

## 5. SECTION B - SCOPE OF SERVICES:

### 5.1. BACKGROUND

According to Maryland's Department of Planning Census Outreach Report (2020), the population of people aged 60 and older in Maryland will grow by about 30%, from approximately 1.4 million in 2020 to 1.8 million by 2040. The same report indicates that Montgomery County's older adults' population is expected to have a 43% increase from 232,373 in 2020 to 314,740 in 2040.

While older adults constitute approximately 17% of the population, they only make up a total of 6% receiving community mental health services and 9% receiving private mental health services (2021 Profile of Older Americans). More recently, the Pan American Health Organization (<https://www.paho.org/en>) highlighted the following concerns regarding older adults' mental health:

- At least 1 in 4 older adults experience some mental health conditions, such as depression, anxiety, or dementia;
- Due to the population aging, the number of older adults with mental health conditions is expected to double by 2030;
- Depression is the most common mental health condition in older adults; and
- People aged 85 and older have the highest suicide rate of any age group.

#### [Seniors & Mental Health by PAHO](#)

Older adults may not be able to access treatment due to physical challenges; transportation limitations; or mental health symptoms such as depressed mood, anxiety, or functional impairment.

Senior Mental Health Outreach services are designed to prevent or reduce psychiatric hospitalizations by improving access to mental health services for older adults/ adults with disabilities who are unable to access mental health services within traditional treatment settings. The services offered through the Contract resulting from this solicitation will therefore be in the home, virtual or in familiar community settings. This program can also reduce the risk of nursing facility admissions for older adults/ adults with disabilities by improving access to information and resources related to behavioral health services and other supports needed to remain in the community. While many clients self-refer, most referrals often come from the County, community agencies or interested others.

### 5.2. INTENT

- A. The County seeks proposals from qualified, licensed entities to provide mental health services to older adults/ adults with disabilities who are unable to access mental health services within traditional treatment settings and improving access to information and resources related to behavioral health services and other supports needed to remain in the community. The services are provided in English or Spanish, as appropriate.
- B. The total estimated Fiscal Year 2025 (FY25) compensation for the contract resulting from this RFP is approximately \$734,096. This amount is an estimate only and the County makes no guarantee of a specific compensation amount. All compensation payable under any contract resulting from this solicitation is subject to and contingent upon the County's appropriation and encumbrance of funding for this program described in this solicitation. This solicitation will result in one contract with the successful Contractor. Funding for services under this Contract comes from the Maryland Department of Health - Behavioral Health Administration. The Contractor must comply with the Conditions of Award (COA) and the Statement of Work (SOW) outlined in Attachment F or any subsequently issued COA and SOW, which will be provided to the Contractor by the County at the beginning of each fiscal year via a Contract Amendment.

- C. Contractors may include subcontractors in their proposal. Subcontractors and their roles must be identified in the proposal in the form of a plan which includes a description of how the subcontractor(s) will be utilized and how services will be delivered. In these cases, Contractors are required to include Letters of Intent in their proposals. The County will contract with the lead organization who will be responsible for the subcontractor's work and payment. All subcontractors are subject to County review and approval.

### 5.3. SCOPE OF SERVICES

- A. All services must be provided in Montgomery County, Maryland and the Contractor, and its subcontractor(s) must meet all of the requirements of the Community Mental Health Program (Code of Maryland Regulations (COMAR) 10.21.17).
- B. The successful Contractor awarded a contract as a result of this solicitation (the Contractor) must provide mental health services and /or support access to health services for older adults/adults with disabilities (client) who are not able to access services in traditional mental health services provision settings. The Contractor may use the funds encumbered for the contract to pay for direct service provision if service is not reimbursable through the public behavioral health system. The funds may also be used to provide education, outreach, early intervention, and prevention to older adults/ adults with disabilities The Contractor must collect and utilize third party billing information.
- C. The Contractor must:
  - 1. Provide mental health services and /or support access to mental health tele-health services for older adults/adults with disabilities who are not able to access services in traditional mental health settings. If the client is ready to transition to office-based services, the Contractor must make the appropriate referrals;
  - 2. Outreach to older adults/adults with disabilities and mental health service providers to increase awareness and knowledge about mental health issues affecting older adult citizens;
  - 3. Provide clinical and therapeutic support to individuals experiencing mental health conditions;
  - 4. Increase knowledge about behavioral health services that are available to older adults/adults with disabilities, community, County and other partners;
  - 5. Identify older adults/adults with disabilities who might benefit from early intervention;
  - 6. Make appropriate referrals as needed including but not limited to behavioral health services, transportation, counseling, and Targeted Case Management;
  - 7. Provide behavioral health outreach and training at sites convenient to seniors, including but not limited to local older adult centers, adult day care centers, health fairs, or other local program events serving older adults;
  - 8. Ensure that all individuals served through this contract apply for all eligible Medicaid benefits including Maryland Long Term Services and Supports (LTSS) by calling 1-844-MAP-Link for LTSS information or to be added to Community Option Waiver Registry or to schedule assessment;
  - 9. Collect insurance information for individuals receiving older adult mental health services;

10. Market these services within the community with outreach activities, literature, and web-based information. If the number of home visits falls below the monthly requirement, the Contractor must implement a more intense outreach plan to increase participation by advertising the services provided on multiple English and Spanish speaking platforms;
  11. The Contractor must prioritize referrals received from County agencies to include, but not limited to, the Montgomery County Crisis Center, Local Behavioral Health Authority (LBHA), Aging and Disability (A&D) and all relevant County Agencies. The Contractor must conduct initial screening for these priority referrals within 5 days of referral. Contractor must provide a telephone line for the public to inquire about services, provide technical assistance and troubleshoot client cases. Contractor must also have the ability to receive referrals via phone, fax, and/or email;
  12. For all other referrals, received from non-County Agencies, the Contractor must complete the initial screening with the client within ten (10) working days of receiving the referral. The referrals received by the Contractor must be reviewed by trained behavioral health staff to identify client needs. The Contractor must also provide crisis intervention services to clients by phone or in person during hours of operation;
  13. The Contractor must provide an on-call phone number to their clients and must be prepared to offer immediate crisis intervention and may be called for consultation during non-business hours;
  14. The Contractor must provide individual pre-admission counseling sessions for a minimum of five (5) new clients each month. A client is considered "new" when seen for the first time in each type of service. The Contractor must conduct these sessions at various sites throughout the County where senior citizens live or congregate, including but not limited to multi-service senior centers, adult day care centers, and senior housing sites. The Contractor must design these sessions to introduce seniors to available mental health services or to provide very brief counseling. The Contractor's pre-admission counseling services to the client may also include informal discussions with family members, friends, other care takers, or service providers;
  15. The Contractor must develop and maintain a system of client records in compliance with COMAR10.21.17. and maintain client records in a manner that comply with all applicable Federal, State and County laws, statutes, regulations, and policies regarding client confidentiality and privilege, and
  16. The Contractor must administer to clients the last 8 questions of the Mental Health Statistical Improvement Program (MHSIP) yearly, or before discharge, which will demonstrate improvement in management of symptoms, and quality of life. If a client leaves the program before the MHSIP can be completed, the therapist must complete a Clinician Rating Scale showing client improvement regarding the problem(s) for which the client sought help.
- D. The Contractor must provide mental health services to older adults or adults with disabilities who are not able to access services in traditional mental health settings. Contractor will receive referral, follow up with the client and provide services to participants who:
1. Are referred by a Department of Health and Human Services (DHHS) program;
  2. Are referred by sources other than the County;
  3. Have been identified as appropriate participants for this program through the Contractor's outreach efforts;
  4. Are not in psychiatric treatment with another provider;

5. Agree to participate in treatment and,
  6. Have an identified mental health and/or co-occurring disorder and the capacity to participate in a program.
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- E. The Contractor must develop, implement, and maintain written service policy and procedure for this program, as outlined in the Scope of Services and provide a copy of the policies and procedures to the County within thirty (30) days of the effective date of the Contract resulting from this RFP showing that the Program's governing authority, Program Director, clinical staff, and administrative staff has reviewed the policies and procedures for service and organization.
  - F. The Contractor must provide annual documentation to the County showing that any updates to these policies and procedures have been reviewed by the above-mentioned staff and that any personnel added to the staff have reviewed the policies and procedures.
  - G. The Contractor must provide consultation services, technical services to the Montgomery County Department of Health and Human Services Aging and Disability (DHHS A&D) Services and community at large on clinical issues regarding older adult behavioral health services.
  - H. The Contractor must deliver psychiatric evaluation and treatment services to clients in this program as needed. The psychiatrist or psychiatric nurse practitioner must prepare a written psychiatric evaluation for each client seen.
  - I. The Contractor must sign an Agreement to Cooperate (Attachment G) and collaborate with LBHA by attending provider council meetings, Commission on Aging meetings, trainings, and other meetings as needed. The provider must partner with the LBHA to discuss ongoing programming or complaints that may arise.
  - J. The Contractor must have staff available to provide training pertaining to older adult behavioral concerns.
  - K. The Contractor must conduct outreach to other community organizations, for example resource fairs, Summit on Aging, etc.
  - L. The Contractor will be subjected to State, County and other audits.
  - M. The Contractor must conduct a minimum of 12 psychoeducational group sessions per year or older adults and/or adults with disabilities. Topics may include, but not limited to, behavioral health, isolation/loneliness, managing grief, and financial concerns.
  - N. The Contractor must provide four behavioral health trainings per year to providers of seniors. Topics may include, but not limited to, behavioral health, isolation/loneliness, managing grief, and financial concerns.
  - O. The Contractor must provide technical assistance such as client case consultations, community support, referrals, benefit information, and behavioral health resources to Nursing Homes, Hospitals, Assisted Living Facilities, Residential Rehabilitation Providers, family members, crisis center(s), DHHS, A&D, etc.
  - P. The Contractor must provide resources, trainings, and presentations to Nursing Homes, Hospitals, Assisted Living Facilities, Residential Rehabilitation Providers, family members, crisis center(s),

DHHS, A&D, and community providers on the current knowledge of the care and evidence based best practices for older adults living with behavioral health conditions.

- Q. The Contractor must comply with Montgomery County's DHHS Allowable Contract Cost Reimbursement Policy, which can be found at:  
<http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>
- R. The Contractor must comply with all Federal, State and local laws and regulations governing privacy and the protection of health information, including but not limited to, the Health Insurance Portability and Accountability Act. The Contractor must also sign a Business Associate Agreement with the County prior to execution of this Contract (Attachment E) and must comply with the provisions in the attached Business Associate Agreement.
- S. The Contractor must comply with DHHS Background Clearance Policy requirements for staff as stated in the link listed below. At a minimum, any and all staff and volunteers having unsupervised contact with a vulnerable population, including children and/or the elderly, must be appropriately screened prior to providing services under this Contract. The Contractor must check the link for updates to the policy. The Background Check Policy is located here:  
<http://www.montgomerycountymd.gov/HHS/DoingBuswDHHS.html>  
<https://www.montgomerycountymd.gov/HHS/Resources/Files/pdfs/background%20check%20policy.pdf>
- T. Behavioral Health and Criss Services in the DHHS has adopted the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Human Care. CLAS standards are a comprehensive series of guidelines that inform, guide, and facilitate practices related to culturally and linguistically appropriate health services. The Contractor must adhere to CLAS in the provision of services under this Contract. For more information about CLAS please see: <https://thinkculturalhealth.hhs.gov/clas>
- U. Funding for services may come to the County through the Maryland Department of Health, Behavioral Health Administration (MDH-BHA), Federal Block Grant and/or the County. The Contractor must comply with the Conditions of Award which is incorporated by reference and will be made part of the executed Contract and any subsequently issued Conditions of Award which will be provided to the Contractor by the County at the beginning of each fiscal year, via a contract amendment.

#### 5.4. STAFFING REQUIREMENTS

The Contractor must develop and implement a staffing pattern which includes, at a minimum, the following:

- A. One full time Program Director who is either a board-certified psychiatrist, licensed clinical social worker, board certified psychiatric clinical nurse specialist, licensed professional counselor, or licensed psychologist with a minimum of three to five (3-5) years' experience in providing behavioral health services to seniors.
- B. One full-time Board-Certified psychiatrist (s) or psychiatric nurse practitioner, licensed in the State of Maryland to provide psychiatric services as needed that will include outreach to seniors. The psychiatrist or psychiatric nurse practitioner for the Spanish speaking program must also be fluent in Spanish and /or be accompanied by Spanish speaking therapist to clinically facilitate the home visit. This position is separate from the Staffing Requirement in section 5.4 (A) above, One Board-Certified psychiatrist cannot be used to satisfy both requirements.

- C. One full time back-up Board Certified psychiatrist or psychiatric nurse practitioner who will be available to provide support services when the primary psychiatrist or psychiatric nurse practitioner are unable to provide services. This back up psychiatrist or psychiatric nurse practitioner must also be fluent in Spanish or be accompanied by Spanish speaking therapist to clinically facilitate the home visit.
- D. Professional staff to provide counseling services to clients in this program. The professional staff members must have a minimum of a master's degree in counseling, psychology, social work, psychiatric nursing and must be appropriately credentialed.
- E. All staff must be culturally aware and reflective of the diversity of residents in Montgomery County, Maryland including service to Clients with limited English proficiency.
- F. Staff changes must be immediately reported to the LBHA.

#### 5.5. RECORDS AND REPORTS

The Contractor must prepare and maintain the following reports and records and submit to the County monthly by the 15<sup>th</sup> day of the following month.

- A. Reports must include, but not be limited to, caseload statistics that include activities of each program or scope as follows:
  - 1. Date referral received and date of initial meeting with client;
  - 2. Number of home visits in English and Spanish speaking program;
  - 3. Number of psycho-educational presentations at older adult sites;
  - 4. Number of older adult programs visited per month
  - 5. Number of therapeutic groups conducted in programs serving the older adult population.
  - 6. Number of in-person and virtual visits;
  - 7. Number of referrals to community providers;
  - 8. Number of pre-admission visits;
  - 9. Number of behavioral health trainings to providers of services to older adults;
  - 10. Number of check-ins with older adult center directors and Housing Opportunities Commission (HOC) residential counselors;
  - 11. Number of new clients added to the LTSS Medicaid waiver registry;
  - 12. Number and names of therapists;
  - 13. Number of referrals received, number of clients assigned from waitlist and number of referrals on the wait list;
  - 14. Number and types of outreach contacts;
  - 15. Justification for services provided for new clients (barriers to accessing mental health services in traditional settings, i.e. transportation, homebound, etc.) and,
  - 16. Insurance information for individuals receiving older adult mental health services.
- B. Maintain a record of date, times, and locations where group sessions were provided, as well as topics discussed, number of the clients attending and of Contractor staff providing this service and reported client satisfaction required below under 5.6(B).

#### 5.6. PERFORMANCE MEASURES AND OUTCOMES

A. The Contractor must provide:

1. 179 home-based visits for English speaking older adults/adults with disabilities per month;
2. 35 home-based visits for Spanish speaking older adults/adults with disabilities per month;
3. A minimum of 5 therapeutic groups at a minimum of 5 older adult centers per month;
4. A minimum of 1 psycho-educational presentation at 1 senior program per month;
5. A maximum of 5 pre-admission visits per month at older adult sites;
6. 4 behavioral health trainings per year to providers of services to older adults;
7. Monthly check-ins with older adult center directors and HOC residential counselors, and
8. Number of technical assistance cases and referral sources.

B. The Contractor must administer an annual client satisfaction survey indicating they learned something new (information, resource, skill) because of the activity.

At least 65% of clients surveyed respond “very satisfied” or “satisfied” to customer satisfaction surveys, approved by DHHS and administered by the contractor to clients. An example of the satisfaction survey is listed below:

- How would you rate your recent experience with this program or service in each of the following areas:

	<b>Very Satisfied</b> 😊😊	<b>Satisfied</b> 😊	<b>Not Satisfied</b> 😞	<b>Very Unsatisfied</b> 😞😞	<b>Don't Know/Not Applicable</b>
<b>Responsive/Timeliness</b>					
<b>Courtesy/respect</b>					
<b>Overall Experience</b>					

6. SECTION C - PERFORMANCE PERIOD

6.1. TERM

The anticipated effective date of this Contract begins upon signature by the Director, Office of Procurement and ends after one (1) year. The Contractor must perform all work in accordance with the time periods stated in the Scope of Services. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. The Director may exercise this option to renew the term three (3) time(s) for up to one (1) year each. Satisfactory performance does not guarantee renewal of this Contract. Renewal is also contingent upon the continuation of funding for these services.

6.2 PRICE ADJUSTMENTS

Prices are fixed for the first term of this Contract. For any renewal term of this Contract, a price increase may be allowed as follows:

- 6.2.1. If the County Council provides for an Inflationary Adjustment that applies to this Contract, the Contractor will receive the Inflationary Adjustment in the amount set forth by Council for the subject Fiscal Year. In this event, the Contractor may not seek any additional price increase(s) during the renewal term.