

November 9, 2021

To: Eastern Iowa Provider Organizations

From: Robert Young Center for Community Mental Health

**Re: EIR – Complex Families Care Coordinator (EIR CF - CC)**



### **Who?**

The Eastern Iowa MH/DS Region (EI-Region) includes the counties of Cedar, Clinton, Jackson, Muscatine, and Scott. The Eastern Iowa Region is seeking committed community providers to deliver care coordination services to Eastern Iowa children, adolescents and their families who are experiencing mental and behavioral health crisis.

### **What?**

The Eastern Iowa MH/DS Region is seeking to fill **3 full time FTE's** to provide care coordination to families with complex care needs. The purpose of the EIR CF-CC is to provide a coordinated response to children, adolescents and their families experiencing mental health crisis with complex or multi-family member needs. The EIR CF-CC will work closely with youth, families, community agencies, and DHS, JCS, or courts as indicated, to support the child/adolescent and their family to de-escalate crisis and link the family to appropriate services in the community. The EIR CF-CC will also assist the child/adolescent and their family with referrals to more supportive and intensive services as needed.

EIR CF-CC must provide the following services:

- Implement the principles of Trauma Informed Care (TIC)
- Act as point of coordination between the EI Region and other agencies who may be working with the family.
- Refer for a mental health assessment for each family member in crisis (or assure one has been completed in the prior 30 days)
- Safety Plan with youth and family as needed
- Provide referrals to appropriate care (Crisis Stabilization Residential, Children's MH Waiver, Community Based Crisis Stabilization, Therapy, BHIS, Hospital, etc.)
- Provide care coordination follow up support or, refer family to existing IHH agency, or, refer family for IHH enrollment.
- Work cooperatively with court personnel for families involved in inpatient or outpatient committals.

### **SCOPE OF WORK**

- EIR CF-CC will receive referrals from families, EIR Care Coordinators, hospital, DHS, JCS, courts, etc.

- EIR CF-CC will show ability to meet or exceed all performance benchmarks and service requirements.

## ORGANIZATIONAL CERTIFICATION

Agency must certify or accredit under appropriate standard per their accreditation program (Chapter 24, CARF, COA, Joint Commission). Agency must show evidence of appropriate accreditation. Agencies who propose or utilize a Best Practice that requires approval or certification must provide documentation of authorization to provide service.

## STATEMENT OF QUALIFICATIONS:

Proposals to the EI Region should include the minimum information:

## STAFFING REQUIREMENTS

EIR Complex Families Care Coordinators:

- Minimum of Bachelor's degree in human services or related field, Master's Degree preferred
- Minimum of 2 years of experience in the field of mental health; or any equivalent combination of training and experience.
- Valid Driver's License required

## ADDITIONAL INFORMATION

- Proposed organizational supervision of position
- Names and professional experience of key personnel who will be assigned to this project
- Procedure for managing individuals in emotional and behavioral crisis
- Proposed timeline for opening date of service
- Number of FTE's (up to 3 full time FTE's) agency proposes to hire
- Ability to serve all five EI counties
- Any evidence-based practices utilized or proposed to be utilized when delivering service
- Proposed "value added" services the organization can provide to population
- Proposed ability to develop staffing and financial efficiencies by also providing additional services by the agency (i.e., therapy, BHIS, Community Based Crisis Stabilization, day programming, drop-in center, etc.)

## PROPOSED COST OF SERVICES

Proposals to EI REGION should include:

- Proposed cost to accomplish all scope of work for activities outlined (annual program budget)
- Budget should also include any components of the service that are billable to Medicaid or other funding stream (current or in the near future)

## PROPOSAL EVALUATION

The EI REGION will evaluate proposals based on the criteria below:

Experience/expertise in serving target population	50 Points
Organizational use of Evidence Based or Best Practices	25 Points
Proposed Cost (including needed start-up funding)	25 Points
Total:	100 Points

Deadline for Submission – Proposals must be submitted by 12:00 (noon) on Tuesday, November 30, 2021. Proposals should be submitted to Robert Young Center, Attn: Christine Gradert, Jen Craft, 4600 3rd Street, Moline, Illinois, 61265.

Questions regarding this request for proposals should be emailed to Christine Gradert and Jen Craft at, [Christine.gradert@unitypoint.org](mailto:Christine.gradert@unitypoint.org); [Jennifer.craft@unitypoint.org](mailto:Jennifer.craft@unitypoint.org)