

ATTACHMENT A

Seven Counties Services



Bellewood & Brooklawn

November 19, 2021

Mr. Edward Meiman III
 Louisville Metro Emergency Services
 410 South 5th Street
 Louisville, KY 40202

Mr. Meiman,

Following the recommendations of the recent feasibility study by the University of Louisville, Seven Counties, and Spalding University regarding deflection services for the City of Louisville, Seven Counties Services, Inc. is excited to submit this proposal to provide these deflection services in partnership with Louisville MetroSafe. Seven Counties, as the designated Community Mental Health Center for this region, is well positioned and experienced to provide this service. For over 40 years, Seven Counties has been a leading provider of behavioral health services, substance abuse treatment, crisis response, and intellectual and developmental disability services in for this seven counties region.

Specifically, Seven Counties Services proposes to provide a 24/7/365 mobile response service for adult individuals in the downtown area. Emergency calls would come through the MetroSafe call center where they are initially screened for safety. Once deemed safe and needing behavioral health or social service response, Seven Counties would have crisis counselors within MetroSafe to take these calls and dispatch our mobile crisis response teams (of 2 staff) in the community if needed. These mobile crisis response workers will engage the individual and do a behavioral health screening and safety assessment. If warranting a full emergency evaluation and that can be done safely and confidentially at the remote location, the mobile response clinician will provide that. If not and warranting emergency assessment, the team will transport the individual to another designated SCS location for evaluation and holding up to 24 hours. The mobile response clinician will provide assessment, intervention, and develop an appropriate treatment, crisis, and safety plan. Communications will be ongoing between SCS and MetroSafe and if at any time there is safety concern, additional metro resources such as LMPD, Fire, or EMS would be involved. Case managers would then follow up with these individual post-interventions to make sure needed services and supports are in place for the client to improve. The goals of the deflection project are as follows:

1. Decrease LMPD runs on behavioral health issues and apply more appropriate resource
2. Decrease the number of citizens being incarcerated or hospitalized, who present with behavioral health issues.
3. Provide immediate and appropriate professional response to behavioral health crises.
4. Allow for LMPD resources to be used more efficiently and effectively.

The proposal is that we will begin these services in district 4 and provide those services as demonstration for the remainder of the fiscal year. At that point, there would be evaluation and assessment of expanding into other districts. In terms of timeframe, the plan would be as follows:

1. Finalize Contract by December 3rd
2. Hire and on-board staff for at least 1 shift between November 29 and January 21.



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3. Begin first shift of deflection services week of January 24th.
4. Continue hiring with goal of second shift beginning March 7th and all staff hired by May 1.
5. Three Shifts operational by May 2nd.

In terms of reporting, Seven Counties will provide monthly reports to Metro Safe on the following:

1. Call Data- number of calls meeting deflection criteria, presenting information, and disposition.
2. Mobile Crisis Response- Number of responses, number of individuals served, and disposition.
3. Deflection Statistics- Goal will be to deflect 60% of calls from LMPD intervention. Goal will be to divert a minimum of 80% of mobile crisis in person responses from incarceration.
4. Other performance measures can be discussed.

We are excited about this partnership. We have also attached an updated budget with narrative or your consideration. Please let us know of any questions or concerns that you have.

Sincerely,

Abbreial Drane, MBA
President & Chief Executive Officer



Budget Detail Worksheet & Summary

Organization/Project: SCS Mobile Response Team

Scope of Work

Seven Counties Services proposes to provide a 24/7/365 mobile response service for adult individuals in the downtown area. Emergency calls would come through the MetroSafe call center where they are initially screened for safety. Once deemed safe and needing behavioral health or social service response, Seven Counties would have crisis counselors within MetroSafe to take these calls and dispatch our mobile crisis response teams (of 2 staff) in the community if needed. These mobile crisis response workers will engage the individual and do a behavioral health screening and safety assessment. If warranting a full emergency evaluation and that can be done safely and confidentially at the remote location, the mobile response clinician will provide that. If not and warranting emergency assessment, the team will transport the individual to another designated SCS location for evaluation and holding up to 24 hours. The mobile response clinician will provide assessment, intervention, and develop an appropriate treatment, crisis, and safety plan. Communications will be ongoing between SCS and MetroSafe and if at any time there is safety concern, additional metro resources such as LMPD, Fire, or EMS would be involved. Case managers would then follow up with these individual post-interventions to make sure needed services and supports are in place for the client to improve. The goals of the deflection project are as follows:

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Budget Summary

Budget Category	Request
Personnel	\$1,054,258
Fringe Benefits	\$257,582
Travel	\$24,080
Equipment	\$25,000
Supplies	\$31,000
Training	\$24,000
Other Costs	\$143,217
Subtotal	\$1,559,137
Indirect (10% of total expense)	\$155,914
TOTAL REQUEST	\$1,715,051

A. Personnel – List each position by title and name of employee, if available. Show the annual salary rate and the percentage of time to be devoted to the contract. Compensation paid for employees engaged in the contract activities must be consistent with that paid for similar work within the applicant organization. (NOTE: Use decimal numbers as the percentage of time, an example is 50% should be shown as .50).

A. Fringe – Fringe benefits should be based on actual known costs or an approved negotiated rate and are only for the percentage of time devoted to the contract. Fringe benefits on overtime hours are limited to FICA, Workman’s Compensation and Unemployment Compensation. (NOTE: Use decimal numbers for the fringe benefit rates, an example is 7.65% should be shown as .0765).

Name	Position	Computation						Total Cost
		Salary	# Months	FTE	Personnel Cost	Fringe %	Fringe Cost	
LE: <i>Jane</i>	<i>Case Manager</i>	<i>\$65,000</i>	<i>10.00</i>	<i>1.00</i>	<i>\$54,167</i>	<i>0.30</i>	<i>\$16,250</i>	<i>\$70,417</i>
TBA	(Mobile Response Senior Clinician) Mobile Response Sr. Therapist/ Mobile Response Sr. Social Worker	\$52,500	7.00	3.00	\$91,875	0.24	\$22,463	\$114,338
TBA	Mobile Crisis Response Worker/ Mobile Crisis Response Specialist	\$42,500	7.00	18.00	\$446,250	0.24	\$109,108	\$555,358
TBA	Mobile Response Case Manager	\$42,500	7.00	3.00	\$74,375	0.24	\$18,185	\$92,560
TBA	Crisis Triage Worker (MetroSafe)	\$42,500	7.00	9.00	\$223,125	0.24	\$54,554	\$277,679
TBA	Mobile Response Direct Care Counselor (Respite)	\$31,200	7.00	4.00	\$72,800	0.24	\$17,800	\$90,600
TBA	Program Supervisor	\$60,000	7.00	3.00	\$105,000	0.24	\$25,673	\$130,673
TBA	SCS Project Manager	\$70,000	7.00	1.00	\$40,833	0.24	\$9,800	\$50,633
					\$0		\$0	\$0
					\$0		\$0	\$0
					\$0		\$0	\$0
					\$0		\$0	\$0
					\$0		\$0	\$0
					\$0		\$0	\$0
					\$0		\$0	\$0
					\$0		\$0	\$0
					\$0		\$0	\$0
Personnel Total								\$1,054,258
Fringe Total								\$257,582
Personnel + Fringe Total								\$1,311,841

PERSONNEL NARRATIVE – Provide a description of the responsibilities and duties of each position in relationship to fulfilling the project goals and objectives.

Crisis Triage Workers provide crisis intervention in partnership within the MetroSafe team. Mobile Crisis Response Workers/Specialists provide de-escalation, crisis intervention, and safety planning. Mobile Response Sr. Therapist/Mobile Response Sr. Social Worker will be on-call to provide mobile psychiatric assessment, either at a SCS location or in the field. Mobile Response Direct Care Counselors provide supervision, care, and connection to services for clients who utilize the respite center. Mobile Response Case Managers engage clients, assess for needed resources and services, follow the clients up to 90 days, and broker needed services for the client. Program Supervisors provides overall operational guidance to the program. SCS Project Manager provides overall leadership and management to the project and collaborates with U of L, Louisville Metro, and other community partners.

*Categories of positions are listed with midrange budget rather than specific salary. Some funding for positions may come from additional (grant) sources.

FRINGE DESCRIPTION – Describe below the composition and basis for calculation of the fringe benefit package(s) (e.g., FICA, unemployment). **EXAMPLE: FICA is calculated as salary x .XXXX; KERS (Retirement) is calculated as salary x XX%; and Health/Life Insurance will be \$XXX per month. For X staff member, FICA will equal \$XXXX, retirement contributions will equal \$XXXXX, and Health/Life will equal \$XXXX.**

Fringe Benefits are calculated as a percentage of salary at the following rates:

FICA	7.65%
Retirement (403b)	3.0%
Life Insurance	.23%
Disability Ins.	1.09%
Workers Comp	.57%
State Unemployment	.30%
Health Insurance	11.61%

B. Travel – Itemize travel expenses for personnel by purpose (e.g., meetings). *(NOTE: Travel expenses for consultants should be included in the “Contractual/Consultant” category).*

Purpose	Location	Miles	Rate	Cost
<i>EXAMPLE: Mileage for trips to meet with stakeholders</i>	<i>Statewide</i>	<i>4000</i>	<i>0.4</i>	<i>\$1,600</i>
Travel in community and to and from facilities.	Countywide	56,000	0.43	\$24,080
				\$0
				\$0
				\$0
				\$0
				\$0
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				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
			Total	\$24,080

TRAVEL NARRATIVE – Describe the purpose of each travel expenditure in reference to the contract project goals and objectives. Show the basis of computation. **EXAMPLE:** Six staff require 1,500 miles of statewide travel for meetings with stakeholders. Computed at \$X mileage rate and \$X lodging as required for overnight stays.

8.0 FTE require 1000 miles per FTE of travel per month. This computes over 7 months, so 8 X 1000 X 7 X .43.

C. Furniture/Equipment – List non-expendable items that are purchased (*NOTE: Organization’s own capitalization policy for classification of equipment should be used*). Applicants should analyze the cost benefits of purchasing versus leasing equipment, especially high cost items and those subject to rapid technological advances. Rented or leased equipment costs should be listed in the “Contractual” category. ****Expendable items should be included in the “Supplies” category.****

Item	Quantity	Cost	Total Cost
safety equipment	25	\$1,000	\$25,000
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
Total			\$25,000

EQUIPMENT NARRATIVE – Explain how the equipment is necessary for the success of contract.

This would include safety/security vests, mag-lite flashlights, emergency lighting for vehicles, communication devices, and all other safety equipment needed for crisis team workers, etc.

D. Supplies – List items by type (e.g. office supplies, postage, copying paper, marketing materials, and expendable equipment items costing less than \$5000) and show the basis for computation. Generally, supplies include any materials that are expendable or consumed during the course of the contract.

Supply Items	Quantity/Duration	Cost	Total Cost
PPE/Sanitization	300	\$10	\$21,000
Other Supplies	1000	\$10	\$10,000
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
			\$0
Total			\$31,000

SUPPLIES NARRATIVE

PPE/Sanitization to serve 300 clients at \$10 each for 7 months. This would include: masks, gloves, protective gowns, eye protection, and cleaning supplies.

E. Training – Itemize training expenses (e.g. training materials, training venue, travel and food necessary for training purposes). Show the number of trainees and the unit costs involved. Identify the location of training if known; or if unknown, indicate “location to be determined.” (NOTE: Travel expenses for training consultants should be included in the “Contractual/Consultant” category). ** Meals are generally unallowable unless they are an integral part of the program. Funds can be used for light snacks, not to exceed \$3 a person.**

Purpose	Location	Units/ Miles	Rate	Cost
Training for Crisis response workers		80	150	\$12,000
Training for call center staff who will be within Metro Safe		80	150	\$12,000
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
			Total	\$24,000

TRAINING NARRATIVE – Describe the purpose of each training expenditure in reference to the contract goals and objectives. Show the basis of computation. **EXAMPLE: Six people to 3-day training at \$X mileage; \$X lodging; Food for 10 staff at \$X for XXX training. NOTE: meals are generally unallowable unless they are an integral part of the program. Funds can be used for light snacks, not to exceed \$3 a person.**

The crisis call center counselors (9) and the mobile crisis response workers (18) will receive approximately 80 hours of specialized training in mobile crisis response, de-escalation, risk assessment and response, safety, emergency planning, and many other areas.

H. Other Costs – List items (e.g., rent, reproduction, telephone, janitorial, or security services) by major type and the basis of the computation. For example, provide the square footage and the cost per square foot for rent or provide a monthly rental cost and how many months to rent. The basis field is a text field to describe the quantity such as square footage, months, etc.

Description	Quantity	Basis	Cost	Total Cost
Vehicle Rental & Maintenance x 7 mo	2	per mo	\$1,000	\$14,000
Mobile Phone X 7 mo	37	per mo	\$60	\$15,540
Dell Laptop Leases X 7 mo	37	per mo	\$34	\$8,677
Building & Maintenance Addictions Stabilization Unit x 7 mo	1	per mo	\$1,000	\$7,000
Technology Expense- Dedicated line & Mobile ability	3	per mo	\$1,000	\$21,000
Contingency Funding	1	per mo	\$10,000	\$70,000
Communication Platform Linkage with Metro Safe	1	per mo	\$1,000	\$7,000
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
				\$0
			Total	\$143,217

OTHER COSTS NARRATIVE

Fee for Service- Non-billable treatment or treatment for uninsured/underinsured clients. The in home provider will work with the client to sign up for Medicaid but this covers prior to the Medicaid instatement. May require prior approval by KSTEP Program Staff.

Vehicle rental and maintenance for 2 vehicles estimated at \$500 per month for 7 months.

Mobile phone for 37.0 FTE X \$60 per month X 7 months

Dell Laptop leases = 37.0 FTE X \$33.50 per month X 7 months

Maintenance Addictions Stabilization Unit estimated at \$1,000 per month for 7 months.

Contingency funding for unanticipated expenses or expansion at \$10,000 (4%).

Louisville Metro Alternative Responder Model Job Descriptions & Requirements

Behavioral Health Hub and Mobile Crisis Responders

[Crisis Triage Workers](#) are required to have at least 1 year of social service experience and a Bachelor's degree

Crisis Triage Worker receives, and triages calls sent to Behavioral Health Hub from MetroSafe call takers. Provides crisis and suicide intervention over the telephone to callers needing emergency/crisis assistance, identifies and suggests appropriate organizations and service providers to meet callers' needs using provided database, connects caller with mobile crisis response when appropriate, and monitors status of callers' situations through case follow-up.

[Mobile Response Crisis Workers](#) (Mobile Crisis Responders) have at least 1 year of lived experience with GED/high school diploma and National Peer Support Specialist (NPSS)/Kentucky Peer Specialist (KPS) certification required within twelve months of hire or minimum of 3 years of experience in human services.

Under the supervision of a Mobile Response Crisis Specialist, Mobile Response Crisis Worker provides mobile crisis intervention to adults in Louisville Metro. Assesses the situation, engages and develops rapport, and de-escalates. De-escalates person in crisis and determine what you can do to help them today. Assessment may take place in person in the community, at the individual's residence, etc. Develops a crisis plan utilizing the strengths of the individual and available community resources to resolve the immediate crisis. Facilitates follow-up interventions with the individual. Determines appropriate level of care during the crisis and arrange referrals.

[Mobile Response Crisis Specialists](#) (Mobile Crisis Responders) shall have at least a Bachelors degree and a minimum 2 years social service/human service experience; one year may be substituted if holding a masters degree..

Mobile Response Crisis Specialist provides mobile crisis intervention to adults in Louisville Metro. Assesses the situation, engages and develops rapport, and de-escalates. De-escalates person in crisis and determine what you can do to help them today. Assessment may take place in person in the community, at the individual's residence, etc. Develops a crisis plan utilizing the strengths of the individual and available community resources to resolve the immediate crisis. Facilitates follow-up interventions with the individual. Determines appropriate level of care during the crisis and arrange referrals.

[Mobile Response Senior Clinicians \(Mobile Response Sr. Social Worker/Mobile Response Sr. Therapist\)](#) will be required to have a Master's Degree in a behavioral health field, state certification or licensure in their discipline, and a minimum of 2 years' experience, post Master's degree.

If a person in crisis is unable to be successfully de-escalated either via our Crisis Triage Workers via the phone or Mobile Crisis Response Workers/Specialists that work to de-escalate them in person and a higher level of care is needed, Mobile Response Senior Clinicians (Mobile Response Sr. Therapist and

Mobile Response Sr. Social Worker) will be on-call to provide mobile psychiatric assessment, either at a SCS location or in the field if unable to make it to a SCS location for whatever reason.

[Mobile Response Program Supervisor](#) will be required to have a Bachelor's degree in a human service field with three to four years' experience with case management/service coordination services including some supervisory experience and program development/oversight experience.

Supervises and directs the mobile crisis case manager, mobile crisis workers, and direct care counselors, including case assignment and caseload size and management, performance reviews, orientation, and on-going training, etc. Participates in and/or leads a variety of meetings, including group supervision, service team meetings, and other related program meetings. Participates in program planning, including identifying and addressing trends, addressing issues with existing programs, developing new programs/services, and assisting with unit planning.

[SCS Project Manager*](#) will be required to have a Master's degree in a human service field with three to four years' experience with case management/service coordination services including supervisory experience and program development/oversight experience.

SCS Project Manager will oversee all aspects of Seven Counties Services portion of the Deflection Project including coordination with MetroSafe, LMPD, University of Louisville, as well as participation in steering/advisory committees to ensure open communication, coordination, and ongoing improvement of all aspects of the program.

SCS Project Manager was hired at beginning of collaboration with University of Louisville (UL) for completion of the Louisville Metro Alternative Responder Model Research and Planning phase through previous subcontract with UL.

Respite

[Mobile Response Case Managers](#) will be required to have a Bachelor's degree in a human service field and a minimum of one year experience post Bachelor's working in a human service setting, or with relevant Master's degree, no experience.

Mobile Response Case Managers engage clients, assess for needed resources and services, follow the clients up to 90 days, and broker needed services for the client.

[Mobile Response Direct Care Counselors](#) for the respite center will be required to have a Bachelor's degree with minimum one year of social service or related field experience.

Mobile Response Direct Care Counselors will be located at the space identified for respite (at present, SCS Addiction Recovery Center) to provide a welcoming, voluntary, respite environment to help further stabilize and support those needing more care than what they're able to receive in the community, but not requiring a level of care as high as inpatient. This will be done through further de-escalation and supportive counseling. Under general supervision, responds to all requests for organizational services, assesses potential client service needs, and schedules appointments with appropriate service administrator.