



Jack B. Johnson
County Executive

**THE PRINCE GEORGE'S COUNTY
DEPARTMENT OF FAMILY SERVICES
MENTAL HEALTH AND DISABILITIES ADMINISTRATION**

REQUEST FOR APPLICATION

For

CRISIS RESPONSE SYSTEM

Issue Date: Monday, February 25, 2008

Mandatory Pre-Proposal Conference: Tuesday, March 11, 2008 at 2:30 P.M.

Proposal Submission Deadline: Monday, March 31, 2008 4:00 p.m.

SECTION A. General Information

I. Executive Summary

A. The Prince George's County Department of Family Services, Mental Health and Disabilities Administration seeks applicants to operate a **Crisis Response System (CRS)** in Prince George's County that shall render services to adults and children in crisis, and coordinate their mental health and somatic needs through community providers licensed as an Outpatient Mental Health Center (OMHC) as per COMAR 10.21.20. The CRS is to include the following components:

- Operations Center
- Crisis Screening – Prince George's Hotline
- Mobile Crisis Team
- Urgent Care appointments
- Transportation
- Temporary Housing
- Critical Incident Stress Management (CISM) Activities
- In Home Intensive Family Intervention

B. Specific requirements of each component of the CRS are listed below.

1. Operations Center:
 - a. Open seven (7) days a week from 8 a.m. to midnight.
 - b. Provide 4.3 FTEs with bachelor's degrees in a mental health related field to triage a minimum of 2400 calls per year for mental health services and to provide follow-up.
 - c. Dispatch Mobile Crisis Team.
 - d. Meet twice weekly with providers and community organizations regarding the CRS.
 - e. Administer the CRS to include data collection, client and provider database maintenance, and training.
 - f. Provide 24 hour/7 day per week on-call supervisory back-up for staff.
 - g. Provide 24 hour/7 day per week back-up response to In Home Intensive Family Intervention.
 - h. Provide marketing outreach contact once per week.
2. Crisis Screening – Prince George's Hotline:
 - a. Provide 1.4 FTE Hotline Staff between midnight to 8 a.m. to screen calls made to the Prince George's Crisis Response System.
 - b. Staff must be available seven (7) days a week, midnight to 8 a.m.
 - c. A minimum of 5000 calls will be screened per year.

3. Mobile Crisis and Crisis Bed Screening Teams:
 - a. Provide (3.3) FTE master's level clinicians, and (3.4) FTE licensed qualified mental health professionals to staff two (2) licensed, two-person teams.
 - b. Teams shall be available 365 days per year, a minimum of 16 hours per day (8 a.m. to midnight)
 - c. Respond to requests for face-to-face evaluations within one hour of request.
 - d. Provide screening by phone and transfer client to emergency room as necessary for safety. Provide on-call availability for triaged face-to-face screenings from midnight to 8 a.m. when necessary.
 - e. Provide a minimum of 100 mobile crisis visits per month.
4. Urgent Care Appointments:
 - a. Provide for the availability of 312 urgent care evening and weekend appointments per year.
 - b. Provide for the availability of 150 urgent care psychiatric evaluation appointments per year.
5. Transportation:
 - a. Provide a minimum of 2 transports per week or 104 total per year for clients and/or family members to and from crisis services.
6. Temporary Housing:
 - a. Provide a minimum of 60 rooms per year for adult clients when shelter space is not available
 - b. Maximum stay in emergency housing shall be three (3) nights per episode
 - c. Screening of clients for emergency housing shall be provided by the Mobile Crisis Teams or the Operations Center staff.
7. CISM Activities:
 - a. Provide two CISM related trainings to staff within six (6) months of employment.
 - b. Participate in community traumatic incident and countywide disasters. Provide a minimum of 2 hours/week of CISM consultation to coordinate Countywide disaster preparedness and response activities.
 - c. Coordinate and schedule 3 CISM trainings per year for volunteers to include Basic, Peer Support and Advanced CISM.
 - d. Coordinate a minimum of 3 volunteer training exercises per year to include all listed team members.
 - e. Update team list(s) at least 2 times per year.
 - f. Provide an annual calendar of CISM events for volunteers.
 - g. Incorporate CISM Volunteers in community CISM activities as much as possible.

- h. Establish partnerships with other community agencies to develop resources for CISM activities.
 - i. Notify CISM volunteers of disaster trainings and workshops.
- 8. In Home Intensive Family Intervention:
 - a. Provide .2 FTE licensed qualified mental health professional and 1.0 with a bachelor's degree in a mental health related field.
 - b. Maintain an average caseload of six (6) families per week and serve a minimum of 120 families per year. Provide 140 in home visits per year.
 - c. Provide in home intervention to families referred by the Operations Center or the Mobile Crisis teams.
 - d. Provide services within 24 hours of request.
- 9. Prescriptions
 - a. Provide an average of one (1) prescription purchased per week for after hours emergencies.
- 10. Disaster Mental Health Services
 - a. Coordinate the county response to requests for Disaster Mental Health Services.
 - b. Work cooperatively with the designated hotline for Prince George's County, the County Government, the Mental Hygiene Administration and other stakeholders in response to the need for Disaster Mental Health Services.

C. Evaluation - Performance Measures

- 1. Program Indicators: The following performance indicators shall, at a minimum, determine the overall effectiveness of the project:
- 2. Client Outcomes: The following client outcomes shall, at a minimum, determine the overall benefit of the Program to participants:

Issuing Office

Prince George's County Department of Family Services
Mental Health and Disabilities Administration

II. Target Populations

For the purposes of this RFA, the anticipated target population will be Prince George's County residents with a mental health crisis and persons requiring traumatic incident, disaster and community critical incident response services.

III. Eligible Applicants

Only applicants licensed as an Outpatient Mental Health Center (OMHC) under COMAR regulations 10.21.20 are eligible to apply to this RFA. Applicants must be able to deliver services to residents of Prince George's County as identified in this RFA. Organizations located outside the County proposing to provide services to residents of Prince George's County may also apply, provided they describe how they will be linked with resources in the County and assure access to services by having a County based site.

IV. Grant Period

These grants will be awarded for the July 1, 2008 through June 30, 2009 grant period with the potential to be renewed annually based on the availability of funding and satisfactory performance.

V. Reporting Requirements

Funded programs will be required to adhere to the reporting requirements as determined by the Department of Family Services, Mental Health and Disabilities Administration (MHADA).

VI. Availability of Funds

Approximately \$1,134,094 will be available on an annual basis based on availability of funds.

SECTION B. Application Process

I. Pre Proposal Meeting

A mandatory pre-proposal meeting will be held to answer questions and provide guidance for the creation of the proposals. This pre-proposal meeting will be held on:

Tuesday, March 11, 2008 at 2:30 p.m.
Prince George's County Department of Family Services
Harriet Hunter Building- Multipurpose Room
6420 Allentown Road
Camp Springs, MD 20748

II. Delivery of Applications

Applications are due on Monday, March 31, by 4:00 p.m.

A total of five (5) proposals must be submitted. One (1) UNBOUND original proposal and four (4) UNBOUND copies must be submitted; each in a sealed envelope marked "original" or "copy" and labeled as follows:

"Proposal for Crisis Response System"
The name of the applicant organization

Applicants are encouraged to send an electronic version, in addition to the required hard copies to www.clsnowden@co.pg.md.us.

Hard copies must be hand delivered to:

Prince George's County Department of Family Services
Office of Planning and Evaluation
6420 Allentown Road, Room 47
Camp Springs, MD 20748

NO EXCEPTIONS will be made for late proposals regardless of the circumstance. The Department reserves the right to accept or reject any and all proposals, in whole or in part, received as a result of the RFA and to waive minor irregularities. Further the Department reserves the right to make a whole award, partial award or no award at all.

III. Review Process

Proposals will be reviewed and evaluated by an independent review panel. The panel will review only those proposals that respond to and comply with all requirements of this RFA. Rating of the proposal will be based on the criteria in Section XX. The review panel will make award recommendations based on the evaluation/rating and forward its recommendations to the Department Director through the LMB Director. Upon approval of the Director, applicants will be notified of their status.

IV. Evaluation Criteria

Evaluation/rating of the application will be based on the following criteria:

Technical Soundness of the Proposed Plan (30 points)

1. The applicant displays a clear understanding of the need for services in the target population.
2. The proposed impact of the program on the target population is clearly delineated and justified.
3. The proposed project describes the extent to which the program will enhance access and address identified barriers to services.
4. The proposed project enhances continuity of services and displays clear linkages with other community-based organizations.
5. The soundness of methodology/approach is demonstrated. Copies of program protocols and/or operating procedures are provided and are appropriate (i.e. hours of operation).

Relevant Experience and Capabilities of the Applicant (25 points)

1. The applicant demonstrates knowledge and experience relevant to the service applied for and in serving the target population.
2. The applicant has outlined an efficient work plan.

3. The applicant demonstrates cultural competency, sensitivity and appropriateness (racial, ethnic, economic, gender, disability, sexual orientation, etc).
4. The applicant demonstrates the capacity to administer the proposed program.
5. The applicant demonstrates an ability to provide flexible program hours including weekends and evening hours.

Sound Fiscal Management and Budget

(20 points)

1. The applicant provides evidence of sound financial management and financial stability.
2. The applicant demonstrates that the proposed budget is reasonable, realistic and will achieve the project objectives.

Evaluation/Quality Assurance

(25 points)

1. The applicant develops an effective evaluation plan, which includes a timeline for implementation and reasonable criteria for evaluation.
2. The applicant describes internal quality assurance control and mechanisms.
3. The applicant specifies the methodology to obtain measurable program performance standards and client outcome criteria.
4. The applicant indicates if an outside evaluator or an internal staff member will be responsible for ongoing evaluation throughout the course of the proposed project.

SECTION C. Format and Content of Application

I. Format

All pages must be double spaced using 8 ½ by 11-inch paper. Margins must be no less than one inch and a font size of 12-point is required. All pages must be consecutively numbered. The review panel will not review applications that do not conform to these specifications.

II. Content of Application

Each proposal must contain the following information and shall be divided by index tabs that clearly make each section:

1. Application Cover Sheet (Attachment I)
2. Table of Contents (Not counted in page total)
3. Abstract (Not to exceed 1 page)
The abstract is a summary overview of the applicants total grant proposal.
4. Project Description (**not to exceed 7 pages**)
The project description is the program narrative that justifies and describes the program to be implemented. The program narrative should include the following:
 - a. Target population to be served;
 - b. Specific, measurable and clearly defined program objectives;
 - c. Specific services to be provided;

- d. Soundness of service methodology/approach is demonstrated;
- e. The number of clients to be served;
- f. The impact of the proposed project;
- g. The cultural relevancy and appropriateness;
- h. The extent to which access barriers to the target populations are addressed, including physical and geographical access;
- i. The extent to which the project will enhance continuity of services;
- j. Staff qualifications and credentials;
- k. Quality assurance mechanism.

5. Evaluation Plan (**Not to exceed 3 pages**)

The evaluation plan captures the impact of programming. The evaluation plan should include the following:

- a. A timeline for implementation and reasonable criteria for evaluation.
- b. Internal quality assurance controls and mechanisms are described.
- c. The methodology to obtain measurable program performance standards and client outcome criteria are specified.
- d. If an outside evaluator or internal staff member will complete ongoing evaluation of the project throughout the course of the proposed project.

The following items must be placed in the Appendix and are not counted in the page total of the Project Description or the Evaluation Plan:

- Appendix I- - Work Plan
- Appendix II- – Program Budget and Budget Narrative
- Appendix III – Organizational Chart
- Appendix IV – Current List of Board Members
- Appendix V – Resume and/or Position Description of each individual that will be funded by this grant that reflect the necessary training, credentials and experience to perform the program services. Include full time and part time positions.
- Appendix VI – OMHC License

SECTION D. Terms and Conditions

All grants awarded under this program shall be subject to the following terms and conditions:

I. Audits

- a. At any time or times before final payment and three (3) years thereafter, the Administrative Agency (The Department of Family Services) may have the Applicant’s expenditure statements audited.
- b. The Applicant shall retain independent auditors to audit all projects which are funded by a Prince George’s County Department of Family Services grant award on an annual basis, or at such time as the Federal, State or the County shall determine, in accordance with OMB Circular No. A-133.

The most recent audit completed in accordance with OMB Circular No. A-133 must be submitted with any grant proposal submitted.

II. Insurance

During the term of the grant, all Applicants will be required to obtain and keep in force general liability insurance, to include off-premises activities when applicable, covering all bodily injury, death and property damage. The terms of the County's Insurance requirements are as follows:

Worker's Compensation Insurance – covering the Applicant's employees as required by Maryland law.

- Commercial General Liability Insurance (CGL): An insurance policy covering the liability of the Applicant for all work or operations under or in connection with this Project: and all obligations assumed by the Applicant under a proposed contract with limits as follows:
 1. Bodily Injury or Death:
 - a. \$1,000,000 each occurrence
 - b. \$2,000,000 each aggregate
 2. Property Damage:
 - a. \$1,000,000 each occurrence
 - b. \$2,000,000 each aggregate

- Comprehensive Automobile Liability Insurance covering bodily injury and property damage with limits as follows:
 1. Bodily Injury:
 - a. \$1,000,000 each occurrence
 2. Property Damage:
 - a. \$1,000,000 each occurrence

- Professional Liability
 1. 1,000,0000 each occurrence

- Physical Sexual Abuse Liability Insurance
 1. \$100,000 each person
 2. \$300,000 each occurrence

III. Compliance with Tax Obligations

Prior to execution of a grant agreement as a result of this announcement, a recipient must be in compliance with tax requirements in the State of Maryland or other eligible jurisdiction and with Federal tax laws and regulations. Nonprofit organizations must register annually to meet tax exemption requirements.

IV. Drug Free Workplace

The applicant shall agree to provide a drug-free workplace by implementing the provisions of 29CFR 98.630.

V. Confidentiality

The applicant must demonstrate that they will protect the identity of those persons receiving services. All records and other identifying information will be maintained in a secure place. The purpose of confidentiality is to protect persons by minimizing disclosure of information about them. Any breach of this policy is liable for civil penalty damage (COMAR [07.01.02] and other Federal, State and County laws and policies).

VI. Quality Assurance

The applicant will agree to participate in a quality assurance and record review process established by the Prince George's County Department of Family Services.

VII. Compliance with the Americans with Disabilities Act

Consistent with the American with Disabilities Act of 1990, all facilities shall be accessible to persons with mobility limitations.

VIII. Compliance with Equal Opportunity (EEO) Guidelines

Hiring practices must be consistent with the Equal Employment Opportunity (EEO) guidelines.

IX. Incurred Expense

The County shall not be responsible for any cost incurred by any applicant in preparing and submitting a proposal in response to this RFA.

Attachments to RFA:

- Application Cover Sheet Format
- COMAR Regulations

Sample Application Cover Sheet
Crisis Response System

Organization

Contact Person

Executive Director

Address

City, State, Zip

Phone

Fax

Email

Web Address (if applicable)

Amount of Funds Requested

10.21.20.00

Title 10 DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Subtitle 21 MENTAL HYGIENE REGULATIONS

I. Chapter 20 Community Mental Health Programs—Outpatient Mental Health Centers