

# **Crisis Services RFP Community Briefing**



# Today's Agenda

- Provide our key partners a briefing on the Crisis RFP which we will be issuing on Monday.
  - Review the process that led us here
  - Outline the RFP process
  - Let you know what to expect and when
  - Discuss continuity between contracts
  - Answer Questions

# A Turning Point for Lucas County

- On Monday, the Mental Health & Recovery Services Board will issue an RFP for Crisis Services.
- This is the largest RFP this board has ever issued.
- The Board recognizes the life-saving services that are covered by this RFP and is committed to finding the best provider.

# A Turning Point for Lucas County

- Why this briefing?
  - The Board recognizes that Crisis Services are comprised of a network of providers and caregivers.
  - The RFP is the result of the CPES process and we want you to continue to be informed and involved.
  - We will keep you updated as the RFP process unfolds.
  - We will work closely with you to ensure continuity of service as we transition to a new contract for crisis services—whoever the provider might be.

# A Thorough and Inclusive Process

- In 2019, MHRSB of Lucas County contracted with TBD Solutions to facilitate the efforts of the Community Psychiatric Emergency Services (CPES) Subcommittee.
- Over nine months, TBD Solutions completed a full review of Lucas County's mental health crisis continuum, including gathering feedback from a variety of stakeholders through surveys, focus groups, meetings, and structured interviews.

# A Thorough and Inclusive Process

- This review led to a report with recommendations to improve the treatment experience for those experiencing a mental health crisis.
- Based on the recommendations of the CPES report, MHSRB is issuing this solicitation for competitive bids from qualified vendors to provide crisis services.

# A Comprehensive RFP Process

- The RFP was developed by TBD Solutions in concert with MHRSB of Lucas County Staff and select, diverse stakeholders.
- It is designed to find a partner who can create the system envisioned by the CPES process.

# A Comprehensive RFP Process

- It is an open RFP and the Board is expecting a strong response from a variety of potential providers.
- The RFPs will be reviewed by a select group of board staff, board trustees, and community members, including stakeholders and those with lived experience and people from peer communities. Interviews will be held with selected finalists.



# A Comprehensive RFP Process

- Final timeline chart

Task	Date	Time (EST)
<b>RFP Publication</b>	11/2/2020	12:00 PM
<b>Bidders Conference Registration Deadline</b>	11/13/2020	5:00 PM
<b>Bidders Conference</b>	11/16/2020	10:30 AM
<b>Letter of Intent to Respond Due</b>	12/7/2020	5:00 PM
<b>Deadline for Submission of Questions</b>	12/10/2020	5:00 PM
<b>Responses to Bidder Questions</b>	12/14/2020	5:00 PM
<b>Deadline for Clarification Questions on Responses</b>	12/17/2020	5:00 PM
<b>Responses to Clarification Questions</b>	12/21/2020	5:00 PM
<b>Proposal Submission</b>	1/18/2021	5:00 PM
<b>Finalist Interviews</b>	2/15/2021 - 3/15/2021	N/A
<b>Award Decision and Contract Negotiations</b>	3/29/2021	N/A
<b>Contract Execution Deadline</b>	4/30/2021	N/A
<b>Anticipated Contract Beginning</b>	To Be Determined	N/A

# Continuity

- No matter who is selected as our partner, there will be a transition period between our current contract and the new contract.
- The MHRSB of Lucas County understands that its crisis services are needed every hour of every day.
- To ensure a smooth transition, the Board will continue to work with TBD Solutions to design and manage a transition period that ensures seamless care for those who are experiencing behavioral health emergencies.

# Conclusion

- Recent years have taught us that the need for emergency care can impact any neighborhood and any family.
- The re-procuring of this contract reflects the MHRSB of Lucas County's respect for all the people who are saving lives throughout the entire crisis continuum in Lucas County.
- As evidenced by the CPES process, the Board is committed to an inclusive process that allows us to work together seamlessly and be as effective as we can be.
- We owe nothing less to the people of this community.

# Questions?

- Website info:  
**[www.lcmhrsb.oh.gov/CrisisServicesRFP/](http://www.lcmhrsb.oh.gov/CrisisServicesRFP/)**
  - **Website will go live on Monday, November 2<sup>nd</sup>, 2020.**