

Hawaii Department of Health
Adult Mental Health Division (AMHD)
Request for Information Response Summary
RFI No. AMHD 420-6-23
Behavioral Health Crisis Center (BHCC)
Island of Oahu

A Request for Information (RFI) for the Behavioral Health Crisis Center (BHCC) service was issued on June 15, 2023, to obtain community input in preparation for developing a Request for Proposals for this service. The AMHD received four (4) responses from the community in response to this RFI. Below is a summary of the responses received through this process as they relate to the questions from the RFI.

The AMHD asked Respondents for a description of how the proposed BHCC service shall help to satisfy the treatment needs of persons with serious mental illness (SMI), and documentation was requested for copies of program schedules, curriculum, or outlines for groups/activities.

The AMHD asked Respondents if they currently or have provided integrated treatment services for individuals with mental illness, substance use, co-occurring disorders and/or homelessness. Respondents were asked to identify any local or geographic concerns resource issues or special conditions existing that AMHD should take into consideration while developing an RFP for these services.

The AMHD asked Respondents to identify logistical anticipated challenges in the attempt to provide proposed services and asked Respondents to propose a price structure for providing these services. In addition, Respondents were asked if they have the technical ability to file electronic claims, invoices and data reports.

The AMHD asked if Respondents have any experience with permanent or transitional housing individuals with mental illness, substance use and co-occurring disorder.

And finally, the AMHD asked Respondents to identify the challenges in creating a program as described in the RFI.

The Respondents acknowledged having organizations that currently provide integrated services for individuals with mental illness, substance use, co-occurring disorders, and homeless services for individuals on the island of Oahu.

The Respondents identified local and geographical concerns that should be taken into consideration in developing an RFP. The identified concerns are as follows:

- Limited resources which make providing services challenging.
- Following evidence-based practices guidelines could help with reducing demand for other behavioral health care delivery systems such as emergent care.
- No wrong door crisis services creating a greater demand for an already strained workforce.

- Establishing more than one crisis center on Oahu.
- Providing traditional, safe and therapeutic placement for consumers upon BHCC discharge.
- Partnering with service providers to create a continuum of care that allows for smooth transitions.
- Need for integrated care that also addresses substance use.

Respondents proposed a pricing structure that considers staffing required to facilitate this program.

Respondents have access to electronic reports, invoices and claims for billing purposes.

Respondents have experience with permanent and transitional housing for individuals with mental illness, substance abuse and co-occurring disorder.

The AMHD appreciates the feedback received from the community in response to this RFI. The constructive feedback and recommendations will be reviewed and taken into consideration when developing the scope for this service. The AMHD plans to release an RFP for this service.