



Recommendation to Authorize the Executive Director to Execute a Contract in Response to the Request for Proposal to Create a Community Services and Supports (CSS) Tracking, Monitoring, and Evaluation System

November 21, 2013



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Presentation Overview

- Issue
- MHSOAC commitment to evaluation
- Overview of Community Services and Supports (CSS) Tracking, Monitoring, and Evaluation System
- Overview of contract selection process
- Announcement of winning proposal
- Bidder protest process
- Proposed motion
- Next steps



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Mental Health Services
Oversight & Accountability Commission

Issue

- Request for Proposals (RFP) issued to begin a competitive process to select a contractor for the MHSOAC's Community Services and Supports (CSS) Tracking, Monitoring, and Evaluation System
- Scoring process is now complete
- MHSOAC needs to consider approving the Intent-to-Award for the CSS Tracking, Monitoring, and Evaluation System



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MHSOAC Commitment to Evaluation

There is a statutory role for MHSOAC to evaluate California's public community-based mental health system

[W&I Code 5845(a) and 5845(d)(12)]

"The MHSOAC is committed to an approach of continuous evaluation, learning from and building upon each progressive completed evaluation. The approach will be focused on quality improvement."

MHSOAC adopted Policy Paper, *Accountability through Evaluative Efforts*



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MHSA Community Services and Supports (CSS)

- CSS is the largest component of the MHSA
- CSS is geared toward provision of client- and family-driven services with a wellness focus
- Housing is also a large part of the CSS component



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Overview of CSS Evaluation System Contract: Primary Research Questions

- What statewide methods should be employed to ensure proper tracking, monitoring, and evaluation of adults receiving CSS services?
- What policies, practices, systems, and infrastructure should be created and/or modified to better track, monitor, and evaluate adults receiving CSS services?
- How effective are services for adults who receive less comprehensive services than what is provided via Full Service Partnerships?
- What policies, practices, systems, and infrastructure should be created and/or modified to better serve adults within the CSS component?



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Overview of CSS Evaluation System Contract: Scope of Work

- Development and implementation of a tracking and monitoring system for adults receiving services via CSS that allows for evaluation of those clients and services.
- Evaluation of the efficacy of services for adults who receive less comprehensive services than what is provided via FSP.
- Creation of policy and practice recommendations for how to improve upon current CSS services, evaluation, and systems.



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Overview of CSS Evaluation System Contract: Deliverables

1. Report of Proposed System
2. Report of Proposed Implementation Plan to Pilot the System
3. Report of Proposed Research Design and Analytic Plan to Evaluate Clients in Less Comprehensive Services than FSPs
4. Report of Evaluation Results
5. Report of Policy and Practice Recommendations for How to Improve CSS Services, Evaluations, and Systems



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Overview of Contract Selection Process

- RFP announced on August 30, 2013
- Proposals received by November 1, 2013
- Scoring process consistent with California Department of General Services procedures and regulatory requirements completed



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Overview of Contract Selection Process: Scoring

Stage 1: Administrative Submission Review

Stage 2: Review of Proposer's Qualifications and Project Narrative/Work Plan

Stage 3: Evaluation of Cost Proposal

Stage 4: Combining Scores from Stage 2 and Stage 3

Stage 5: Adjustments to Score Calculations for Bidding Preferences



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Announcement of Winning Proposal



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Bidder Protest Process

Bidders not selected through the scoring process may protest the award if they can prove:

- The protesting proposer would have been awarded the contract had the MHSOAC correctly applied the prescribed rating standards in the RFP; or
- The protesting proposer would have been awarded the contract had the MHSOAC followed the scoring methods in the RFP.



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Proposed Motion

1. Authorize the Executive Director to issue a "Notice of Intent to Award Contract" to the proposer receiving the highest overall score.
2. Authorize the Executive Director to execute the contract upon expiration of the protest period or consideration of protests, whichever comes first.



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Next Steps

1. Notice of Intent-to-Award posted
2. Protest period ends in 10 working days
If applicable, Executive Director makes decision about protests
3. Negotiate and implement contract with selected bidder
4. Bidder begins work once contract is in place



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