

## Questions and Answers related to the MCR Request for Proposal

1. What is the quantity of calls to the crisis line per day per service quadrant?  
MCR is too new of a service in our Region for us to give you historic information. All calls that are made to Your Life Iowa crisis line are screened and may not result in the need for mobile crisis response services.
2. What is the projected volume of on-site crisis responses for each service quadrant?  
Varies- in the first month, July 2020 Berryhill UPH MCR team was dispatched 4 times from YLI.
3. Since the “crisis line” staff make the determination of the need for a mobile face-to-face response, does the crisis response team have the ability to make its own determination of the need for  
No, MCR staff are dispatched after client is screened by crisis line and MCR staff have 60 min to respond face to face with client at their home or in the community.
4. Is MCR services an essential service?  
Yes, according to the Department of Homeland Security list of essential industries it includes workers in Community Mental Health.
5. Will value-based reimbursements (VBR) be an option for this service?  
We certainly anticipate at some point in the future VBR will be an option for MCR services.
6. Will this service have a long-term cost reimbursement structure from the regions?  
Yes we assume the Regions will have long-term funding for this service as it is required for Regions to have this service available and the reimbursement from Medicaid is minimal.
7. Can the designated lead agency for the RFP defined catchment area subcontract with other providers to provide coverage in specific quadrants?  
Yes however the lead agency will be the only contracting agency with CSS and will be responsible for ensuring the subcontractors meet IAC requirements.
8. Can CSS clarify its intentions when stating that “There must be a designated expert agency responsible for coordination, implementation and outcome measures of fidelity” (page 3 of the RFP).  
The bidder must be the lead MCR provider agency who can provide coordination of services, implementation practices to develop this service, and provide CSS with outcome measures to meet fidelity standards.
9. Does CSS see the development of MCR services as an add on to an agency’s service?  
It can be, however it is possible an agency not providing any other services in the Region may develop MCR services.
10. Must the successful bidder already be providing Crisis Stabilization Services or are other behavioral health services enough to qualify the agency as an expert?  
No the bidder does not have to provide CSRS to provide MCR services.
11. Can an entity choose to provide mobile crisis services to specific counties in the Region or quadrant or must the proposal address the counties listed in the quadrant?  
The proposal must address the counties listed within the CSS quadrants to accomplish regional coverage.  
South- Black Hawk, Grundy, Butler, Tama  
East- Allamakee, Clayton, Winneshiek, Fayette, Howard, Chickasaw  
North- Mitchell, Floyd, Cerro Gordo, Hancock, Emmet-(does not include as they are providing MCR services)
12. With the ongoing Covid-19 pandemic and concerns about exposure, are telephonic visits or virtual visits an acceptable means by which to connect with individual in crisis until the pandemic or emergency orders from the Governor and/or President an option in lieu of face to face visits?

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No at this time the President's emergency order is through 12/30/20 and since the the launch of MCR services will be 1/1/21 in the South Quadrant and 4/1/2020 in the East and North Quadrants this will be ended.

However, we understand this is a fluid situation and if the President's emergency order was to be extended, we would discuss this at that time.

13. Does the entity applying for Mobile Crisis funding have to be an accredited provider under Chapter 24 in Iowa?  
Yes, the Mobile Crisis Response provider(s) shall be accredited through IAC Chapter 24 by July 1, 2021.
14. Does the entity applying for Mobile Crisis funding HAVE to be a nonprofit registered with the Secretary of State in Iowa?  
No, the RFP does not speak to having a non-profit status.
15. How many entities submitted a letter of intent?  
4
16. There was a meeting in BH County with the BH County Sheriff in February 2020 regarding providing MCR services what was the outcome of this meeting.  
It was explained to the BH Sheriff's Department that the agency providing MCR is required to be accredited through IAC Chapter 24 and this was not feasible for them.
17. As far as the requirements for the RFP, you stated the IAC Accreditation is due by July 1<sup>st</sup>, 2021 is this is the case for all other qualifications- must be enrolled as Medicaid provider, contract with MCO's in Iowa, etc.  
The Agency must be currently enrolled as a Medicaid provider and the Agency must provide proof that they are contracted with all MCO's in Iowa. (See page 7 of the RFP for all Proposer Qualifications).
18. Does CSS prefer one agency to provide MCR services to all 3 CSS Quadrants or is it ok for an agency to subcontract with another agency?  
CSS has no preference one way or another to this.
19. What is the date that Elevate Housing submitted their proposal?  
July 22, 2020
20. Was there a meeting at the Adult Crisis Stabilization Center after the BH County Sheriff meeting and was Elevate housing present at that meeting?  
CSS has no knowledge of this meeting
21. Describe the outreach and public education as referred in the RFP.  
Connecting with local law enforcement agencies; Community knowledge of mobile crisis services; connecting with school districts. Social marketing is encouraged as well.
22. What is CSS's view on funding individuals who do not qualify for the service?  
CSS does not determine income eligibility for MCR as this is a crisis service.
23. Follow-up in context of MCR
24. CSS mentions MCR dispatch is provided by Your Life Iowa. Do you see other dispatch as appropriate?  
CSS plans to keep our relationship with Your Life Iowa and Foundation 2 to provide our MCR dispatch.
25. Would CSS allow direct law enforcement dispatch if they were to call the MCR provider directly? Or if LE calls you would you refer them to call Your Life Iowa?

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If the MCR provider wants have a direct relationship with LE for referrals this is ok. Our other MCR providers promote calling Your Life Iowa within their marketing materials so calls can be screened and be determined in MCR are needed.

26. On page 11 of the RFP in the first sentence what does “progressive enrollment of pre-screened CSS funded individuals mean?

After this was reviewed by CSS we conclude: please strike “progressive enrollment of pre-screened CSS funded individuals” to state “and budgets submitted”.

27. What if we can't get them to sign a ROI, what do we do?

CSS would like the MCR provider to obtain the most information possible from a client (application, diagnostic info if available, and crisis screening/assessment) however MCR is a crisis service and we will fund this with less information.

28. On page 10 you state the service must be determined medically necessary, what are you referring to?

MCR is a crisis service and does not have to meet medical necessity however the RFP is referencing maintaining medical records that are medically necessary.

29. On page 18 of the RFP it states to submit a projected budget for years 2 and 3. What does year 3 refer to?

CSS operates within fiscal years. It is currently FY21 so one would submit a budget for rest of FY21, FY22, and through end FY23.

30. Can you inform those who have submitted a letter of intent know who the RFP Selection Committees are?

The MCR RFP Selection Committee members have not all been established at this time. These committee members can be identified to those providers who submit an RFP for MCR services.

31. Would providers need to bill third party insurance for those that have this before billing the Region for MCR services?

Yes

32. Does CSS allow MCR to be provided in jails, hospitals, nursing homes, etc?

Yes, MCR services are to be provided within the client's home or community.

33. The RFP references working with the individual's provider network to assist with implementing a crisis action plan/WRAP plan. Does it require the provider to develop a WRAP plan if there is not currently one developed?

The WRAP plan is not required it is just listed as an example of a crisis plan and template/tool to use with individuals who are experiencing crisis.

34. Is it your vision to use MCR services for welfare checks?

No, law enforcement is used for welfare checks. MCR services are to be used for individuals who are experiencing a mental health crisis.

35. Community Based Crisis Stabilization services are referenced in the RFP. Does CSS plan to have CBCS services coordinate with MCR services?

CSS would accept including CBCS services to be provided within the RFP but this is not required.

36. Does CSS look at years of staff experience when scoring the RFP?

Staff and Agency experience is evaluated and scored by the selection committee within the Agency Qualifications category.

37. Two EBP's are mentioned within the RFP- Motivational Interviewing and Family Psycho-Education. Is CSS opposed to other EBP's being provided?

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No, there are other EBP's that may be provided as well. (It was mentioned that Collateral Contacts for the family members of an individual in crisis may be appropriate for the follow-up that is required by the MCR provider).

38. Is CSS opposed to having MCR services provided before Jan 1, 2021?

The Program Launch for MCR services is January 1, 2021 for the CSS South Quadrant.

The Program Launch for MCR services is April 1, 2021 for the CSS East and North Quadrants.

39. Is this a 3 year contract?

The MCR contract will end on 6/30/2023.