



Request for Proposals (RFP) Outline for the Client Stakeholder Contract

Background

As part of the fiscal year 2012/13 State Budget, the Department of Mental Health (DMH) was eliminated and various contracts, services, and budgetary authorities originally granted to DMH were distributed to other state and local entities. Specifically, the funds and authority for a client stakeholder contract, designed to facilitate inclusion of stakeholders, was transferred to the Mental Health Services Oversight and Accountability Commission (MHSOAC). In order to utilize the funds available for client advocacy and to meet statutory mandates, the MHSOAC will develop a request for proposal.

Statutory References

The passage of the Mental Health Services Act (MHSA) initiated, at the state and local levels, the concept of transparent and collaborative processes being implemented to determine the mental health needs, priorities, and services for California mental health consumers. This collaboration is documented in several Welfare and Institutions (W&I) Code sections.

The MHSOAC is mandated in W&I Code Section 5846(c) to “ensure that the perspective and participation of diverse community members reflective of California populations and others suffering from severe mental illness and their family members is a significant factor in all of its decisions and recommendations.” The client stakeholder contract is one means of ensuring that such perspective and participation occurs.

The stakeholder contract also supports the statutory requirement in W&I Code Section 5892(d) that the Mental Health Services administrative fund “include funds to assist consumers and family members to ensure the appropriate state and county agencies give full consideration to concerns about quality, structure of service delivers, or access to services.” In addition, the contract would support the 2012 amendment to the W&I Code Section 5848(a) made by Assembly Bill 1467 that strengthened local stakeholders’ involvement by requiring counties to “demonstrate a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder involvement on mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations.”

Below are the recommended overall principles and outline of the Scope of Work for the Request for Proposals for the client stakeholder contract. These are aligned to meet the above described statutory mandates.

Overall Principles

1. Outputs should be tied to the MHSA and the values of the MHSOAC.
2. Outputs should be tied to the MHSOAC logic model.
3. Outputs should predominately make an impact on the mental health system instead of on the individual level.
4. Provides for consumer outreach and support so that the perspective and participation of diverse community members who are reflective of California populations, including those with lived experience, are a significant factor in the decisions and recommendations made by state agencies, including the MHSOAC.
5. Provides for consumer outreach and support to assist with a robust local stakeholder process.

Outline of Scope of Work

The RFP may include, but not be limited to, the following types of action:

- a. Develop or expand upon an existing statewide network of client stakeholders who have lived experience in their local mental health communities, including individuals from diverse ethnic and racial backgrounds. Members of this network will be trained in the MHSOAC curriculum, “Effective and Meaningful Client Stakeholder Participation: A Training on Guiding Principles in Community Planning Process” and conduct trainings for additional client stakeholders at the local level.
- b. The statewide network of client stakeholders will utilize their knowledge of their local community to apprise the MHSOAC of trends and issues relevant to client stakeholders regarding the MHSA Community Program Planning process and service provision. The network of client stakeholders will work with the MHSOAC to “Tell the Story” of how MHSA funding and services from the various components are making an impact in local communities.
- c. Disseminate the curriculum developed in prior contract titled, “Effective and Meaningful Client Stakeholder Participation: A Training on Guiding Principles in Community Planning Process” to local and or regional stakeholder groups in order to expand their ability to effectively participate in their local stakeholder process.’
- d. Inventory the Issue Resolution Process at both the state and local levels, and identify ways in which these processes may be strengthened from the client perspective, including, but not limited to, specific gaps in the system, and issues that may be restraining system response. Provide Technical Assistance (TA) and develop work products to assist in TA provision to counties on the development or implementation of a process as necessary.
- e. Organize and facilitate two regional summits, one in Northern California and one in Southern California, for peer providers and members of consumer run organizations to allow for opportunities to share resources,

network, highlight important issues, and develop and share best practices.

- f. Collect local mental health board reports on the needs and performance of county mental health systems, which are submitted annually to the local Board of Supervisors. Review and analyze the reports and provide a report to the MHSOAC on any and all frequently identified concerns, issues and trends across the counties.
- g. Develop, host and maintain a website that will be a statewide resource for information on local community planning efforts, advocacy opportunities, etc.
- h. Conduct outreach to diversify and further stakeholder participation at both the local and the state level.
- i. Support the work of the MHSOAC community forums by promoting local stakeholder participation at the forums and facilitating a pre-meeting orientation for stakeholders on the forum format and presenting public comment.
- j. Conduct local outreach to recruit for MHSOAC focus group participation.

Minimum Qualifications

The following minimum qualifications must be met for the proposal to be read and evaluated. The bidder must:

1. Have evidence of capacity to provide statewide, county-level, and state-level participation.
2. Be a non-profit organization.
3. Have a governing board that is at least fifty-one percent (51%) mental health consumers.
4. Have evidence of a capacity to engage diverse communities reflective of the California population that have been unserved, underserved, or inappropriately served in the mental health system.