

Concept Paper

Congregate and Scattered Site Justice Involved Supported Housing (JISH)

Background

The New York City Department of Health and Mental Hygiene (DOHMH) proposes to issue an open-ended RFP for both congregate and scattered site Justice Involved Supported Housing (JISH) units.

JISH builds upon the accomplishments of the Frequent User System Engagement (“FUSE”) model, which was piloted in New York City over a decade ago. FUSE identifies the highest utilizers of costly jail, shelter, and emergency medical services and assists them to stabilize and improve through the provision of supportive housing services. The FUSE pilot was proven to significantly decrease shelter, hospital and jail stays which resulted in an overall reduction of public costs related to those services. The JISH model differs from FUSE, in that applicants are identified through a match of data from both the NYC Department of Corrections and NYC Department of Homeless Services of persons with the highest jail and shelter use. Identified applicants do not complete an application but are engaged directly by a service provider. The JISH model incorporates intensive service delivery during the tenants’ first year in housing. The aim of this model is to address the needs of individuals cycling through these systems in a compassionate and cost-effective manner.

JISH has been used under a scattered site housing model, and thus far, this model has seen numerous successes. As per the data collected by DOHMH through the Mental Health MAVEN Data System, in the last quarter of Fiscal Year 2018, almost half of JISH scattered site residents with reported substance use were engaged in substance use treatment or other supportive service, and 60 percent of those with mental health issues were engaged in mental health services. Less than 5 percent of tenants had an emergency room visit or hospitalization that same quarter.

Given the success of the scattered site JISH program, DOHMH seeks to additionally apply the JISH model to congregate housing. JISH congregate units offer an opportunity for the City to rapidly house people with mental illness or substance use who have also recently and frequently been in NYC shelters and jails. Congregate JISH programs will adhere to the JISH model of services, which includes case management services that provide, at least, weekly contact with tenants.

Under the proposed program, referrals for both congregate and scattered site will be identified through a match of NYC shelter and jail data to identify adults with the highest rates of shelter and jail use. JISH referrals will be made by DOHMH to contractors, who will then find and engage the person to introduce the program model and screen for a mental illness or substance use disorder. If the person screens positive and accepts the housing, they will immediately be placed into an available unit. The contractor ensures that the person, now a tenant, receives case management services at least weekly with a focus on maintaining stable housing and building a healthy fulfilled life.

Purpose of the Proposed RFP

The New York City Department of Health and Mental Hygiene (DOHMH) proposes to issue an open-ended RFP to procure 150 new units of Justice Involved Supportive Housing (JISH) for adults (18+) with recent and frequent contact with the criminal justice and homeless services systems, and who have a mental illness or substance use disorder. The 150 units would be comprised of two competitions in the RFP:

- Scattered Site: 60 scattered site units would be developed across New York City to expand the availability of this housing option, which was first developed at the recommendation of the Mayor’s 2015 Task Force on Behavioral Health and Criminal Justice. Scattered site units are units in apartment buildings spread throughout a neighborhood or community that are designated for specific populations, accompanied by supportive services.
- Congregate: 90 congregate units to offer—for the first time—an additional supportive housing option for the same population. Congregate settings provide a sense of community, on-site assistance in developing the type of independent living skills needed to successfully remain housed, and more immediate accessibility to support in times of crisis. Congregate units are single-site buildings with on-site social services. These buildings house a mix individuals from the community and those that are formerly homeless.

The Goals of the RFP

1. To provide rapid access to 150 units of supportive housing -- 60 scattered site and 90 congregate -- to individuals with recent and frequent contact with the criminal justice system, and homeless services to individuals who have a mental illness or substance use disorder.
2. To provide case management services in order to link these individuals to health and behavioral health services, as well as other resources in order to prevent further use of jail, shelter, or other emergency services. Services will be easily accessible, and will occur in JISH apartment units, program sites, and in the community.
3. To provide case management to successfully maintain housing and to support positive integration of individuals into the community in order to decrease criminogenic behaviors.

Program Information

JISH services will include comprehensive needs assessment and individualized service planning, care coordination, advocacy and support. While JISH is permanent supportive housing, if a resident attains their goals and skills to successfully move on, JISH services will include housing placement assistance. JISH case managers and managers will have competencies to address trauma, substance use, aggressive behaviors and criminal justice involvement. Services will be based on evidence informed models including but not limited to: Trauma Informed Care, Motivational Interviewing, and Wellness Self-Management (WSM). The Contractor will understand and implement holistic approaches to care.

- For congregate units, DOHMH anticipates that preference in the proposal evaluation process would be given to proposers with buildings in-construction. However, DOHMH would consider proposals from all congregate proposers, regardless of construction status.
- For scattered site units, proposers would have current, successful experience providing supportive housing services in a scattered site setting.
 - Proposers interested in providing scattered site units must propose in increments of 15 units up to a maximum of 30 units.
- Contractors will receive referrals directly from DOHMH.

- Contractors would have at least 5 years of experience providing services to justice involved individuals.
- Contractors will plan to integrate individuals into the supported housing community in a manner that will minimize stigmatization that may accompany individuals with a history of justice involvement and homelessness.
- Contractors will be prepared to address trauma at the individual resident and programmatic level, and will promote health and racial equity and social justice in the delivery of housing services.
- Contractors will maintain a ratio of one case manager for every 15 JISH tenants. Case managers will have a minimum of an Associate’s Degree in Human Services and five (5) years of experience, or a Bachelor’s Degree with two (2) years of experience, or a Credentialed Alcoholism and Substance Abuse Counselor certification (CASAC) with two (2) years of experience, or a Certified Recovery Peer advocate with a minimum of one (1) year experience. Case Managers will have completed the Justice Academy training no more than two (2) years prior to hire; otherwise, the Justice Academy training must occur within six (6) months of hire.
- Contractors will ensure that JISH case managers are supervised by a manager with a graduate degree in social work or a related human service field and experience serving the target population. It is highly recommended that managers also complete the Justice Academy training.

Reporting Requirements

Contractors will provide data directly into a DOHMH system on a monthly basis and will participate in ongoing data collection and program evaluation as required by DOHMH and other City systems.

Proposed Term of the Contract(s)

- **Scatter Site:** DOHMH anticipates that the term of each scattered site contract resulting from this RFP will be 9 years in duration, contingent on the availability of funding.
- **Congregate:** DOHMH anticipates that the term of each congregate contract resulting from this RFP will be 15 years in duration, contingent on the availability of funding.

Provider Conference

DOHMH will hold a meeting for interested providers on June 19, 2019, 1:30 – 3:00 pm at 42-09 28th Street, room 20-29, Long Island City, Queens. The purpose of this meeting is for DOHMH to obtain feedback and input from the provider community in JISH-related areas such as identifying and referring potential tenants, screening and intake, and provision of services. Agenda topics will be further specified at the meeting.

If you plan to attend this meeting, please email RFP@health.nyc.gov with the attendee name; include **JISH RSVP** in the subject line. Due to space constraints, organizations may send no more than **one** representative.

Procurement Timeline

It is anticipated that the RFP issuance date would be in October 2019, with proposals accepted on an on-going basis.

Planned Method of Evaluating Proposals

DOHMH anticipates that proposals will be evaluated based on proposers': relevant experience; approach to the scope of services; approach to program monitoring, data management, and reporting; organizational capacity, including proposed staffing plan; and proposed approach to budget management.

Funding Information

Scattered site awards will be awarded at \$10,000 per unit per year for services only, and at Fiscal Year 2017 Fair Market Rates for operational costs.

Congregate programs will be awarded at \$17,500 per unit per year for services only. For congregate programs, rental assistance to support the projects will be funded outside this RFP through a separate process administered by the NYC Department of Housing Preservation and Development (HPD). Demonstration of ability to obtain rental assistance will be required of providers recommended for award prior to final award. Providers can demonstrate rental assistance commitment from either HPD or another funding entity prior to receiving the final award.

The agency expects to make a sufficient number of contract awards to satisfy the City's needs.

Use of HHS Accelerator

To respond to the forthcoming JISH RFP, vendors must be appropriately qualified in 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 service areas will be eligible to propose:

- Community Engagement
- Life Skills
- Health Education and Supports
- Mental Health Services
- Substance Abuse Services
- Homelessness Prevention
- Housing
- Case Management
- Preventive Services
- Outreach
- Facility Management
- Discharge/Re-Entry



June 2019

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>.

Contact Information /Deadline for Questions/Comments

Written comments on this Concept Paper are invited by July 26, 2019. Please email RFP@health.nyc.gov and indicate **JISH Concept Paper** in the subject line of the email. Alternatively, written comments may be mailed to the following address:

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