

Request for Proposals – Mapping the Mental Health and Substance Use System of Care in the Northeast Kingdom of Vermont



Project Overview

Background: The Vibrant ONE (Orleans/Northern Essex) Accountable Health Community partnership has prioritized developing a set of goals to help improve the behavioral health (mental health / substance use) systems of care in Vermont’s Northeast Kingdom (NEK). The results of a root cause analysis helped identify that there is a lack of understanding of exactly how our current system functions or is expected to function as well as a lack of awareness of formal and informal assets and resources. Additionally, no organization in the partnership has the capacity or expertise to take on this project at the present time.

Purpose: To help vision for the future, Vibrant ONE would like to accurately document the experience of individuals as they journey through the behavioral health system of care as well as the critical decision points or system constraints that providers face as they try to help navigate an individual’s treatment through the current system of care. Additionally, our group would like to document all the services and assets within our current system. It is hoped that this process/asset mapping will create a solid foundation for future visioning.

Project Goals:

1. To construct a process/asset map that documents how the behavioral health care in Vermont’s Northeast Kingdom currently is accessed and working. This will also document the key decision or constraint points that providers experience in navigating treatment plans while capturing the array of services available to residents in our area.
2. To construct a journey map or actor map to help demonstrate people’s experiences accessing services.
3. To use the process/asset map to develop recommendations for aspirational change, particularly related to crisis intercept points, and to articulate measures to help determine the impact of future changes.
4. To recommend a coordinated screening / referral / intake process that would move our community towards more coordinated and harmonized referral process with coordinated data collection.

Scope of Work

All individuals, staff, and community members are encouraged to provide input and participate in however way they can to help improve the service delivery of behavioral health services in the Northeast Kingdom.

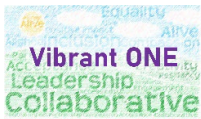
Steps	Deliverables
Define Aim for Project	<ul style="list-style-type: none"> • Meet with Vibrant ONE Design Team to finalize the scope of information/processes to be documented, including project timeline • Project would be primarily limited to the three counties of the Northeast Kingdom (while acknowledging that some individuals will be referred to entities outside of the NEK)

<p>Involve Staff & Partners in Mapping & Analysis of Process Mapping</p>	<ul style="list-style-type: none"> • Work with Vibrant ONE to identify the stakeholders who should be involved • Develop process to secure input from stakeholders—particularly from clinicians who may have limited availability • Identify strategies for outreaching people who have experience accessing mental health and/or substance use services • Develop a process to secure input from people who have experience accessing mental health and / or substance use services • Collect relevant information in the above processes to help inform the development of a coordinated screening tool, referral process, and/or intake process
<p>Construct Process / Asset Map</p>	<ul style="list-style-type: none"> • Develop process /asset /systems map and patient journey maps or actor maps • Present process / asset / system map and patient journey/actor map to Vibrant ONE & community stakeholders with facilitated discussion for fine tuning / feedback • Facilitate discussion with group to focus on significant decision points and crisis intercept points in the process maps
<p>Recommend Changes</p>	<ul style="list-style-type: none"> • Present finalized process/asset /system map and patient journey map to Vibrant ONE • Develop a set of recommended changes and measures for improvement using collective impact • Develop a recommended universal screening, referral, and/or intake process that could be implemented by all community agencies to help move towards a coordinated referral process with coordinated data collection

Proposal Submission Details

It is anticipated that this will be up to a seven-month engagement from November 2022 – May 2023.

All project expenses must be submitted no later than May 31, 2023 (though the work may continue after that point).



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Proposals should include:

- Contact information
- Interest and ability to meet described steps and deliverables
- Proposed strategies and processes for stakeholder engagement and mapping
- Relevant experience with similar projects
- Availability and ability to meet timeline
- Anticipated cost
- Whether the organization/consultant firm is BIPOC or women-owned and/or led.

Proposal Evaluation

The Vibrant ONE Network will be evaluating proposals and making a decision in October of 2022.

- Proposals will be evaluated based on match to described scope of work, described strategies and processes, relevant experience, availability and cost.
- Proposals totaling over \$30,000 will not be considered.
- Proposals from organizations/consultant firms which are BIPOC or women-owned and/or led will be prioritized.

Please submit any question to Kari White, Director of Community Health Equity at Northern Counties Health Care at kariw@nchcvt.org.

Please submit proposals to Kari White at kariw@nchcvt.org with the Subject Line: NEK BH Mapping Proposal no later than midnight on October 7th, 2022.