



# Mobile Behavioral Health Crisis Response Teams

Proposal Review Process & Panel Instructions  
Facilitated by the Office of Performance & Innovation

April 2021

# I. Introduction

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Thank you for participating in the review process for the Request for Proposals (RFP) of the Mobile Mental Health Crisis Response Team. This document will help to guide you through the review process of the RFP individually and later as a panel.

If you have any questions about this guide, please contact the facilitator:

**Available upon request**

Materials you will receive:

- A copy of this guide.
- An Excel document with individual rating sheets, with one tab available for each proposal.
- A PDF copy of the RFP entitled: “Mobile Behavioral Health Crisis Response Teams”.
- A PDF copy of each proposal.

# II. Conducting your individual review

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Please start by reading these instructions and review the original scope of work published in the RFP. Then, read through each proposal using **only** the review criteria that were published in the RFP and described in your review materials, **not** other criteria you may feel are important. Do not deviate from the published criteria.

**Important Note: Do not compare/evaluate proposals against each other. Each proposal must be evaluated on its own merits against only the criteria requested in the RFP.**

We have provided space in your Individual Score Sheets for you to identify strengths and weaknesses related to each proposal. Consider the notes in your rating sheet to be a summary of the documented evidence that supports your numeric score.

As a panelist, you are asked to score each proposal based on a set of 37 qualifications organized within 6 elements (see pages 21-25 of the RFP for more detail). We have rewritten these qualifications below as questions to help guide your review process.

Each qualification can be scored up to 5 points, with 5 being the “best” possible score. **Each panelist has been asked to pay special attention to specific qualifications based on their background.** Panelists may score all qualifications but should prioritize the sections identified to them via email. Please track your scores in your Individual Score Sheet, one tab per proposal.

## III. Discussing the proposals during review:

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**Important: Do not discuss the proposals or your scores with other panelists prior to submitting your score or with people outside the proposal review process.**

After submitting initial scores to the facilitator (Taylor) for compilation, reviewers will meet to discuss their individual evaluations together on Monday, April 19, 2021. In this meeting, reviewers will arrive at a consensus “short list” of firms to be interviewed.

Reviewers who are unable to attend the discussion meeting should still submit their Score Sheets to the facilitator to ensure their scores and thoughts can be represented in that meeting.

## IV. Proposal Review Elements

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### Element 1: General Service Delivery

#### Minimum qualifications

1. Have they worked on interdisciplinary teams to accomplish a shared goal?
  - *Note: Mental health providers will likely be paired with responders from other disciplines including but not limited to EMTs, City of Minneapolis Community Navigators, other medical personnel, etc. as we determine the best combination of skillsets for the program.*
2. Do they have experience and ability to provide in-person timely response? If they have not provided emergency response, do they have any crisis response experience?
  - *Note: In the case of this work, timely will be defined as an immediate response to an emergency call; typically, in 10-20 minutes*
3. Do they have experience and ability completing professional assessment, timely crisis reports and referral?
4. Do they have experience and ability to provide stabilization services, as defined in Attachment B (of the RFP)?
5. Do they have experience and ability to provide seamless coordination of case management and/or other follow-up services?
6. Do they have experience and ability to comply with all applicable Federal and State laws concerning confidentiality?
7. Do they describe what supplies they believe are needed on the response vans to effectively respond to both adults and children experiencing a crisis?
  - *Example: snacks, water, socks, fidget toys, etc.*

#### Preferred qualifications

8. Do they have experience and ability in providing services (including mobile response services) 24 hours a day, 7 days a week, and 365 days a year?

9. Do they have experience and ability to provide services in resident's homes and other preferred community locations?
10. Do they have experience and ability to provide and support or refer to Rapid Access Psychiatry Services?
11. Do they have experience and ability to provide supports utilizing Peer Support Specialists?
12. Do they have experience and ability to respond to third party calls (from family, friends, landlords, etc.) concerning an individual experiencing a mental health crisis?
13. Do they have experience and ability to coordinate with other providers?
  - *Examples: social service providers, community mental health providers, primary care teams, schools, etc.*
14. Do they have experience and ability to support and coordinate with Law Enforcement and 911?
15. Do they have access to an electronic health records system (EHR) that could be used when responding to an incident, if any?

## Element #2: Staffing, Supervision & Support

### Minimum qualifications

16. Do they have a staffing plan for the proposed program?
  - Included a description of the roles and responsibilities of each staff member.
  - Indicated the skills and experience each will be expected to have.
  - Described any certifications and background checks required of staff and the purpose of the requirement.
17. Do they have initial and ongoing staff training on care delivery?
  - *Examples: trauma-informed care, cultural competency (including race, ethnicity, LGBTQ+, disability, age etc.), de-escalation, implicit bias, and crisis training*
18. Do they provide wellness support to responders to prevent vicarious trauma and burn-out?
19. Will they be able to pass background checks and be willing and able to follow FBI Criminal Justice Information Services (CJIS) compliance for access to dispatch systems (see Attachment E of RFP)?
20. Will they be able to drive city-owned vehicles? And take and pass certified driving tests?

### Preferred qualifications

21. Do they have experience and ability in facilitating regularly scheduled interdisciplinary team meetings with community stakeholders?
22. Do they create an environment of group learning from crisis incidents that may help prevent feelings of isolation?

### Element #3: Administration

#### Minimum qualifications

23. Do they have systems and technologies they will use to provide services and whether these are provider-managed systems, City-systems, or something else?
  - Do they have experience with Minnesota's data protection laws?
  - Do have a plan to ensure and document that the creation, access, protection, use, and management of data complies with the Minnesota Government Data Practices Act, other Federal and State requirements and industry data security and other data standards?
24. Do they have experience and ability to sustain adequate fiscal management of program revenue and expenses?

#### Preferred qualifications

25. Do they have experience and ability to participate in State and local meetings and trainings?

### Element #4: Cultural Representation & Accessibility

#### Minimum qualifications

26. Do they have experience and ability to provide culturally responsive services to diverse populations?
27. Do they describe how they will recruit, hire, and retain responders from diverse backgrounds described above?
28. Do they describe how they will ensure that staff are capable of implementing culturally specific treatment that is meaningful and appropriate as determined by the recipient's culture, beliefs, values, and language?
  - Particularly, how will they deliver services to individuals who speak a language other than English?
29. Do they describe how they will ensure high-quality care is provided to individuals of various abilities?
  - *Examples: Deaf / Hard of Hearing, Blind / low-vision, those who use wheelchairs, developmental disabilities, etc.*
30. Do they describe how they will ensure that the unique needs of children are appropriately addressed when responding to mental health crisis calls for service?

### Element #5: Performance Measurement & Accountability

#### Minimum qualifications

31. How will the provider ensure that consistent quality services will be provided in collaboration with stakeholders?
32. Do they have a plan for face-to-face assessments and intervention to take place in the least restrictive setting?
33. Do they have a plan for evaluating the outcomes of services?
34. How will the provider maintain and document the integrity of your data and records, through audits or other measures?

**Preferred qualifications**

35. How will individuals be diverted from hospitalization, criminalization, or other restrictive settings whenever possible?
36. Please describe the plan for evaluating recipient satisfaction.
37. Do they have a plan for sharing and delivering data, including clients served and assessed, as requested by the City of Minneapolis?
  - Note: This initiative will support the connectivity of existing resources and support the seamless use of the full continuum of care.