

New York State Office of Mental Health

NYC Field Office



Request For Proposals

Services Only

Service Enriched Single Room Occupancy (SRO) Housing

NY/NY III Supportive Housing

January 2011

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Service-Enriched Single Room Occupancy (SRO) Housing

NY/NY III

Request For Proposals (RFP)

I. Introduction and Background

1.1 Purpose of Request for Proposals

The New York State Office of Mental Health (OMH) announces the availability of funds for operating and services costs of Service-Enriched Single Room Occupancy (SRO) housing to be developed within New York City under the NY/NY III initiative. This operational funding will be targeted only to NY/NY III Population A homeless housing units being developed with capital funding from the New York State Office of Temporary and Disability Assistance (OTDA) and/or New York State Homes and Community Renewal (HCR). This operational funding is available for up to 935 units of housing for individuals meeting the eligibility criteria for NY/NY III Population A housing as outlined in Section II below.

A set-aside of OMH funding will be made to successful applicants, contingent upon securing capital funding from OTDA and/or HCR. OMH will not award a specific number of units since the number of units actually developed will depend on the number of units that a specific site can accommodate. Proposal responses to this RFP will be evaluated and scored, and all passing proposals will receive a recommendation to OTDA and HCR for capital funding. The recommendation is not a guarantee of funding from any agency.

OMH anticipates that the applicants for the operating and services funding will either act as the project developer directly, or will work in association with a developer which has agreed to set aside units for the target population identified below. These Supportive Housing units must be developed within a larger mixed-use housing project.

1.2 Availability of the RFP

The full RFP will be available on the OMH website. An announcement regarding the RFP will be e-mailed to all current OMH housing providers in New York City, as well as other organizations on the current mailing list (i.e. mental health advocacy agencies, local government officials, and other not-for-profit organizations). Information about the RFP will be announced to the Center for Urban Community Services, Supportive Housing Network of New York, Coalition of Behavioral Health Agencies, Corporation for Supportive Housing, and Association for Community Living. It will be advertised in the New York State Contract Reporter and on the OMH website.

II. Proposals and Submissions

2.1 Letters of Intent

Agencies interested in responding to the Request for Proposals are required to submit a non-binding letter of intent to the New York City Field Office by 01/11/11.

Please mail the Letter of Intent to:
Ms. Caren Abate
Assistant Housing Director
New York State Office of Mental Health
New York City Field Office
330 Fifth Avenue, 9th Floor
New York, NY 10001
Attn: Letter of Intent

2.2 Bidders Conference

There is a mandatory Bidders Conference on 01/18/11 from 2:30pm to 4pm at the OMH New York City Field Office, 330 Fifth Avenue, 9th Floor, New York, NY 10001. Only those applicants that submit a Letter of Intent by the deadline may attend the Bidders Conference. Applications will only be accepted from those who attend the Bidders Conference.

During this meeting, OMH New York City Field Office staff will provide an overview of the RFP, and staff from OMH, OTDA and HCR will be available to answer questions related directly to this RFP.

Applicants will receive a copy of the OMH "Housing Development Manual". Other materials referenced in this RFP will also be distributed at the Bidders Conference and will be available on the OMH website.

2.3 Designated Contact/Issuing Officer

OMH has assigned an Issuing Officer for this project pursuant to State Finance Law §§ 139-j and 139-k. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance of the RFP until the issuance of the Notice of Conditional Award. To avoid violating State Finance Law or being deemed non-responsive, a bidder is restricted from making contact with any other personnel of OMH regarding the RFP. Certain findings of non-responsibility can result in rejection for a contract award. The Issuing Officer for this RFP is:

[Ms. Caren Abate](#)
Assistant Housing Director
New York State Office of Mental Health
New York City Field Office
330 Fifth Avenue, 9th Floor
New York, NY 10001

2.4 Key Events/Timeline

RFP Release Date	01/03/11
Mandatory Letter of Intent Due	01/11/11
Mandatory Bidders Conference Date	01/18/11
Questions Due	01/25/11
Questions and Answers Posted on Website	02/1/11
Proposals Due	02/15/11 by 3 p.m.
Conditional Recommendation Notification	03/15/11
Anticipated Start Date	To Be Determined

2.5 RFP Questions and Clarifications

All questions or requests for clarification concerning the RFP shall be submitted in writing to the Issuing Officer by fax at (212) 330-6359 or by [e-mail](#) by **01/25/11**. The questions and official answers will be posted on the OMH website by **02/1/11** and will be limited to addressing only those questions submitted by the deadline. No questions will be answered by telephone or in person.

2.6 Addenda to Request for Proposals

It is the bidder's responsibility to periodically review the OMH website to learn of revisions or addendums to this RFP. Changes to the RFP will also be posted in the NYS Contract Reporter. No other notification will be given.

2.7 Eligible Agencies

Eligible applicants for NY/NY III property operating and services funding are not-for-profit agencies with 501(c)(3) incorporation that have experience providing housing and/or mental health services to individuals with serious mental illness. Licensed agencies who apply must have operating certificates in good standing with OMH. The agency receiving an allocation of funding pursuant to this RFP (the operating entity) may be a separate entity from the agency receiving OTDA or HCR capital funding (the developer). However, the two entities must enter into a Memorandum of Understanding (MOU) demonstrating how collaboration will be achieved. The MOU must accompany the proposal at the time of submission. The MOU must be reviewed and approved by OMH.

An agency is not required to have site control in order to submit a proposal. However, if the applicant or capital funding partner does own a site or has site control, a description of it should be included on the [Transmittal Form \(Appendix A\)](#) and attached to the proposal.

2.8 Disqualification Factors

Following the opening of bids, a preliminary review of all proposals will be conducted by the Issuing Officer or a designee to review each proposal's submission for completeness (as defined in Section 2.9) and verify that all eligibility criteria have been met. Proposals that do not meet basic participation standards will be disqualified, specifically:

- Proposals that do not comply with the RFP required format as defined in Section 2.9; and
- Proposals from current providers of OMH licensed programs that are in Tier III status.

2.9 Instructions for Bid Submission and Required Format

Each proposal is required to contain:

1. [Agency Transmittal Form \(Appendix A\)](#);
2. Proposal Narrative;
3. [Operating Budget \(Appendix B\)](#);
4. [Budget Narrative \(Appendix B1\)](#);
5. [OMH Reference Form \(Appendix C, if applicable\)](#)
6. Partnership MOU (if applicable).

The Proposal Narrative should be concise (no more than 15 pages, not including attachments). The [Operating Budget \(Appendix B\)](#), [Budget Narrative \(Appendix B1\)](#), And [OMH Reference Form \(Appendix C\)](#) are separate documents that appear in the RFP section of the OMH website and can be downloaded in Excel or PDF format. Bidders must NOT substitute their own budget format. **Failure to use the provided Operating Budget and Budget Narrative formats may result in disqualification for non-responsiveness.**

Bidders must submit one (1) original and three (3) copies of the full proposal by mail or hand delivered before close of business on **02/15/11**. These four copies must be sent to:

Ms. Caren Abate
Assistant Housing Director
New York State Office of Mental Health
New York City Field Office
330 Fifth Avenue, 9th Floor
New York, NY 10001
Attn: RFP Service Only NYNY III Supportive Housing

And

Bidders must submit three (3) copies of the full proposal by mail or hand delivered to

Mr. Michael R. Newman
Director, Bureau of Housing Development & Support, 7th Floor
New York State Office of Mental health
44 Holland Avenue
Albany, NY 12229
Attn: RFP Service Only NYNY III Supportive Housing

Bidders should allow a sufficient mail delivery period to ensure timely arrival of their proposals. Proposals cannot be submitted via e-mail or facsimile.

III. Administrative Information

3.1 Term of Contracts

Contracts will be written for a total period of five (5) years, with an initial period of one (1) year and four (4) annual renewals, dependent upon appropriated funding. OMH reserves the right to change the contract term for the first or second year so that it is more or less than 12 months in order to align the contract dates with OMH's New York City contract cycle (July 1 through June 30).

3.2 Reserved Rights

OMH reserves the right to:

Reject any or all proposals received in response to the RFP that are deemed non-responsive or do not meet the minimum requirements;

Withdraw the RFP at anytime, at the agency's sole discretion;

Make an award under the RFP in whole or in part;

Disqualify a bidder whose conduct fails to conform to the requirements of the RFP;

Seek clarification of proposals for the purpose of assuring a full understanding of the responsiveness to the solicitation requirements;

Use proposal information obtained through the state's investigation of a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;

Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;

Prior to the bid opening, amend the RFP specifications to correct errors or oversight, supply additional information, or extend any of the scheduled dates or requirements and provide notification to potential bidders via the OMH website and the New York State (NYS) Contract Reporter;

Eliminate any non-material specifications that cannot be complied with by all of the prospective bidders;

Waive any requirements that are not material;

OMH reserves the right to negotiate any aspect of the proposal in order to assure that the final agreement meets OMH objectives;

Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder;

Utilize any and all ideas submitted in the proposals received;

Unless otherwise specified in the solicitation, every offer is firm and not revocable for a period of 60 days from the bid opening;

Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a bidder's proposal and/or to determine a bidder's compliance with the requirements of the solicitation;

Conduct a readiness review of each selected bidder prior to the execution of the contract as set forth in Section 4.4;

Cancel or modify contracts due to the insufficiency of appropriations.

3.3 Protests Related to the Solicitation Process

Protests based on errors or omissions in the solicitation process, which are or should have been apparent prior to the deadline for receipt of all written questions for this RFP, must be filed prior to the deadline for questions. In the event that a bidder files a timely protest based on error or omission in the solicitation process, the Commissioner of OMH or his designee will review such protest and may, as appropriate, issue a written response or addendum to the RFP to be posted on the OMH website in the RFP section. Protests of an award decision must be filed within fifteen (15) business days after the notice of award. The Commissioner or his designee will review the matter and issue a written decision within twenty (20) business days of the receipt of a protest. All protests must be in writing and must clearly and fully state the legal and factual grounds for the protest and include all relevant documentation. The written documentation should clearly state reference to the RFP title and due date. Such protests must be submitted by mail to:

NYS Office of Mental Health
Commissioner Michael F. Hogan, Ph.D.
44 Holland Avenue
Albany, NY 12229

3.4 Debriefing

OMH will issue award and non-award notifications to all bidders. Bidders that do not receive an award may request a debriefing in writing, regarding the reasons that their own proposal was not selected or disqualified, within 15 business days of the dated OMH notification letter. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.2 of this RFP.

IV. Evaluation Factors for Awards

4.1 Evaluation Criteria

The NYS Office of Mental Health will review and rate each proposal. All proposals will be rated and ranked in order of highest score based on an evaluation of each bidder's written submission as well as OMH internal reviews.

The evaluation will apply points in the following categories:

Population	(20 points)
Program Overview and Implementation	(40 points)
Agency Performance	(20 Points)
Bidder's Narrative	
OMH Internal Reviews	
Financial Assessment	(20 points)
Total Proposal Points	(100 points)

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 5.5 (Proposal Narrative).

The OMH internal review will consist of an assessment of the bidder's organizational competency. This will include a review of the bidder's residential programs over the past two years to assess occupancy rates and admissions from priority populations.

4.2 Method for Evaluating Proposals

All proposals will be assigned an identification number and logged into a database. Designated NYC field office housing staff will review each proposal for completeness. A complete proposal shall include all selection criteria and required appendices. If a proposal is not complete or does not meet the basic qualifications for eligibility and target population as outlined in Sections I and II of the RFP, the proposal will be eliminated from further review. The applicant will be notified of the withdrawal of their proposal within 10 working days.

Evaluation of proposals will be conducted in two parts: Technical Evaluation and Financial Assessment. OMH's evaluation committee, consisting of at least three evaluators, will review the technical portion of each proposal and compute a technical score. All of the technical scores for each bidder will then be added together and averaged to arrive at a final technical score. A financial score will be computed separately based on the operating budget and budget narrative

submitted. The final technical and financial scores for each proposal will be added together resulting in a total score.

Evaluators of the Technical Evaluation component may then meet to provide clarity or clear any questions an evaluator has about a particular section of a proposal. Following the discussion, evaluators may independently revise their original score in any section, and will note changes on the evaluation sheet. Once completed, final Technical Evaluation scores will then be recalculated, averaged, and applied to the final Financial Assessment score to arrive at final scores. Any proposal not receiving a minimum average score of 65 will be eliminated from consideration.

4.3 Process for Awarding Contracts

The proposals that meet OMH's selection criteria (outlined below), and receive a minimum of 65 points will receive a written award recommendation for property operating and services funding for units to be developed in conjunction with OTDA and /or HCR capital funding . The award recommendation will include a statement that funding is available to support 935 units only and will not specify the number of units since the number of units actually developed will depend on the number of units that a specific site can accommodate. Earning an award recommendation from OMH does **not** guarantee an award from HCR/OTDA.

4.4 Performance Review in Subsequent Years

Each year, OMH will conduct a review of the agency's performance to determine if the agency is still in good standing with OMH. This review will consist of: review of operating license status, agency contract status, Tier III status, reference reviews, and fines. Agencies that have had revocation of an operating license, non renewal of an agency's contract, have a program in Tier III status, and /or have been issued fines will be considered **not** in good standing and will **not** be re-issued an award recommendation letter for that year. Agencies receiving a negative review will have the year to correct the deficient area(s) and will be included in the following year's review of good standing.

Agencies receiving a positive review will receive an award recommendation letter so that these agencies may include such recommendations in their applications to HCR and/or OTDA for capital funding.

Agencies may apply for multiple capital projects through HCR/OTDA and thus receive multiple awards from OMH.

This process will continue until all 935 units are sited and agencies receive HCR/OTDA capital commitments.

4.5 Award Notification

All agencies will be notified in writing of their conditional award recommendation of housing property operating and services funding or their non-selection on or about **03/15/11**. An agency that does not receive a recommendation of award of

units may contact the NYC Field Office within fifteen business days for feedback concerning the reason(s) their proposal was not accepted.

OMH will make awards until all units are developed. OMH approval is contingent upon the receipt of a written letter from HCR or OTDA confirming that capital funding has been secured, submission and approval of the SP-SRO application, and verification that there is sufficient income to support the non OMH units. Agencies awarded beds under this RFP will be required to follow any community notification guidelines determined by the agency providing the capital funding.

OMH reserves the right to conduct a readiness review of the selected bidder prior to the execution of the contract. The purpose of this review is to verify that the bidder is able to comply with all participation standards and meets the conditions detailed in its proposal.

V. Scope of Work

5.1 Introduction

Under this RFP, providers shall develop unlicensed Supportive Housing (aka SP-SRO) for individuals meeting NY/NY III Population A eligibility criteria within the context of a mixed-use housing project. OMH anticipates that an average size project will house between 25 and 50 individuals with serious mental illness. These units must be integrated within a larger, mixed use housing project. There are a number of factors that will influence the final number of units in each project. Each project will be evaluated by OTDA and/or HCR in collaboration with OMH to ensure that there is a good mix of units and sufficient funding to operate the building.

A SP-SRO is considered long term or extended stay housing. Providers must abide by the OMH "Supported Housing Implementation Guidelines". These guidelines are posted on OMH's website at: <http://www.omh.ny.gov/omhweb/adults/SupportedHousing/Supported%20HousingGuidelines.html>.

A SP-SRO must offer 24 hour front desk coverage; however 24 hour staffing is not required. Tenants must have access to supportive services as needed. Providers must demonstrate how they will integrate services for the tenants with other services and supports in the community. Prior to opening the residence, providers will be required to submit a "SP-SRO Housing Application". Both documents will be available to applicants at the Bidders Conference and on the OMH website.

For all housing developed under this RFP, the referrals and tenancy will be managed in conjunction with OMH's New York City Field Office in collaboration with OMH's various New York City partners, and HCR and/or OTDA guidelines.

Determination of NY/NY III Population A eligibility is made by the NYC Human Services Administration (HRA) through the submission of the HRA 2010e application. All referrals will be generated by the NYC Department of Homeless Services (DHS) and monitored by DHS and OMH.

5.2 Description of Supportive Housing

OMH Supportive Housing provides long-term housing where residents can access the support services they require to live successfully in the community. The living units may be designed as studio apartments, one bedroom apartments, or shared two bedroom apartments. The average size of the studio units are typically 300 square feet. The provider must maintain 24 hour front desk security, provide person-centered, flexible services, and maintain linkages to other services in the community. The on-site services must reflect evidence-based practices that promote wellness and recovery and be consistent with OMH's commitment to disparities elimination and cultural competence. They must be geared to help residents maintain physical and emotional health, participate in therapeutic and rehabilitative programs, assist with educational and employment opportunities, sustain healthy relationships, and generally improve the quality of their lives. Staff must have the skills and experience necessary to help residents set meaningful goals, develop mastery over their psychiatric illness, and make progress towards their own personal recovery. Supports for individuals with co - occurring substance abuse disorders must also be provided. Information on evidence-based practices can be found on the Internet at: <http://www.mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits/about.asp>

5.3 Description of Mixed-Use Housing

In this RFP, mixed-use housing is described as affordable housing where OMH-funded operating units are targeted toward NY/NY III Population A and integrated among other affordable housing units, including those for formerly homeless families and individuals. The other units may be targeted to low-income individuals and families with or without a disability. As outlined in the "Guiding Principles for the Redesign of OMH Housing and Community Support Policies, May 2007 "to reduce stigma, assuage community resistance and provide opportunities for recovery and rehabilitation, housing in normal/mixed neighborhoods and settings is preferable". The complete guidelines can be found on the OMH website at http://www.omh.ny.gov/omhweb/News/housing_policy.html.

OMH has a history of supporting the development of mixed-use housing in which units for the SMI population described above are located in the same building as non-SMI individuals. While OMH will not pay for ongoing operating costs associated with non-SMI units, interested developers can consider other funding sources for these units, including but not limited to the U.S. Department of Housing and Urban Development (HUD), OTDA's Single Room Occupancy Support Services Program, OTDA's Supportive Housing for Families and Young Adults Program, or other private and/or public financing. The units targeted for non-SMI individuals may be 1 or 2 bedroom apartments for individuals and/or families. Mixed-use housing must be developed as SP-SRO.

5.4 Objectives and Responsibilities

The services funding allocated through this RFP is designed for the following population, as defined in the NY/NY III Agreement under Population A: "Chronically homeless single adults who are diagnosed with a serious mental illness, or who are diagnosed with a serious mental illness and one or more disorders relating to the use of alcohol and/or drugs. For the purposes of this RFP, a chronically homeless person is one who has spent at least 1 of the last 2 years in a homeless shelter or living on the street."

The criteria for determining Serious Mental Illness (SMI) will be available to applicants at the Bidders Conference and is attached to this RFP as [Appendix D](#).

Individuals under an Assisted Outpatient Treatment Order (AOT) within the target group must receive priority consideration for admission.

Determination of NY/NY III Population A eligibility is made by the Human Services Administration (HRA) through the submission of the HRA 2010e application. All referrals will be generated by the NYC Department of Homeless Services (DHS) and monitored by DHS and OMH, as described below.

5.5 Reporting Requirements

Agencies which receive an allocation of housing resources under this RFP must agree to comply with the referral process for NY/NY III. Agencies must conform to all OMH fiscal reporting requirements as outlined in the "Aid to Localities Spending Plan Guidelines". These guidelines are available on the Internet at <http://www.omh.ny.gov/omhweb/spguidelines/>.

All OMH residential providers are required to maintain accurate reporting of all admissions and discharges through OMH's Child and Adult Integrated Reporting System (CAIRS). In addition, agencies must report all admissions and discharges in the NYC Human Resources Administration's (HRA's) Turn Around Document (TAD). All agencies will be subject to OMH monitoring visits and must operate according to all applicable OMH regulations and guidelines. Pursuant to the NY/NY III Agreement, New York State and New York City will implement evaluation protocols to ensure the quality and effectiveness of the services developed. Providers must agree to participate in this evaluation and provide additional data, as needed.

5.6 Operating Funding

Capital Funding

OMH is making no capital available through this RFP. However, a Program Development (PDG) Grant will be made available to cover the cost of furniture, initial staffing and other development costs. As stated above, OTDA and HCR are the capital funding agencies for these 935 units pursuant to the NY/NY III Agreement. The applicant must clearly state whether the project developer has secured capital funding, or clearly describe the status of any capital funding applications that have or will be submitted to OTDA or HCR. The applicant must state whether it will apply to both OTDA and HCR for capital funding for one or more projects.

For questions regarding capital funding, contact by email: OTADA – [Colleen Salvagni](#) or HCR – [Lisa Irizarry](#)

Operating Funding

Under NY/NY III, SP-SRO programs are budgeted annually at a gross program level of \$18,337.50 per bed. Of this amount, approximately \$11,867.50 per bed may be budgeted towards on-site services and supports and \$ 6,470 per bed may be budgeted towards property expenses (non debt service).

SP-SRO programs are funded annually through a combination of 30% of client income (SSI Living Alone Rate at \$2,329 per person [assumes an 85% collection rate]) and OMH net deficit funding at \$16,008.50 per bed.

Operating contracts will be written for a total period of five (5) years, with an initial period of one (1) year and four (4) annual renewals. OMH reserves the right to limit the first year's contract term to less than 12 months in order to align the contract dates with OMH's contract cycle. Contracts awarded at less than a one year cycle in the initial year may have additional months added to the final year's renewal contract.

Please note that OMH will not be responsible for evaluating sites or monitoring the construction, however OMH will require a review and approval of the design of the OMH funded units. Debt service through OMH is not available through this RFP. OMH will not fill any funding gaps that may arise in the development of these units.

5.7 Proposal Narrative

When submitting proposals for funding under this RFP the narrative must be brief (no more than 15 pages, excluding attachments) and address all of the components listed below, in the following order:

5.8 Population

1. Provide a brief narrative which describes in full detail the model proposed for the housing. Describe if it will be new construction, a renovation or purchase of an existing building. Describe the mixed-use nature of the project; describe the other population group(s) to be housed and the funding for these units.
2. State the borough(s) where you are proposing to develop the housing, the number of units to be developed in each borough and the target population(s) to be served (as described in Section II). State your commitment to filling these units in coordination with the NYC Field Office, the Department of Homeless Services (DHS), OTDA, HCR along with city shelters and street outreach programs.
3. Describe in narrative form the characteristics of the population to be served. Discuss such population characteristics as likely service history, present functional level, educational level, job history, community living skills, existence of social supports, etc.
4. Describe in narrative form the service needs of the population to be served, specific to the population characteristics described above.

5.9 Supportive Housing Implementation

1. Describe your agency's admission criteria and procedures; include time frames. Note: an agency cannot withhold admission to persons based on the past history of the potential resident. Describe strategies used for in-reach to shelters, and engagement of street outreach services.
2. Describe the services and supports that will be available on-site through the agency, as well as those that will be provided by other agencies through service agreements and other linkages. Supports for individuals coping with substance abuse disorders must be included.
3. Describe the strategies the agency will employ to demonstrate respect for the experiences, beliefs, and values of the diverse cultural and linguistic groups in NYC. Include anticipated program adaptations based upon the populations the agency intends to serve.
4. Describe the strategies that will be used to engage and motivate individuals toward recovery from mental illness and substance abuse. Discuss methods for ensuring integrated treatment for residents with co-occurring substance abuse disorders.
5. Describe how residents will be assisted in developing relapse prevention plans (mental illness and/or substance abuse) as well as how the agency will respond if a resident is relapsing.

6. Explain how residents will be assisted to gain and utilize the skills and supports necessary for independent living and achieving normal life roles. Describe the assessment and support planning process.
7. Describe how peer-to-peer services and supports will be incorporated in the housing model.
8. Describe the strategies that will be used to build a sense of community within the residence.
9. Describe the proposed staffing plan by shifts and by day, if it differs; include roles and responsibilities.
10. Describe how staff will be trained and supervised to integrate rehabilitation and recovery principles in the operation of the residence. Describe the support and professional development activities that will be made available to direct care staff.
11. Describe tenant eviction policies. Include strategies that will be used to assist residents to retain housing by observing the terms of their lease.
12. Describe how the residence will encourage, foster and support the residents' ability to set and reach his or her educational and employment goals.
13. Describe the resources and supports that will be used to help individuals who desire more independent housing.
14. Describe the agency's strategies for obtaining capital funding, locating a site and building support and acceptance of the project within the broader community.

5.10 Agency Performance (For Agencies with an OMH Housing Contract)

1. Describe an actual person age 18 years or older who has a serious mental illness and has recently been served in your housing or program (without violating HIPPA laws). Illustrate the challenges posed and how your agency addressed these challenges. Describe in detail how you supported this person in his or her recovery, including collaboration with other providers and collaterals. How did the approach compare to services and interventions typically provided to other adults? In reviewing the work with this person, is there anything that could have been done differently? Please limit your response to one page.
2. Describe how your housing responds to OMH priorities. Note your *agency's performance in targeting OMH priority populations, ability to transition individuals into more independent housing, occupancy levels, and experience providing recovery-oriented housing*. Base your response using the most recently published Residential Program Indicators (RPI) Report. The RPI Report will be available at the Bidders Conference.

Note: The OMH internal review will consist of an assessment of the bidder's organizational competency. This will include a review of the timeliness and accuracy of CAIRS reporting, track record of accepting OMH priority populations into housing, data on length of stay and ability to successfully transition residents into more independent housing, occupancy rates, certification performance, responsiveness to complaints, performance with new housing development, participation in residential provider meetings, and fiscal compliance.

Or

5.11 Agency Performance (For Agencies without an OMH Housing Contract)

1. Describe an actual person between the ages of 18 years of age or older who has a serious mental illness and has recently been served in your housing or program (without violating HIPPA Laws). Illustrate the challenges posed and how your agency addressed these challenges. Describe in detail how you supported this person in his or her recovery, including collaboration with other providers & collaterals. How did the approach compare to services and interventions typically provided to other adults? In reviewing the work with this person, is there anything that could have been done differently? Please limit your response to one page.

Bidders must submit the agency's most recent audited financial statement for 2008 or 2009. Bidders must also complete the [Reference Form \(Appendix C\)](#). This form requests information regarding contracts currently monitored by all local, state and federal government agencies. It will be used during OMH internal review to rate the agency's experience and performance with other government funders.

Note: The OMH Internal review will consist of a review of the agency's fiscal viability and performance rating from other government funders.

5.12 Financial Assessment

1. Bidders must develop a full annual budget for the SP-SRO housing units using the "[Projected Operating Budget Form](#)" (Appendix B). The budget must include service expenditures and estimated property operating expenses for the SP-SRO units. Bidders should also identify other sources of revenue in addition to OMH funding, if applicable. Please note that final approval is contingent upon the submission and approval of an operating budget once a site has been secured and approved.
2. Bidders must complete a [Budget Narrative \(Appendix B1\)](#) for the proposed SP- SRO units. The budget narrative should include the following:
 - detailed expense components that make up the total operating expenses;
 - the calculation or logic that supports the budgeted value of each category;
 - And description of how your agency's salaries are adequate to attract and retain qualified employees.