Department of Health (DOH) issued an RFP (Appendix E) as part of a Stipulation and Order of Settlement (Appendix D) for a contractor to conduct assessments of the nursing home residents referenced above in order to determine whether their needs can be met in an appropriate community setting. Transitional Services Incorporated (TSI) is the contracted assessor. The Stipulation defines the population that both the DOH and OMH RFPs are designed to serve and refers to the individuals to be assessed as “Nursing Home (NH) Remedy Members.” This DOH-selected contractor, TSI (the “Assessment Contractor”) will assess the NH Remedy Members in order to: (1) determine whether the total needs of the individuals are such that they can be met in an appropriate community setting; and (2) identify for those individuals capable of and desiring to live in the community, the specific types of community housing and community services necessary to maintain them safely in the community.

In cases where OMH housing is part of the recommended discharge plan, a referral will be made to a housing provider selected under this RFP, and consistent with the NH Remedy Member’s geographic area of preference. The housing providers will also be required to fully cooperate with OMH and DOH staff, and their contractors when consultation about the appropriate type of OMH housing and services is requested. Some of these NH Remedy Members may be able to live in the community with a moderate level of planning and connection to Community Services as defined in Appendix D. Other NH Remedy Members may need a more comprehensive discharge service plan that could include services arranged by a Managed Long Term Care (MLTC¹) Plan, and/or a combination of behavioral and physical health services, consistent with the definitions of Community Housing and Community Services defined in Appendix D.

A total of 28 units of Supported Housing will be distributed as follows:

- 2 awards, 14 units for each award in Suffolk County.

¹ MLTC allows chronically ill or disabled individuals in need of long-term care services, such as home care or adult day care, to remain at home as long as possible. The MLTC plan arranges and pays for a large selection of health and social services (does not provide or reimburse for housing), and provides options as well as flexibility in securing necessary services from one coordinating organization. New York State provides three models of managed long-term care: partially capitated MLTC Plans, Medicaid Advantage Plus and Programs of All-Inclusive Care for the Elderly (PACE)

The county the NH Remedy Member will move to may not necessarily match the county of the nursing home they reside in now for a number of reasons (they may not be originally from that county, the type of services they need/prefer are located in a different county or are more readily available there, or they may simply have a preference for a different county.) As a result, Bidders expressing interest in this RFP will be required to have the ability to develop supported housing at minimum in Suffolk County, but having the ability to extend beyond that is preferred as described in section 1.3 below. This will provide flexibility to create capacity where it is ultimately needed, however, awarded providers can expect that NH Remedy Members from the nursing homes in their county who desire to live in other counties will generally be referred to an awarded provider with capacity in that county.

1.2. Issuing Officer/Designated Contact

OMH has assigned an Issuing Officer for this RFP. 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. 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
New York State Office of Mental Health
Contracts and Claims
ATTN: Long Island Nursing Home Supported Housing RFP
44 Holland Avenue
Albany, NY 12229

1.3. Eligible Organizations

Agencies eligible to respond to this RFP are: (1) not-for-profit agencies with 501(c)(3) incorporation who have (a) a continuum of housing in the Long Island Region including (i) community-based congregate treatment, and/or apartment treatment, and/or SRO housing, and (ii) supported housing; and (b) receive OMH funding administered through a direct contract with OMH and/or administered by the Suffolk County Department of Mental Health for this continuum of mental health housing; or (2) a partnership of agencies meeting the criteria set forth in (1), with one of the agencies receiving such funding designated as the lead agency.

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/Estimated Timeline

RFP Release	10/3/14
Letters of Intent (optional)	10/15/14
Questions Submitted	10/20/14
Q&A Posted on Website	11/3/14
Proposals Submitted	11/19/14
Estimated Award Notification	12/17/14
Anticipated Start	02/01/15

2. Proposal Submission

2.1. Letter of Intent

Bidders are encouraged to submit a Letter of Intent to Bid to the Issuing Officer named above in 1.2. Please submit Letter of Intent to Bid consistent with the deadline listed above in section 1.5, indicating on the envelope: **Attn: Letter of Intent – Long Island Nursing Home Supported Housing RFP** .

2.2. Questions about the RFP

All questions about the RFP shall be submitted electronically by 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:

A. Appendix A - Agency Transmittal Form

B. Narrative describing all of the elements listed in 5.5, Requirements for Submission

This narrative must respond to 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.

C. Appendix B: Operating Budgets Years 1 and 2

D. Appendix B1: Budget Narrative

E. Appendix E: Reference Form

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

2.5. Instructions for Proposal Submission

Please send one signed hard copy of the entire proposal package described in 2.4 above, as well as a flash drive of the document, by US mail, express delivery (e.g. UPS, FedEx) or hand delivery to be received on the date listed above in section 1.5. It must be sealed in an envelope or boxed and addressed to the issuing officer named above in 1.2. Bidders who are mailing proposals should allow a sufficient mail delivery period to ensure timely arrival of their proposals. Proposals cannot be submitted via e-mail or facsimile. Any proposals received after the due date as listed 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) and verify that all eligibility criteria have been met as outlined above in 1.3. 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 2.4;
- Proposals from current providers of OMH licensed programs that are in Tier III status or equivalent licensing status;
- Proposals from providers with an average annual occupancy rate for Supported Housing below 88%; and
- Proposals that include partnership agencies as described above in 1.3 (2) in which any one of the partnership agencies are in Tier III status or equivalent licensing status or have an average annual occupancy rate for Supported Housing below 88%.

Bidders 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>.

3. Administrative Information

3.1. Term of Contract

Contracts will be written for a total period of five (5) years dependent upon appropriated funding. If an agency not previously awarded a contract as part of the original RFP evaluation 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;

- 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; and
- Court Related Changes to Awards: In the event that, as a result of Dispute Resolution under section VIII of the Stipulation of Settlement or future action by the District Court or other appellate courts, the obligations of the State are modified in any way, OMH reserves the right consistent with such Dispute Resolution or 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 request a debriefing in writing 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. Written debriefing requests may be sent 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 reference to the RFP title and due date. Such protests must be submitted to:

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

4. Evaluation Factors for Awards

4.1. Criteria

All proposals will be rated and ranked in order of highest score based on an evaluation of each bidder's written submission (Technical Evaluation and Financial Assessment), as well as an OMH internal review. 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. For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 5.5, Requirements for Submission.

The Evaluation will apply points in the following categories as defined in Section 5.5:

Technical Evaluation	
Population	20 points
Housing Implementation	30 points
Agency Performance/OMH Internal Review	30 points
Financial Assessment	20 points
Total Proposal Points	100 points

4.2. Proposal Evaluation

All proposals will be assigned an identification number and logged into a database. 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 2.4. If a proposal is not complete or does not meet the basic eligibility and participation standards, as outlined in Sections 2.4, 2.5, and 2.6, the proposal will be eliminated from further review. Bidders will be notified in writing of their proposal’s disqualification postmarked within five (5) days of the proposal submission deadline.

Evaluation of proposals will be conducted in two parts: Technical Evaluation and Financial Assessment. A committee consisting of at least three technical evaluators will complete the Technical Evaluation. A representative from the fiscal department will review the Operating Budgets Year 1 and 2, as well as the Budget Narrative.

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, averaged, and added 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.

OMH will enter negotiations with the bidders with the highest averaged scores as described below. In the event of a tie score between two proposals, the bidder with the highest score on the Technical Evaluation will enter negotiations with OMH.

4.3. Process for Awarding Contracts

4.3.1. Initial Awards and Allocations

A total of 28 units of Supported Housing will be distributed as follows depending on the number of units developed:

2 awards, 14 units each. The two highest ranked agencies will get the award.

Awards will be granted based on availability.

4.3.2. Reallocation Process

There are a number of factors that may result in some or all of the Supported Housing units allocated to one or more contractors being reallocated at any time during the term of the contract. A contractor will be provided notification if any or all of the units allocated to it are reallocated.

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 higher level of housing (backfill arrangements, as described in 5.1) to serve eligible referrals, and/or compliance with reporting requirements), OMH may reallocate a portion of allocated units or all of the authorized supported housing units to facilitate the timely transition of NH Remedy Members into an apartment or to another appropriate setting of their choice.

If a contractor does not meet the requirements outlined above or other contractual requirements, the contractor's award may be reduced and reallocated. Each awarded agency will be asked, in rank order, to accept the reallocated units until the units are re-awarded. If none of the awarded agencies accept the reallocation, the non-award bidders with passing scores who bid on that group, as indicated on the final award list and consistent with the specifications for award listed in 4.3.1, will be offered, in rank order, the reallocated units until all the units are accepted, or, as a last resort, the units may be rebid at the option of OMH.

2. Changes in the Number and/or Location of Eligible NH Remedy Members

If the number and/or location of eligible NH Remedy Members changes, the contractors' awards and allocations may be reallocated, or rebid at the option of OMH. This reallocation to an alternative provider will be made to the bidder who received the award for those units as indicated on the final award list and consistent with the specifications for award in listed in 4.3.1.

4.4. Award Notification

Upon completion of the evaluation process, notification of results will be sent to all bidders. Selected bidders 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.

5. Scope of Work

5.1. Introduction

NH Remedy Members who are determined by the DOH Assessment Contractor referenced in 1.1 to be appropriate for Community Housing will receive an individualized discharge plan of care prior to the NH Remedy Members' discharge into a less restrictive level of housing, consistent with the definition of Community Housing in Appendix D. In cases where OMH housing is recommended, the housing providers selected under this RFP must work with the nursing home discharge planning staff and fully cooperate with OMH and DOH staff and their contractors to identify housing for that particular individual, consistent with their needs and preferences and to facilitate successful transition into that housing with appropriate community services.

NH Remedy Members may move directly into Supported Housing, or based on the Contracted Assessors recommendation, may require more service intensive OMH funded programs like Congregate Treatment, Apartment Treatment or CR-SRO. In order to create vacancies in these levels of housing, contractors are expected to use Supported Housing units to transition individuals who are ready to move into Supported Housing out of the congregate units. The vacated units in the service intensive programs would then be targeted to the population detailed above. Such plans are referred to as "backfill" arrangements. It is expected that backfill arrangements will be used with some frequency by the selected contractor(s). Contractors will be expected to give first priority to any NH Remedy Member for whom supported housing has been determined appropriate. Long Island Field Office, county SPA or designee must approve all referrals into the Supported Housing and/or the backfill unit prior to admission. If the individual requires a backfill placement, and the individual in the backfill unit is discharged to an acute care hospital or OMH psychiatric center or the individual is discharged for any reason, the contracted agency is required to fill the backfill unit with a NH Remedy Member as long as there are eligible referrals available. If the Supported Housing unit awarded under this RFP becomes vacant at any time, the contracted agency is also required to fill this unit with a NH Remedy Member. It is required that the provider agencies collaborate with the Suffolk County SPA in the cases of individuals returning to live in these communities.

5.2. Objectives and Responsibilities

It is anticipated that backfill arrangements will be used by the selected contractor(s); however, as indicated above in 5.1, contractors will be expected to give first priority to any NH Remedy Member for whom supported housing has been determined appropriate. For those NH Remedy Members served by a backfill arrangement, services will be delivered in accordance with the OMH guidelines for that particular housing type. For example, if an individual transfers into community-based congregate care level housing, services would be delivered according to Title 14 of the New York Codes, Rules and Regulations, part 595.5.

Individuals who transition directly from nursing homes to supported housing (not including those transferred directly to other types of housing) will receive the level of service delivery described in this section. Services provided by the contractor will vary, depending upon the needs of the NH Remedy Member. Supported Housing staff will encourage and assist NH Remedy Members 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 integration in the community improves and the individuals 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.

Supported 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 nondisabled persons to the fullest extent possible.

Supported Housing is “long term” housing. Residents of Supported Housing 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. Supported Housing is not lost during acute hospitalization and there are no program attendance requirements. Residents of Supported Housing are tenants and will 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 nursing homes. 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 Long Island Field Office, before purchasing a site or entering into a long-term lease.

Supported Housing funding provides rent stipends, housing related case management 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. Contractors must comply with the OMH Supported Housing Guidelines. A copy is posted on OMH’s website at <http://www.omh.ny.gov/omhweb/adults/SupportedHousing/supportedhousingguidelines.html> 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. The Long Island Field Offices monitor Supported Housing 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 initially only be filled by NH Remedy Members or through backfill arrangements as described in Section 5.1.

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>.

Agencies awarded a Supported Housing contract will be required to maintain accurate reporting of all 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.

5.4. Operating Funding

Funding for Supported Housing is a combination of client rent payments and OMH funds. Residents of Supported 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 the current Suffolk Supported Housing rate (currently \$15,043 per unit in Suffolk County). 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 Supported Housing Guidelines.

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:

5.5.1. Population

1. State your agency's commitment to serve the target population as described in Section 1.1. State your agency's commitment to filling these units in coordination with the referrals for the specified services needed on a case specific basis.
2. Describe in narrative form your agency's knowledge of the characteristics of the nursing home population to be served.
3. Describe in narrative form your agency's knowledge of the service needs of the population to be served.
4. Describe how your agency will engage this population. Describe what strategies will be used to develop trust and rapport with this population. Describe the approach that will be used to ensure successful transition of and retention in the community since this population will need access to all levels of housing

5.5.2. Housing Implementation

1. List the types/categories of housing you currently have in any county. Describe how you will utilize these housing options for Nursing Home Remedy Members who may require more service intensive levels of housing. Explain in detail how you will utilize your congregate capacity in making backfill arrangements consistent with 5.1, which makes it clear this will be happening with some frequency.
2. Describe admission criteria and procedures including the information flow you would create to streamline and track referrals from nursing home discharge planners, including interface with DOH and/or its contractors, Long Island Field Office, and the county SPAs.
3. Describe the process your agency currently uses to develop an individualized community reintegration strategy that will address specialized needs of this population such as physical health needs (long term care) and mental health wrap around services and how this will be modified to work collaboratively with the nursing home discharge planners. Describe the services that will be provided directly by the sponsoring agency.
4. Explain how the housing service plan developed in collaboration with the nursing home discharge planners will be reviewed with the resident. Describe how choice will be accommodated during the housing selection process. 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 family involvement.
5. Related to “backfill” arrangements describe the following a. through d. in detail. Bidders who have established the required continuum of housing by partnering with another agency as described in section 1.3 above must describe what the role of each of the agencies will be in the backfill process.
 - a. Explain how residents will be assisted to gain and utilize the skills and supports necessary for independent living and achieving normal life roles. Describe the assessment and support planning process. Describe your agency’s discharge planning procedures and explain how your agency will create a culture of transition and recovery to ensure that residents are engaged in a process of moving towards more independent housing when backfilling to service intensive settings.
 - b. Describe how staff will be trained and supervised to integrate rehabilitation and recovery principles in the operation of the residence. Describe the support and professional development activities that will be made available to direct care staff.
 - c. Describe the resources and supports that will be used to help individuals who desire more independent housing, as well as your agencies understanding and experience with community resources such as Managed Long Term Care plans, health home care coordination, visiting nurse, peer services, and/or home health services.

- d. Describe the services and supports that will be available on-site through the agency, as well as those that will be provided by other agencies through service agreements and other linkages.
6. Provide a staffing plan. 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 initial and ongoing staff training and supervision. Describe the use of peer to peer services and supports that will be available.
7. Describe resident assessment procedures and the development of a person-centered, strengths-based support plan. Attach a copy of any resident assessment tools and a sample support plan. Describe the process of support planning that will incorporate strategies to engage and motivate clients towards 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 co-occurring substance dependence/use disorders. Describe how residents will be assisted when a mental illness or substance use relapse occurs. Explain the process for handling resident emergencies after hours and on weekends.
8. 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. Explain how residents are empowered to provide input into Supported Housing practice on a formal and informal basis.

5.5.3. Agency Performance

1. Describe both the lead agency's and any partnership agencies' 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.
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. 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. Complete Appendix B "Operating Budgets Year 1 and 2." Start-up costs should be included in Year 1 as there is no separate allocation for this. Start-up costs 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. 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
 - a description of how apartment rental assumptions are calculated within the geographic area in which they are located.

Use the Operating Budgets Year 1 and 2 (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.