

Questions & Answers

1. I was reviewing the RFP and wondered if I could get a quick clarification on whether it for an Adult FBC or a child/adolescent FBC as there is contradictory information provided.

This RFP includes an Adult FBC, not an FBC for Children and Adolescents. Clinical Coverage Policy 8A-2 will not apply to this RFP.

2. Cone Health is currently a major partner in the BHC. What is the expected involvement/partnership with the new provider going forward?

Cone Health is the current sole contracted provider of services in the Guilford County Behavioral Health Center. If another provider is granted the contract for services, that provider will be the sole contractor for the Center and Cone Health will no longer provide services at the Center.

3. Will the staff, equipment and other assets transfer with the BHC to the new provider agency?

The facility and the assets that Guilford County provided at the initial opening for the providers will remain. The staff are Cone Health employees, not Guilford County staff

4. Will Cone Health continue to provide medical care for clients in BHC when the new provider agency takes over?

No, the new service provider will assume responsibility for meeting the regulatory standards and coordinate with physical health services as needed.

5. Can you provide a copy of the floorplan to show the relationship of the peer living room to the other programs and show the flow of the adult and child/adolescent BHUCs?

The building has two floors with the FBC/BHUC on the first floor and Outpatient Services/Peer Living Room on the second floor. The BHUC has 6 adult BHUC chairs, 6 child BHUC chairs and 4 chairs separated by two doors. Those doors can be opened on either side to add the 4 chairs to the adult or child side, or can remain closed to provide individual support to an individual as needed.

Questions & Answers

- 6.** What is the floor plan for the FBC - are the rooms single or double occupancy and are the bathrooms private or grouped in the hall? Do we have any flexibility on modifying the floor plan?

The FBC rooms are single occupancy 8 beds on the male hall and 8 beds on the female hall. Each hall has 2 bathrooms with 1 meeting bariatric needs. The floor plan is currently fixed. It would be difficult to modify the floor plan although the workflow could be flexible.

- 7.** How is the peer living room currently utilized, is it connected to the BHUC for people/families at intake or is it more focused as a resource for use by community members with specific diagnoses such as Substance Use Disorder.

The Peer Living Room is not connected to the BHUC. It is on the second floor with the Outpatient Services, not the BHUC. It has been used as a drop in space with a community provider offering staff support. The Peer Living Room model is in a redesign to adjust how services are offered. Guilford County is interested in your ideas about the highest use of this important space.

- 8.** Is a camera/duress system currently installed? Who covers the cost for the system - county or provider?

The camera system is monitored by Cone Health and Guilford County Security. It was installed by Cone Health.

- 9.** Is the facility furnished? Who covers the cost for furniture?

Yes, the facility is furnished. The furnishings were provided with Guilford County funding and will remain with the building.

- 10.** If furniture and fixtures are not included, are there start up funds available for the upfit?

See response above.

- 11.** Will funding be provided or shared for marketing? How will the county and Trillium work with the provider so the community is aware of service offerings?

Guilford County has been active in promotion of the services included the building. That support will continue. Trillium Health Resources has announced the RFP and

Questions & Answers

will announce the provider selected for services. Both organizations have staff active with community stakeholders and will help introduce the service provider to those stakeholders.

- 12.** Is there state and Medicaid funding currently available for all of the services required in the RFP?

The current service array is funded through Medicaid reimbursement and Guilford County funding. That funding blend will continue.

- 13.** Service Definitions/Payments – Will the Trillium “In Lieu of Medicaid” service definition for Behavioral Health Urgent Care also be applied to this program? Additionally, are there Medicaid and IPRS/State Funding to cover Trillium members for all services listed?

See response above. Yes, the Trillium Health Resources BHUC In Lieu of Medicaid definition is in use in the current array and will continue.

- 14.** How will the transition occur from the previous provider, to the new provider so we are able to budget for the appropriate ramp up of staff?

If a new provider is selected, the expectation is that a warm handoff, with no disruption in services, will occur. The current staff are Cone Health staff not Guilford County staff.

- 15.** Can you provide program volumes for the past 3 years so that we can staff appropriately for our proposed budget?

The RFP includes the service array, including a 16 bed Facility Based Crisis program and 16 chair BHUC along with the other services referenced. Please include a budget appropriate for that service array. A comprehensive Outpatient Services program is available as well. Applicants should use their best information to be responsive to that program. Following the RFP, both historical and expected service levels can be discussed

- 16.** What is the cost of rent or does the county cover the cost of rent for the building?

The rent is \$1.00 annually and includes a Guilford County lease agreement at time of occupancy.

Questions & Answers

- 17.** Who owns the building? Will the landlord of the provider be responsible for repairs? Can you provide a list of what repairs the provider would be responsible for?

Guilford County owns the building. Minor repairs are the responsibility of the provider. Major repairs, including structural, HVAC, roofing and others, are the responsibility of Guilford County. The lease adds additional detail.

- 18.** Is there room available in the facility to house referring enhanced services (ACTT, CST, etc.)?

The facility holds all the current service array without empty space. Use of the current space could be considered to create shared space for staff who are primarily out of the building providing services. Any ideas to carving out space for program delivery services would be welcomed.

- 19.** This proposal is for both an Adult FBC and Non-Medical Detox. Is it Trillium's desire to license for a 16 bed FBC, yet utilize half of the 16 beds for non-medical detox? If that is the case, it would change the proposed budget slightly for it will not run as high a census. Our current census runs 95% or higher – OR – is Trillium desiring a 16 bed FBC with an additional 8 beds for non-medical detox?

The facility is licensed as a Facility Based Crisis Center. The FBC definition allows both mental health crisis and substance use crisis. It is Guilford County and Trillium Health Resources' expectation that this service mix continue. The Center is licensed for 16 adult FBC beds. Additional beds cannot be added to the space.

- 20.** The RFP details did not include instructions as I typically find that speaks to the structure, formatting, fonts, word limits, length limits or how each section of the RFP response should be addressed. I did find one mention of scoring for A-E; however, in reviewing the details I found a list of A-N, another smaller lists, but none that specifically spoke to A-E. Can you clarify what specifically are the scored items which I should pay special attention to.

Please disregard the reference to sections A-E and review the updated document on our webpage.

 [Current Service Needs](#)

Questions & Answers

The requirements for this proposal are as described throughout the RFP document. Please review the document in completion and provide your proposal in the manner that is best suited for your organization.

- 21.** On page 8 of the RFP it states that the scoring will be based on " Sections A-E". There is no section A-E. Only A-N, A-D and only A. Is the RFP supposed to read A-N?

Please disregard the reference to sections A-E and review the updated document on our webpage.

 [Current Service Needs](#)