

**The City of New York Human Resources Administration (“HRA”)
on Behalf of the Office of the Deputy Mayor for Health and Human Services,
Shared Services / Support, Accountability and Value-Enhancement Unit (“SAVE”)**

**EMERGENCY AND ON-CALL CASE MANAGEMENT SERVICES
CONCEPT PAPER**

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I. Introduction

In recent years, major storms have hit the Eastern Seaboard with unprecedented destructive force, resulting in the sudden need to provide human services, including shelter, food, water, and health services, to residents and visitors across broad swaths of the City. In addition to weather events, the City is potentially vulnerable to utility outages, transit failures, and other emergencies that may result in an unanticipated need to provide such services with little notice. In the aftermath of Superstorm Sandy, the City established nine Restoration Centers in impacted neighborhoods, where local, state and federal agencies were co-located to bring their services directly to the affected people close to their homes. The City contracted on an emergency basis with experienced non-profit social service agencies to serve as case managers at these centers.

II. Purpose of Request for Proposals (RFP)

In order to respond to the health and human service needs of City residents in severe weather events and other emergencies, the City of New York (City) intends to issue an RFP for Emergency and On-Call Case Management Services. The RFP will be issued by the Human Resources Administration (HRA), on behalf of the Shared Services / Support, Accountability and Value-Enhancement Unit (SAVE) within the Office of the Deputy Mayor for Health and Human Services. In the event of a severe emergency, the contractor(s) for Emergency and On-Call Case Management Services (Contractor) would direct affected victims and their families to appropriate resources and would facilitate the delivery of health and human services to affected individuals.

As part of a broad-based disaster preparedness initiative, the City intends to enter into zero-dollar contracts with community-based organizations that have experience in emergency response in advance, with services and payment activated based on need. The intent is to minimize short-notice emergency contracting and give providers an opportunity to prepare in coordination with the City's emergency planning.

III. Program Goals and Objectives

The Contractor will work with disaster survivors (clients) to develop and carry out a client-specific recovery plan toward a goal of stabilization and a return to normalcy. This partnership will facilitate client access to a range of resources provided at Restoration Centers. The services to be provided may include an assessment of the client's verified disaster-caused unmet needs; development of a goal-oriented plan that outlines the steps necessary to achieve recovery; organization and coordination of information on available resources that match the disaster-caused unmet needs, including immediate referrals; monitoring progress toward reaching the recovery plan goals; and, when necessary, client advocacy.

The target population would be disaster victims and their families who have been severely affected by an incident or event and require outside resources to address one or more disaster-caused unmet needs.

Clients may access services by visiting Restoration Centers, Mobile Units, or other facilities established by the City. Mobile Units would canvass the city for those who are unable to reach Restoration Centers.

Services would include but not be limited to:

- **Assessment of Client Needs, Intake and Triage:** In the assessment process, the Disaster Case Manager seeks to establish the client's pre-disaster functioning and compare it to the client's current functioning. Areas of particular attention will be shelter; family and personal safety; and other services.
- **Information and Immediate Referrals:** After intake, and based on clients' identified immediate needs, Disaster Case Managers would provide information and referral services to clients. The contractor would be expected to be knowledgeable of all services available to disaster victims, including governmental and non-governmental resources, and capable of directing clients accordingly.
- **Mobile Teams:** The contractor should have the capacity to dispatch mobile teams at the direction of the City to serve clients who are unable to reach program sites.
- **Case Closure:** The contractor will be responsible for conducting and documenting exit interviews with all clients.

It is expected that space will be provided by the City at designated sites at a central location and/or in areas most severely impacted by the disaster, which may be located throughout the five boroughs. Restoration Centers would only be open during a disaster.

Depending on the nature of the emergency, the contractor may also be called in some instances to canvass residential buildings in neighborhoods without utilities to assess the status of residents sheltering in place, identify residents who require nursing or medical intervention, and provide nursing assessments and/or linkages to health care services as needed.

Staff should include bi-/multi-lingual professionals fluent in the local languages and/or American Sign Language as needed and capable of interacting with the diverse population of New York City impacted by the event. At least one qualified Crisis Counselor or Social Worker should be on site during all hours of operation. An adequate number of staff must be available on site to handle both intake and exit interviews.

The Contractor will maintain confidentiality throughout the case management process by assuring that client records are kept in a manner consistent with chain of custody standards and norms.

IV. Planned Method of Evaluating Proposals

Proposals will be evaluated pursuant to criteria to be specified in the RFP. This will include the quality of the proposer's approach and program design for the services requested. In addition, the evaluation will assess the proposer's successful, relevant experience providing similar services. Proposals will also be evaluated based on the organization's staffing model and organizational structure as it relates to the

capacity to deliver these services. It is anticipated that the competition will be divided by borough, with one or two contract awarded per borough.

V. Proposed Term of Contract

The anticipated term of the contract(s) is three (3) years with an option to renew for up to three (3) additional years.

VI. Procurement Timeline

- Anticipated RFP Release Date: January 2, 2014
- Anticipated Proposal Due Date: February 3, 2014
- Expected Award Announcement Date: March 2014
- Expected Contract Start Date: May 2014

VII. Funding

Due to the nature of the services, the maximum available funding is to be determined. It is anticipated that various funding sources would be used. The RFP will establish rates for Emergency Case Management services, and will be the basis for contract funding when services are needed. Contractors would not receive “standby” payments during periods when services are not needed.

VIII. Contractor Performance

The Contractor will be required to report on performance measures to ensure that quality service is being provided and to monitor progress to ensure that goals are being met. The Contractor will be required to have a data management system in place to provide accurate daily/weekly statistics (intake, referrals, follow up, demographics).

In addition, the Contractor may be required to comply with relevant City agencies’ Fiscal Manuals.

IX. Use of HHS Accelerator

To respond to the forthcoming Emergency and On-Call Case Management Services RFP and all other client and community services (CCS) Requests for Proposals (RFPs), vendors must first complete and submit an electronic prequalification application using the City’s Health and Human Services (HHS) Accelerator System. The HHS Accelerator System is a web-based system maintained by the City of New York for use by its human services Agencies to manage procurement.

Only organizations with approved HHS Accelerator Business Application and Service Applications for one or more of the following will be eligible to propose:

- Case Management
- Emergency Preparedness and Response

To submit a Business and Service application to become eligible to apply for this and other CCS RFPs, please visit <http://www.nyc.gov/hhsaccelerator>.

X. Feedback on Concept Paper

Written comments are invited by no later than December 23, 2013. Please submit all comments regarding this concept paper to accoprocurements@hra.nyc.gov.