

State of Hawaii  
Department of Health  
Adult Mental Health Division

## **Addendum Number 2**

**December 31, 2007**

**To**

**Request for Proposals**

**RFP No. HTH 420-6-08  
Homeless Outreach - Statewide**

**Proposal Deadline  
January 18, 2008**

December 31, 2007

**ADDENDUM NO. 2**

To

**REQUEST FOR PROPOSALS**

**RFP NO. HTH 420-6-08**

The Department of Health, Adult Mental Health Division, is issuing this addendum to RFP Number HTH 420-6-08, Homeless Outreach - Statewide for the purpose of:

- Responding to questions that arose at the orientation meeting of November 27, 2007 and written questions subsequently submitted in accordance with Section 1-V, of the RFP.
- Amending the RFP.
- Final Revised Proposals

The proposal submittal deadline:

- is amended.
- is not amended.
- for Final Revised Proposals is <date>.

Attached is (are):

- A summary of the questions raised and responses for purposes of clarification of the RFP requirements.
- Amendments to the RFP.
- Details of the request for final revised proposals.

If you have any questions, contact:

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Honolulu, Hawaii 96813

**December 31, 2007**

**RFP No. HTH 420-6-08  
Adult Mental Health Services  
Homeless Outreach – Statewide**

**1. Question:**

Clarify target population and eligibility criteria. Not consistent throughout the RFP. Define unsheltered homeless? Define “at risk” homeless. Refer to Section 2-16 to 2-17, 2-8, 2-3.

**Answer:**

The target population is as identified on page 2-3, “Adults with severe and persistent mental illness who meet DIVISION eligibility criteria and are homeless or at risk for homelessness.

Unsheltered homeless are defined as those consumers who currently have no fixed place of residence, do not receive assistance with shelter from family or friends, and do not utilize emergency shelters or transitional housing.

“At risk” homeless are defined as those consumers who have previously been homeless, who have been in housing for less than twenty-four (24) consecutive months, or who are deemed as being at risk for homelessness again.

**2. Question:**

Clarify facilities. Do we describe facility? If so, will you modify the evaluation score in Section 4, as it states “zero/not applicable.” Not scored in RFP.

**Answer:**

Please describe the facility which will be associated with this program. The scoring in Section 4 will be revised as follows: Quality Assurance and Evaluation (4 points) and Facilities (2 points). Please refer to page 3-6 for instructions on how to complete this section.

**3. Question:**

Units of service – not applicable in Section 2-27, but in Section 4-6 item #3a. (1) it asks estimate number of units of service we will provide. Please clarify. Not applicable?

**Answer:**

As this will be a cost-reimbursement contract and not based on a unit rate, units of service is not applicable in the fiscal section of the proposal. However, an estimate of the amount of services to be provided is necessary for evaluating the proposed staffing patterns, service delivery and projected operational budget.

**4. Question:**

Although we were not present for the RFP Orientation Session, we would like to pose some questions. While the RFP states that the pricing methodology is “cost reimbursement”, it does not specify any projections in terms of need (eligible clientele) or funds available for Statewide and for specific geographic areas of the State (e.g. Maui, East and West Hawaii, etc.) This makes it very difficult to project a budget. Since there are current contracts through March 31, 2008, serving this population, is it possible to share current and past utilization data, contract amounts, etc. As it is, current contractors have the advantage of having a better understanding of the need. Also, since the Procurement Timeline indicates that his and other questions will not be answered until December 20, 2007, and the application is due on January 4, 2008, this is a very short and inconvenient (for obvious reasons) timeframe for preparation of the application, since it is difficult to complete a proposal without the requested information. Could the deadline for submittal be extended or the timeframe for response to questions be shortened?

**Answer:**

Please reference the following data for information on estimated utilization of services for our existing PATH grant fund providers of homeless outreach services. These utilization numbers reflect only those programs which currently receive funding from the PATH grant, and does not include the utilization information from three (3) additional homeless outreach providers on Oahu currently receiving AMHD funding for this service.

NUMBER OF HOMELESS PERSONS SERVED THROUGH PATH  
FY 2006

Numbers Served	Hawaii County		Honolulu County		Maui & Kauai County		Statewide	
	N	%	N	%	N	%	N	%
Number that were AMHD registered and found eligible	507	48%	125	56%	102	49%	734	50%
Number that were registered but found ineligible	241	23%	22	10%	19	9%	282	19%

Number that were outreached but not enrolled	302	29%	75	34%	87	42%	464	31%
Total served by PATH	1050	100%	222	100%	208	100%	1480	100%

In 2007, according to the Hawaii Public Housing Authority information obtained from the Hawaii State Homeless Management System (HMIS) showed a surge in homeless families, children and singles. However, there was a substantial decrease in chronically homeless persons. It is estimated that there are approximately 1,800 chronically homeless persons in need of mental health services. While no county-specific information is available, the following breakdown reflects a rough approximate of the number of homeless mentally ill consumers in each county based on current AMHD provider and State of Hawaii reports: Oahu (1,000), Hawaii (500), Maui (200), and Kauai (100).

**5. Question:**

Page 2-8: Eligibility includes homelessness on page 2-16?

**Answer:**

The eligibility criteria for this service requires consumers to be homeless or at risk of homelessness. Please refer to the answer to question # 1 above for further clarification of the definition of this population.

**6. Question:**

Page 2-17: Clarification, consumers shall provide interim CM services at the point they are registered with the DIVISION vs. at the point they are referred for an assessment to determine eligibility?

**Answer:**

Interim case management services should begin at the point consumers are identified and are adequately engaged with the homeless outreach program. These consumers should already be registered with the DIVISION and have expressed a willingness to pursue additional mental health services which will include an assessment. It would be challenging to provide interim case management services to consumers who are identified and registered, but not fully engaged nor accepting of formal mental health services. Therefore, ongoing outreach and engagement would be the primary function of the team until the consumer is more amenable to services and an assessment. Initiating some interim case management for consumers prior to a formal eligibility determination will then facilitate referral to other community resources if the consumer is determined to be ineligible for DIVISION services.

**7. Question:**

Page 2-17: Link all consumers who are ready for referral to the CENTERS –is this the CMHC’s or includes other eligible AMHD providers?

**Answer:**

The CENTER is referring to all Community Mental Health Centers. However, referrals of consumers shall not be limited to the CENTERS, and shall also include any Purchase of Service Community Based Case Management team that is able to accept the consumer into their program.

**8. Question:**

Page 2-18: On a quarterly basis, the homeless specialist shall meet with CBCM programs....is this a formal meeting organized by the DIVISION? Or is this up to each site to coordinate? Who schedules the meetings?

**Answer:**

Currently, the DIVISION holds monthly CBCM implementation meetings in each County, which is scheduled and facilitated by the DIVISION’s Case Management and Support Services Director and Specialist. This meeting may continue monthly or become a quarterly meeting, depending on the need of the providers within each county. The Homeless Outreach providers would be invited to attend these existing meetings on a quarterly basis, however, they may also coordinate individual meetings with the CBCM programs as needed or desired to ensure continuity of services and ongoing collaboration between programs.

**9. Question:**

Who are the CBCM providers?

**Answer:**

The CBCM providers by island are: O’ahu – APS Healthcare, CARE Hawaii, Inc., Community Empowerment Services, Waianae Coast Community Mental Health Center, Inc., dba Hale Na’au Pono, Helping Hands Hawaii, IHS, the Institute for Human Services, Kalihi Palama Health Center, dba Care for the Homeless Project, Life Foundation, North Shore Mental Health. Hawaii County – APS Healthcare and CARE Hawaii, Inc. (East and West Hawaii). Kauai County – CARE Hawaii, Inc. Maui County – Aloha House, CARE Hawaii, Inc. and Maui Youth & Family Services.

**10. Question:**

Page 2-16, you indicate that Interim CM be of “short duration of time”, page 2-18, the program is expected to provide innovative “mainstreaming” approach that offers consumers employment and/or training opportunities, i.e.: clubhouse, transitional employment positions, full and part-time employment, or other types of job training within the organization. Are you suggesting that we consider having employment and job training available for consumer, whether they remain with us or not?

**Answer:**

While we encourage programs to develop innovative programs to continue to address the multi-faceted needs of consumers, the inception of these additional services is not a contract requirement. Rather, it presents an opportunity for programs to exhibit some creativity in their program planning which would be taken into consideration as to the merits of the overall service proposed.

**11. Question:**

Page 2-21: What does the rate schedule refer to? Does it refer to services rendered under this contract? Or services rendered within the entire organization?

**Answer:**

The rate schedule pertains to any additional fees that the program charges consumers for services rendered under this contract.

**12. Question:**

Page 2-25: It is not sufficient to say that you cannot specify the specific content of data request in advance. What will the reporting and registration requirement look like? This information will be helpful to know if we need increased or upgraded technology or additional resources for maintaining database.

**Answer:**

Current reporting requirements shall occur in the following areas: consumer demographics, consumer needs, clinical and service information including encounter data, staffing and capacity patterns, risk management, consumer outcomes, regulatory compliance, organizational processes, resource utilization and billing and insurance information. We are in the process of streamlining our reporting requirements and providers will be advised and trained in these new reporting requirements and format as soon as they are available.

**13. Question:**

Are you interested in knowing how the medical needs of patients are met through primary care?

**Answer:**

Adequate attention to co-occurring medical conditions and other medical needs are essential to the provision of comprehensive, integrated services. Documentation of these needs and relevant interventions performed by the program should be documented within the consumer record.

**14. Question:**

Page 2-10: Do they have to pursue other sources of revenue?

**Answer:**

The DIVISION remains the payor of last resort. All available third party or additional funding sources should also be pursued to enhance services available to consumers.

**15. Question:**

Who calls utilization management for authorization?

**Answer:**

Authorization for Homeless Outreach services is provided through ACCESS. Providers are required to complete the required authorization form and fax to ACCESS to receive initial authorization for services.

**16. Question:**

Who is the target population for this service? On Page 2-3, the target population is described as “Adults with severe and persistent mental illness who meet DIVISION eligibility criteria and are homeless or at risk for homelessness.” However, this description is different from the information listed on page 2-16. Please advise?

**Answer:**

Please refer to the answer provided to question #1 for further clarity on the target population.

**17. Question:**

Page 2-20: On the types of trainings. Does the Applicant need to inform the DIVISION of the types of training they have or just what their training plan is?

**Answer:**

Applicants should indicate any ongoing, mandatory training topics (i.e. CPR) as well as any trainings that are currently scheduled. If trainings have not yet been scheduled, a training plan should be outlined to reflect the agency's plan pertaining to staff development and education.

**18. Question:**

Page 3-8: What is the DIVISION's standardized assessment package? Where can they obtain a copy of it?

**Answer:**

A standard assessment package is not yet available from the DIVISION. Should one become available in the future, providers will be required to adhere to this assessment package.

**19. Question:**

On Page 2-16, What do you mean by "Applicants are encouraged to propose and describe an innovative mainstreaming program approach that offers consumers employment, transitional employment and/or training opportunities?"

**Answer:**

Please refer to the answer provide to question #10 above.

RFP No. HTH 420-6-08 Homeless Outreach - Statewide is amended as follows:

***Subsection Page***

**Section 1, Administrative Overview**

I. 1.1 The Procurement Table on page 101 has been changed as follows:

**Note that the Procurement Timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.**

Activity	Scheduled Date
State purchasing agency's response to applicants' written questions	12/31/07
Proposal Submittal Deadline	1/18/08
Discussions with Applicant After submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	1/28/08 - 2/8/08
Provider selection	2/8/08
Notice of Statement of findings and decision	2/15/08
Contract start date	04/01/08

**All references in the RFP to the proposal submittal deadline or other dates are modified to conform with the amended Procurement Timetable.**

**Section 2, Service Specifications**

No Changes

**Section 3, Proposal Application Instructions**

No Changes

**Section 4, Proposal Evaluation**

No Changes

**Section 5, Attachments**

No Changes