



Building Healthy Boston

**Request for Proposal
Case Management to Support Individuals in the Mass. & Cass Area**

Bureau of Recovery Services

November 18, 2022

I. Overview

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston. BPHC's mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable.

At any given time, there are between 100-200 people gathering in the area around the intersection of Massachusetts Avenue and Melnea Cass Boulevard in Boston. Many interact with the Boston Public Health Commission (BPHC) Recovery Services outreach team and partners from Boston Health Care for the Homeless Program (BHCHP) and others who provide case management to individuals with acute and complex service needs. Individuals access services at programs throughout the area, including the BPHC Engagement Center, medical, harm reduction, substance use treatment, and low-threshold housing programs.

Adding a city-funded case management team would enhance and scale BPHC street outreach and increase the provision of harm reduction, treatment, and housing services. This case management team aims to improve service connections, coordination, and follow-up on referrals for people experiencing acute substance use disorder and unsheltered homelessness.

Individuals in the area have service needs such as medical, mental health, substance use, housing, employment, food security, legal, and more. Many of the individuals in the area are new and arriving from other parts of the state, region, or country. There is a need to conduct a rapid assessment with individuals and implement a triage response based on each person's situation, including referring to programs and services outside of Boston, coordinating services with existing providers, and providing case management and follow up.

Currently information on individual case management is collected and documented by service providers within their individual data systems (i.e., electronic medical records). The vendor will collect data on individuals that supports triage, tracks service provision, and enables continuity of care. The case management data will be reported to the COB as required.

Coordinated Case Management Program Strategic Goals

The overarching goal of the case management program is to optimize health outcomes for individuals active at Mass. and Cass., both newcomers and those who frequent the area. Beyond the provision of case management services, the team will contribute to City strategy in the following ways:

- Collaborate with the Mayor's Office of Housing technical assistance provider and the BPHC in designing an emergency response plan for the Mass and Cass area. The plan will include communication messaging, assessment, and triage of individuals in the area to providers and services nearby as well as those in other municipalities.
- Contribute to the creation of a data system backstopping and linking together other data systems serving individuals with substance use disorder and unsheltered in Boston.
- Document service needs and case management outcomes for people served.
- Quality improvement, iterating on the program to enhance coordination services and collaboration with other service providers in the area.

As part of BPHC's efforts to have an equitable procurement process, BPHC will consider and encourage unrepresentative businesses that includes; Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non-Profit (MNPO), Women Non-Profit (WNPO), Minority Women Non-Profit (MWNPO) and local businesses to apply to this RFP.

II. RFP Timeline

November 18, 2022	Legal Notice Publication in the Boston Globe
November 21, 2022	RFP available online at www.bphc.org/RFP by 10:00 AM EST. RFP will also be disseminated via e-mail to relevant networks.
November 22, 2022	<u>Questions due in writing by 5:00 PM EST to:</u> Jennifer Tracey jtracey@bphc.org Subject – Case Management to Support Individuals in the Mass. & Cass Area
November 23, 2022	<u>Responses to questions available for viewing on www.bphc.org/RFP by 5:00 PM EST</u>
December 1, 2022	Proposal due via email December 1, 2022, by 5:00 PM EST: Subject – Case Management to Support Individuals in the Mass. & Cass Area Email: Procurement@bphc.org NO EXCEPTIONS TO THIS DEADLINE
	Eligible candidates will be notified of an in-person or phone interview by 5:00 PM EST
December 5, 2022	Notification of Decision: Selected candidate will be notified by or before 5:00 PM EST of the award. BPHC has the discretion to extend this time period without notice to the proposers. All proposals shall remain valid and open for a period of one hundred twenty (120) days from the proposal submission date unless a proposer notifies BPHC of its withdrawal. In addition, BPHC may cancel this bid if funding does not become available for the project.

III. Scope of Work

This funding will support five positions (one supervisor and four case managers) who specialize in providing care navigation services to people experiencing unsheltered homelessness. The team will report to BPHC Office of Recovery Services and conduct communications with other agencies in the area and across the state in support of case management activities. Specific activities include the following:

Staffing

- Staff and supervise four case managers who maintain a caseload of 75 individuals from the Mass. & Cass area.
- Staff will offer case management on-the-street and in collaboration with the Engagement Center and conduct in-person meetings with individuals two times/week.
- The team should provide coverage to the area during business hours in addition to early mornings and weekends.
- Staff will also incorporate offsite time to complete paperwork or make referrals.
- Ongoing supervision of case management staff to be provided.
- Supervisor to coordinate with ORS and participate in planning meeting with team(s) working in the Mass. & Cass area to plan and coordinate response.

Case Management

- Identify immediate and sustainable support for the most complex individuals who persistently reside in the Mass. & Cass area and may face barriers to accessing services. Actively refer and place individuals to services in a timely manner, follow-up, and integrate with service plans. Referrals should include housing services, recovery, medical, social service, food security, employment, and other support resources.
- The primary program emphasis is to triage people to services and light touch housing pathways, but that the team should have capacity and expertise to provide intensive housing navigation to a cohort of clients who may be the most persistent returners to M/C with high service needs that cannot access housing navigation elsewhere. We estimate this cohort to be 15-20 clients at a point in time based on preliminary data.
- Connect individuals to housing navigation services in other communities whenever possible because not all individuals will receive intensive housing navigation services at Mass. & Cass area through this contract. Connecting to other services is a key component to this program's scope of work, including housing navigation services in shelters and other communities where appropriate.
- Create or identify plans with each participant, addressing service needs that view individuals holistically and empower their goals.
- Work with individuals to ensure completion of all necessary steps to support housing access, such as securing identification, food security, and other needs.
- Attend the Mass. & Cass HUB and lead case management of cases when no lead agency has been identified.
- Coordinate with clinical, housing, and social service providers conducting outreach, case management, and care services with individuals in the Mass. & Cass area. Work with outreach to locate individuals and support individual engagement to services.

- Leverage coordination with MassHealth/insurance to support coordination.
- Coordinate with BPHC to provide documentation of individuals receiving case management services, including entry of information into the MoH HMIS.

Thought Partnership

- Work collaboratively with the Boston City Mass. & Cass Director, Mayor's Office of Housing, and BPHC to develop assessment, communication/messaging, and triage protocols for both chronically unhoused individuals and recently arrived individuals in the Mass. & Cass area.
- Identify gaps across state and county systems, including MA Department of Mental Health, residential substance uses treatment programs, justice system, and correctional settings. Give input on solutions to the gaps individuals face when getting discharged from these settings.
- Help develop data fields for the case management tracking system and contribute feedback related to data collection and user experience.
- Provide aggregate level data reports on a weekly basis summarizing individual characteristics, referrals accessed, and treatment/service and/or housing plans. Lift up relevant stories in the reports.

IV. Minimum Qualifications

- Applicants that demonstrate the ability to meet the scope of work in the City of Boston, including experience providing services to this population and knowledge of networks of housing and other supports within Boston and across state.
- Applicants with Spanish bilingual staff are strongly encouraged.
- Demonstrated commitment to harm reduction, equity, and trauma-informed care

V. Proposal Requirements

Proposal narrative and budget should be no longer than 8 pages, 1.5 space, 12-point Times New Roman font, standard 1-inch margins. Attachments (such as workplans, resumes, or additional information) not included in the page length.

Proposal narratives should address the following content:

1. Organizational background and expertise relevant to this scope of service
2. Approach when working with individuals to meet the goals of the case management program
3. Proposed outcomes of case management program (I.e., number of people engaged in services over 12 months; expected outcomes of those engaged in services over 12 months)
4. Anticipated challenges and proposed plans to address them
5. Budget for the contract cycle

VI. Period of Performance and Funding Amount

- The contract will begin on or about January 1, 2023, and run through June 30, 2023, with potential to renew, depending on performance. The BPHC Standard Contract or Subaward Agreement forms are required and must be fully executed before services can begin.
- Budgets should not exceed \$400,000 for the 12-month period and will be prorated through June 30, 2023.
- BPHC has the discretion to extend this deadline as needed without notice to the bidders. In addition, BPHC may cancel this bid if funding does not become available for the project.

VII. Proposal Scoring

Scoring Criteria	Points
Organizational Experience	20
Program Model/Approach/Services	20
Commitment to Harm Reduction	20
Staffing Plan	20
Budget Addresses Needs	20
Total Points	100

VIII. Submission Instructions

Please submit your Proposal by December 1, 2022, 5:00 PM.

Subject: Case Management to Support Individuals in the Mass. & Cass Area

Email: Procurement@bphc.org