

Questions and Answers
for
Program for Assertive Community Treatment

1. In Section B., under Project Overview, it is mentioned “a special landlord recruitment campaign conducted by the FUSE team will engage property owners to participate in the pilot.” Describe this process including the FUSE team and PACT team responsibilities in locating landlords. How will they coordinate their efforts? Are there currently any identified housing options that could be utilized with some of the 50 vouchers?

Answer: The primary responsibility for helping FUSE participants access permanent housing resides with the ACT Team. This includes all the aspects involved in finding a unit, securing a lease and making it a home. It also includes serving as the liaison between landlord and tenant to help ensure people remain housed. To make this easier, the FUSE team and its housing partners at the City of Chattanooga will engage landlords and other community partners who want to help. Several private landlords have already expressed interest and both AIM and CHA have set aside units for FUSE participants. The FUSE team is also working to establish a Bridge Fund to help FUSE participants pay expenses related to housing, such as deposits and furnishings; likewise, a Landlord Mitigation Fund will pay for repairs to any damages that may arise over and above deposits.

2. On page 5, Section D. 1.: the RFP states “our intent is for services to be provided in accordance with the ACT model (see attachment D, DACTS Fidelity Scale)...
- a. The full-time psychiatrist and two full time of the following positions: nurses (RNs), staff trained in vocational rehabilitation, and staff trained in substance abuse treatment are listed as assigned to a 100-client ACT Team. Does this RFP allow the selected BHO to build up to these FTE requirements? Meaning: will a .5 FTE psychiatrist and 1 FTE nurse, 1 FTE vocational rehabilitation, and 1 FTE substance abuse treatment be the requirement for this team (50 justice involved adults with severe and persistent mental illness experience homelessness)?

Answer: FUSE will be working closely with our partners in the project to establish expectations relative to performance measures in the fidelity scale. It is reasonable to expect that a “ramp up” period (yet to be formally established) will allow for the program to develop incrementally over time.

In other States and municipalities where ACT and other EBP implementation occurs routinely, performance benchmarks are established for Year 1, Year 2, Year 3, etc. We are committed to such a process, though would like those benchmarks to be arrived at through a collaborative process. This process would also involve our national technical assistance center’s input with regard to how they have seen this work in the States and municipalities they collaborate with otherwise, along with the provider agency and FUSE project leadership.

- b. On page 5, Section D.1.: it also says “Flexible treatment, including 7 day and evening treatment availability as clinically indicated”. Does this require a nurse (RN) during these extended hours?

Answer: The requirement from ACT model fidelity is 24/7 access to "the team," and not a particular role on that team explicitly. You can find teams who use a floating rotation of multidisciplinary professionals to accomplish this and all manner of other working arrangements that ensure a client can get 24/7 support from the ACT team. A given team or organization may decide as part of its own protocol how, when and where their nursing staff become actively involved in treatment, and it's reasonable to expect that there would be some variance in how this occurs from one ACT team to another. The one constant is that the team itself can be accessed 24/7.

3. In Section E. 1. h. (page 16): the RFP asks for the designation of an assigned primary account representative to manage the program for the County. Can you clarify exactly what is meant by this? Are you looking for the person responsible for the overall implementation of the program? Or the person who will be the go to and responsible for invoicing any applicable charges?

Answer: We envision this to be the person accountable for ensuring successful program implementation, someone with the executive-level decision-making authority necessary to accommodate the changes likely to come with establishing a new line of business in Hamilton County. This person will also play a high-profile public role, representing his/her organization with County Commission and other elected leaders, the FUSE Executive Committee and stakeholder organizations across the state.

4. In Section E. 3. p. (page 19): the RFP that the selected BHO submit a single master bill for any/all services provided on a monthly basis. What exactly would the BHO be invoicing? Can we get an example of what the County anticipated having to cover?

Answer: The FUSE Team intends to provide seed funding to the BHO to help with ACT Team start up. These funds would be "last dollar in" after other funding sources have been accessed. The funds might be used to support team operation prior to enrollment of the first participants or to offset costs while people are awaiting TennCare. In addition, the FUSE Team is developing a Bridge Fund for FUSE participants to help meet client expenses such as temporary housing of rent deposits. We envision the BHO seeking reimbursement for these funds from the County based upon administrative guidelines and procedures developed prior to the execution of the County-BHO contract.

5. On page 19, Section F., #5: Can you provide some clarity on this question? The rise in the capacity of the program would likely be covered by TNCare, so is the use of FUSE funds to leverage other sources of funding meant to cover the continuation of serving non-TNCare consumers?

Answer: This question is designed to prompt your organization to think about ways to take advantage of the FUSE pilot. Might there be grant funds you could access to expand the program or to add to program services that might not be covered? New partners you could bring to the table? Thanks to the groundwork laid for FUSE, the County was able to apply for a Department of Justice grant that would help fund more permanent supportive housing. We want our BHO partner to display a similar, creative mindset to help maximize the investment in the pilot.