

Date: 12/4/2024

REQUEST FOR INFORMATION TO PROVIDE RECOVERY STATION SERVICES

I. INTRODUCTION

The County of Kern, through Behavioral Health and Recovery Services (BHRS), is seeking information in the form of a proposal from one or more organizations that are qualified to provide Recovery Station Services. BHRS will review all responses received from qualified organizations and if enough responses are received, the Department may, at its sole discretion, initiate a Request for Proposal process.

All information submitted by qualified organizations will be retained by Behavioral Health and Recovery Services (BHRS). The tentative start date for these services is **July 1, 2025**. The total available funding for this program is not intended to exceed \$ 2,194,364.

A. BACKGROUND

The Recovery Station shall be operated in Bakersfield, CA and shall serve as a voluntary safe haven for Kern County residents presenting with co-occurring mental health and substance use disorder needs. This facility shall serve adults who are actively intoxicated, have not been charged with a serious crime, are not in need of emergency medical or psychiatric services, and can likely benefit from engagement into behavioral health services by a team of staff with lived experience.

Recovery station services shall be strength-based, empowering, person-centered and promote wellness and recovery in a welcoming setting. The goal of the Recovery Station is to provide care for chronically intoxicated individuals by engaging them into appropriate mental health and substance use disorder services with the use of peer-led services in order to improve health outcomes. Additional community benefits include: (1) a decrease in the number of emergency visits and use of ambulatory services; (2) more appropriate use of psychiatric emergency services; (3) offer an alternative to minor offense arrests by offering a safe, welcoming environment where the client can safely allow intoxication to pass; and (4) begin engagement into appropriate behavioral health services.

Referrals to Recovery Station

Primary referral sources for the Recovery Station are expected to include law enforcement, emergency departments, mental health crisis units, behavioral health treatment teams, and other community agencies.

Admission Procedures

- 1) The admission process shall be designed in a manner that allows for simultaneous intakes to occur when needed.
- 2) Staff shall perform an intake screening to document the client's intoxication and need to be at a Recovery Station. Screening shall include information regarding substances used prior to arrival, time of use, amount, route of administration, other substances used in the past, brief medical history and visual signs of injury, current functioning, combative/assaultive behavior, ability to walk independently, ability to speak coherently, in full sentences, and alertness. A brief medical history, including tuberculosis, asthma, heart

HOPE, HEALING, RECOVERY



conditions, seizure disorders, allergies, medications, diabetes, serious or chronic illness and hospitalizations, any current physical complaints, and behavioral health history (suicidal/homicidal thoughts, substance use disorders, treatment episodes, hospitalizations, etc.) shall also be obtained. Any client that would reasonably be recognized as needing urgent medical attention in an emergency room is not appropriate for admission to the Recovery Station. Following admission, should evaluation for danger to self, danger to others or grave disability be necessary, the program shall be responsible for coordinating transportation to the designated facility at the Psychiatric Evaluation Center (PEC).

- 3) On a case-by-case basis, the Recovery Station is a viable option for individuals who need a safe place to prevent/reduce thoughts of substance use.
- 4) All admitted individuals shall be screened for Medi-Cal eligibility to ensure accurate billing of services.
- 5) Releases of information shall be obtained prior to discharge for applicable Medi-Cal Managed Care Plan members.

Comfort and Hygiene Services

Clients shall be offered the opportunity to sleep in an assigned sleeping area bunk. Clients who are sleeping shall be monitored visually every thirty (30) minutes, and observations shall be documented in the BHRS electronic health record (EHR). If awake, clients shall be offered water and/or a snack and the opportunity to shower and change into clean clothing if needed. The facility shall offer laundry and shower facilities, and access to soap, shampoo, clean clothes and fresh linens.

Mental Health and Substance Use Screening: SBIRT/Screen & Intervene Protocol

- 1) Once client signs and symptoms of intoxication have lessened, and the client is able to engage with staff, s/he shall be screened. After screening, staff shall provide brief interventions and utilize Motivational Interviewing to begin a conversation about treatment options available.
- 2) Contractor staff shall collaborate with BHRS staff to provide clients with the option to receive an onsite MH/SUD assessment and facilitate access to services. Services include but are not limited to: assisting clients with creating appointments to begin MH/SUD treatment, reconnecting clients to respective treatment team(s) in the BHRS system of care, contacting community partners regarding client needs (shelters, detox programs, housing resources, etc.), providing support at the time of a crisis and organizing transition to the appropriate facility/establishment that shall provide a higher level of care.

Brief Interventions

- 1) Staff shall conduct a Brief Negotiated Interview designed to enhance motivation for change. Other brief clinical interventions used may include, as appropriate, Motivational Interviewing, Brief Solution Focused Therapy, Cognitive Behavioral Therapy (CBT), harm reduction counseling, and suicide prevention using the Applied Suicide Intervention Skills Training model.
- 2) Contractor shall employ numerous interactive tools for guided discussions to help clients determine goals and next steps. For clients who are not yet ready to discuss treatment, staff shall provide educational resource materials about mental health conditions and substances as appropriate. An onsite Licensed Practitioner of the Healing Arts (LPHA) shall be available to provide interventions and consultation.
- 3) Client information is safely stored/maintained in the EHR. If the client is not in the EHR, staff shall initiate a new client entry. Contractor staff are responsible for:

- Client Demographics Entry/Update
- Progress Note Entry
- Care Coordination

Handling of Emergencies

- 1) If an individual admitted to the Recovery Station develops symptoms of mental illness that are not responsive to peer-led interventions and displays or states suicidal intent/plan/actions, protocols shall be followed to request assistance for a 5150 evaluation and possible transfer to the PEC.
- 2) Recovery Station staff shall assist in transporting the individual to the PEC for admission.
- 3) If an individual admitted to the Recovery Station develops signs of a medical emergency (chest pain, severe abdominal pain, seizure, trouble breathing, etc.), emergency medical services shall be contacted for immediate assistance.
- 4) If an individual admitted to the Recovery Station becomes aggressive, de-escalation techniques shall be utilized to ensure the safety of all staff and other clients. If the individual is not responsive, Recovery Station staff shall remind the individual of his/her ability to leave at any time. Law enforcement shall be contacted if the individual is not responsive and puts staff and other clients at risk.

Referrals and Linkage for Additional and/or Ongoing Treatment

- 1) The Recovery Station is designated as a crisis access point within the Kern County System of Care and individuals transitioning from the Recovery Station shall receive priority appointments for mental health and substance use disorder services. Individuals shall be linked to the appropriate provider within the BHRS Adult System of Care, and/or the Substance Use Disorder Access Line and START Team to determine the appropriate level of care.
- 2) Individuals requiring inpatient mental health treatment shall be referred to the PEC. Clients in need of substance use disorder services, including residential treatment, shall be connected by phone or in person to the BHRS START Team for a brief phone screening, and linkage to appropriate treatment.
- 3) Referrals and linkage shall include non-specialty treatment referrals, based on individual need and preference. These may include primary care, non-specialty mental health treatment, Alcoholics Anonymous, Dual Recovery Anonymous, Narcotics Anonymous, Spanish language support groups, faith-based supports, LGBTQ supports, housing resources, and other community-based support agencies and groups.

Discharge

- 1) When an individual is ready to discharge from the Recovery Station, a client satisfaction survey shall be completed to determine the effectiveness of peer engagement during their stay.
- 2) The Recovery Station shall coordinate and provide transportation to the client's home or next point of service.
- 3) If an individual expresses desire to leave the Recovery Station prior to completing necessary screenings, referrals, and surveys, staff shall encourage the individual to stay to complete the process utilizing de-

escalation techniques, motivational interviewing techniques, and/or other appropriate interventions. Under no circumstances shall individuals be forced to stay against their will.

Follow Up

All clients seen at the Recovery Station shall receive a follow-up phone call at determined intervals (seven (7) days, fourteen (14) days, thirty (30) days, sixty (60) days, ninety (90) days), whereupon staff shall determine and document if linkages have been successful and inquire as to whether the client needs any further assistance.

Crisis De-Escalation

All staff shall be trained in Crisis Prevention Institute CPI de-escalation techniques and facility protocols related to violent and aggressive behavior.

Transportation

Contractor staff shall coordinate and provide transportation to the client's home or next point of service. This may involve confirming pick up by a family member or friend, helping the client to arrange for a taxi or Uber self-pay or with a voucher, or when necessary, using a facility vehicle and staff to transport the client offsite.

Training

All direct service staff shall be trained in the administration of screening instruments, and appropriate interventions and competencies per staff role. It is expected that all peer staff shall complete the Recovery Innovations Peer Employment Training (PET) curriculum within six (6) months of beginning service provision.

Outreach and Education

- 1) Contractor shall establish and maintain communications with law enforcement agencies to provide ongoing education regarding individuals who are eligible for direct referral to the Recovery Station.
- 2) Contractor shall collaborate with BHRS teams and sub-contracted network of providers to inform them of operations, criteria for admission to the Recovery Station, and linkage to other community resources. Contractor may be asked to participate in community events to inform the public of the Recovery Station as a resource available in the community.
- 3) Staff shall participate in meetings with Stakeholders and community partners as needed.

Facility

- 1) The facility shall have capacity for a minimum of fifteen (15) adults at any given time. Space shall be utilized in a manner that will allow for increased capacity based on the needs of the community.
- 2) The Recovery Station shall allow flexibility to provide separate sleeping areas for men and women that can be partitioned or adjusted according to the needs of the population.

Hours of Operation

The Recovery Station shall operate twenty-four (24) hours per day, seven (7) days per week, inclusive of all holidays. It is estimated that the average length of stay per guest shall be four (4) to ten (10) hours.

Security

Contractor shall arrange for the provision of twenty-four (24) hour security for the Recovery Station.

Staffing Levels

- 1) Contractor shall use professionals and paraprofessionals, and persons who have been consumers or relatives of consumers of mental health or substance use disorder services and are willing to utilize their lived experience in the performance of their job duties at the Recovery Station.
- 2) A minimum of two (2) staff members shall be present at any time there are individuals at the facility. This shall include coordination for necessary transportation to other facilities and/or discharge as stated in this agreement.
- 3) All staff shall maintain current certification in the provision of Basic Life Support (BLS) or CPR, and first aid.
- 4) Staffing patterns shall reflect, to the maximum extent feasible, at all levels, the cultural, linguistic, ethnic, sexual, and other characteristics of the community served by the Recovery Station.

Performance Standards

- 1) The Recovery Station shall reduce arrests and PEC admissions for individuals under the influence.
- 2) The Recovery Station shall achieve seventy-five percent (75%) positive feedback from clients on the impact of services provided and led by peer staff as it relates to the likelihood of engaging in follow-up treatment.
- 3) The Recovery Station shall provide 'warm handoffs' to relevant community services. Twenty-five percent (25%) of those entering the Recovery Station shall be engaged in follow-up treatment after first admission.
- 4) Contractor shall provide a monthly flow data report and survey results, due on the tenth (10th) of the month for the month prior. At minimum, the monthly report shall demonstrate month-to-month operational progression, referral sources, discharge disposition, and cases that were transferred to alternative levels of care.
- 5) Contractor shall comply with data exchange requirements with participating Managed Care Plans.

II. INFORMATION INSTRUCTIONS

The Organization's response to this Request For Information (RFI) shall be submitted with all necessary information and documentation needed to demonstrate the Organization's ability to provide Recovery Station Services described herein, in addition to the following:

A. ORGANIZATION INTRODUCTION

1. The information shall include an introduction describing the Organization, the size of the Organization, the number of employees involved in providing Recovery Station Services, its organizational structure, and its subcontractors or subconsultants, if any.

2. Include the legal name, address, telephone number, and type of entity (sole proprietorship, partnership, or corporation and whether public or private).

3. Describe the location, dimensions and layout of your facility.

B. ORGANIZATION EXPERIENCE

1. The Organization should state the firm's experience and the number of consecutive years of actual experience providing the Recovery Station Services.

2. Provide a minimum of three (3) reference letters for similar services rendered (must be within the last six (6) months on the reference company's letterhead. Each reference shall include a current point of contact and a phone number.

3. Each reference letter must have the following information: Date of the original contract; end date of the contract; services rendered; and names, addresses, and telephone numbers of contact persons within client agencies for whom the services have been provided.

C. CREDENTIALS/RESUMES

1. Credentials and resumes of the person(s) responsible for administering or providing the services must be provided. Include a statement of qualifications and resumes/backgrounds of key personnel assigned to the project, including the number of years these employees have been providing services, training certifications of professional and non-professional personnel.

2. Organization shall specifically provide the following information on all management, supervisory and other key employees who will be providing services:

- a. Name, address and phone number
- b. Description of education
- c. General experience
- d. Experience or education related to the RFP project

D. PROJECT APPROACH

Provide a detailed explanation regarding how your organization can meet our needs and handle our requirements for providing Recovery Station Services to the targeted population.

E. INDEMNIFICATION

Organization shall indemnify County against any claim, demands, or liability arising from damage to property, and injuries to persons, which may arise out of or because of Organization's performance of its duties under this Agreement, or failure to perform, but only in proportion to and to the extent such claim demands, damages or liability are caused by, or result from the negligent or intentional acts or omissions of Organization, its officers, agents, or employees.

F. INSURANCE

The Organization shall secure and maintain insurance as described below:

1. WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY INSURANCE REQUIREMENTS

In the event Organization has employees who may perform any services pursuant to this Agreement, Organization shall submit written proof that Organization is insured against liability for workers' compensation in accordance with the provisions of section 3700 of the California Labor Code.

Organization shall require any sub-contractors to provide workers' compensation for all of the subcontractors' employees, unless the sub-contractors' employees are covered by the insurance afforded by Organization. If any class of employees engaged in work or services performed under this Agreement is not covered by California Labor Code section 3700, Organization shall provide and/or require each sub-contractor to provide adequate insurance for the coverage of employees not otherwise covered.

Organization shall also maintain employer's liability insurance with limits of ONE MILLION DOLLARS (\$1,000,000) for bodily injury or disease.

2. COMMERCIAL GENERAL LIABILITY INSURANCE REQUIREMENTS

Organization shall maintain in full force and effect, at all times during the term of this Agreement, the following insurance:

Commercial General Liability Insurance including, but not limited to, Contractual Liability Insurance (specifically concerning the indemnity provisions of this Agreement with the County), Products-Completed Operations Hazard, Personal Injury (including bodily injury and death), and Property Damage for liability arising out of Organization's performance of work under this Agreement. The Commercial General Liability insurance shall contain no exclusions or limitations for independent contractors working on behalf of the named insured. Organization shall maintain the Products-Completed Operations Hazard coverage for the longest period allowed by law following termination of this Agreement. The amount of said insurance coverage required by this Agreement shall be the policy limits, which shall be at least ONE MILLION DOLLARS (\$1,000,000) each occurrence and TWO MILLION DOLLARS (\$2,000,000) aggregate.

The Commercial General Liability Insurance required shall include an endorsement naming the County and County's board members, officials, officers, agents and employees as additional insureds for liability arising out of this Agreement and any operations related thereto. Said endorsement shall be provided using one of the following three options: (i) on Insurance Services Office (ISO) form Commercial General (CG) 20 10 11 85; or (ii) on ISO form CG 20 37 10 01 plus either ISO form CG 20 10 10 01 or CG 20 33 10 01; or (iii) on such other forms which provide coverage at least equal to or better than form CG 20 10 11 85.

3. AUTOMOBILE LIABILITY INSURANCE REQUIREMENTS

Automobile Liability Insurance against claims of Personal Injury (including bodily injury and death) and Property Damage covering any vehicle and/or all owned, leased, hired and non-owned vehicles used in the performance of services pursuant to this Agreement with coverage equal to the policy limits, which shall be at least ONE MILLION DOLLARS (\$1,000,000) each occurrence.

The Automobile liability Insurance required shall include an endorsement naming the County and County's board members, officials, officers, agents and employees as additional insureds for liability arising out of this Agreement and any operations related thereto. Said endorsement shall be provided using one of the following three options: (i) on Insurance Services Office (ISO) form Commercial General (CG) 20 10 11 85; or (ii) on ISO form CG 20 37 10 01 plus either ISO form CG 20 10 10 01 or CG 20 33 10 01; or (iii) on such other forms which provide coverage at least equal to or better than form CG 20 10 11 85.

4. PROFESSIONAL LIABILITY INSURANCE REQUIREMENTS

Professional Liability (Errors and Omissions) Insurance, for liability arising out of, or in connection with, the performance of all required services under this agreement, with coverage equal to the policy limits, which shall not be less than ONE MILLION DOLLARS (\$1,000,000) per occurrence and THREE MILLION DOLLARS (\$3,000,000) aggregate.

5. ADDITIONAL INSURANCE REQUIREMENTS

Any self-insured retentions in excess of TWENTY-FIVE THOUSAND DOLLARS (\$25,000) must be declared on the Certificate of Insurance or other documentation provided to County and must be approved by the County Risk Manager.

If any of the insurance coverages required under this Agreement is written on a claims-made basis, Organization, at Organization's option, shall either (i) maintain said coverage for at least three (3) years following the termination of this Agreement with coverage extending back to the effective date of this Agreement; (ii) purchase an extended reporting period of not less than three (3) years following the termination of this Agreement; or (iii) acquire a full prior acts provision on any renewal or replacement policy.

All insurance shall be issued by a company or companies listed in the current "Best's Key Rating Guide" publication with a minimum of A-, VII rating; or in special circumstances, as pre-approved by the Risk Management Division of the Office of County Counsel. The selected proposer shall file with the Contact Person, a Certificate(s) of Insurance stating the required coverages are in effect.

III. SUBMITTAL INSTRUCTIONS

A. SUBMITTAL

The proposer shall submit **one (1) written copy of the Proposal and one (1) copy on thumb drive**. The thumb drive (virus free) must be a standard Microsoft Windows (Word, Adobe, Excel etc.) compatible format readable by the County; using word processing software that is Windows based, preferably Microsoft Word. Proposer agrees to be fully responsible for any damage caused by any materials submitted to County. Please submit all Proposals to:

Kern County General Services Division
REQUEST FOR INFORMATION FOR:
Recovery Station Services
1115 Truxtun Ave., 3rd Floor
Bakersfield, CA 93301
Telephone (661) 868-3000

Proposals may be delivered in person, by courier service or by mail to the address indicated above. **ALL PROPOSALS MUST BE SEALED AND RECEIVED BEFORE 11:00 A.M. on JANUARY 13, 2025**, at the above office and address.

Proposals submitted after the above deadline will not be accepted. It is strongly suggested that any proposers intending to hand deliver a proposal on the last day for submission arrive at the General Services Division third floor main lobby at least ten (10) minutes prior to the proposal receipt deadline to receive a "test" time stamp to validate the official current time. The time stamp clock in the main lobby of General Services will be the official time. Any Proposal received at or after 11:00 a.m. will be returned unopened.

B. QUESTIONS

Questions may be asked via e-mail only to Katrina Tinoco, at ktinoco@kernbhrs.org, no later than **12:00 noon on December 20, 2024**.