



2022

Mental Health Services

(Adult Jail & Juvenile Detention Facility)

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Shelby County Alabama – Mental Health Services RFP

Adult Jail and Juvenile Detention Facility

Table of Contents

1. Introduction	3
2. Objectives.....	3
3. Minimum Qualifications For All Providers	4
4. Mandatory Requirements For All Proposals	4
5. Specifications	6
5.1 Mental Health Screening and Assessment	6
5.2 Consults – Mental Health.....	6
5.3 Weekly Critical Care Review	6
5.4 Hospital Care.....	7
5.5 Specialty Services – Chronic Care / Mental Health Clinic	7
5.6 Emergency Services.....	7
5.7 Ancillary Services.....	7
5.9 Medical Records.....	7
5.10 Mental Health Education	8
5.11 Consultation Services	8
5.12 Quality Assurance and Improvement	8
5.13 Monthly Metrics.....	8
5.14 Staffing	8
5.15 Personnel	9
5.16 Telehealth	9
5.17 Care Continuum	9
5.18 Exceptions	9
6. Instructions	9

1. Introduction

1. Overview

Shelby County, Alabama desires to solicit competitive proposals from responsible vendors to provide correctional mental health services at the Shelby County Adult Jail and Juvenile Detention facility. A contract will be offered to the provider who submits the best proposal in compliance with this RFP. The contract will be for 2 years commencing no later than October 1, 2022. The County may renew the contract for up to three (3) additional years upon satisfactory performance, in the County's sole discretion. The selected Provider will be required to meet the highest standards prevalent in the Correctional Mental Healthcare Industry.

2. Background

Shelby County is one of the fastest growing counties in the State of Alabama, encompassing approximately 808 square miles in Central Alabama. Shelby County presently has an estimated 223,024 residents and projections are that by 2040 there will be 282,246 people living in Shelby County. The Shelby County Adult Jail is a 550 bed facility with the average monthly census for the 2022 1st quarter at 477. Juvenile Detention is a 34 bed facility with the average monthly census for the 2022 1st quarter at 19. Shelby County currently employs almost 600 employees.

2. Objectives

The goal of this Request for Proposal (RFP) is to identify a qualified Provider who can provide mental health services and maintain a level of quality in accordance with current standards established by the National Commission on Correctional Health Care (NCCHC) including all updates throughout the life of the agreement. The successful health care provider (hereinafter "Provider") will provide for mental health staffing and services that meet or exceed the NCCHC standards including Correctional Mental Health Care standards and Medication Assisted Treatment Programs (MAT) standards. The successful provider will be expected to remain current including all updates throughout the life of the contract.

Services to be provided include a comprehensive mental health services program in which all adults and juveniles in custody who request or are referred for services are assessed by a mental health professional. The selected provider will supply all labor, materials and supplies necessary to perform the contract. The County will supply interview space, office space and equipment and existing connectivity with which Provider may conduct these services.

The current program requirements include but are not limited to: inmate mental health screening, admissions evaluation, MH consultations, MH triage, care of medically fragile inmates, pharmacy services in consultant with medical provider, psychiatric screening, suicide risk assessments, mental health clearances for intra and inter-agency transfers, and the continuing care of identified health problems, detoxification, Medication Assisted Treatment, involuntary medications, offsite services

such as visits to specialists, hospitals, or other community providers, discharge planning and care, and emergency services.

3. Minimum Qualifications for All Providers

Shelby County requires that any Provider meet the following minimum qualifications. Failure to meet each of these qualifications may result in the Provider's disqualification.

1. The Provider must be organized and existing for the purpose of providing correctional behavioral health care services, and must currently have active contract relationships with a County Jail or State Prison facility.
2. The Provider must have at least five (5) continuous years of corporate experience in administering correctional mental health care programs.
3. The Provider must carry professional liability insurance in an amount of \$1,000,000 per occurrence and \$5,000,000 in the annual aggregate. This insurance must cover the Provider organization and all of its employees, and Provider must provide proof of the same level of coverage for sub-contractors used. A certificate of insurance naming Shelby County as additionally insured must be submitted prior to execution of any contract.
4. The Provider must demonstrate its ability to provide a behavioral health care system specifically for a correctional facility similar to Shelby County Jail & Juvenile Detention facility. It must be able to demonstrate that it can complete the start-up process in 60 days from the contract award date, and that it has a proven system of recruiting staff and adequate support staff in its central office capable of competently supervising and monitoring its operation.

4. Mandatory Requirements for All Proposals

Proposals need not be in any particular form. All proposals, however, must contain the following special information:

1. All proposals must contain sufficient information concerning the Inmate Behavioral Health Care Program that the County representatives may evaluate whether or not the Provider meets "Minimum Qualifications For All Providers" and the "Specifications"
2. All proposals must list by name, location and administrator name (with phone number) at least five correctional institutions where Provider is providing medical care and the length of time each contract has been in effect. This list will be used as a source of references for the Provider.
3. Must have the management expertise and capability to operate a contract of this complexity, and have adequate back-up support for onsite management, and adequate office support for administration of the project;

4. A statement that the policies and procedures for the medical program will be developed by the Provider and will be based on the standards developed by the National Commission on Correctional Health Care (NCCHC).
5. All proposals must contain a complete staffing plan with a statement as to the staff positions and titles, and the number of hours per week to be worked on-site at the Facility. This should include State licensure and staff credentials. Also, the proposal must state clearly how any temporary vacancy will be handled, and whether each scheduled shift will be worked during a vacancy.
6. The proposal must explain in detail how behavioral health care services for inmates at the Facility will be performed and delivered.
7. All proposals must contain an annualized price for a base population of up to **584** inmates for all care rendered under the resulting contract. Provider may state one annualized price for the first year of the contract (and monthly price) and another annualized price (or price escalation factor) for subsequent year(s). Any other exceptions to the specific price shall be stated, such as per diem charge for an increase in average daily population above the base level.
8. Each proposal shall describe how billing to Shelby County will be handled, and the expected terms for payments by the County to the Provider.

The specific item or classification of cost and the assigned responsibility for covering the cost for each item should be explained fully. The following listing should be used for a checklist. Any item not explained, with respect to which contracting party is responsible for the cost, will be assumed to be an additional cost to the County, and thus added to the total cost of contracting with that Provider. The line items or categories of costs are listed below:

- a) Staff wages and benefits
- b) Psychiatrist and/or Psychiatric Nurse Practitioner medical director
- c) Policies and Procedures development
- d) Clinical lab procedures
- e) Travel expenses
- f) Any necessary pharmacy licenses/permits
- g) All required insurance as specified in this RFP
- h) On Call Costs
- i) Training for officers in the Facility on various behavioral health topics
- j) Off-site behavioral health services, if needed/applicable
- k) Formulary & Non-formulary prescription mental health medications for inmates

Each line item above must be assigned to a responsibility either for Provider to pay, County to pay, or Provider to pay with limitations, and if limited, then a reference to the proposal section where the limits are explained.

Provider must be willing to sign a contract within **10 days** of contract award date and be ready to begin services within **60 days** of the contract award date.

5. Specifications

The Provider who is selected to provide the services described in this RFP shall be the sole supplier and/or coordinator of the behavioral mental health care delivery system at the Adult Jail & Juvenile Detention Facility, (the “Facility”). Provider shall be responsible for all behavioral mental health care for all inmates at the facility. This responsibility of Provider for the behavioral mental care of an inmate commences with the commitment of the inmate to the custody of the administration of the facility and ends with the discharge (or temporary release) of the inmate from the custody of the County at the facility. All providers must submit a program based upon State of Alabama and NCCHC standards. The following services are required:

5.1 Mental Health Screening and Assessment

Provider shall perform a comprehensive Mental Health Assessment on requested inmates based on pre-screening in booking. This assessment should be performed within **twenty-four (24)** hours of official request or as soon as possible. Such assessment shall be performed by a qualified mental health professional (QMHP). Provider shall promptly advise the Facility Administrator or designee in writing of any potential mental health situation that could place inmates and staff in jeopardy.

The extent of the mental health appraisal is defined by the responsible behavioral health authority, however, will include at a minimum:

- Review of intake screening forms.
- Collection of additional data regarding complete psychiatric histories.
- Collection of any outside data regarding patient’s mental health history, to include any verification of medication.
- Initiation of therapy when appropriate, to include any suicide prevention orders.
- Completion of treatment plan form and clearance to be released into general population.

Any emergent mental health needs of the patient based on the initial screening will be handled as appropriate and applicable, to include any emergency medication orders of psychotropic medication.

5.2 Consults – Mental Health

Routine diagnosis and treatment of behavioral health problems should be handled through a consultative process. MH consults shall be conducted daily by behavioral health personnel. If an inmate's custody status precludes attendance at a MH consult session, arrangements must be made to provide MH consult services at the place of the inmate's confinement, including the segregation or medical units. Behavioral staff shall utilize triage protocols and shall ensure all appropriate follow-up care is provided. Inmates on critical or mental watches should be given priority.

5.3 Weekly Critical Care Review

Provider shall participant in weekly critical care team meeting to review plan of care for the week and management of behavioral watches and any psychiatric episodes. Provider should initiate involuntary committal processes on inmates in which it deems necessary and assist in documentation associated with this process.

5.4 Hospital Care

Provider shall identify the need, schedule, and coordinate any hospital care of any inmate of the Facility. This shall include all institutional charges, physician charges and any and all additional charges for hospitalization based on mental health care. Provider shall provide diagnoses and referrals to State Mental Health facilities for those inmates requiring more extensive treatment.

5.5 Specialty Services – Chronic Care / Mental Health Clinic

To support the delivery of comprehensive behavioral health services, specialty consultations are occasionally necessary. The provider shall provide on-site specialty clinics specific to mental health when feasible to reduce the number of off-site referrals. In the event an inmate requires the services of behavioral health specialist, the provider shall make referral arrangements and coordinate the delivery of the specialist's visits off-site.

Provider shall ensure the participation of Veterans' Administration and Hospital staff for those inmates who are qualified for veterans' benefits.

5.6 Emergency Services

The provider shall make provisions for 24-hour emergency mental health care to inmates. This includes on-call availability by the Psychiatric Medical Director and Behavioral Health Staff.

5.7 Ancillary Services

Routine laboratory procedures should be performed on-site at the facility when possible. Provider shall provide the necessary follow-up for behavioral health problems identified by any of the screening tests or laboratory tests.

5.8 Pharmaceuticals

Provider shall provide a total pharmaceutical system for the Facility beginning with the Psychiatrist/Psychiatric Nurse Practitioners prescribing of medication, the filling of the prescription, the administration of medication, and the necessary record keeping. The pharmaceutical system shall include prescription medications. All prescription psychotropic medications shall be prescribed by the responsible Psychiatrist/Psychiatric Nurse Practitioner. All controlled substances, syringes, needles and surgical instruments will be stored under security conditions acceptable to the Facility. All scripts must be recorded in facility EMR system.

Provider must have procedures in place for involuntary medication of inmates at facility who are in a mental health crisis, gravely disabled or either dangerous to self or others. Provider must participate in due process panel to determine involuntary medication protocol.

5.9 Medical Records

Provider shall be primarily responsible for the preparation, maintenance, security and confidentiality of the medical records documenting the care and treatment provided to inmates and shall develop a system allowing access by the County and Sheriff. Provider shall have the capacity to enter all applicable healthcare information into the Electronic Medical Records (EMR) of the County and Sheriff. Each medical record will be maintained in accordance with applicable Alabama and Federal laws and County's and Sheriff's policies and procedures, including the requirements of the Alabama Data Breach Notification Act

of 2018 and the Health Insurance Portability and Accountability Act (HIPAA). This includes the disclosure of inmate PHI without authorization to correctional and onsite medical staff.

5.10 Mental Health Education

In-service training for all health care staff and officers to be conducted on behavioral health topics, when requested, or at least 8 hours annually, and at the time of new hire.

5.11 Consultation Services

The provider shall provide a consultation service to the County on any and all aspects of the behavioral health care delivery system at the facility, including evaluations and recommendations concerning new programs, future architectural plans, staffing patterns for new or remodeled facilities, alternate grants and/or programs, and on any other matters relating to this contract upon which the County seeks the advice and counsel of the provider.

5.12 Quality Assurance and Improvement

The provider shall institute a Medical Quality Assurance/Improvement Program, which may include but may not be limited to audit and medical chart review procedures. When deficiencies are noted, a plan of corrective action (improvement) shall be put into place.

5.13 Monthly Metrics

Narrative reports shall be submitted each month with data reflecting the previous month’s activity by facility to include:

- Inmate’s requests for mental health services
- Inmates seen at consults for mental health services
- Inmates seen by psychiatrist and psychiatric nurse practitioner
- Mental Health admissions off-site
- Intake medical screening specific to mental health services
- Psychiatric evaluations for chronic care clinics
- Pharmacy report of inmate population dispensed medication
- Off-site hospitalization for mental health

5.14 Staffing

Provider must recruit, interview, hire, train and supervise all behavioral health care staff and such behavioral health care staff must be adequate to meet all conditions and specifications as set forth in this RFP, the proposal selected, and the resulting contract.

In order to maintain continuity in the proposal process and to ensure comparable staffing arrangements, the below staffing plan has been suggested. The County reserves the right to negotiate alterations to the suggested staffing plan after a supplier/vendor has been selected.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
MHP	8a-4:30p	8a-4:30p	8a-4:30p	8a-4:30p	8a-4:30p		
MHP		8a-4:30p	8a-4:30p	8a-4:30p	8a-4:30p	8a-4:30p	
MHP			8a-4:30p	8a-4:30p	8a-4:30p	8a-4:30p	8a-4:30p
Psy/PNP			8a-Noon				

Psychiatrist/Psychiatric Nurse Practitioner shall provide regular visits at least weekly to the facility inmates to provide comprehensive mental health care, i.e., diagnosis, treatment, prescribing of appropriate medications. The length of the visit shall be as long as necessary to ensure that evidence-based, best practice mental health care is provided to those inmates in need of treatment.

Qualified, licensed mental health clinicians under the supervision of the psychiatrist must be available on an "on-call" basis to provide emergency treatment of inmates, on a 24-hour basis. Response time must be no longer than **one-hour**.

5.15 Personnel

The provider shall engage only licensed and qualified personnel to provide professional coverage. Personnel must meet all licensing requirements of the State of Alabama.

All personnel shall comply with current and future state, federal, and local laws, regulations, court orders, administrative regulations, and administrative directives.

5.16 Telehealth

The provider shall have the capability to perform telehealth services to patient population at facility but it should not be the primary consultative medium. Please provide any information regarding usage of telehealth services and how they might be used within your program.

5.17 Care Continuum

Provider shall provide behavioral release planning within ten (10) days prior to the release or transfer of any inmate requiring or receiving mental health treatment, and shall include referrals to local mental health providers of the inmate's county of residence (including appointment and bridging supply of medication for seven (7) days, or until the date of follow up appointment, whichever is first) to ensure continuity of care.

5.18 Exceptions

Any and all deviation from the above specifications and requirements must be listed and prominently displayed in proposal materials and should be clearly stated by the provider on a separate section titled "Exceptions to Specifications".

6. Instructions

This RFP is only available in electronic PDF format. The County will review all responses and supporting documentation to this RFP and, if necessary, gather or solicit additional information that may be required to fulfill the purpose and expected outcomes contained in this document. Responding to this RFP is not mandatory.

1. Handling of Vendor Inquiries

Vendors must respond to this RFP by close of business on due date.

We may request respondents to present oral and/or provide demonstrations of the information contained in their response to this RFP. Questions on the RFP should be directed to:

Phil Burns
Shelby County, Alabama
200 West College Street
Columbiana, Alabama 35051
(205) 670-6999 (Office)
pburns@shelbyal.com

2. Timeframes for Process

The timeframes for the RFP process will be as follows:

- Distribute RFP on: **6/24/2022**
- Q&A on RFP: **6/24/2022 – 07/26/2022**
- Receive RFP Proposals from Vendors by COB: **7/28/2022**

3. Incorporation of Vendor Proposal

THE RFP PROPOSAL SUBMITTED BY THE SUCCESSFUL VENDOR, TOGETHER WITH THE REPRESENTATIONS MADE BY THE SUCCESSFUL VENDOR, SHALL BE INCORPORATED INTO A MASTER AGREEMENT BETWEEN SHELBY COUNTY AND THE SUCCESSFUL VENDOR.

In the event of a conflict between the terms of the successful vendor's RFP or the master agreement terms relating to this RFP, the order of precedence set forth in the master agreement shall apply.