



REQUEST FOR PROPOSALS (RFP) For COMMUNITY SUPPORT TEAM

Sandhills Center is currently requesting proposals from for-profit and not-for-profit providers in good standing with the LME/MCO, the Department of Health and Human Services and all applicable oversight entities, to provide Community Support Team to State-funded members who reside in Guilford County. Since National accreditation is required for this service, if selected through this Request for Proposal (RFP) process, the provider must already be accredited for Community Support Team with at least one of the required accrediting agencies or in process of achieving national accreditation. Pursuant to 10A NCAC 22P, Community Support Team services shall be delivered by a provider organization that is currently certified as a Critical Access Behavioral Healthcare Agency (CABHA).

Although State funding is exclusive to services for Guilford County members, Medicaid providers of CST outside of Guilford County are encouraged to apply. The selected provider will be eligible for Medicaid funding for a Guilford County team if one is not currently contracted. Additional Medicaid-funded sites in other Sandhills Center counties could be considered as well.

SERVICE

Community Support Team (CST) provides direct support to adults with a Diagnostic and Statistical Manual of Mental Disorders Fifth Edition (DSM-5) diagnosis of mental illness, substance use, or co-morbid disorder and who have complex and extensive treatment needs. This service consists of community-based mental health and substance use services, and structured rehabilitative interventions intended to increase and restore a beneficiary's ability to live successfully in the community. The team approach involves structured, face-to-face therapeutic interventions that assist in reestablishing the beneficiary's community roles related to the following life domains: emotional, behavioral, social, safety, housing, medical and health, educational, vocational, and legal.

This is an intensive community-based rehabilitation team service that provides direct treatment and restorative interventions as well as case management. CST is designed to provide:

- 🏠 symptom stability by reducing presenting psychiatric or substance use disorder symptoms;
- 🏠 restorative interventions for development of interpersonal, community, coping and independent living skills;
- 🏠 psychoeducation;
- 🏠 first responder intervention to deescalate a crisis; and
- 🏠 service coordination and ensure linkage to community services and resources.

This team service consists of a variety of interventions available 24-hours-a-day, 7-days-a-week, 365-days-a-year, and delivered by the CST staff, who maintain contact and intervene as one organizational unit. CST services are provided through a team approach, however discrete interventions may be delivered by any one or more team members if clinically indicated. Not all team members are required to provide direct intervention to each beneficiary on the caseload. The Team Lead shall provide direct clinical interventions with each beneficiary.

Team Composition

CST staff work together as an organized, coordinated unit under the direct supervision of the Team Lead. All CST staff shall know all beneficiaries served by the team, but not all team members necessarily work closely with all beneficiaries. The caseload is comprised of beneficiaries who require services ranging from minimal to an intensive nature. CST maintains a beneficiary-to-staff ration of 12:1 with a team maximum of 48 individuals. The team caseload must be determined by the level of acuity and the needs of the members serviced. CST must be comprised of four full-time staff positions as follows:

- a) One full-time equivalent (FTE) dedicated Team Lead who is a licensed clinician (Licensed Psychologist, Licensed Psychological Associate, Licensed Clinical Social Worker, Licensed Clinical Social Worker Associate, Licensed

Professional Counselor, Licensed Professional Counselor Associate, or Licensed Marriage and Family Therapist) who has at least one-year experience with the knowledge, skills, and abilities required by the population and age to be served. The Team Lead shall meet the requirements specified for licensed clinician, according to 10A NCAC 27G. 0104 (12). An associate level licensed clinician actively seeking licensure may serve as the Team Lead conditional upon being fully licensed within 30-calendar months from the effective date of hire.

- b) One FTE dedicated team member who is a licensed substance abuse professional. Team member can be a Certified Clinical Supervisor (CCS), Licensed Clinical Addiction Specialist (LCAS or LCAS-A), or a Certified Substance Abuse Counselor (CSAC).
- c) Two FTE team members that are Qualified Professionals, Associate Professionals, Paraprofessionals or NC Certified Peer Support Specialist (NCCPSS). These team members shall have at least one-year of experience working with beneficiaries with mental health or substance use disorders and have the knowledge, skills, and abilities required by the population and age to be served. These positions shall be filled by no more than four individuals.

POPULATION TO BE SERVED

For the purposes of this RFP, the population is an eligible beneficiary who is 18 years of age and older members who reside in Guilford County or, if a Medicaid beneficiary, their Medicaid is linked to one of the counties in the Sandhills Center catchment area.

QUESTION & ANSWER SESSIONS

Due to the COVID-19 pandemic, Question and Answer Conferences will be conducted via tele-conference. Teleconference login information will be made available by August 20, 2021 via the Sandhills Center website. Attendance at the Question and Answer sessions is not required but encouraged. The purpose of the Q&A sessions are to answer questions potential applicants may have regarding completion of the proposal, services, time requirements, etc.

📍 **Conference A: Monday August 23, 2021, at 11:00 am**

📍 **Conference B: Tuesday August 24, 2021, at 11:00 am**

Minutes will be taken at the Q&A sessions and will be mailed to all potential applicants who have requested a copy of the RFP in writing from the Sandhills Center.

If you are interested in receiving a copy of this RFP, please complete the form below, and submit to shcrfp@sandhillscenter.org or fax your request to 336-389-6533. **APPLICANTS THAT DO NOT SUBMIT A COMPLETED FORM WILL NOT BE ADDED TO THE INTEREST LIST.**

Subject Line: RFP for Community Support Team

Name of Agency: _____

Contact Name: _____ Contact Phone: _____

Contact Email: _____

Only those parties submitting a completed form will receive a copy of the RFP document and application. Written requests must be received by **5:00 pm on Wednesday August 25, 2021.**