

Submitting Agency: HOPE, Inc.

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Request for Supplier Qualifications (RFSQ)

#21-14-HEA-01

**PEER SUPPORT NAVIGATION AND
TRANSPORTATION SERVICES**

PERFORMANCE PROPOSAL PLAN

Respectfully Submitted on Behalf of HOPE, Inc.

5.1.1

B. PERFORMANCE PROPOSAL PLAN

Peer support and other services provided by PNs can effectively extend the reach of treatment beyond the clinical setting into the everyday environments of those seeking a successful, sustained recovery process. PNs meet individuals where they are, in the community and in their recovery.

For the purpose of the Peer Support Navigation and Recovery Program, the Peer Navigator's role is to help justice-involved individuals who experience psychiatric and/or co-occurring challenges understand system processes, effectively navigate systems, and access support and resources to sustain their recovery and avoid recidivism.

Lack of transportation is one of the major barriers to successful reentry for many individuals, particularly in rural communities. Therefore, transportation is a crucial service PNs will provide to participants in the program who lack their own means of transportation.

If HOPE, Inc. is selected as the Peer Support Navigation and Transportation Services provider, the following activities will be conducted during the first 60 days of contract award:

- HOPE, Inc. will recruit, hire and orient one full-time and one part-time Peer Navigator (PN), ideally one male, one female. At least one of the PNs will be Span/Eng bilingual.
- Procurement of program equipment and resources will be completed.
- Program protocols, standard forms and documents, as well design the tracking and reporting system will be developed per contract specifications and deliverables.
- Orientation and training will be provided to PNs.
- Collaboration meetings will be held with HOPE's program staff and supervisors and County representatives.

- Key stakeholders and community partners will be identified and introduced to the new program.

At the end of the initial 60 days following award of the contract, the Peer Support Navigation and Transportation Program will launch:

- HOPE, Inc.'s PNs will serve eligible individuals being released from Cochise County Jail (CCJ) and satellite detention facilities. Referrals to the program will be made by the Cochise County Public Health Social Worker (or designated representative), prior to an inmate's discharge.
- HOPE, Inc's PN will respond to referrals within 24 hours, and will meet face-to-face with referred individuals within 5 days of referral. Timely follow-up is essential for the purpose of establishing a therapeutic working relationship, and for effective reentry planning and engagement in community treatment.
- The lead (full-time) PN will handle weekday releases; the part-time PN will cover after hours, weekend shifts, and provide back-up to the lead Navigator as needed.
- Both PNs will be based out of HOPE's Douglas and Sierra Vista outpatient centers, where they will have access to office space, supplies and equipment including computer, wifi, printer/copier, fax, telehealth, training materials, and vehicle(s).
- During this initial phase, PNs will attend release planning meetings, provide peer support, assist with identifying participants' needs and resources, and begin coordinating linkage to community-based services and natural supports to address any identified barriers to successful reentry.
- At release, PNs will transport participants from CCJ to the location(s) specified in their Reentry Plan. During this phase, PNs will assist individuals with making the transition from Jail to community. This may entail assisting individuals with applying for identification or health insurance and other public benefits; helping them to secure immediate shelter, housing, or inpatient treatment (if applicable); assist with obtaining supplies for basic needs (food, clothing, hygiene items); transporting and accompanying as necessary to behavioral health and medical appointments, Adult Probation appointments, court appearances, job interviews, and community-based recovery programs (i.e. outpatient treatment, 12-step meetings, SMART Recovery, NAMI Peer groups).
- As participants are established (or reestablished) with an AHCCCS plan and Health Home of their choice and become engaged in community-based support programs, funding for

- their services under the County agreement will shift to the individual's AHCCCS health plan (or other source) for coverage of on-going treatment, thereby ensuring continuity of care.
- The Peer Support Navigation and Transportation program budget will include limited funds to assist individuals with essential needs such as ID fees, emergency food supplies, clothing, hygiene & self-care items, items need for job search, emergency housing support/allowance, transportation assistance.
- PNs will be responsible for documenting progress of participants in the program, and updating the Reentry Plan as needed to reflect progress, any newly identified needs, and changes in goals. PNs will have a number of assessment tools they may use, depending on the individual's situation and presenting concerns. PNs will coordinate closely with their local teams, community-based providers and other local agencies providing assistance to this target population, in order to ensure sufficient wrap-around support during individuals' participation in the program.
- Throughout the time individuals are engaged with the program, PNs will provide peer support, assess for OUD and overdose risk, and provide OUD awareness and overdose prevention education.
- The Site Director for HOPE's Cochise County-based programs will provide day-to-day oversight and support to the PNs. The SE Regional Director will provide biweekly clinical supervision and as needed, and the Director of Community Programs will provide the technical support to the PNs, ensuring adherence to evidence-based practices (EBPs) for Peer Support, Navigation, Reentry and approaches to effectively engaging justice-involved individuals.
- Monthly reporting to CHSS's designated representative(s) will be submitted by the 15th of following month in which Peer Navigation services were delivered, and will include:
 - # individuals to whom Peer Navigation services were offered;
 - # individuals who accepted/enrolled in Peer Navigation Services;
 - # participants who received transportation services
 - ## enrolled participants who received housing support/allowance;
 - # participants who successfully completed their reentry plan;
 - # participants to whom overdose education was provided;
 - # participants who successfully completed their Reentry Plan;
 - Specific enrolled individuals who were transferred to other funding in the service month.

- Monthly invoicing for services rendered will be submitted to CHSS at least 5 business days before the selected Board of Supervisors meeting date.
- Per Attachment 2 of this RFSQ, Scope of Work, Task#7 indicates other duties may be assigned by the CHSS Health Director or designee.