

Introduction to the Request for Information (RFI) for the expansion of Adult Crisis Services

The Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) through Community Behavioral Health (CBH) sought insight and input around services on an adult crisis continuum.

DBHIDS envisions a crisis system in which there is “no wrong door” to behavioral health treatment. 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 decrease reliance on higher levels of care such as an inpatient psychiatric unit. The Philadelphia Behavioral Health Crisis System will be accessible to all Philadelphians regardless of unique or specialized needs.

Purpose of the RFI

The purpose of the RFI released on March 1, 2021, was to gather input for consideration of expansion and improvement of the continuum of adult behavioral health crisis services in Philadelphia. This included an array of community-based crisis services: mobile crisis teams, an urgent care center (UCC), and a co-responder model. Through the RFI process, CBH requested information regarding treatment models, operations, clinical components, and budgetary needs for delivery of these urgent and emergent services.

Process for Reviewing RFI Responses

After the RFI closed for public comment on March 19, 2021, a team of staff from the CBH Provider Operations, Provider Network Management (PNM) Team reviewed and analyzed the comments. The RFI yielded 14 responses from organizations, which included community hospitals, providers in the CBH network servicing adults, and a provider out of the CBH network servicing adults in Philadelphia.

The RFI responses included interests in one or a combination of services on an expanded adult crisis continuum. The responses also identified a list of existing barriers, highlighted promising solutions and best practices, and offered recommendations for effectively serving adults in crisis while diverting from the crisis response centers (CRCs).

RFI Summary

The RFI solicited information on service design, operations, budget needs, and staffing patterns for adult crisis services. The RFI asked for specific Social Determinants of Health screening tools, timeframes to establish clinical teams, how to fill gaps in the current system, and how to reduce reliance on CRCs.

Key Themes:

- More than 70% of respondents reported an ability to start services within six months.
- Many respondents indicated the regionalization of Philadelphia County would be effective and helpful due to the need for rapid response by mobile crisis teams (similar to the children's crisis team regions).
- Respondents interested in operating a UCC had identified potential UCC locations.
- Respondents indicated the need to utilize feedback from community during operations of crisis services.
- Respondents were in alignment around the need for the CPS role in crisis services.
- Respondents indicated support for telehealth, when appropriate, for access and language services/programs to remove language barriers.
- Respondents clearly defined resources needed and creative ways to educate the public on services.

The insight and perspective captured in this RFI will be incorporated into future RFPs. Please email questions on this document or the RFI process to Abigail Concino at Abigail.Concino@phila.gov.