DEPARTMENT OF HEALTH & SOCIAL SERVICES
Public Health Services Division

Addendum 2 to RFP #2018-12
Whole Person Care Pilot Program
April 4, 2018
Proposers' Questions & Answers

Q1. **When attaching resumes in Section 2:B for key personnel should those be added there or at the end as an attachment?**

A1. The resumes may be added either in that section or at the end as an attachment, but should be clearly marked.

Q2. **In Section 4:C Budget/Budget Narrative, on page 12 of Attachment A—Proposal Form, it requests "audited financial statements for the last two full years (including Management Letter(s) if issued)." Can audited financials from 2015 and 2016 be used?**

A2. Proposers should attach the last two years that are available.

Q3. **Why are audited financials needed for private companies?**

A3. Audited financials provide the county with a level of assurance that the selected agency has the financial stability to perform the work.

Q4. **Do you need two separate proposal forms for a joint application?**

A4. Yes. Instructions for a joint proposal can be found on page 1 of the Attachment A-Proposal Form.

Q5. **Can you use the same agency or project multiple times in the reference section?**

A5. Yes.

Q6. **As this Solano County WPC pilot has already begun,**
  - **What is the total client enrollment to date?**
  - **What is the current client enrollment?**
  - **What has been the experience with the duration or length of the enrollment period thus far?**
  - **What proportion of the enrollees have been homeless?**

A6. The total client enrollment to date is approximately 100 clients. There are approximately 100 clients currently enrolled. The longest client has been enrolled in the program for approximately one year. Most clients have enrolled within the last 6 months, so further information on average duration is not available. 40% of clients enrolled have needed assistance with housing referrals.

Q7. **Of the current enrollees how many came from the PHC list?**

A7. Approximately 85% of the last quarter of enrollees came off the list provided by PHC.

Q8. **For the current caseload of 100 clients, how often are visits made?**

A8. This depends on the acuity and specific needs of each client and may vary greatly client to client.

Q9. **Can you provide financial demographics of the first 100 clients, such as income level and/or source of income?**

A9. This information has not yet been evaluated and is not available for the current caseload of clients.

Q10. **Have food security and nutrition been a factor with the current population? How have those been addressed?**

A10. Food insecurity and nutrition is a factor with the target population. All clients are provided information and resources to help connect them to services available within the county as needed, including food and nutrition.

Q11. **Outcome metrics – what are the PY2 results for the following outcome metrics described in the Solano County WPC Application?**

4.1a Universal Metrics 6,7	PY2 Goals	PY2 Results
Enrollment Goals	50	
ED Visits	25 fewer ED visits or 50% of enrolled at least 1 fewer visit annually	
Inpatient Utilization	100 fewer hospital days or 50% of enrolled show reduced inpatient days	

F/U service received after MH Inpatient (for those with such event)	10 individuals or 40% eligible	
SUD Initiation and Engagement (for those identified with such needs)	5 participants or 10% eligible	

A11.   While 2017 was the second year of the project, it was the first year of direct services. Therefore, the requested baseline data is not available.

Q12.   Will the county be providing 10 housing resource slots outside the WPC budget to support the program as described in the Solano County WPC Application? Have 10 slots been adequate to address the WPC pilot needs?

A12.   The County will not be providing the 10 housing resource slots that were indicated in the initial application to Department of Health Care Services.

Q13.   Why are the 10 housing slots not being provided from the original application?

A13.   This is a pilot project and all Whole Person Care pilots follow the PDSA structure. Our environment within the County has changed since the initial submission of the proposal. The housing availability and needs of the population has changed.

Q14.   Does the budget pay for housing or just the coordination of services?

A14.   The RFP includes funding for the coordination of securing housing services and collaborating at the county-level to increase housing options for the target population. It is not intended to pay direct housing costs on an on-going basis.

Q15.   What metric is the county using to measure housing?

A15.   The metric for housing in the WPC program is "Supporting Housing-Refers to housing that is linked with flexible, voluntary support services designed to help members or families stay housed and live a more productive life in the community." Proposers may propose additional metrics around housing.

Q16.   How many of the homeless clients meet the metric for housing in the first year of the current program?

A16.   Approximately 40% of client met the metric for housing in the first year of the program.

Q17.   On page 5 of 14 of the Request for Proposal #2018-12 in the list of responsibilities of the Contractor, number 4 states, "Lead Continuous Quality Improvement (CQI) efforts using the Plan, Do, Study, Act (PDSA) model." Are there more details to explain what the expectations are? Is it similar to what is currently being done or more?

A17. The PDSA model must follow the model as described by the Department of Healthcare Services: "shall also demonstrate a change-management plan, including a mechanism for identifying needed adjustments, a process for carrying out the change, a process for observing and learning from the implemented change(s) and their implications, and a process to determine necessary modifications to the change based on the study results and implement them." More information may be found in Attachment MM at: http://www.dhcs.ca.gov/provgovpart/Documents/WPCAttMMProtocol10-21-16.pdf or on the Whole Person Care website at: http://www.dhcs.ca.gov/services/Pages/WholePersonCarePilots.aspx.

Q18. Are there any current agreements in place with local agencies and services that will need to be honored by the new contractor?

A18. No, the selected contractor will need to develop new agreements, as most agreements contain clauses to share client-level information.

Q19. In the current program, do the collaborative partners provide space for things such as outreach visits, collaborative meetings, etc.?

A19. Yes, however it would be the responsibility of the selected vendor to coordinate those agreements with partners.

Q20. The following questions refer to the Efforts to Outcomes data system:
- **Will the contractor and its project team have remote access to the data system?**
- **Will the contractor be able to run reports?**
- **Will there be support from the county to develop reports needed for managing clients and the WPC program?**
- **Will the contractor need a software license to use the Efforts to Outcomes system? If, so what is the cost and is this and is this expected to be in the budget?**

A20. Efforts to Outcomes is a web-based system with remote access. The selected contractor will be able to run reports and may propose report formats for the County to assist in development for managing clients and the WPC program. The County will provide seven (7) licenses to the ETO system at no cost to the contractor. If the contractor needs additional licenses, the contractor will need to propose that in their budget.

Q21. Can the contractor propose specific customizations to Efforts to Outcomes?

A21. Yes, the contractor may propose specific customizations.

Q22. What is the timeframe for the current customization of ETO?

A22. The current customization is expected to be completed by June 2018.

Q23. **Is there a health information exchange system currently in place?**

A23. Efforts to Outcomes is the data system that has been selected as the health information exchange.

Q24. **Is technology and technology support part of the proposal? Are you expecting a bidder to propose a technology solution as part of the proposal or technology is out of scope?**

A24. The county has selected Efforts to Outcomes as the database which the selected contractor will enter client services. The Proposer may propose additional technology to enhance client services.

Q25. **Is the county willing to consider the contractor's use of telehealth capabilities to enhance the delivery of services and engagement of the clients, e.g. assessments and case management?**

A25. Proposers may propose methods of enhancing delivery of services to clients, including telehealth capabilities.

Q26. **Can we use funds to create a flex fund available for basic needs, such as security deposit to secure permanent housing?**

A26. Yes, proposers may propose this as part of their model and include it in their budget.

Q27. **What challenges in the WPC pilot have not been overcome thus far, especially with regard to provision of services to clients and for program management and coordination?**

A27. Initial challenges have been getting the systems in place to effectively coordinate services between multiple service agencies, this has taken more time than anticipated. In addition, it is challenging to secure reasonable cost housing for the target population. These challenges are not unique to Solano County, and have been seen across other WPC pilots.

Q28. **Is the evaluation plan already developed and if so, is it available for viewing?**

A28. The evaluation plan is in development and not yet available.

Q29. **Can we get a list of attendees at the Proposers' Conference?**

A29. Yes, the list will be posted on the website with the RFP.