State of Hawaii
Department of Health
Child and Adolescent Mental Health Division

Addendum Two

April 28, 2015

To

Request for Proposals

460-15-03

Family Support Services

April 1, 2015

April 28, 2015

ADDENDUM NO. 2

To

REQUEST FOR PROPOSALS
Family Support Services

RFP 460-15-03

The Department of Health, Child and Adolescent Mental Health Division, is issuing this addendum to RFP 460-15-03, Family Support Services for the purposes of:

☒ Amending the RFP.

The proposal submittal deadline:

☒ is not amended.

Attached is (are):

☒ Amendments to the RFP.

If you have any questions, contact:
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Responses to Question Raised by Applicants
For RFP 460-15-03
Family Support Services

1. Can Providers be reimbursed for training when getting certified?

   Because this is a cost reimbursement contract, CAMHD will pay the salaries for staff and training which should be done during working hours.

2. Will CAMHD hire one Provider statewide or per location?

   Statewide. It's better to have consistency across the board.
   Providers will not be excluded if they are not currently servicing particular areas of the State but have a clear plan eventually to do so. Providers do not need to have offices on all islands because Parent Partners can be housed in the Family Guidance Centers ("FGCs"). Just need to have one administrative office on one of the Islands. This administrative office can not be on the mainland.

3. Is it possible that phone lines forward to specific locations?

   For the request that the Provider operate an information line during regular business hours, CAMHD is looking for a central number that all inquiries can be connected to, and that can be publicized statewide.

4. Will the referral process improve? It seems that there is a hold up in getting people services because of it.

   This will involve CAMHD training our staff together with the Provider to expedite this process.

5. In the more intense/difficult cases is there an expectation for the Qualified Mental Health Professional ("QMHP") to get involved?

   There should be more communication between the Parent Partner and supervising Mental Health Professional ("MHP") with high end cases.

6. What are the guidelines for things to be reported when working with adults?

   CAMHD will have to work with the Provider to train Parent Partners on reporting sentinel events and incidents to CAMHD as well as suspected abuse and neglect to Department of Human Services ("DHS"). Report/document all incidents to protect yourself.

7. What entities can apply for this Request For Proposal ("RFP")?

   All entities; for profit or non profit can apply for this RFP. There is a preference that the organization be family run.

8. I don't recall hearing information about the funding amount being made available for this proposal. Would you be able to get me this information?

   That amount is not set. We need applicants to build a budget that will allow them to fulfill the requirements in the RFP and give us their best bid.

9. I see that there are unit rate authorizations for the Family Support Services- the units are 15 minutes each-what is the authorized rate for that unit?

   According to the Medicaid State Plan amendment, the rate for Peer Support Specialists is $15.19 per 15 minute unit.

10. Is the contract strictly cost reimbursement or is a combo fee-for-service/cost reimbursement?

    Strictly cost reimbursement for now.

11. If it is strictly cost reimbursement, how do we bill for the service units provided by the Parent Support Staff (units as described in Attachment A of the RFP)? Would the billing of units be similar to the Multisystemic Therapy ("MST") contract The Institute for Family Enrichment, LLC has?

    Yes, it probably would be similar. The agency would send "encounter data" to CAMHD and CAMHD would bill MedQuest

12. What is the total contract amount for the first year?

    That is not set. We need applicants to build a budget that will allow them to fulfill the requirements in the RFP and give us their best bid.

13. Could we get clarification on paragraph 2f on page 2-9 read as follows: "By the end of the third contract year, the PROVIDER shall be submitting enough billing to allow the CAMHD to recoup at least twenty percent (20 %) of the contract costs from MedQUEST reimbursement (i.e. billing for the final month of year three (3) shall equal to at least twenty percent (20%) of the PROVIDER's monthly contract amount)."

    We anticipate that the Provider will need to build the capacity to bill for Parent Support Services gradually as they get Parent Partners certified, develop relationships with the FGCs, develop documentation capacity, etc.. We also want

Parent Partners to engage in activities that aren't billable and we expect the Provider to have overhead costs that may be hard to cover. We tried to set a benchmark that could be doable for a Provider developing new capacities. This means we want to reach the point where the reimbursements CAMHD gets from MedQuest for billed Parent Support Services to equal twenty percent (20%) of the costs of the contract by the end of the third year of the contract. It may be helpful to know that, according to the State Plan Amendment, Peer Support Services are reimbursed at a rate of $60.76 per hour. Thus, a Parent Partner who provided ten (10) hours of direct support services to parents would generate about $600.00 in Medicaid reimbursement.

14. Monthly Treatment and Progress Summary ("MTPS"). Is it possible to edit this form to have a line for the caregiver's information needed?

    We need to take any references to the MTPS out of the RFP. Parent Partners will not be required to complete the MTPS because they are not therapists.

15. CAMHD Seclusion and Restraint Policy and Procedures. Parent Partners do not do seclusion and restraints. What is the expectation regarding policy adherence? (The policy currently reflects use of seclusion/restraint for children and youth not parents/caregivers.)

    This policy generally applies only to residential programs. The FSO agency should have a written policy that specifies that staff do not seclude or restrain anyone, and that outlines expectations for Parent Partners if they encounter an emergency situation involving CAMHD clients (e.g. calling the police if there is an incident of violence).

16. CAMHD Sentinel Events Policy and Procedures. Please explain how this policy should be adhered to by Parent Partners.

    Parent Partners should understand what constitutes a sentinel event or a reportable incident according to CAMHD policy. Generally, they should only report events that they witness directly. CAMHD will work with the Provider on training to assure Parent Partners understand the policy.

17. Will CAMHD require the MHP to be supervised by a QMHP as stated in the "Orange Book"?

    Although it would be optimal for the supervising MHP to have access to supervision by a QMHP, this is not a requirement in the Medicaid regulations for Peer Support Services and it is not required in the RFP.

18. Pages 2-7, g: Does this mean that new Parent Partner hires will be supervised and oriented by an experienced Parent Partner and certified Parent Partners will be supervised by an MHP?

    Yes.

19. Is it possible that a certified Parent Partner could be receiving supervision from an MHP and an experienced non-MHP Parent Partner at the same time or just the MHP once s/he is certified? Please clarify.

    The expectation is that supervision will be transferred to the MHP once a Parent Partner is certified. It also would be acceptable to have an experienced Parent Partner providing administrative supervision and supervising other aspects of the Parent Partner's activities (educational programs, family activities, etc.) at the same time that the MHP provides more clinically-oriented supervision of the billable Parent Support Services only.

20. Clarifications

    Page 2-19 a) 7.a. "youth" - means "youth's family"
    Page 2-20 first paragraph "any youth" – means "any youth's family"
    Page 3-6 C. Emergency/Crisis Plans-"each youth" – means "each youth's family"
    Page 3-8 last line "youth" served – means "youth's family" served
    Page 3-9 – 2- third bullet- "youth" – means "youth's family"

21. Is it possible to specify that a "HIPPA compliant" space will be provided for the Parent Partner at the FGCs?

    Yes.