



REQUEST FOR PROPOSALS:
Case Management Services

Release Date: January 22, 2018

Due Date: February 9, 2018

Jackson Medical Mall Foundation
Support & Outreach Services
350 W. Woodrow Wilson Ave. Suite 3504
Jackson, MS 39213

Goals, Objectives & Overview

The Jackson Medical Mall Foundation hereby extends an invitation to qualified firms to submit a proposal for the project referred to as **The Jackson Medical Mall Foundation's Jackson MSA Housing Program**.

The Jackson Medical Mall Foundation is seeking qualified organizations interested in providing Case Management Services to participants in the Jackson MSA Housing Program who reside in Copiah, Hinds, Madison, Rankin, and Simpson counties. JMMF is committed to improving the current housing status of individuals and their families through promotion of housing based case management. Case Management Services play an integral role in assisting individuals with identifying current housing barriers, enrolling in needed services, and assuring that needed supports are in place to help each person thrive in the community.

JMMF is committed to selecting providers that are particularly dedicated to providing high quality, culturally and linguistically competent services that are responsive to the diverse needs of the population.

Request for Proposal documents will be available for pick up, e-mail, sent via regular post mail and posted on the JMMF website beginning **January 22, 2018** and may be obtained by contacting Shante' Black, VP of Support & Outreach Services at 601-982-8467 ext. 119 or via email at sblack@jacksonmedicalmall.org or Amber Gray, Project Manager at 601-982-8467 ext. 111 or via email at agray@jacksonmedicalmall.org.

Scope of Services

The main goals of Case Management Services are to improve the current housing status, improve the overall quality of life of all program participants and to promote their long-term stability. In order to achieve all goals, services include, but is not limited to, assessments to determine strengths and service needs; linkage to resources, including housing; development and implementation of a housing plan, assistance in developing support systems and monitoring of engagement in services that help navigate participants through any challenges they may encounter. As soon as participants are enrolled in services, Case Management providers should be actively working to promote the participants long-term stability.

Case Management Service providers selected through this RFP will provide the following services:

1. Monitor and manage a case load of up to 1,000 Jackson MSA Housing Program participants.
2. Conduct a minimum of one (1) bi-weekly contact with participants.
3. Conduct at least one of the monthly contact using face-to-face interview techniques.

- a. These contacts may take place in the JMMF neutral space, in the community such as a public library, applicant's office space or JMMF Support & Outreach Office.
 - b. One electronic or virtual contact as a follow up to face-to-face contacts is permissible.
 - c. Conduct home visits as permissible with mutual agreement of the participant and case manager.
4. Interface with the case management software, HMIS, for data collection, data retrieval and quality control process.
5. Assist up to 1,000 participants with the completion of Housing Plans and provide follow up assistance to each.
6. Interface with the program director and program manager regarding the case management analytics on a quarterly basis.
7. Participate in monthly collaborative case management activities to review and make recommendations that impact participants capacity to manage their health.
8. Assist in report writing and editing as necessary for program director to submit accurate and timely reports.

Target Population

All referred clients who meet the medical necessity criteria for entry into the Jackson MSA Housing Program must receive Case Management Services. JMMF also requests that providers give priority to individuals who may be particularly vulnerable to or at risk of adverse outcomes without these services in place.

Staff Requirements

Employing qualified, highly trained staff is a critical component of Case Management Service due to the diverse needs of individuals who are in need of services. Particular emphasis should be given to training staff on obtaining and maintaining benefits, cultural and linguistic competence, person-centered planning, strengths-based case management, and motivational interviewing. Case Management Providers should also provide adequate supervision of staff, particularly staff who spend most of their time in the field. All staff must also obtain HIPAA Certifications as well as other trainings that may be beneficial for service delivery.

Program Reporting Outcomes

Selected applicants will be expected to report client data to JMMF and input required data into the HMIS System during the entirety of the approved service term. JMMF will require at least quarterly reporting on key factors that are assessed throughout the participant's tenure with Case Management Services. JMMF will collaborate with the selected provider to develop outcomes and associated data reporting mechanisms. Data points may be qualitative and quantitative in nature including, but not limited to:

- Demographic information
- Linkage to and engagement in needed housing services or counseling.
- Linkage to entitlements and other needed resources.
- Housing status
- Hospital Admissions
- Engagement in meaningful activities such as work, education, volunteerism, etc.

The selected providers will be required to develop and implement practices and procedures to support the system outcomes outlined above.

Applicant Eligibility

Applicants must meet all of the criteria below to be considered eligible to become a Case Management Services provider through this RFP:

- Applicants must be a non-profit organization with 5 years of experience as a Case Management Service Provider.
- Applicants must be approved and/or licensed in Mississippi as a Case Management Service provider and license must be in good standing.
- Applicants should have knowledge of public behavioral health systems and the target population.
- Applicants should have a strong commitment to provide culturally competent, high quality services to eligible participants.
- Applicants must not be listed on the Debarment & Suspension List.

Evaluation & Award Process

The submission of a proposal does not, in any way, guarantee an award. JMMF is not responsible for any cost incurred related to the preparation of a proposal in response to this RFP. JMMF reserves the right to withdraw an award prior to execution of a contract with a selected applicant in JMMF's sole and absolute discretion.

JMMF will select the most qualified and responsive applicant through this RFP process. The awarded applicant will serve as the Case Management Service providers for all Jackson MSA Housing Participants residing in Copiah, Hinds, Madison, Rankin, and Simpson counties. The selected Case Management Service provider will be the only provider permitted to serve the target population. JMMF will enter into a contract with the selected applicant following notification of award. Case Management Services are grant funded. Funding for the program is supplied by the City of Jackson. Selected applicants must comply with all terms and conditions applicable to contracts executed by JMMF and the City of Jackson.

FORMAT AND CONTENT OF THE PROPOSAL

Proposal Instructions

Applicants should submit all required information in the format specified in these instructions by the due date. The proposal narrative should not exceed 15 typed, single-sided, single-spaced pages using Times New Roman 12-point font. The cover letter and attachments do not count toward the page limit.

The final proposal package shall include:

- A proposal cover letter completed, signed, and dated by an authorized representative of the applicant organization. The cover letter must include the full legal name of the applicant organization, address, contact information, and the designated contact person.
- One original and (6) copies of the proposal package, totaling 7 copies, must be submitted no later than **4:00pm, Friday, February 9, 2018**. Incomplete proposals, proposals submitted after the time due, and failure to submit the requested number of copies will not be considered. Oral, telephonic, faxed, or telegraphic proposals will not be accepted.
- The proposal packet must be delivered in a sealed envelope labeled with the applicant's organization name and address; the designated contact person's name, email address and telephone number; and clearly marked "JMMF Case Management Services Proposal" in the lower left corner.
- Proposals may be mailed or hand-delivered. If the proposal is sent by mail or commercial delivery service, the applicant shall be responsible for actual delivery of the proposal to JMMF on or before the deadline. All submitted proposals become the property of JMMF.
- Anticipated Service Term: March 1, 2018 – September 30, 2018.

Proposal Narrative Outline

The proposal should be a clear, concise narrative that describes the applicant's intent to serve the target population.

1. Organizational Background

- a. Describe organization's history and experience providing similar case management services to adults. Submit relevant approval letters or licenses.
- b. Describe your organization's capacity to provide Case Management Services.

2. Description and Goals of the Case Management Services Program

- a. Describe how you plan to implement the Scope of Service and demonstrate how the approach would fulfill JMMF's goals and objectives described in this RFP.
- b. Describe the location of the office where the Case Management program will be housed and the hours of operation.
- c. Describe other related services provided by your organization as well as any relationships your organization has with other provider entities and the structure/process you will use to avoid conflicts of interest and inappropriate self-referrals.

3. Program's Organizational Structure and Staffing Plan

- a. Describe the staffing pattern you will use to deliver the proposed services, including the supervisory roles and educational background and experience of staff to be assigned to this project. Include an organizational chart.
- b. Describe your plan to ensure that qualified staff is available 24 hours per day, 7 days per week to address crises and to prevent disruptions of service.
- c. Describe your plan to ensure adequate and appropriate supervision of staff, particularly for staff who often work offsite.
- d. Describe the training plan for staff.

4. Effectively Serving the Target Population

- a. Describe how the program will give priority to the populations listed in the "Target Population" section of this document, including how the program will use assertive outreach strategies to locate and enroll individuals viewed as challenging to engage.
- b. Describe how your organization will ensure that services are delivered in a culturally and linguistically competent manner, responsive to the diverse communities served.

- c. Describe how your organization will assess and work with individuals who have limited English proficiency, including the procedures in place to address service access for these individuals.

5. Program Evaluation and Quality Assurance

- a. Describe the program's anticipated outcomes and how you will track and monitor these outcomes.
- b. Describe the quality assurance process of the organization or program (e.g., client satisfaction surveys, program evaluation, etc.).
- c. Describe the data this program will collect, including how it will be collected, who will be responsible for collecting, analyzing, and storing the data.

6. Implementation Timeline

- a. Provide a timeline to establish and execute Case Management Services.

Fee Schedule/ Budget

Respondents must state your commission rate per person or per session for up to 1,000 people. Include a budget narrative and a breakdown of all fees related to the proposed service delivery.

Additional Requirements

The following information must also accompany your proposal:

- List years in business, previous names of the firm, if any.
- Description of your firm including size of the firm, location, number and nature of professional staff to be assigned to JMMF, personal and/or staff training and experience, including a brief resume for each key person listed.
- Describe experience (minimum five (5) years previous experience with proven effectiveness) your firm has in Case Management Services.
- Experience in assisting similar size entities
- List at least three (3) references where and when your firm provided similar services. Please provide names and telephone numbers of contact persons for each reference.
- Additional services offered through your firm.
- Listing of current litigation, outstanding judgments, and liens.

Notice of Award

It is anticipated that the Notice of Award will be issued no later than Monday, February 19, 2018.

Proposals can be mailed, or hand delivered to:

Jackson Medical Mall Foundation
Support & Outreach Services
Attn: Shante' Black
350 W. Woodrow Wilson Ave., 3rd Floor, Suite 3504
Jackson, MS 39213

Selection Schedule:

Deadline for Submittals	Friday, February 9, 2018 by 4:00 pm
Proposal Opening/ Review	Tuesday, February 13, 2018
Notice of Awards	Monday, February 19, 2018

Rating Criteria

All timely proposals submitted by eligible applicants will be reviewed by the JMMF's Evaluation Committee, which will evaluate and rate such proposals based on the criteria below. Failure to submit required information may result in applicant's proposal being disqualified.

JMMF reserves the right to conduct interviews and/or request that applicants make presentations. Although discussions may be conducted with applicants after proposals have been submitted, JMMF reserves the right to award contracts on the basis of initial proposals received, without discussions; therefore, the applicant's initial proposal should represent its best effort.

1. Organizational Background (10 Points)

- This section should provide evidence of the organization's history and experience providing mental health services.
- It should also clearly show the organization's understanding of any federal or state requirements.

2. Description and Goals of the Case Management Services Program (25 Points)

- This description of the program should show a strong commitment to the goals outlined in the "Goals and Objectives" section of this RFP.
- The applicant should demonstrate a strong understanding of the requirements listed in the Scope of Services by providing a detailed implementation plan.
- The location of services should be adequate to store case files, support staffing needs, and promote access to case management services.
- It should be clear that the program will avoid known conflicts of interest/ self-referral and respect consumer choice when connecting consumers to other services.

3. Program's Organizational Structure and Staffing Plan (20 Points)

- The staffing pattern and organizational chart should demonstrate a strong understanding of the regulations that govern staffing of Case Management Services.
- It should be apparent that qualified staff will be available 24 hours per day, 7 days per week to address the urgent needs of consumers.
- Staff training, and supervision should be adequate to support staff who often work offsite and with individuals with diverse needs and backgrounds.

4. Effectively Serving the Target Population (25 Points)

- This section should thoroughly explain how the applicant will effectively reach out to engage, serve, and successfully link the target population with many complex needs.
- Emphasis should be given to the partnerships the program either has or will develop for the purpose of generating referrals from systems/ organizations and to make linkages to these systems/ organizations.
- This section should clearly articulate a commitment to service delivery that is culturally and linguistically competent, responsive to the diverse needs of the communities served.
- It should also demonstrate how the program will work with people who have limited English proficiency, both within the Case Management Services program and in connecting consumers to linguistically competent care.

5. Program Evaluation and Quality Assurance (15 Points)

- The applicant should show a commitment to providing quality services by describing how quality will be defined and measured on an ongoing basis.

6. Implementation Timeline (5 Points)

- The timeline should be reasonable and emphasize the transition of existing consumers of providers not selected by this RFP process.