



mental health &  
recovery board  
UNION COUNTY

131 N Main Street, Marysville, OH 43040

**Request for Proposals (RFP)**  
**Adult Mobile Crisis Services Pilot Project**  
**Union County, Ohio**

**Introduction:**

The Mental Health & Recovery Board of Union County (MHRBUC) is seeking proposals from qualified organizations to provide mobile crisis services to adults in Union County, Ohio who may be experiencing a behavioral health crisis. The MHRBUC is partnering with local law enforcement and emergency services to co-respond to local crisis calls and initiate post-crisis follow-up services. This is a pilot project designed to test and evaluate the feasibility of the proposed model before full-scale implementation.

**Timeline:**

The timeline outlined below represents the tentative schedule for this RFP. Any change in the scheduled dates will be advertised.

<b>RFP Schedule</b>	<b>Date</b>
Release of RFP	4/2/2025
Proposal submission deadline	5/9/2025
Applicant notified of selection	5/30/2025
Implementation Period	7/1/2025-12/31/2026

**Eligibility to Apply:**

Applicants must:

- be certified and/or licensed by the Ohio Department of Mental Health and Addiction Services
- be a contract provider or eligible to become a contract provider with MHRBUC
- have experience implementing crisis services within local behavioral health systems

**Organizational Background:**

The Mental Health and Recovery Board of Union County (MHRBUC) is the behavioral health planning and funding authority for Union County. The organization is statutorily authorized under Chapter 340 of the Ohio Revised Code to assess community behavioral health needs, plan and develop programs, seek and administer funding and evaluate program effectiveness.

**Project Overview and Goals:**

The MHRBUC is soliciting responses from certified behavioral health agencies to provide licensed and experienced staff to respond alongside Union County first responder agencies to

individuals in crisis. This project is being developed as an 18-month pilot. The selected agency should be willing to adjust the scope of work based on project needs and explore sustainability options related to project funding.

Mobile crisis services provide rapid response, individual assessment, and brief resolution-focused interventions with a goal of community-based stabilization. In addition to mobile response for active acute crisis situations, project staff will provide follow-up services to individuals after discharge from local emergency departments for behavioral health concerns. Follow-up services include engagement, problem-solving, and ensuring linkage to ongoing services with the goal of reducing the risk of future hospitalization.

The selected agency should be prepared to build strong relationships with first responder agencies and will collaborate closely with the Union County CIT Coordinator. The provider should be aware that crisis calls for service may involve response to traumatic scenes. Provider should provide training in traumatology and self-care and provide support should the project staff need assistance with secondary traumatic stress.

The selected provider will develop strong and collaborative relationships with other county stakeholders including treatment agencies, hospitals, county services, peer support and advocacy organizations, and 988/Helpline.

The selected provider will participate in Union County crisis system of care activities such as periodic cross-sector meetings and initiatives.

Beyond the opportunity to directly support individuals in the community and reduce the likelihood of an emergency department visit/hospitalization, the Board anticipates that the mobile team and provider agency will gain and share insights from performing mobile response. This may include collection, evaluation, and disseminating data, identifying factors leading to crises, and developing strategies for reduction in use of 911 for behavioral health crises when appropriate. The provider will also participate in evaluation activities to help in identifying systemic opportunities to increase the efficiency and efficacy of the service and broader crisis system.

This is mobile work and teams should be equipped with laptops or tablets with internet and agency EHR connectivity, and, for example, the ability to complete and disseminate assessment materials and collect electronic signatures so that all essential work can be completed in the field.

### **Scope of Work:**

**Response Time** – The mobile crisis staff must have the ability to respond to calls within 30 minutes of being dispatched. Staff will be expected to use their personal vehicle for responding and must have active automobile insurance.

**Program Staffing** – For the initial response, the preferred mobile crisis response staffing should include a behavioral health clinician licensed through the Ohio Counselor, Social Worker, and Marriage and Family Therapist Board. Licensure can include Licensed Social Worker, Licensed Independent Social Worker, Licensed Professional Counselor, Licensed Professional Clinical

Counselor, or Licensed Marriage and Family Therapist. If a clinician is not independently licensed, the provider agency must provide the required supervision appropriate for the staff licensure level. For subsequent response, teams could use clinical and/or peer support specialist staff based on the nature of the needs and decision-making with the individual receiving the service.

Hours of operation for the mobile crisis team will be 12:00pm-8:00pm Monday-Friday.

Other staffing models and hours of operation may be considered at the MHRBUC's discretion, including the ability to provide telephonic consultation to first responders during periods of the day when the team is not in operation.

### **Direct Services**

Crisis Response services shall include the following:

- Rapid response to crisis situations when requested by first responder agencies
- Engaging individuals on site to determine level of risk, assess the most appropriate initial response, and joint determination of the need for continued presence by/involvement of first responder agency.
- De-escalation through person-centered and strength-based rapid engagement, rapport building, active listening, use of trauma-informed approaches, and provision of brief counseling and problem solving
- Engagement of individual and family members/natural supports in discussion of crisis precipitants, crisis care preferences, and harm-reduction strategies. Teams will aid in the development of an individual crisis safety plan designed to help an individual remain safely in their environment and to have strategies if further intervention is needed.
- Linking individuals in crisis to ongoing services and supports, in accordance with their interests, readiness, and preferences to address identified needs

Crisis Follow-up services shall include the following:

- Receive secure electronic notifications when Union County residents are seen in an emergency department for a behavioral health concern.
- Attempt telephonic contact with individuals within 1 business day of receiving the notification. Attempt repeat contact at least 2 additional times if necessary.
- Upon contact with individuals, provide engagement, problem-solving, and facilitate linkage to recommended ongoing services when necessary.

**Reporting** – The selected applicant will be required to provide monthly utilization reports throughout the duration of the project. Reports will include agreed upon metrics, progress updates, and outcome analysis. Reports will align with the project goals and include actionable insights to ensure continuous improvement during the pilot project.

### **Submission of Proposals:**

In preparing a proposal, applicants must thoroughly and accurately plan and cost their proposed projects, including all necessary preparatory and intervening steps, regardless of whether they are outlined in this RFP. Finalists may be invited for an interview and required to provide references.

Proposals must not exceed 6 pages in length, excluding the budget and attachments.

All questions regarding this RFP must be submitted in writing to [adam@mhrbuc.org](mailto:adam@mhrbuc.org) by 4/30/2025. Answers will be posted on the MHRBUC website at <https://www.mhrbuc.org/crisisrfp>.

**Proposals must be submitted to [adam@mhrbuc.org](mailto:adam@mhrbuc.org) by 5:00pm on 5/9/2025. Proposals submitted after the deadline will not be considered.**

### **Proposal Package Checklist:**

- Cover Letter
- Project Proposal
- Statement of Qualifications & Experience
- Budget Narrative
- Additional Attachments
  - Table of Organization, including identification of key personnel dedicated to this project
  - Applicable License and/or Certifications
  - Copy of Professional Liability Insurance Coverage

### **Section 1 - Cover Letter**

All proposals should include a cover letter that includes a brief summary of the organization's qualifications and expertise relevant to its ability to provide the services outlined in this RFP. The summary should highlight any aspects of the organization that would enable it to excel at the requested services.

### **Section 2- Project Proposal**

Proposals must include a detailed implementation plan that addresses all requirements detailed in the Scope of Work. Project Proposals should also include an outline and timeline of expected implementation.

### **Section 3- Statement of Qualifications & Experience**

Proposals should address the organization's qualifications and experience as it relates to providing the type of services specified in the Scope of Work as well as program management, reporting, and budgeting. Proposals should include the experience and qualifications of any person(s) that would be assigned a task under this proposal to include job descriptions. If currently employed by provider, resumes of existing staff may be included as attachments.

**Section 4- Budget**

All proposals should include a detailed budget, along with a narrative outlining proposed costs for the entire 18-month implementation period of the project on the budget template provided below.

Line Item Budget		Budget Justification	Amount Requested
<b>Personnel</b>			
Salary			
Fringe			
<b>Travel</b>			
Mileage			
<b>Equipment</b>			
<b>Supplies</b>			
<b>Indirect Costs (10% Cap)</b>			
<b>Total Costs</b>			\$ -

**Section 5- Attachments**

- Table of Organization, including identification of key personnel dedicated to this project
- Applicable License and/or Certifications
- Copy of Professional Liability Insurance Coverage
- Staff resume’s (Optional)

**Evaluation Criteria:**

Proposals that meet minimum qualifications as noted above will be included in an evaluation and selection process. The proposals will be reviewed and evaluated by a review committee. Interviews may be requested for clarification of proposals. The committee may conduct interviews and re-score proposals. All proposals will be notified of the results.

<b>Criteria</b>	<b>Points Possible</b>
<b>Project Proposal:</b> Demonstrated understanding of the population to be served and the Scope of Work outlined in the RFP with appropriate implementation timeline.	40
<b>Overall Qualifications and Experience:</b> Proposal provides comprehensive outline of experience working with crisis and first responders. Agency meets all licensure and/or credential requirements.	10
<b>Staffing and Table of Organization:</b> Clearly outlines and identifies key personnel and appropriate supervision. Demonstrates understanding of staffing and licensure requirements as defined in RFP.	20
<b>Budget:</b> Comprehensive cost proposal that defines staffing costs, overhead and other program expenses.	30
<b>Total Points</b>	<b>100</b>

MHRBUC is under no obligation to issue a contract as a result of this or any solicitation if, in the opinion of MHRBUC, none of the proposals are responsive to the objectives and needs. After issuance of an award letter, MHRBUC reserves the right to rescind the award and choose the next most responsive proposal, if MHRBUC and the recommended agency are unable to come to a mutually acceptable contractual agreement.