

**RFP-OUTPATIENT MENTAL HEALTH SERVICES
QUESTION AND ANSWER**

FROM INFORMATION SESSION:

Questions:	Response:
Is the RFP for new contracts starting from ground up or just for existing contracts?	The RFP is open to all who can provide an array of services – new and existing contracts who submit proposals.
With RFP, are you divesting case management services as well?	Yes
What are the current caseloads of child case managers?	There are regular child case managers who currently are serving at least 70 cases per case manager. CTSP case managers are currently serving less than 20 per caseload. The State recommends no more than 15 per CTSP caseload. We currently employ (4) CTSP case managers and (3) regular case managers in Child MH
Is that the total caseload for child case management services?	No, these caseload numbers are strictly case managers only; we do have some therapists who do case management as well as therapy.
Are you looking for providers in RFP who can clearly provide outpatient services and case management?	We are looking for providers who can provide both services.
I noticed case management and clinical services are bundled in RFP. Does that mean your case managers serve as clinician as well? Is it true with SMED and SPMI clients?	We do not have case managers who provide therapy, but we do have some therapists who provide case management services. As demand for services have increased during the last 18 months, we have added outside contractors to provide therapy but used our in-house case managers to monitor the service.
For adult case management, are you fully staffed? What is their total caseload?	We are not fully staffed with adult case management, but if fully staffed, they would carry caseloads of 30-35 per person.
What are your authorization procedures for case management? Do you currently provide authorization?	We do not currently authorize case management services as it is provided almost entirely by Area Program staff. The authorization process will, however, be in place prior to divestiture of that service.
Are you requesting contract agency staff to be on-site or off-site? It would make an	We do not have an official plan for service delivery sites. We would welcome the

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easier transition for consumers to stay in same place where services have been traditionally provided.	opportunity to discuss options to help make transitions as smooth as possible for consumers.
You mention expansion up to 200,000, is Rockingham County involved in this process?	We anticipate expansion of LME services to include Rockingham County.
Is the deal with Rockingham County signed, sealed and delivered?	No. Both Area Boards are still in negotiations and transition timetables are being developed.
How would it be looked upon if two agencies collaborated to submit RFP?	We are okay with agencies collaborating for the RFP as long as it provides an array of services for consumers.
I notice the RFP is asking for national accreditation. What is your response for providers who do not have national accreditation?	Those agencies not accredited by a national accrediting body should describe their plan for attaining national accreditation.
Some RFP's have taken a strong stand almost demanding providers to take in-house staff as part of the RFP. What is your stand?	We are not requiring that proposers utilize existing staff. However, proposers must indicate their intention regarding utilizing current ACMHDDSA staff and it is a weighted factor in the review criteria. We want potential providers to give us the details of how they will make the transition as seamless as possible for our consumers.
Are you going to provide general salary ranges?	Salaries/salary ranges for all ACMHDDSA staff currently providing these services is included in Appendix A of the RFP.

7/28/04 update: No written questions submitted after information session