

Submitting Agency: HOPE, Inc.

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Request for Supplier Qualifications (RFSQ)

#21-14-HEA-01

**PEER SUPPORT NAVIGATION AND
TRANSPORTATION SERVICES**

PROJECT PURPOSE

And

QUALIFICATIONS STATEMENT

Respectfully Submitted on Behalf of HOPE, Inc.

PROJECT PURPOSE: (per RFSQ Attachment 2 – Scope of Work)

To fulfill the Cochise County Health and Social Services (CHSS) Opioid Prevention Grant Requirement to partner with community-based organizations to provide peer support/navigation and transportation. The grant goal is to improve linkages to opioid misuse treatment and overdose prevention services and other community-based support for eligible individuals discharged from the Cochise County Jail and Satellite locations.

5.1.1

A. QUALIFICATIONS STATEMENT

General:

Founded in 1992, Helping Ourselves Pursue Enrichment, Inc. (dba HOPE, Inc.) is the longest-standing and largest Peer-Run Behavioral Health Provider serving Southern Arizona. As such, HOPE, Inc. has solid working partnerships with many community resources that will be leveraged for this important effort.

HOPE's Mission is to deliver recovery-based community services using empathy from our own experience to ensure every individual achieves the most fulfilling life possible.

HOPE's Vision is to create an environment that empowers Members to make their own choices about their recovery journey.

In Spring of 2020, HOPE, Inc. was honored with the distinction of being the first Peer-Run provider organization to be designated a Center of Excellence (COE) by the Regional Behavioral Health Authority (AZ Complete Health).

Corporate Qualifications:

Helping Ourselves Pursue Enrichment (dba HOPE, Inc.) is a tax-exempt non-profit organization under sec. 501(c)3 of the Internal Revenue Code. HOPE, Inc. is governed by a duly elected Board of Directors which provides policy and fiduciary oversight.

EIN# 86-0655390

DUNS# 018676606

NTEE - Taxonomy Code F32 (Community Mental Health Center)

Staffing:

HOPE, Inc. employs qualified Peer Support Specialists (PSSs) and Peer Navigators (PNs) who identify as “peers” having their own lived experience with mental health and/or substance use recovery. Since integrating with Wellness Connections in March 2020, HOPE, Inc. is now the largest Peer workforce employer in the Southern AZ region.

Key competencies of peer staff include being person-centered, trauma-informed and recovery-oriented. Peer Navigators working with justice-involved individuals must also have personal experience with the criminal justice system and demonstrate they have been successful in their own reentry from incarceration or have successfully graduated from diversion programs (such as Mental Health Court or Drug Court).

Peer Navigators working in this capacity are also required to have additional specialized training and experience than Peer Support Specialists. As direct support staff who are part of HOPE, Inc.’s clinical teams, Peer Navigators must be supervised by a qualified Behavioral Health Professional (*as outlined below under Supervision*).

Mandatory requirements for Drivers providing transportation under the Peer Support Navigation and Transportation Services contract, **per Attachment 3 – Compliance and Requirements:**

- 1.1 Driver(s) must have a Fingerprint Clearance Card and show proof thereof
- 1.2 - Driver(s) must have an unrestricted Driver’s License and Insurance Coverage to support transporting clients
- 1.3 Driver(s) must show documentation of Narcan Administration Training and/or Opioid Overdose Recognition Training
- 1.4 Portions of the project may need to be completed during evening and/or weekend hours.

In addition to the above listed Driver qualifications, HOPE, Inc. requires all staff providing transportation services to have a clean MVD report with no more than one moving violation in past 39 months. Drivers must also be at 22 years of age or older.

Clinical Supervision:

HOPE, Inc.'s Peer Navigators are qualified Behavioral Health Technicians (BHTs), who are clinically supervised by Behavioral Health Professionals (BHPs), licensed by the AZ Board of Behavioral health Examiners in accordance with **Arizona Admin. Code § 9-10-115**.

HOPE, Inc.'s SE Regional Clinical Director is a Master's level Licensed Associate Counselor (LAC), providing clinical oversight to HOPE's Cochise County teams. HOPE, Inc.'s SE Regional Clinical Director is supervised by the agency's Chief Clinical Officer, a Master's level Licensed Professional Counselor (LPC). (*Credentials and bios will be provided on request*).

Professional Licensure:

HOPE, Inc. centers are licensed by the AZ Department of Health Services, Bureau of Medical Facilities Licensure as Behavioral Health Outpatient Clinics, Provider Type 77.

(<https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/600/610AttachmentA.pdf>)

As a licensed 77 provider type, HOPE, Inc. is qualified to deliver the continuum of support and rehabilitation services which include the following service categories:

- Peer Support
- Family Support
- Skills Training
- Employment Services
- Health Promotion
- Case Management
- BH Assessments
- Treatment Planning
- Counseling
- Transportation

The following HOPE, Inc. Outpatient Clinic facilities are physically located within Cochise County:

| Facility Location | Address | AHCCCS ID # | AHCCCS Provider Type: | NPI # |
|--------------------------|--|--------------------|------------------------------|--------------|
| Douglas | 661 N G Avenue Douglas, AZ 85607 | 003237 | 77 | 1407262512 |
| Sierra Vista | 1201 E Fry Blvd Sierra Vista, AZ 85635 | 003234 | 77 | 1285649715 |

HOPE, Inc. Corporate Office is located at 877 N. Alvernon Way, Suite 200, Tucson AZ 85711, with a satellite administration office co-located at the Sierra Vista outpatient facility.

Contractual:

HOPE, Inc. holds contracts in good standing with the following AHCCCS Integrated Health Plans providing coverage for Medicaid-enrolled adults residing in Cochise County:

HEALTH PLAN: Contracts and Population(s) Served:

AZ Complete Health: Regional Behavioral Health Authority (RBHA) and AZ Complete Care (ACC) contracted Health Plan, serving SMI TXIX, SMI NTXIX, General Mental Health & Substance Use populations

Banner Health Care: AZ Complete Care contractor for General Mental Health/Substance Use, and AZ Long-Term Care Services (ALTCS)

Under these Health Plan contracts, HOPE, Inc. is required to undergo bi-annual Fidelity Audits and annual Medical Record Review and Compliance Audits. These processes are coordinated and overseen by HOPE, Inc.’s Compliance Department, Quality Improvement Manager.

HIPAA Security, Compliance:

All of HOPE, Inc's communication systems and processes are all HIPAA compliant. The agency maintains current Business Associate Agreements (BAA) for the following services which meet or exceed HIPAA requirements:

Server: (with redundant back-up in the cloud)

- Sophos File Server and Active Directory, behind firewall protected by Sophos Intercept X. Sophos Intercept X provides:
 - Endpoint Detection and Response (EDR)
 - Extended Detection and Response (XDR)
 - Anti-Ransomware
 - Deep Learning Technology (malware detection)
 - Exploit Prevention
 - Managed Threat Response
 - Active Adversary Mitigations
 - Synchronized Security

Secure Encrypted Email:

- Microsoft 365

Telehealth Services:

- Googles Suite, Secure Meetings
- Zoom, Secure Meeting, Enterprise licenses for all locations

Electronic Health Record System:

- Credible Health Solutions

Network Management:

- Blackpoint IT Services
(IT support, network management, firewalls, security threat monitoring)

Indemnification:

2.31.1 MINIMUM SCOPE AND LIMITS OF INSURANCE:

2.31.1.1 Professional Liability (Errors and Omissions Liability)

HOPE, Inc.'s current Professional Liability coverage limits, per AHCCCS and Health Plan requirements are:

| | |
|--------------------------------------|---------------------------|
| Each Claim \$1,000,000* | CHSS Requires \$5,000,000 |
| Annual Aggregate \$3,000,000* | CHSS Requires \$5,000,000 |
| Sexual Abuse, Each Claim \$1,000,000 | |

**HOPE, Inc. will need to increase Professional Liability coverage limits or obtain excess liability policy to meet CHSS requirements, if awarded the contract.*

2.3.1.1.2 Business Automobile Liability

HOPE, Inc.'s current Business Auto Liability limits are:

| |
|--|
| Each Accident: \$1,000,000 |
| <i>CHSS Requires \$3,000,000 Combined Single Limit (CSL)</i> |

2.3.1.1.3 Worker's Compensation and Employers' Liability

HOPE, Inc.'s current insurance coverage limits for Worker's Compensation & Employer Liability meets CHSS requirements:

| | |
|----------------------------|---------------------------|
| Each Accident: \$1,000,000 | CHSS Requires \$1,000,000 |
| Each Disease: \$1,000,000 | CHSS Requires \$1,000,000 |
| Policy Limit: \$1,000,000 | CHSS Requires \$1,000,000 |

In addition, HOPE, Inc. maintains additional Umbrella Liability Coverage for \$1,000,000 Each Occurrence, \$1,000,000 Aggregate.

Certificates of Coverage and Policy Endorsements will be provided upon request.

Training:

In 2013, HOPE, Inc. was the first Peer-Run agency in AZ to be designated as an AHCCCS-approved Peer Recovery Support Specialist (PRSS) Training program. HOPE's 40-hour PRSS Training curriculum meets both Substance Abuse and Mental Health Services Administration (SAMHSA) and AHCCCS training standards.

<https://www.azahcccs.gov/AHCCCS/Downloads/PeerRecoverySupportSpecialist.pdf>

HOPE, Inc. provides PRSS training for staff of several other behavioral health agencies as well as their own employees.

HOPE, Inc's in-house certified Forensic Peer Support Specialist (FPSS) trainers can also provide FPSS training to the Peer Navigators. Several HOPE, Inc. staff are additionally certified as Opioid Use Disorder (OUD) Peer Support Specialists and Offender Employment Support (OES) Specialists.

OUD Overdose Recognition and NARCAN Overdose Prevention Training is provided to staff by Sonoran Prevention Works. PNs working in the Peer Navigation and Transportation Services program will be required to complete this training before delivering services.

Driver Safety Training is required for all staff providing transportation services.

All HOPE, Inc. direct support staff complete AHCCCS and Health Plan mandated health care training through the Relias Training platform. Required training includes but is not limited to:

- Understanding HIPAA Regulations
- Ethical Decisions Making: The Basics
- Abuse and Neglect: What to Look for and How to Respond
- Corporate Compliance: The Basics
- Fraud, Waste & Abuse: Recognizing and Mandated Reporting
- AzAHP – Cultural Competency in Health Care

A complete listing of Relias Trainings can be provided on request.

NOTE: Depending on the PN candidate's training record and transcripts, additional training may include but not be limited to:

- SMART Recovery Facilitator Training
- Moral Reconciliation Training (MRT)
- Social Determinants of Health (SDOH)
- Criminal Justice System Cross Training
- Seeking Safety