

RFP: NYC Wellness, Comprehensive Assessment, Rehabilitation, and Employment (WeCARE) Program

OVERVIEW

On October 3rd, the New York City Human Resources Administration’s (HRA) Customized Assistance Services (CAS) released a Request for Proposals (RFP) for the Wellness, Comprehensive Assessment, Rehabilitation, and Employment (WeCARE) Program. Approximately \$170 million in total funding over three years is available through this RFP for qualified applicants to operate and implement an enhanced design of the WeCARE Program, which will address previous difficulties with this program by allowing the contractors to receive payment primarily through line-item reimbursement rather than through achievement of milestones.

The WeCARE Program provides services that evaluate the abilities, address the needs, and determine the functional capacity of HRA Cash Assistance (CA) clients and other individuals with medical and/or mental health condition(s) that may affect employability. Successful applicants will be responsible for providing a continuum of assessment, rehabilitative, and other services to individuals referred by HRA and for designing a program that helps clients achieve at least one of the following goals:

- Obtain federal disability benefits;
- Obtain and retain employment; and
- Obtain the necessary medical and/or mental health services for unstable and/or untreated clinical conditions that affect employability.

The full RFP is attached, and other documents are available in the HHS Accelerator. Applications are due on November 16th.

FUNDING

Approximately \$170 million in total funding over three years is available through this RFP to be awarded to four organizations. HRA anticipates awarding one contract in each of the following regions:

Region	Maximum Annual Funding	Total Funding
Bronx	\$15,866,666.56	\$47,599,999.68
Brooklyn	\$17,566,666.72	\$52,700,000.16
Manhattan & Staten Island	\$15,300,000.00	\$45,900,000.00
Queens	\$7,933,333.38	\$23,800,000.14

Successful applicants will receive 100% line-item reimbursement during the first year of the contract. During the second and third years of the contract, successful applicants will receive 70% line-item reimbursement and 30% performance-based milestone payments. Contracts will last for three years beginning on August 1, 2018, with the option to renew for up to an additional three years.

ELIGIBLE APPLICANTS

To be eligible for this RFP, organizations must 1) have at least five years of relevant experience providing services and 2) be prequalified in the NYC HHS Accelerator for at least one of the following service areas: case management, preventive services, entitlements assistance, outreach, job placement services, job/vocational training, work readiness, or academic supports. A list of such prequalified organizations is available in the HHS Accelerator procurement under “Services and Providers.”

PROGRAM OVERVIEW

Assessment Process

Applicants must design a Clinical Assessment process for CA clients and other individuals referred by HRA in order to determine one of the following Functional Capacity Outcomes (FCO):

- No Limitations/Fully Employable: The individual’s medical and/or mental health condition(s) do not present functional limitations that affect employability and/or participation in HRA work-related activities;
- Federal Disability Benefits (SSDI/SSI): The individual meets the Social Security Administration (SSA) requirements under the sequential evaluation process for assessing disability;
- Wellness: The individual has an unstable and/or untreated medical and/or mental health condition(s) that temporarily affects employability and/or participation in HRA work-related activities and requires wellness planning to treat and/or stabilize the condition(s); and
- Vocational Rehabilitation Services (VRS): The individual is employable and able to participate in work-related activities after receiving vocational rehabilitation services, including accommodations.

The Clinical Assessment must identify, evaluate, and summarize any medical, mental health, and psychosocial factors (including vocational, family, community, social and/or educational factors) affecting the functional capacity of individuals referred to the WeCARE Program. If the FCO cannot be determined on the basis of the Clinical Assessment or Clinical Re-assessment or if the client disagrees with his/her FCO determination, the Evaluating Clinician must conduct a Medical Evaluation. Additional assessments, including psychiatric evaluations, substance use assessments, and laboratory testing may be necessary as applicable.

Service Initiation and Service Tracks

Clients who do not receive a No Limitations/Fully Employable FCO determination will be enrolled in the WeCARE program. WeCARE staff will develop a service plan for each client outlining activities that the client and/or program staff will perform in order to achieve the client’s maximum level of functioning and self-sufficiency. Based on his/her FCO, clients will be assigned to a Service Track:

- The SSDI/SSI Service Track;
- The Wellness Services Track; or
- The Vocational Rehabilitation Services (VRS) Service Track (including Job Development and Retention Services, as applicable).

Within each track, WeCARE will provide relevant supports, such as assistance with applying for federal benefits, assistance with managing medical appointments, or training in vocational skills.

Case Management Services

Organizations must provide Case Management Services to all clients enrolled in the WeCARE Program, including but not limited to:

- Providing support as needed to each client to ensure compliance with HRA's requirements related to organization's provision of WeCARE services;
- Assisting clients in obtaining necessary reasonable accommodations, as defined by program policy and in accordance with the Americans with Disabilities Act (ADA);
- Assessing, identifying and addressing barriers to compliance with requirements related to CA or other HRA benefits, as well as with attendance and progress related to participation in the WeCARE Program;
- Arranging for a WeCARE Clinical Re-assessment or a Substance Use Assessment if changes are observed in a client's functioning related to medical, mental health, substance use, vocational, and/or other psychosocial issues;
- Assisting clients with obtaining medical records or other documentation relevant to WeCARE services and the achievement of Service Plan goals;
- Maintaining on-going and appropriate contact with providers of relevant non-WeCARE services after obtaining all consents required by federal, state and local laws and regulations and by HRA.
- Assisting clients in obtaining childcare;
- Providing other case management interventions required for clients to attain maximum degrees of function and self-sufficiency, such as identifying resources, making referrals, and offering education; and
- Providing outreach to re-engage clients in services and, if re-engagement efforts have been exhausted, discharging clients in accordance with HRA procedures.

In addition, organizations should provide Outreach Services to help clients maintain their involvement in and compliance with the WeCARE Program and with requirements related to CA or other HRA benefits. This may include identifying and solving barriers to compliance with the program, including medical and/or mental health conditions.

APPLICATION

Proposals will be scored based on the following criteria:

- Assessment Process (20 points)
- Service Initiation and Service Tracks (20 points)
- Case Management Services (20 points)
- Organizational Structure and Staffing Plan (10 points)
- Management Information Systems (10 points)
- Reporting, Monitoring and Quality Assurance (10 points)
- Service Site and Facilities (5 points)
- Budget Management (5 points)

Each of the four regions will be considered a separate competition. Proposals that receive the highest technical score in their region and who are deemed the most advantageous to New York City will receive awards through this RFP.

Timeline

Proposals must be submitted by November 16th. There will be an optional Pre-Proposal Conference for applicants on October 11th at 2pm in New York City (150 Greenwich Street, 4 World Trade Center, 37th Floor, Bid Room, NY, NY 10007). Interested parties may RSVP via email no later than October 10th to Accoprocurements@hra.nyc.gov with “RSVP WeCARE Program” in the subject line and the full names of attendees in the email. Please bring a copy of the RFP to the conference.

Questions should be submitted to Giovanni Lombardi at lombardig@hra.nyc.gov. Questions received prior to the Pre-Proposal Conference will be answered at the conference. Additional questions and all questions addressed at the conference will be answered in an addendum to this RFP.