

AWARD RECOMMENDATION

Date: April 11, 2017

RFP #16223 Facilitation of Lake County Mental Health Coalition

Buyer: Susan Brines

Company Address: North Highland Consulting
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Chicago, IL 60606

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Account #:
Department: County Administrator's Office
Department Contact: Amy McEwan

Total Award: \$379,450
Contract Start Date: April 11, 2017
Initial Term: 18 weeks
Term Dates:
Renewals: n/a
PO #:
Contract Type: Professional Service

DESCRIPTION OF PURCHASE: Facilitation of Lake County Mental Health Coalition

BOARD APPROVAL	April 11, 2017			
ISSUE AWARD WITH A ONE-TIME PURCHASE ORDER	YES	X	NO	
SEND AN AWARD LETTER	YES	X	NO	
INSURANCE CERTIFICATE RECEIVED	YES	X	NO	

RFPs RECEIVED:

17 Registered Vendors (0 local; 17 non local)
4 Responses Received (0 local; 0 non local)
0 submitted a 'no response'
13 did not respond

INTENT

The purpose of this Request for Proposal is to establish a contract with a qualified firm to support, manage, and maintain a community-based coalition capable of affecting community-level change in mental, emotional, and behavioral health.

There are many existing businesses, non-profit organizations, agencies, healthcare providers, hospitals and government agencies currently investing in mental, emotional, and behavioral health services in Lake County, but case studies reveal there is a greater chance of success when these groups regularly share data and information, coordinate services, and collaboratively organize around outcomes. Many studies have been conducted and these have identified a need for Lake County policy makers to work together on community level priorities such as systemic data sharing and a positive public education campaign. To that end, Lake County seeks to establish a new community-based mental health coalition that will focus on data sharing and

researched-based best practices designed specifically for Lake County to form stronger prevention, build capacity, address gaps, and enhance mental, behavioral and emotional health services.

The first phase shall be an assessment that will consist of the Proposer examining existing studies, reports, and programs in the Lake County region (gathered by internal staff) and supplementing knowledge where necessary to prepare a plan on the best method to gather and collect available transdisciplinary data, identify missing data, gain and maintain consensus on best practices, assess, propose a framework to develop memorandums of understanding, data sharing agreements, standard operating procedures and security protocols related to data sharing, and report findings to the Community Coalition. The second phase of the project will focus on implementing recommended integrated solutions to facilitate high level change as agreed upon between the Proposer and Lake County administration. Successful proposers should indicate interest and ability to contract for additional related consulting services as part of their proposal. Lake County reserves the right to move tasks for better alignment between Phase 1 and 2.

SCOPE OF WORK

The selected Proposer will work with and support the efforts of the Community Coalition and internal staff to manage and maintain a community-based coalition capable of effecting community-level change in the area of mental, emotional, and behavioral health.

The Community Coalition work has targeted an initial 18 month project timeline. The Community Coalition plans to conduct at least 15 monthly meetings. The goal will be to develop information and data sharing practices and to develop the positive public awareness campaign within eighteen 18 months. The Proposer will share with the Community Coalition all major findings including the data collected, notes, sources, and feedback.

The selected Proposer will perform the following scope of work as part of this solicitation:

PHASE 1:

TASK 1 – Facilitation and project management.

The purpose of this task is to facilitate and support the Coalition's meetings. Work with staff to design meetings that support the Coalition's goals, objectives, and further their initiatives.

This task includes the following:

- a. Facilitate and actively engage Community Coalition members, stakeholders and diverse groups to promote discussion, encourage full participation, build consensus, and resolve conflicts.
- b. The Proposer will work with a staff leadership team who will plan, design agendas, take minutes, develop communications and share materials. The Proposer will facilitate meetings, guide discussion, maintain momentum and energy, and manage meetings.
- c. During monthly meetings, the Proposer will present ideas and solutions and then facilitate discussion and decision making by using strategy, creativity, problem-solving tools, formal and informal decision making processes, strategies to assist the Coalition with prioritization, and other methods designed to achieve mutual understanding and share ownership for outcomes.
- d. Respond to Community Coalition requests and follow through within 10 days.
- e. The Proposer is responsible for project management including but not limited to developing the draft coalition charter, proposing a project plan, gaining consensus and then implementation of the plan, monitoring and reporting back progress on major project plan deliverables.
- f. The Proposer will identify opportunities for complimentary partnerships between agencies and foster them.

Deliverables:

- Plan, prepare, and facilitate up to 18 monthly meetings.
- An electronic and hard copy of a report shall include, at a minimum, corresponding responses and activities completed for task one (1) listed above, a written accounting of the outcomes of each milestone as outlined in the project plan as well as any additional findings, recommendations, decisions, actions or next steps identified by the vendor and the Coalition.
- A short executive summary of the report.

TASK 2 – Current State Assessment

The Proposer will conduct a current state assessment that will consist of the Proposer's review, and understanding of all existing research, studies, surveys, plans, reports, data sets, and other related programmatic materials with a goal of utilizing as a foundation the excellent work that has already been done in Lake County. The Proposer will review all materials, make connections between reports, identify knowledge gaps, and present results to the Community Coalition. The purpose of this task is to help all participants to understand what is already known in Lake County and where applicable the State of Illinois about mental, emotional and behavioral health system.

These tasks include the following:

- a. Draft and present an executive summary documenting the major findings, recommendations and information (deemed by the vendor and the leadership team) to be helpful to stakeholders in understanding the current state as documented in existing studies, plans and reports in Lake County.
- b. Analyze the information in these documents looking for connections, gaps, and opportunities. Present said findings to the Coalition, share analysis and observations, and document in the written reports.
- c. Work with internal staff, who will collect and provide to Proposer, all available information related to mental, emotional and behavioral health system for the assessment of the current state.
- d. The Proposer will detail in the Executive and Summary report and provide presentations to share with the Community Coalition an understanding of current performance metrics, benchmarks, strengths and barriers, and missing data on the Lake County mental, emotional and behavioral health system.
 - I. An inventory and description of available data sets
 - II. Identification of missing data sets
 - III. Proposed methods of accessing additional data sets
- e. Conduct a privacy impact assessment on how shared information would be stored and shared in compliance with legal and policy requirements, with identification of risks and protections to mitigate potential privacy concerns of data sharing.
 - I. Identification of infrastructure strengths and technological constraints in data sharing

Deliverables:

- Proposer will provide electronic and hard copies of the following: presentations, Executive and Summary report shall include, at a minimum, corresponding responses and activities completed for Task 2 listed above a review of activities completed, an assessment report on the current state, a summary of data sets identified, successful additional data sets accessed, data collected and analyzed, privacy impact assessment, summary of missing data, current performance metrics and benchmarks, summary of infrastructure strengths and technological constraints in data sharing.

TASK 3 – Data Sharing

Following the review and establishment of the current state. Identify those data sets that the partners and patients might benefit from obtaining and sharing. Know federal and state of Illinois laws related to sharing of records. The Proposer will explore/drill into data, identify key metrics, and address barriers. Assess privacy impact and opportunities to share needed data legally and respectfully.

These tasks include the following:

- a. Provide documentation of what data sets exist, where each data set resides and which partner is the current 'owner of the record', what and how much data is shared currently, what is the legal and physical/technological mechanisms that currently and identification of existing data sharing collaborates.
- b. Research, develop and propose necessary data sharing agreements across systems. Promote coordinated data sharing agreements to complete the current state assessment.
- c. Study, present and include in report options to share data in compliance with privacy requirements.
- d. Plan Coalition meetings with activities that assist the members in understanding options, evaluating and prioritizing options, building consensus for a preferred action plan.
- e. Identify opportunities for data sharing and the associated benefits. They will foster partnerships between existing businesses, non-profit organizations, agencies, healthcare providers, hospitals and government agencies to increase data sharing in Lake County related to mental, emotional and behavioral health system.
- f. Work with internal staff to gather and share other communities' methods of lawful data sharing focusing on those with higher opportunity to be applicable under Illinois law.
- g. Present materials to aid the Community Coalition in understanding what other communities have done to accomplish enhanced data sharing and the benefits of data sharing (compliant with applicable federal, state and local laws).
- h. Collect, review and provide electronically and in hard copies, examples of other communities' memorandums of understanding, data sharing agreements, standard operating procedures and security protocols related to data sharing.
- i. Review and present evidence based data sharing best practices from other similarly counties and make recommendations on those that could be applied in Lake County.

Deliverables:

- Proposer will provide electronic and hard copies of the following: presentations, report and executive summary. The report shall include, at a minimum, corresponding responses and activities completed for Task Three listed above, identification owners of data, existing data sharing agreements, identified key metrics, barriers, and data sharing memorandums or agreements executed for the current state and privacy impact assessments.

EVALUATION OF PROPOSALS:

Lake County evaluated the Proposers response and the extent to which it meets the requirements delineated in this RFP. All proposals submitted in response to this RFP were scored based on the ability to meet or exceed the following evaluation factors:

- Understanding and ability to meet and/or exceed the scope of services
- Knowledge of and documented use of best practices for service and/or community collaboration
- Adequate resource (depth of a firm) – possess the required technical expertise with regard to mental health
- Proven track record of working with cross-sector community leadership and mental health professionals
- Cost Proposal

Short List

The evaluation factors were used to assist the evaluation committee in determining a short list. Three proposers were notified by the County that were selected for the short list and invited for an interview with the evaluation committee.

Interview

The evaluation committee interviewed the three short listed firm and two of those firms were selected for a second interview.

DEPARTMENT RECOMMENDATION:

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The County Administrator's Office recommends an award to the North Highland Consulting, Chicago base on their ability to provide a team with a depth of experience as subject matter experts, data analysts and facilitation techniques.

Susan Brines, April, 11, 2017