



North Sound Behavioral Health Organization, LLC

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Memo To: Interested Behavioral Health Agencies
From: Joe Valentine, Executive Director
North Sound Behavioral Health Organization (North Sound BHO)
Date: December 27, 2017
Scope: In Home Behavioral Health Services Request for Proposal (RFP)

The North Sound Behavioral Health Organization, LLC (North Sound BHO) serves the North Sound region of Washington State and includes the five (5) counties of Island, San Juan, Skagit, Snohomish, and Whatcom.

North Sound BHO is accepting applications from licensed/certified behavioral health agencies to provide In-Home Behavioral Health Services for Older Adults and Adults with Disabilities. Eligible persons are individuals who have a physical or behavioral health disability that makes it difficult to leave their home to access clinic-based outpatient behavioral health services. These individuals have behavioral health challenges that overlay their physical health challenges. The most successful models for Older Adults and Adults with Disabilities provide the services in their homes. Our region has a limited range of providers with the infrastructure and expertise to deliver in-home services. Older adults and adults with disabilities have long been recognized by the behavioral health system as an underserved population in our region and statewide.

In order to be considered for a contract, the organization must demonstrate a commitment and ability to implement strategies that have been shown to be effective in treatment engagement and promote recovery.

Organizations selected and offered a contract must maintain sound, acceptable, sufficient and appropriate systems including, staff to manage the fiscal, personnel and program responsibilities necessary to conduct the proposed activity.

North Sound BHO values a recovery-based continuum of care to ensure individuals receive medically necessary services that are person-centered. Treatment services are not viewed as discrete episodic events but a continuous and enduring engagement model. Applicants are encouraged to offer innovative best/promising practices or evidence-based services designed to treat substance use and mental health disorders.

All organizations must submit an application to be considered.

Questions regarding this process or the request for proposal (RFP) must be received electronically by North Sound BHO; send questions to North Sound BHO at deliverables@northsoundbho.org. Answers to all questions will be posted on the North Sound BHO website (www.northsoundbho.org).

One (1) electronic copy of the completed and signed *Proposal Form* must be received by North Sound BHO at 301 Valley Mall Way, Suite 110, Mt. Vernon, WA 98273. Email will be accepted. Applications should be submitted to deliverables@northsoundbho.org.

Application will be scored by an Evaluation Committee which will make recommendations to the North Sound BHO Executive Director.

North Sound BHO reserves the right to: reject any and all Applications; extend the Application submission date; amend the RFP; and waive any irregularities or informalities in any applications. North Sound BHO shall be the sole judge of the merits of each application. Additionally, the North Sound BHO may, at its discretion, request applicants submit additional information in order to permit a more informed evaluation.

Management Information System

All applicants will be required to submit Service Encounters through the North Sound BHO Consumer Information System (CIS) for payment. The Data File Testing instructions, (Attachment I) will provide the instructions on the submission of test data.

Credentialing Packet

All applicants must complete a credentialing packet (Attachment II) to be considered for a contract with the North Sound BHO.

OVERVIEW AND INSTRUCTIONS

North Sound Behavioral Health Organization’s History and Structure

The North Sound Regional Support Network (NSRSN) began operations on January 1, 1991, dba as the North Sound Mental Health Administration (NSMHA). On April 1, 2016, NSMHA transitioned into a Behavioral Health Organization to comport with state law and begin contracting for substance use disorders (SUD) services. North Sound BHO is governed by an Interlocal Operating Agreement between Island, San Juan, Skagit, Snohomish and Whatcom Counties which define the geographic service area of the North Sound Region. North Sound BHO contracts with the Division of Behavioral Health & Recovery (DBHR) of the State of Washington to provide public behavioral health services for these five (5) counties (North Sound Region).

North Sound BHO is governed by an Executive Committee comprised of elected officials or their designated alternates, the Chair and Vice-Chair of the Regional Advisory Board and representatives of the eight (8) Tribal sovereign nations within the North Sound Region. According to the terms of the Interlocal Agreement, Executive Committee votes are divided as follows:

• Snohomish County – 4	• Island - 1
• Whatcom County - 2	• San Juan -1
• Skagit County – 1	• Tribes – 1 (ex-officio)
• North Sound BHO Advisory Board-2 (ex-officio)	

The Five (5) Counties of the North Sound BHO Region

The five (5) counties of Island, San Juan, Skagit, Snohomish and Whatcom represent the geographic, economic and cultural diversity of Washington State as a whole.

Snohomish County

Covers 2,196 square miles with a population estimated at 772,501 as of 2015, Snohomish County borders Puget Sound on the west and includes the Cascade Range in the east. It includes several suburban communities, such as, Bothell and Lynwood with easy access to Seattle, as well as, highly isolated rural communities, such as, Darrington and Index. Everett is the largest city in Snohomish County, as well as, the county seat and supplies the Boeing Company with tens of thousands of workers.

Skagit County

To the north of Snohomish County, Skagit County is both smaller in size and less densely populated than its southern neighbor. Skagit County covers 1,920 square miles, much of which is farmland. The broad, fertile valley of the Skagit River runs through the county, which cultivates tulips and strawberries. Mount Vernon is the largest city and county seat. As of 2015, the population of Skagit County was 121,846.

Whatcom County

To the north of Skagit lies Whatcom County, which abuts Canada to the north. The population of Whatcom County was estimated to be 212,284 in 2015, spread among its 2,503 square miles, making it the geographically largest of the 5 counties. Whatcom is the home to Western Washington State University, the northernmost university in the contiguous United States. The campus is housed in Bellingham, which is also the largest city and county seat.

Island County

As its name suggests, Island County is comprised entirely of islands. The 2 largest are Whidbey and Camano. Both the county seat of Coupeville and largest city, Oak Harbor, are on Whidbey, which is accessed by regular ferry service, as well as, by bridge over Deception Pass. Island County covers 517 square miles and has a population that, as of 2015, was estimated at 80,593.

San Juan County

Composed of a population of only 16,252, according to a 2015 estimate, the county's residents are spread over 754 small islands and rocks in the San Juan Island chain. Friday Harbor is the county seat, a logical choice since it is also the only incorporated town in the San Juan Islands. Orcas, San Juan and Lopez are the largest of the many islands in San Juan County. While San Juan County as a whole has the highest per capita income in the state of Washington, isolated areas such as Waldron Island remain extremely poor, with by 1 estimate over half of its population living below the poverty line.

IMPORTANT DATES

January 3, 2018:	RFP released to the public
January 10, 2018:	Due date for questions regarding the RFP
January 16, 2018:	Target date for release of Response to Questions
February 20, 2018:	Due date for completed RFP Applications
February 23, 2018:	Evaluation Committee convenes
March 8, 2018:	Target date to announce successful bidder
April 1, 2018:	Tentative start date of contract

The North Sound BHO:

Is an organization of dedicated individuals charged with overseeing publicly funded behavioral health services in the North Sound Region. Our job is to ensure services are person-centered, recovery-oriented and delivered with dignity and respect to each unique individual we serve. To that end, we work to accomplish our mission, be true to our vision and keep our values in the forefront of all our business deliberations and decisions.

Mission:

Empowering individuals and families to improve their health and well-being.

Vision:

A system of care that is shaped by the voices of our communities and people using behavioral health services. The people who work in this system are competent, compassionate, empowering and supportive of personal health and wellness.

Values:

- a. **Integrity:** We nurture an environment of transparency, trust and accountability
- b. **Collaboration:** We believe every voice matters
- c. **Respect:** We accept and appreciate everyone we encounter
- d. **Excellence:** We strive to be the best in everything we do
- e. **Innovation:** We endeavor to try new things, be forward thinking, learn from mistakes and be adaptable
- f. **Culture:** We endeavor to be culturally educated and responsive

INSTRUCTIONS

Please read the entire RFP packet.

Proposals must be clearly written. Do not use a font smaller than 12 point. You may use the Microsoft Word version of this RFP as the template for completing your Application. If you choose to not use the Microsoft Word version of this RFP to complete your Application, your responses must restate each question and use the same numbering and lettering sequence as in the RFP. In either case, responses and supporting documentation must be in the same sequence as the RFP.

Please make all written responses clear, specific and brief. Please try to keep your electronic file under 20MB, if the file exceeds 20MB, please send in separate emails. Quality not quantity counts.

Applicant organizations must complete:

- Section 1 Identifying Information
- Section 2 RFP Proposal Criteria/Attachment III
- Section 3 Testimony of Agreement, Accuracy and Signature

One (1) electronic version (PDF) of the completed and signed Application. Applications should be submitted to deliverables@northsoundbho.org.

SCORING AND SELECTION PROCESS

Applications will be evaluated and scored by an Evaluation Committee comprised of North Sound BHO staff. Once an applicant is qualified, a selection committee will be convened to determine which applicants will be chosen to begin providing services in the region. The selection will be based on the unmet needs identified in the region. The Selection Committee will make recommendations to the North Sound BHO Executive Director.

Each item in Attachment III has either a Scoring Weight or a N/S that means Not Scored. Each item that is scored will receive a score of 0, 1, 2, 3, or 4. This score will be multiplied by the weight for that item to arrive at the total scored points for the item. For example, if an item has a weight of 10 and an evaluator assigns a score of 3, that item for that evaluator will have given a total score of 30 points.

Each evaluator shall independently assign a score to areas based on the written proposals. Scores will then be summed for all members of the Evaluation Team for each section of the Application.

The evaluators will use the following scoring method:

- a. 0=no experience/capacity;
- b. 1=limited experience/capacity;
- c. 2=partial experience/capacity;
- d. 3=strong experience/capacity; and
- e. 4=extensive experience/capacity.

Section 1: REQUEST FOR PROPOSALS RESPONSE FORM

1. IDENTIFYING INFORMATION

- N/S 1.1 Organization Name:
[Click here to enter name.](#)
- N/S 1.2 CEO's Name:
[Click here to enter name.](#)
- N/S 1.3 Contact for this RFP:
[Click here to enter Contact.](#)
Contact Person's Phone #: [Click here to enter Phone #.](#)
Contact Person's Fax: [Click here to enter Fax.](#)
Contact Person's Email Address: [Click here to enter email.](#)
- N/S 1.4 Addresses: [Click here to enter address.](#)
City: [Click here to enter city.](#)
State: [Click here to enter state.](#)
- N/S 1.5 Tax ID#: [Click here to enter Tax ID.](#)
- N/S 1.6 Type of Organization (check one):
- Non-Profit: [Click here to Choose Y or N](#)
 - Governmental: [Click here to Choose Y or N](#)
 - For Profit Corporation: [Click here to Choose Y or N](#)
 - Partnership: [Click here to Choose Y or N](#)
 - Sole Proprietorship: [Click here to Choose Y or N](#)
 - Consumer/Family Run: [Click here to Choose Y or N](#)
 - Other: (Please explain): [Click here to enter text.](#)
- N/S 1.7 Submit a copy of your most recent annual report and/or financial audit.
- N/S 1.8 Lawsuits: Have you been involved in any lawsuits in the last 24 months? [Click here to Choose Y or N](#)
- If yes, submit a description of each lawsuit, the current status and the outcome, if a resolution has occurred.
[Click here to enter text.](#)
- N/S 1.9 Has your organization ever been excluded from receiving Federal Funding? [Click here to Choose Y or N](#)
- N/S 1.10 Have any employees and/or contractors of your organization been excluded from participating in Federal programs? [Click here to Choose Y or N](#)

N/S 1.11 Is your organization licensed to practice in the State of Washington? [Click here to Choose Y or N](#)

N/S 1.12 Complaints: Have any complaints involving your organization been filed with any oversight agency/funder in the last 24 months? [Click here to Choose Y or N](#)

If Yes, submit a description of each complaint, the current status, the outcome, and if a resolution has occurred.

[Click here to enter text.](#)

Section 2: PROPOSAL CRITERIA

North Sound BHO Request for Proposals

In-Home Behavioral Health Services

Principals of Service

- a. Services delivered in accordance with the WAC and RCW;
- b. Services delivered in accordance with the Service Encounter Reporting Instructions (SERI) and Data Dictionary;
- c. Services accessible to all eligible individuals;
- d. Services tailored to the individual's needs;
- e. Services delivered that are person centered and recovery focused;
- f. Services are trauma informed;
- g. Services culturally competent/sensitive to individual need;
- h. Services accessible to individuals in rural areas;
- i. Services delivered with dignity and respect;
- j. Services provided within required timelines;
- k. Services comport with best practices and/or Evidence-Based Practices; and
- l. Service delivery is responsive to community concerns.

Demonstration of Qualifications

1. Complete the Credentialing Packet, Attachment II. The packet can be found at the following link:
<http://northsoundbho.org/Requests>

If the applicant has completed and submitted a Credentialing Packet to the North Sound BHO subsequent to **July 1, 2017**, and no changes are necessary, please indicate by checking the box below.

- North Sound BHO may use our previously submitted Credentialing Packet for this RFQ.
2. Our organization is applying for the following Behavioral Health Treatment provision/s:
 In Home Behavioral Health Services (Attachment III)
 3. Outpatient Services are paid on a modified fee for service payment structure. The budget will be developed by North Sound BHO based on your Staffing Roster, located in the credentialing file, for the services you are proposing. The rate sheet will provide the per hour rate for staffing levels, Attachment IV.

APPEALS

Applicants may appeal only deviations from laws, rules, regulations, or procedures. Disagreement with the scoring by evaluators may not be appealed.

The following procedure applies to Applicants who wish to appeal a disqualification of Application or award of contract:

1. All appeals must be in writing and physically received by the North Sound BHO Executive Director no later than 4:00 p.m. on the fifth (5th) working day after the date of the notice of intent to award or disqualification.

Address appeals to:
Joe Valentine, Executive Director
North Sound BHO
301 Valley Mall Way, Ste.110
Mount Vernon, WA 98273

2. Appeals must specify the grounds for the appeal including the specific citation of law, rule regulation, or procedure upon which the protest is based. The judgment used in scoring by individual evaluators is not grounds for appeal.
3. Appeals not filed within the time specified in paragraph 1, above, or which fail to cite the specific law, rule, regulation, or procedure upon which the appeal is based shall be dismissed.

Section 3: TESTIMONY OF AGREEMENT, ACCURACY AND SIGNATURE – N/S

All information submitted in this application is true to my best knowledge and belief. I fully understand that any significant misstatement in or omission from this application may constitute cause for denial of participation with the North Sound BHO. I certify this is signed by an individual authorized to make decisions for the organization.

NAME AND TITLE (print or type)

SIGNATURE

DATE