

**Attachment A**  
**NARRATIVE PROPOSAL SUBMISSION QUESTIONNAIRE**  
AHCCCS RFP YH22- 0055

**SUBMISSION REQUIREMENT B1: METHOD OF APPROACH**

(30 page limit)

The Offeror's method of approach narrative proposal must address the following inquiries and where available, provide documentation to support responses including any third-party validation, data, or other metrics that support the proposed methodology. Provide a general explanation of how the Offeror will meet the requirements described in the Scope of Work.

**1. Proposed Program Model – Bridge Facility**

- 1.1. Describe how the Offeror will identify and engage eligible members of the population of persons with an SMI designation and experiencing homelessness for the Bridge Facility. Describe how the program will reduce programmatic and administrative barriers to eligible individuals. Describe how the Offeror will coordinate with other systems of care (e.g., Continuum of Care Coordinated Entry, discharging residential or behavioral health facilities) to identify and engage the target population.
- 1.2. Describe any other specific subpopulations or issues to be addressed (i.e., gender, age groups, demographics, substance abuse, or other co-occurring disorders) in working with the target population. Please include any demographics or statistics available to support the response. Include strategies for serving persons with disabilities, transgender residents, or other diverse populations and how the Offeror will ensure cultural competency in service delivery.
- 1.3. Describe the specific service needs and resources required to successfully serve the target population(s) of the Bridge Facility. Provide any data or documentation used to inform the targeted population and/or proposed service model to be implemented.
- 1.4. Describe any evidence-based models or innovative practices the Offeror will utilize to ensure Bridge Facility residents are engaged voluntarily in member-focused services and assisted to community based permanent housing or appropriate services within the transitional time frame goals.
- 1.5. Describe the daily and total experience of a typical participant in the program from intake to program exit or a successful transition to community housing. On what grounds would the Offeror terminate a participant's access to the shelter either temporarily or permanently?
- 1.6. What basic necessities will be provided to participants (i.e., food, toiletries, clothing, bedding, laundry, etc.) in the Bridge Facility?
- 1.7. How will participants gain access to food/meals? How will food be provided since it cannot be not prepared on-site and who will prepare it? What would be the cost?
- 1.8. Describe how 24/7 operations and access will be provided including staffing, available services, and access policies. Include strategies to address resident behaviors or needs that may present access and supervision challenges (e.g., smoking, work-related late entries).

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1.9. How will the Offeror address resident service or companion animals or pets in the Bridge Facility?

**2. Describe how the Offeror will collaborate to meet the needs of members:**

2.1. Will the Project coordinate or collaborate with other systems of care including homeless systems (Coordinated Entry and HMIS), behavioral health system, jail and/or prisons, law enforcement, outreach, crisis systems, or AHCCCS health plans (i.e., Regional Behavioral Health Authorities (RBHAs) and AHCCCS Complete Care (ACC) plans) to identify and engage members or to ensure appropriate access to community-based services?

2.1.1. Does the Offeror currently participate in the Maricopa Regional Continuum of Care? Describe the Offeror's participation.

2.1.2. Does the Offeror currently participate in the Maricopa Homeless Management Information System (HMIS)? If so, how does the Offeror utilize this tool and related information?

2.2. Describe how the Offeror will engage and partner with health plans and Medicaid providers to coordinate behavioral health services, promote member choice, and ensure appropriate support for member's service plan goals.

2.3. Describe how the Offeror will establish and promote housing opportunities for Bridge Facility residents) The awarded offeror will work with the ADOA selected contractor to provide input in the Bridge Facility design. Based upon the Offeror's experience in serving the target population or providing similar housing or service, what physical requirements, design features, or other site improvements would you require to support the Bridge Facility objectives and/or to enhance resident experience and outcomes related to the Bridge Facility?

**3. Proposed Program Model – Licensed Clinic**

The Licensed Clinic is a co-located but distinct service setting from the Bridge Facility. The following questions relate to the operation and program model associated specifically with the Licensed Clinic.

3.1. Describe the proposed, separate and distinct but co-located Licensed Clinic, including the proposed AHCCCS-registered provider type and associated clinical services to be offered at the proposed Licensed Clinic. Provide any data or programmatic justification for the service need in the community or geographic area. Will the facility specialize in services for specific population(s) or demographic(s)? Describe any unique services or strategies, subject to members' choice, to coordinate or support the Bridge Facility residents.

3.2. Describe any licensing, approvals, contracting or other steps the Offeror will need to complete in order to provide the proposed services?

3.3. The proposed Licensed Clinic site is anticipated to be approximately 2,500 square feet. What physical accommodations, service settings, or facilities does the Offeror require within this footprint in order to be both programmatically and cost effective?

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**4. Accountability**

Describe how Offeror will ensure legal, financial, and programmatic accountability and reporting as described in the scope of work. Address each of the following:

- 4.1. Legal Compliance - Describe how the Offeror will ensure compliance with all shelter and clinical legal standards and requirements. Describe Offeror's processes and procedures for receiving and resolving complaints or grievances from program participants or other program stakeholders.
- 4.2. Operational and Programmatic Performance
  - 4.2.1. Describe any proposed programmatic outcomes or success anticipated by the proposed program and how it will be measured and documented.
  - 4.2.2. How will the Offeror provide security or ensure the safety of residents in the Bridge Facility and Licensed Clinic? What operational or programmatic measures will be implemented to ensure that the Project will be a good neighbor and does not increase the impact of either the Bridge Facility or Licensed Clinic operations or its residents or members on the neighborhood (including ASH)?
- 4.3. Financial Accountability and Reporting
  - 4.3.1. Describe strategies, controls, and processes for ensuring financial accountability for the Bridge Facility or Licensed Clinic.
  - 4.3.2. The AHCCCS award includes funding for startup and the first two operational years of the project. Please see Scope of Work sections 2, 5, 7, and 8 for details on funding. Describe how the Offeror will identify and secure ongoing funding for the program operation after this time. Describe in detail the process to be implemented should the operator be incapable of administering the program, or experience a disruption to the continuity of operations. Neither AHCCCS nor ASH, shall be liable for operating the Bridge Facility. How will the Operator ensure participants are appropriately transitioned to another facility or program?
  - 4.3.3. Does the Offeror anticipate any program income from the Project including any Medicaid revenue sources for services through MCOs/AHCCCS? If so, describe the anticipated activities or reimbursable services to be provided.
- 4.4. Stakeholder Feedback - Describe how the Offeror will coordinate and inform its policies, operations, procedures, and practices based on feedback from Bridge Facility residents or other stakeholders including AHCCCS, MCOs, supportive service providers and/or peers or community advocates.

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**SUBMISSION REQUIREMENT B2: EXPERIENCE AND EXPERTISE**

(20 page limit excluding attachments)

The Offeror's experience and expertise narrative proposal must address the following topics, requirements, and inquiries related to the Offeror's experience and expertise for AHCCCS's evaluation. Where possible, provide details including data from existing transitional housing, outpatient, or homeless services provided by Offeror, third-party party awards, certifications or recognitions or other objective documentation to support responses. Attachments not included in the page limit are as follows: organizational charts, certificates, formal agreements, and resumes.

**1. General Organizational Experience and Expertise**

- 1.1. Describe the Offeror's experience and expertise in the financial management of transitional housing or homeless programs.
- 1.2. Describe the Offeror's experience and expertise in securing program funding including both public and private sources to ensure program and operational sustainability of programming. Describe current organizational fundraising priorities or needs and strategies for addressing these priorities.
- 1.3. Has the Offeror been recognized for or received any third-party recognition or validation regarding their ability to deliver or operate projects similar to or related to the Project proposed here?
- 1.4. The Offeror will have an opportunity to participate and share its expertise in the design and development of the physical structure of the Project.
  - 1.4.1. Describe any experience and expertise of the Offeror in the development, design, and construction of a residential or homeless facility.
  - 1.4.2. Provide any physical setting requirements or design elements the Offeror would recommend be included.
  - 1.4.3. Include a description of how this facility will coordinate its COVID-19 related responses with other pandemic and public health efforts and resources in design features (i.e., space requirements), operational, or programmatic strategies.
- 1.5. Describe the training, orientation or other guidance Offeror's staff, particularly direct service staff, receive in performing their duties or staying informed about changes in policies or standards related to the scope or work. Please include the frequency and method of training.

**2. Bridge Facility Experience and Expertise**

- 2.1. Provide a summary of the Offeror's experience and expertise in providing either transitional housing, residential facilities, or homeless shelter or service programs. Please include any other Medicaid or Non-Title XIX funding sources used including Continuum of Care, Emergency Solutions Grants or local funding sources.

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- 2.2. Describe Offeror's previous experience and expertise related to providing shelter or homeless services to special populations including persons with mental illness, persons experiencing or formerly experiencing homelessness, persons with disabilities, justice involved persons, the elderly, or other special populations requiring accommodation or additional service considerations or barriers in attaining and maintaining housing.
- 2.3. Describe Offeror's experience in developing and creating innovative or evidence-based programs or facilities to serve homeless or other underserved populations including persons with a serious mental illness designation.

**3. Clinical Facility Experience and Expertise**

- 3.1. Describe Offeror's previous experience and expertise related to providing licensed clinical services of the type being proposed by the Offeror for special populations including persons with mental illness, persons experiencing or formerly experiencing homelessness, persons with disabilities, justice involved persons, the elderly, or other special populations.

**4. Corporate Structure and Governance**

- 4.1. Describe the legal structure of the Offeror's business organization.
- 4.2. ATTACHMENT - Provide a copy of the Offeror's Articles of Incorporation, Charter, Bylaws, or other legal documentation of the organization's legal structure and purpose. If the Offeror is a non-profit entity, please provide a copy of the current IRS 501(c)(3) determination letter. (not included in page limit)
- 4.3. ATTACHMENT -Ownership or Governance: provide an organizational chart showing the governance structure including any ownership interests or principals if the Offeror is a for-profit organization and the Board of Directors or governing body if it is a nonprofit organization, including the Executive Director, other key staff, and/or sub-contractors who will perform work described in the proposal and lines of authority, and the point of contact between the Offeror and AHCCCS. (not included in page limit)
- 4.4. Describe key staff including their experience and expertise and proposed role.
- 4.5. ATTACHMENT – (Not included in page limit) Provide resumes of:
  - Key leadership staff
  - Key Staff responsible for financial oversight
  - Key Staff responsible for on-sight management of the Bridge Facility
  - Key Staff responsible for the management of the Clinical Facility
- 4.6. ATTACHMENT - A certificate of good standing from the Contractor's home state's Corporation Commission shall be submitted with the proposal. If selected, the Contractor shall register their corporation with the Office of the Secretary of State for the State of Arizona. (not included in page limit)
- 4.7. Describe the Offeror's current and past history regarding lawsuits, litigation, or legal issues. Has the Offeror been subject to lawsuits and litigation related to their services? Does Offeror have current or pending lawsuits or litigation? Has the Offeror ever had any business license,

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contract, funding agreements, certification suspended or revoked? Provide an explanation and current status for a yes to any of the above questions.

**5. Proposed Sub-Contractors**

- 5.1. If the Offeror will be utilizing sub-contractors or other third-parties to perform any of the work described in the Offeror's response, describe the role the sub-contractor or third-party will perform and the justification or need to utilize these services. Describe the organizational structure or relationship between the Offeror's Bridge Facility Operator and any service providers (e.g., sub-contractor, Operator's outpatient clinical services) that will offer services in association with the Bridge Facility.
- 5.2. ATTACHMENT - Provide documentation (if available) of any formal agreements, contracts, or other legal documents that describe or document the relationship between the Offeror and the sub-contractor including any fees or compensation structures. If none are available, describe proposed agreements. (not included in page limit)

**SUBMISSION REQUIREMENT B3: ASSUMPTIONS**

The Offeror must identify any assumptions used when developing its proposal as it relates to scope, costs, schedule, resources, etc. If the Offeror's assumption takes exception to any part of the solicitation (including but not limited to requirements, scope of work or terms and conditions), these shall be separately explained as well as in the Offeror's exceptions to terms submission.