



Request for Information  
for the  
Expansion of the Adult Crisis Services Continuum

issued by

Community Behavioral Health

Date of Issue:

March 1, 2021

Proposals must be received no later than  
2:00 P.M., Philadelphia, PA, local time, on March 19, 2021

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER;  
MINORITY, WOMEN, AND DISABLED ORGANIZATIONS  
ARE ENCOURAGED TO RESPOND

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## Project Overview, Statement of Purpose

The Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) is seeking to expand and improve the continuum of adult behavioral health crisis services in Philadelphia to include an array of community-based crisis services that deliver resolution-focused and recovery-oriented interventions. The purpose of this Request for Information (RFI) is to give interested, qualified organizations the opportunity to inform Community Behavioral Health (CBH) of their capacity, interest, and ability to establish and operate components of an expanded Philadelphia Adult Crisis Continuum.

## Organizational Overview

The City of Philadelphia contracts with the Commonwealth of Pennsylvania Department of Human Services (PA-DHS) for the provision of behavioral health services to Philadelphia's Medicaid recipients under Pennsylvania's HealthChoices Behavioral Health Mandatory Managed Care Program. Services are funded on a capitated basis through this contractual agreement. The City of Philadelphia, through [DBHIDS](#), contracts with CBH to administer the HealthChoices Program.

DBHIDS has a long history of providing innovative and groundbreaking services in Philadelphia for people in recovery, family members, providers, and communities and has become a national model for delivering behavioral health care services in the public sector. DBHIDS envisions a Philadelphia where every individual can achieve health, well-being, and self-determination. The mission of DBHIDS is to educate, strengthen, and serve individuals and community so that all Philadelphians can thrive. This is accomplished using a population health approach with an emphasis on recovery and resilience-focused behavioral health services and on self-determination for individuals with intellectual disabilities. Working with an extensive network of providers, DBHIDS provides services to persons recovering from mental health and/or substance use, individuals with intellectual disabilities, and families to ensure that they receive high-quality services which are accessible, effective, and appropriate.

DBHIDS is comprised of seven divisions: Division of Behavioral Health, Division of Intellectual disAbility Services (IDS), Division of [Community Behavioral Health](#) (CBH), Division of the Chief Medical Officer, Division of Planning and Innovation, Behavioral Health and Justice Division (BHJD), and Division of Administration and Finance. CBH manages a full continuum of medically necessary and clinically appropriate behavioral healthcare services for the City's approximately 735,000 Medical Assistance recipients under Pennsylvania's HealthChoices Behavioral Health Mandatory Managed Care Program. Approximately 59% (n=436,225) of Philadelphia's Medical Assistance recipients are adults over 18 years of age.

The mission of CBH is to meet the behavioral health needs of the Philadelphia community by assuring access, quality, and fiscal accountability through being a high-performing, efficient, and nimble organization driven by quality, performance, and outcomes. We envision CBH as a diverse, innovative, and vibrant organization in which we are empowered to support wellness, resiliency, and recovery for all Philadelphians.

## Project Background

The City of Philadelphia, home to 1.5 million people, experiences many crises every day. The City manages a large human service system, with a wide variety of services and supports. Despite this wealth of resources, services, and supports; they are not optimally coordinated, use different technologies, face information sharing challenges, and have different processes and procedures. Additionally, crisis services available to families and adults are limited. For these reasons, individuals experiencing a behavioral health crisis may find the system confusing, complex, and challenging to navigate. This often worsens the crisis rather than ameliorating it.

DBHIDS envisions a crisis system in which there are many pathways and “no wrong door” to behavioral health treatment. The goal is to make crisis services available 24/7 to those in need. The role of Philadelphia’s crisis system is to mitigate or resolve behavioral health crises, support recovery, center the individual in their own crisis response and resolution, and provide less restrictive alternatives to higher levels of care such as an inpatient psychiatric unit. This vision recognizes the importance of working within a cross systems approach, in recognition of the impact of multiple social determinants of health. DBHIDS emphasizes the importance of continued collaboration with law enforcement to ensure the best possible response for those in crisis.

### Expansion of Adult Crisis Services Identified for This RFI:

The goal of an enhanced crisis system is to ensure immediate and appropriate response and access to treatment resources for Philadelphians, while creating a seamless, integrated behavioral health care system that ensures Philadelphians receive appropriate, timely, and quality care. Funding pending, the services being explored for the purpose of this RFI will cover Philadelphia County and will include an, Adult Community Mobile Crisis Response Teams, Co-Response Teams, Adult Crisis Intervention and Stabilization Teams, and an Urgent Care Center. The intended purpose and expected hours of operations for the proposed crisis services are outlined below:

#### Adult Community Mobile Crisis Response Teams (CMCRT)

##### **Purpose**

To provide emergent care for an individual experiencing a behavioral health crisis in the community. This service would work to achieve relief quickly and resolve the crisis. The team will help to stabilize the situation as well as provide safety planning and referrals to established services.

##### **Hours**

24-hour coverage every day of the week; up to 72 hours duration.

#### Co-Responder Teams

##### **Purpose**

Co-Responder Teams provide an emergency response to situations that require police in addition to a behavioral health response. This service would work to achieve relief quickly and address the behavioral health crisis. The team will help to stabilize the situation and provide linkages to behavioral health treatment and services.

**Hours**

24-hour coverage every day of the week.

### Adult Crisis Intervention and Stabilization Teams (CIST)

**Purpose**

The CIST will provide short-term crisis management in the community to address behaviors that interfere with successful functioning. The goal of the program is to provide brief, intensive crisis de-escalation techniques and conflict resolution skills to the individual in their own home and community. Individuals will have access to psychiatric consultative services and urgent psychopharmacology intervention to ensure there is no disruption in a medication regimen. Services would begin after a crisis assessment.

**Hours**

24-hour coverage every day of the week; up to six-week duration.

### Urgent Care Center (UCC)

**Purpose**

The UCC will serve as an alternative to Crisis Response Centers (CRCs) to prevent a crisis or intervene before the crisis escalates. The UCC will mitigate crisis situations and decrease utilization of more acute services. Individuals who are experiencing a mental health or substance use related crisis that is impacting their ability to function at home, work, or in a community setting will have the opportunity to be treated at the UCC.

**Location:**

To be determined; brick and mortar space will be easily accessible by public transportation by all Philadelphians.

**Hours**

To be determined; hours intended to be available during particularly high-volume times to meet the needs of the community.

## Applicant and Project Requirements

Threshold requirements include timely submission of a complete proposal with responses to all sections and questions outlined in Section 6. Please follow the "Proposal Format" as outlined in Attachment B. In addition, all required attachments must be submitted. Threshold requirements include having the requisite experience and licenses to implement the program and being a service provider in good standing with the City of Philadelphia and CBH (as applicable). To be eligible for submission in this RFI, applicants must either be currently enrolled or willing to enroll in Medicare and Medicaid programs.

## Terms of RFI

- This RFI is for information gathering purposes only and is not intended to result in a contract with any respondent. CBH is seeking community insight and information prior to considering the development of a Request for Proposals (RFP).
- While the goal of the RFI is to inform potential service development, this RFI does not commit CBH to publish a Request for Qualifications (RFQ), RFP, or award a contract. The issuance of an RFQ or RFP as a result of information gathering from these responses is solely at the discretion of CBH.
- Responses to this RFI will in no way impact any future proposal submitted to RFQs or RFPs regarding this service. Those wishing to respond to any potential future proposals are not required to have first responded to this RFI.

## Proposal Content

1. Applicant agency: What type of service does the Applicant provide, including levels of care (i.e. Mental Health Outpatient and Substance Use Treatment Services)
  - a. Identify the name of the agency
  - b. Indicate the type(s) of service offered by the agency
  - c. Indicate the level(s) of care offered by the agency
2. Organizational background:
  - a. Number of years in operation
  - b. Primary mission and philosophy
  - c. Other relevant information about the organization related to crisis services that is pertinent to this RFI
3. Describe which service(s) on the expanded adult crisis continuum is your organization interested in providing.
4. Staffing
  - a. Describe the staffing needs your organization views as medically necessary to implement each level of crisis care, outlined above, your organization is interested in providing.
    - i. If your organization would like to provide input on staffing needs for other services that you have not expressed interest in providing, please include a discussion and rationale regarding staffing patterns for any of the crisis services outlined above.
  - b. Describe access to Psychiatrist or Psychiatric Nurse Practitioner.
  - c. Describe medical staff required to adequately provide services at an UCC.
  - d. Describe how to ensure staff are diverse, culturally competent, and able to meet language needs of Philadelphians.
5. Operations
  - a. Describe anticipated timeframe to implement one or more of the adult crisis continuum services identified in this RFI.
  - b. Describe innovative approaches your organization views as opportunities to empower individuals and/or change the adult crisis system.

- c. Describe gaps observed in the current DBHIDS crisis services offered and methods your organization views as possible resolutions to the gaps.
  - d. Describe how UCC operations would support Substance Use assessment and recommendations.
  - e. Describe capability to implement telehealth videoconferencing platforms in a UCC setting.
  - f. Describe experience supporting individuals in crisis in a trauma-responsive way.
  - g. Describe other services offered through your agency that would support a continuum of care and warm hand off from crisis services.
  - h. Describe how teams could offer follow up with individuals that experienced crisis to support the reduction individuals re-entering the crisis system.
  - i. Describe how your organization would screen and assess for social determinants of health. Address resources crisis teams could utilize to mitigate identified social determinants of health that are impacting the individual and resulting in crises.
  - j. Describe resources needed to implement one or more of the identified crisis services (i.e. transportation needs, technological needs, personal protective equipment, office space, etc.).
    - i. Discuss potential location and office for an Urgent Care Center.
  - k. Describe barriers that could impact your agency's ability to provide a service on this continuum.
  - l. Describe strategies to manage and monitor the integrated clinical, operational, and financial data of these services.
  - m. Describe methods to promote crisis services in the Philadelphia communities. How would your organization share information and educate the public? How would your organization help communities and systems understand the purpose and role of each service?
  - n. Describe how your organization would provide both clinical and structural oversight to a crisis team that operates 24/7.
6. Budget
- a. Provide anticipated budget costs for the detailed staffing pattern(s) with additional budgets for operations and administrative costs of each service your organization is interested in providing.
7. Training
- a. Describe your organization's perspective on needed medical trainings for crisis staff. Include access to such trainings for crisis staff.
  - b. Describe how your organization would ensure staff are fully trained to meet the need of individuals in crisis. Include access to safety, evidence informed or crisis intervention training for screening and interventions.
  - c. Describe experiences training staff in effective suicide prevention strategies. Discuss methods to sustain the training.

## Submission Information

Deadline to submit responses is March 19, 2021 at 2:00 p.m. Please email completed applications to Abigail Concino at [Abigail.Concino@phila.gov](mailto:Abigail.Concino@phila.gov).

In your submission, please include:

1. The transmittal cover letter (Attachment A) which includes the provider/agency name, the point of contact name and title, a telephone number and email address
2. Answers to RFI, which can include a response for all or some of the questions asked in the RFI. Applicants do not have to respond to every question. Preferred submission format is included below as Attachment B

## Following the Submission

CBH will review all submissions and determine next steps based on information submitted.

CBH plans to share relevant insights publicly.



ATTACHMENT A: RFI RESPONSE COVER SHEET

**COMMUNITY BEHAVIORAL HEALTH**

**Adult Crisis Continuum RFI 2021**

**Attn: Abigail Concino, [Abigail.Concino@phila.gov](mailto:Abigail.Concino@phila.gov)**

CORPORATE NAME OF APPLICANT ORGANIZATION

CORPORATE ADDRESS

CITY, STATE, ZIP

MAIN CONTACT PERSON

TITLE

TELEPHONE #

E-MAIL ADDRESS

SIGNATURE OF OFFICIAL AUTHORIZED

TITLE

TYPED NAME OF AUTHORIZED OFFICIAL IDENTIFIED ABOVE

DATE SUBMITTED

## ATTACHMENT B: PREFERRED RFI FORMAT

### COMMUNITY BEHAVIORAL HEALTH Adult Crisis Continuum RFI 2021

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