

**City of Olympia/Olympia Police Department Crisis Response Team
Primary Service Provider
Request for Proposals**

RFP Release: July 20, 2018

Application Due: **August 27, 2018 (updated)!**

RFP Contact: Anne Larsen, alarsen@ci.olympia.wa.us

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CRISIS RESPONSE TEAM – PROGRAM OVERVIEW:

RFP Goals: To secure an experienced and credentialed service provider to offer a community-based Crisis Response Team to supplement standard community policing and other emergency services. Crisis Response Team to be staffed by mental health, substance use disorder professionals and other non-emergency medical staff. Crisis Response Team to operate city-wide with both mobile and street outreach capacity. Program model is based in part on the CAHOOTS Program in Eugene, Oregon (<http://whitebirdclinic.org/cahoots/>)

Background on the Public Safety Levy

In November of 2017 the Olympia community voted yes on a Public Safety Levy, a funding measure to address community concerns about Downtown, neighborhoods, vulnerable populations and progressive policing. One program funded by this levy lid lift is the Crisis Response Team of the Olympia Police Department (OPD). The intent of the Crisis Response Team is to assist OPD officers in crisis intervention and to cultivate trust, social relationships and connections to local service providers. (<http://olympiawa.gov/city-services/police-department/public-safety-levy.aspx>)

Overview of Crisis Response Team Services

The successful applicant will mobilize a high-functioning team capable of providing emergency mental health and substance use disorder services to Olympia community members experiencing crisis. OPD is seeking an organization already strongly networked with a broad range of providers, including for-profit and non-profit, government and other community partners. Service model design to be centered on a mobile and street outreach crisis response team comprised of mental health and substance use disorder professionals and non-emergency medical staff (or dual cross-trained staff).

Phase 1 Downtown Core Focus: During Phase 1 (October, 2018-December, 2018) the Crisis Response Team members will focus operations in the downtown core, providing street outreach services (on foot), working closely with the OPD Walking Patrol officers, Downtown Ambassadors and other street outreach partners. These crisis response interactions will take place onsite, whether that be on the street, in a shelter or at a social service provider building.

Phase 2 Expanded Service Model: During Phase 2 (January, 2019 – December 31, 2019) the Crisis Response Team members will respond to calls for crisis intervention city wide, either via street outreach (on foot) or in a mobile unit with the additional capacity to provide safe transport for clients as required. During Phase 2, the Crisis Response Team will be responsible for transportation and a warm hand-off to medical health, behavioral health and other appropriate providers.

Service Model Principles

The following Crisis Response Team service models are based on widely accepted best practices and will be considered core elements of a successful proposal:

- Harm Reduction
- Street Outreach
- Trauma-Informed Care
- Culturally Competent Care

APPLICANT QUALIFICATIONS:

The OPD Crisis Response Team Program is seeking the following qualities and experiences in a Service Provider (the organization will house the Crisis Response Team staff members – there will be drop-in office space at OPD):

- **Licensure & Credentials:** Agency has licenses required by the State of Washington for the provision of services in this Request for Proposal;
- **Transport Capacity:** Ability to transport intoxicated persons under the influence or controlled substances and mentally ill persons;
- **Client-Centered Philosophy:** A demonstrated commitment to client-directed care and a holistic understanding of recovery and wellness;
- **Crisis Response Experience:** In crisis response for individuals suffering a crisis due to mental health, substance use, poverty or homelessness;
- **Trauma-Informed Experience:** providing trauma-informed behavioral health services to individuals experiencing homelessness;
- **Community Partnerships:** Strong connections to systems of care in Olympia and Thurston County (medical, substance use, homelessness, mental health);
- **Cultural Competency:** Demonstrated cultural competency working with: people experiencing homelessness, underserved and marginalized populations, formally incarcerated individuals, substance users, people with disabilities –both physical and emotional;
- **Non-standard Work Environments:** Demonstrated competence working in environments where potential clients frequent; bridges, streets, alcoves, shelters, jails, medical facilities, and treatment centers;

- **Cross-Sector Partnerships:** A willingness to work in collaboration with law enforcement, first responders and various City programs and staff;
- **Available at Peak Times:** Commitment to establishing a crisis response team staffing schedule that is responsive to demand (including weekend hours).

PROPOSAL TIMELINE, FORMAT & COMPONENTS

Timeline for Submission, Approval & Implementation:

(Please Note: These dates are for planning purposes. They represent OPD’s desired timeline for implementing the Crisis Response Team. Any revision to the Due Date for submission of proposals will be made by addendum. All other dates may be adjusted without notice, as needs and circumstances dictate)

- RFP will be issued on July 20, 2018
- Proposals are due no later than 5:00PM PST on **August 27, 2018**
- Provider will be selected by **September 7, 2018**
- **Phase 1:** The Crisis Response Team will be hired and start intensive hands-on training September 2018. October, 2018 – December, 2018 the Crisis Response Team will work in the Olympia downtown core with the OPD Walking Patrol. Street outreach crisis response will be a critical component of Phase 1. This will enable the Crisis Response Team staff to identify persons with unmet behavioral health needs early and develop trusting relationships with law enforcement officers and service providers.
- **Phase 2:** January, 2019 –December, 2019 the Crisis Response Team will respond to calls for service outside of the downtown core and transport individuals in crisis to the appropriate service provider, shelter, or medical facility.
- **Proposal Components and Format Requirements:**
 - Components:** Proposal Packets to consist of the following:
 - Letter of intent
 - Cover Sheet
 - Narratives
 - Attachments:
 - Budget
 - Organizational capacity (Board list & Organizational Chart)
 - Etc.
 - **Production Format:** Produce all required application materials with 1-inch margins and a 12-point font. Page limit suggestions cited for each section. Please be as concise and specific as possible in your responses.
 - **Submission Format:** Proposals should be submitted electronically in PDF format along with cover sheet that identifies the name of your agency and contain agency contact information.
 - **Submission Address:** Proposals should be sent to: alarsen@ci.olympia.wa.us
 - **Review Team:** Proposals will be evaluated by a review panel of experts in trauma-informed care, harm reduction, street outreach and crisis response.

- **Questions on Submission Guidelines:** Specific questions regarding the content of the RFP or the selection process should be directed to Anne Larsen alarsen@ci.olympia.wa.us

Proposal Narratives:

Section 1: Agency Overview (1 – 2 pages) 10 Points

Please provide an overview of your agency. Please include conceptual approaches to service provision, existing services provided by the agency, size of the agency, date the agency was established, and biographies of agency management staff. In short, tell us who you are, what you do, and what you are about.

Section 2: Core Service Model Experience: (3-4 pages) 20 Points

Provide an overview of your agency's experience with the following service models, please offer specific programs or projects:

Harm Reduction Experience is a core principle of the Crisis Response Team and service providers must be prepared to employ a harm reduction approach.

- Describe your organization's history and experience working with persons experiencing homelessness, persons with active substance use, persons experiencing significant symptoms of serious mental illness, and persons experiencing ongoing symptoms of health conditions, including strategies your organization would use to effectively engage and build trust with community members in crisis.
- Describe your agency's understanding of and commitment to harm reduction.
- Do you practice harm reduction in any of your current programs? If so, please describe in detail how you practice it and for what populations.
- For what behaviors does a client/participant get terminated from your program and how does your agency approach accountability and set-backs in a client's path toward wellness?

Street Outreach Experience: Many individuals experiencing crisis in Olympia are currently unhoused. **Street outreach** will be of vital importance to the Crisis Response Team.

- Please describe your agency's understanding of street outreach and demonstrate your approach to working with individuals that are street dependent.
- Describe your agency's experience with verbal de-escalation and effective communication in stressful situations.

Culturally Competent Services: One of the core principles of the Crisis Response Team program is the provision of **Culturally Competent Services**. This specifically includes racial competency and LGBTQ competency.

- Describe your agency's experience with providing services to the populations that the Crisis Response Team anticipates serving:
 - People experiencing homelessness
 - Underserved and marginalized populations
 - People of color
 - Formally incarcerated people
 - Veterans

- f. People with disabilities (both physical and emotional/mental)
- g. LGBTQ identified
- b) Please share what specific barriers to services you believe the populations listed above face when trying to access services in Olympia and Thurston County? How does your agency address or work around those barriers.

Trauma-informed Care: The Crisis Response Team will be committed to **Trauma-informed Care** and successful outcomes for our participants. Please share specific examples of the following:

- a) How does your agency engage trauma-informed care currently? What would you anticipate needing to maintain or change to serve the communities that the Crisis Response Team seeks to serve?
- b) Share how your agency understands the impacts and specific trauma of criminal justice system involvement. Why, in your experience, is it essential to divert individuals from jail or the hospital to services if appropriate?

Section 3: Additional Experience (1-2 pages) 10 Points

- **Experience with Law Enforcement:** A critical component of the Crisis Response Team will be working closely with law enforcement. Please describe in detail your experience working with law enforcement agencies and personnel.
- **Non-emergency Medical Experience:** The Crisis Response Team will be attending to individuals that may be suffering from non-emergency medical needs. Please describe in detail how your agency would address non-emergency medical situations.

Section 4: Organizational Capacity:

- Please provide an overview of your agency, including an organization chart. Explain how the Crisis Response Team would fit into the existing organization and how the agency will separate funds and staff designated for the Crisis Response Team from other program staff and funds. (Reference attachments below)
- Please describe your experience providing services at flexible hours including nighttime and weekend shifts and in unpredictable locations (street, shelter, house, and encampment).

Section 5: Crisis Response Team – Service Proposal (4-6 pages) 50 Points

- Provide your work plan to develop and implement the Crisis Response Team service provision of this program – **to partner with OPD to provide emergency mental health and substance use disorder services to Olympia community members experiencing crisis**. Services provided by the Crisis Response Team may include: crisis counseling, suicide ideation, conflict resolution and mediation, grief and loss, substance use, housing crisis, first aid and non-emergency medical care, resource connection and referrals, and family disputes.

1. Crisis Response Team Proposal Overview & Components

Overview of Proposed Service Model: Provide concise overview that identifies the team(s) schedules and services to be provided. Overview to be followed by the components identified below:

Staff Plan: Your proposed plan for hiring, training and scheduling staff for this program, include staff qualifications; basic staff schedule, etc In collaboration with OPD staff your agency would be responsible for hiring the Crisis Response Team Mental Health Coordinators and Non-emergency Medical Professionals. Please share what your plan would be for implanting Phase 1 and Phase 2 of the Crisis Response Team.

Training Plan: Outline your plan for training the Mental Health Coordinators and Non-Emergency Medical Providers; (*Staff must work primarily in an outdoor or mobile setting*)

- a. Trainings may include:
 - i. First Aid,
 - ii. Mental Health First Aid,
 - iii. Motivational Interviewing,
 - iv. Stages of Change,
 - v. Overdose Prevention and Naloxone Distribution,
 - vi. Harm Reduction
 - vii. Crisis Prevention and Intervention

Transportation Capacity: Describe the transportation plan to be used to transport individuals and respond to calls. Your organization will need to have or be able to acquire vehicles for transportation purposes.

Safety Management: Describe your organization's experience with and capacity to manage the safety of staff who work in challenging environments (e.g., encampments, wooded areas, alcoves) and in severe weather conditions.

Protocols for Intoxicated or Mentally Clients: Please provide a description of mobile and street outreach crisis services to be provided for the following situations:

- Counseling intoxicated persons under the influence of controlled substances
- Counseling mentally ill persons

Service Partnerships: Please describe plans to coordinate with community partners and describe collaborative efforts to provide the below services:

- Counseling intoxicated individuals and escorting them to appropriate social services
- Counseling and transporting mentally ill subjects to appropriate treatment facilities
- Transporting mentally ill or disoriented persons to shelter or treatment center, or provide transportation to and from other social service agencies within the City of Olympia.
- Transport for necessary non-emergency medical care within the City of Olympia.

Non-emergency Medical Protocols: Many individuals experiencing a mental health crisis or substance use crisis may also be suffering from non-emergency medical conditions such as wounds, abscesses, minor abrasions and basic hygiene concerns. Please describe how you would provide non-emergency medical services.

Community Awareness: Your description of strategies to promote community awareness about the Crisis Response Team – to stakeholders, partners, businesses, social service providers, and community members;

Required Attachments:

Please attach the following documents:

Board Roster: Names and contact information

Organizational Chart: Positions & responsibilities

Corporate Documentation:

- State Corporation Certificate (for-profit or non-profit)
- City of Olympia Business License
- Non-profit documentation (if applicable)
 - IRS Letter

Budgets:

Attach the following budget materials:

- Proposed Crisis Response Team Budget
 - Personnel (salary and fringe)
 - Consultant & Professional Fees
 - Materials and Supplies
 - Facility Costs
 - Specific Assistance to Clients (bus pass, gift cards, socks, food, etc.)
 - Training
 - Equipment (laptops, transport vehicles, medical supplies, uniforms)
 - Other

- Current Agency Budget
- Most recent audit or financial review (if subject to formal audits)
- Copy of Fiscal Management Policies & Procedures

OPTIONAL: Awards, Commendations, Other Recognition

Please attach copies or references to all formal recognition(s) of applicable work

NON-DISCRIMINATION STATEMENT:

In all Contractor services, programs or activities, and all Contractor hiring and employment made possible by or resulting from this Agreement, there shall be no unlawful discrimination by Contractor or by Contractor's employees, agents, subcontractors or representatives against any person based on any legally protected class status including but not limited to: sex, age (except minimum age and retirement provisions), race, color, religion, creed, national origin, marital status, veteran status, sexual orientation, gender identity, genetic information or the presence of any disability, including sensory, mental or physical handicaps; provided, however, that the prohibition against discrimination in employment because of disability shall not apply if the particular disability prevents the performance of the essential functions required of the position.

This requirement shall apply, but not be limited to the following: employment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Contractor shall not violate any of the terms of Chapter 49.60 RCW, Title VII of the Civil Rights Act of 1964, the Americans With Disabilities Act, Section 504 of the Rehabilitation Act of 1973 or any other applicable federal, state or local law or regulation regarding non-discrimination. Any material violation of this provision shall be grounds for termination of this Agreement by the City and, in the case of the Contractor's breach, may result in ineligibility for further City agreements.

FOR MORE INFORMATION:

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