

# **REQUEST FOR INFORMATION**

***TO PROVIDE GROUP HOME FOR THE  
SEVERELY/PERSISTENTLY MENTALLY ILL (S/PMI) ADULT  
MALE POPULATION IN REGION 2***

**STATE OF LOUISIANA  
DEPARTMENT OF HEALTH AND HOSPITALS  
OFFICE OF BEHAVIORAL HEALTH  
Eastern Louisiana Mental Health System**

## GENERAL INFORMATION

### Background

Eastern Louisiana Mental Health System (ELMHS) is a 24 hour health care facility with multi-treatment and administrative areas, over 700 licensed beds, located in 2 geographic areas, in addition to several outreach programs located throughout the state of Louisiana.

### Purpose of RFI

Louisiana State Department of Health and Hospitals (DHH), Eastern Louisiana Mental Health System is issuing this Request For Information for the purpose of eliciting responses from qualified contractors interested in providing a **group home in Region 2 for the severely/persistently mentally ill (S/PMI) adult male population** with an array of services to **clients discharged from ELMHS.**

### Scope of Work

#### Project Overview:

The purpose of this contract is to help develop appropriate housing options for eligible adult male clients of Eastern Louisiana Mental Health System (ELMHS) with severe and persistent mental illness that have been deemed by ELMHS to be ready for discharge. The primary objectives are that the housing be safe and supervised. The clients, most of whom are unable to care for themselves independently, will need an entire spectrum of services to include mental health treatment and related services, medication administration, basic food and clothing provision, structure in their daily routine, advocacy to help them receive benefits they are entitled to, transportation, and crisis support.

Planning must be designed to tolerate the episodic nature of mental illness with its uncertainties, capacity for growth, and its propensity for setbacks, false starts, disagreements, and periods of rapid or minimal change.

#### Outcome:

The contractor will provide a **group home** with an array of services to the **Severely/Persistently Mentally Ill (S/PMI) Adult Male Population** of Region II. The contractor must insure appropriate fiscal accountability.

#### 1. Housing

The contractor will provide adequate, safe, stable, supervised housing. The physical plant of the building must provide a level of privacy for

clients and meet State DSS licensure requirements for a shelter care home.

2. Administrative

- a. The contractor must meet all Department of Health and Hospitals licensing requirements.
- b. The contractor will implement a 24 hour crisis service.
- c. The contractor will develop and implement cooperative agreements with medical and mental health facilities to provide for emergency and ongoing medical/mental services.
- d. The contractor will negotiate linkages with community resources for needed services and evaluations, and as required, develop formal affiliation agreements with other community agencies to provide essential services.
- e. The contractor shall develop and submit a Transition Plan that describes how clients already receiving Mental Health Contract Services will be smoothly transitioned into new programs with minimal disruption.
- f. The contractor shall ensure that programs meet all applicable licensing and certification requirements of the State of Louisiana.

**Geographic Area Served:**

This residential service is available to clients who reside in the State of Louisiana, or who are referred to the program by Eastern Louisiana Mental Health System.

**Population Served:**

In order to be eligible for services, a person must be a client of ELMHS, and an adult who is severely and persistently mentally ill who meets the following criteria:

- a. **Age:** 18 years or older; **AND**
- b. **DIAGNOSIS:** Severe non-organic mental illnesses including, but not limited to schizophrenia, schizoaffective disorders, mood disorders, and severe personality disorders that substantially interfere with a person's ability to carry out such primary aspects of daily living as self-care, household management, interpersonal relationships and work or school; **AND**
- c. **DISABILITY:** Impaired role functioning, caused by mental illness, as indicated by at least **two** of the following functional areas:
  - i) Unemployed or has markedly limited skills and a poor work history, or if retired is unable to engage in normal activities to manage income; **OR**
  - ii) Employed in a sheltered setting; **OR**
  - iii) Requires public financial assistance for out-of-hospital maintenance (e.g., SSI) and/or is unable to procure such without help (does not

- apply to regular retirement benefits); **OR**
- iv) Severely lacks social support systems in the natural environment (e.g., no close friends or group affiliations, lives alone, or is highly transient); **OR**
  - v) Requires assistance in basic life skills (e.g., must be reminded to take medicine, must have transportation arranged for them, needs assistance in household management tasks); **OR**
  - vi) Exhibits social behavior which results in demand for intervention by the mental and/or judicial or legal system;
- d. **DURATION:** Must meet at least **one** of the following indicators of duration:
- i) Psychiatric hospitalizations of at least six (6) months in the last five (5) years (cumulative total); **OR**
  - ii) Two (2) or more hospitalizations for mental disorders in the last twelve month (12) period; **OR**
  - iii) A single episode of continuous structural supportive residential care other than hospitalization for a duration of at least six (6) months; **OR**
  - iv) A previous psychiatric evaluation indicating a history of treatment for severe psychiatric disability of at least six months duration.

**Program Goals:**

To provide group home care for up to 20 severely/persistently mentally ill (S/PMI) adult male clients in Region 2.

**MENTAL HEALTH SERVICES**

All mental health services shall be provided by the contractor in accordance with an Individualized service agreement, based on a comprehensive assessment that addresses all major life areas and focuses on the strengths and needs of the client with primary direction from the client in shaping the planning process.

The contractor will:

- a. Develop and maintain on an annual basis, specific, measurable, and time-limited programmatic goals/outcomes with planned action steps toward their completion.
- b. Service provision shall involve a collaborative process utilizing the team approach including program manager, mental health specialist, dual diagnosis treatment program manager, psychosocial rehabilitation program manager, mental health staff as appropriate, and, most importantly, the client and his/her family.
- c. Based on the individualized needs of the client and his/her family, services should reflect an appropriate mix of professional services (e.g., clinical management, medication management, supportive counseling, parent/family intervention, group counseling, behavior intervention development) and paraprofessional services (e.g., individual group psychosocial skills development, service integration,

- clinical management team, clinical management coordination).
- d. Mental health services shall be designed to bridge the gap between already existing services and those necessary to provide for the needs of the client while assisting in the client's progress towards becoming a productive and contributing individual. The focus is on helping clients identify, access, and utilize those resources needed while receiving the support and training needed to assist in their recovery.
  - e. Develop program evaluation methods which will incorporate objectives and reflect programmatic growth, achievement of outcomes, or an explanation for failure to progress.
  - f. Provide ongoing clinical direction, oversight, and coordination of services for all clients including assurance of the clients' active involvement, coordination and management of services and access and coordination of all services not provided by the contractor including clinic based mental health services.
  - g. Contractor will complete a comprehensive evaluation and identification of client's strengths and deficits in relation to the skill demands and supports required in the particular environment in which the client wants or needs to function.
  - h. Provide or assure the provision of support services necessary to enable the client to maintain and succeed in community living, including but not limited to:
    - i) Supportive counseling and companionship
    - ii) Provide transportation to community services.
    - iii) Learning and performing basic daily living skills
    - iv) Building a personal social network
    - v) Support services needed for the client to attain vocational goals
    - vi) Assist client in obtaining benefits for which he/she may be eligible
    - vii) Linkage with other community services
    - viii) Prevocational training and accompanying vocational assessments
    - ix) Parenting skills, collaboration with families, communities, and inpatient facilities
    - x) Social, leisure time access to parks, movies, restaurants, etc.
    - xi) Utilize/Develop social support system
    - xii) Assist the client in the integration of therapeutic principles and psychosocial skills into his/her natural environment and daily routine.

### **CRISIS SERVICES**

- a. Crisis intervention and support services shall be provided 24 hours per day, 7 days per week. Crisis services are necessary to assist clients in controlling and resolving critical or dangerous problems that threaten personal safety or well being. The focus of crisis intervention is on problems or barriers to recovery that threaten the person's life or functioning.
- b. A crisis assistance plan shall be developed within first 30 days of

awarded contract describing 24-hour accessibility of staff; in addition, each client shall have an individualized crisis contingency plan that focuses on natural supports to provide assistance and stabilization.

## **REHABILITATION**

Contractor will provide rehabilitation services that are available in the community and will be offered to clients based on their assessment needs.

- a. **Social rehabilitation** is directed at helping individuals gain or regain the practical skills needed to live and socialize in the community. Services shall include activities that teach daily and community living skills and addresses diet, personal hygiene, cooking, shopping, budgeting, housekeeping, use of transportation, and use of other community resources in the natural settings where clients live, learn, and socialize. Educational approaches will teach clients how to cope with and compensate for their disabilities, how to manage medications, recognize danger signs, and utilize professional resources when necessary. Social rehabilitation also involves assistance in developing interpersonal skills and leisure time activities and interests, which provide a sense of participation and personal satisfaction. Opportunities will be provided for age-appropriate, culturally sensitive and appropriate daytime and evening activities, which offer the chance for companionship, socialization, and enjoyment. The use of social and recreational opportunities available in the community should be maximized. One of the pervasive problems that persons with severe and persistent mental illness face is that of isolation.

Contractor shall assist clients in and educate them towards the goal of preparing their own meals, cleaning, and caring for their own clothes, managing their own medications, and other activities of daily living.

### **Staffing Requirements:**

On-site trained staff with a ratio of 10 clients to 1 staff member 24-hours/7-days a week, to provide a range of services, including full time round the clock supervision and crisis line.

### **Orientation and Training Requirements:**

Provide each staff member with orientation to program components and training in proper fire and emergency safety procedures such as: CPR, Heimlich maneuver, First Aid, and Crisis Management. Additionally, staff will be required to participate in all training and intervention programs as deemed appropriate by Eastern Louisiana Mental Health System.

Specifically, each direct care staff person shall be required to receive OBH orientation along with training in community support services, principles of counseling, and service plan development. Documentation of orientation and training received shall be contained in each staff member's personnel file and subject to review by ELMHS contract monitor or designee.

**Record Keeping:**  
Components of Client Records

Client's records should include:

1. All information obtained at the time of admission;
2. A copy of the admission agreement established in collaboration with OBH designated staff and state level forensic coordinator and executed by the resident and the provider;
3. Source documents to include Social Security Card, Identification Card, and Birth Certificate secured within 45 days of admission to the program;
4. A copy of the resident's individual, person-centered service plan of care and all updates demonstrating positive movement toward resident goals. Service Plans to be updated at a minimum quarterly;
5. A copy of resident's discharge plan and all updates documented at least quarterly and finalized 90 days prior to release;
6. Fiscal data of resident's banking account, documentation of vocational training, and documentation of educational opportunities pursued by the resident;
7. Reports of any incidents involving the resident, whether it is with staff or another resident.
8. A copy of resident's activity log.
9. Progress notes of group, educational and vocational participation.
10. Medication log
11. Behavior Log

**Outcome Measures:**

All services provided must be individualized, appropriate, and aimed at improving the functioning of the client. The following outcome measures will be employed to determine the efficacy of programs and their success in achieving established goals:

- Reduction of recidivism (Hospitalizations)

- Evidence of compliance with requirements of the program
- Results indicating a more socialized, integrated person (social relations)
- The increase of natural supports and social integration and activities with family, friends, co-workers and neighbors
- Increased sense of individualism and increased sense of self-respect/dignity, as indicated by a client satisfaction report
- Increased capacity for independent functioning; a greater capacity for independent community living
- Increased movement toward financial stability, **OR**
- Decrease in legal problems that may threaten or jeopardize the recovery  
Process

The services will provide for greater participation in self-help activities, minimize recurrence of problems, bring noted improvement in client's quality of life, and gain client satisfaction.

**Performance Indicators:**

1) Each resident has access to community resources minimizing stressors and is provided a stable living environment; 2) increase knowledge/insight into signs and symptoms of mental illness with participation from collaborators; 3) identify triggers, and identify and implement strategies for managing symptoms and develop a relapse prevention plan; 4) evidence compliance with medication, counseling, and skill plans to prevent relapse; 5) client satisfaction survey will be utilized to determine the satisfaction with services provided.

**Monitoring Plan:**

The contractor will meet on a quarterly basis with ELMHS clinical staff to provide information regarding clients served. At these meetings, review of services provided will help evaluate the progress of services and lead to the modification of service plans as needed.

The contract monitor will perform a monthly review of resident and staff records, tour the facility with an emphasis on the kitchen, and evaluate resident activities, medication management and safety, money management and staff assignments.

**Contract Specifics:**

This contract is for up to 20 residential beds. Due to Eastern Louisiana Mental Health Systems' expectation that contractor will make every effort to appropriately place clients in the community within a twelve month period, only with written approval from ELMHS CEO, may per diem rate payments be extended beyond twelve (12) months, but may never exceed



a total of eighteen months from initial admission.

Contractor will submit a quarterly report to Eastern Louisiana Mental Health System contract monitor. The purpose of this report is to detail discharge efforts made per client by contract staff. Specifically this report will contain each client's diagnosis, treatment plan goals, community resources contacted regarding discharge efforts, and reasons for failure to place clients.

**Invitation to Respond:**

If your organization is interested in providing information on your ability to perform the requested services for a **Group Home for the Severely/Persistently Mentally ill (S/PMI) Adult Male Population** as described above, please submit a printed as well as electronic (PDF) format copy of your response by 4:30pm CST on \_\_\_\_\_, 2014 to the RFI Coordinator:

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