



**Request for Proposals**

**To Convene and Facilitate a  
System of Care Governance Structure  
in Wasco County and Hood River County**

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Single Point of Contract (SPOC): Emma Littlejohn, Behavioral Health Manager  
Please direct any questions to [SOC@pacificsource.com](mailto:SOC@pacificsource.com)

## **Organization Overview and Intention**

For more than 85 years, PacificSource has delivered healthcare solutions to businesses and individuals throughout the Northwest. PacificSource is based in Oregon, with local offices in Idaho, Montana, and Washington. In 2012, PacificSource was awarded contracts to become a Coordinated Care Organization (CCO) in Central Oregon and the Columbia Gorge for the purpose of providing and coordinating Oregon Health Plan benefits for members eligible for Medicaid and enrolled in the CCO. In 2019, the Oregon Health Authority (OHA) announced its intention to contract with PacificSource to be a Coordinated Care Organization in Marion County, Polk County, Lane County, and the Central Oregon and Columbia Gorge regions.

PacificSource's mission is to provide better health, better care and better cost to the people and communities we serve. We aim to be the health plan with the highest preference, satisfaction, and value in all our markets and strongly believe we can do that through the experience we provide to our customers with each interaction.

PacificSource is soliciting proposals to establish and maintain a functional System of Care (SOC) governance structure in Wasco County and Hood River County (collectively, the "Service Area"). Oregon's System of Care and Wraparound Initiative are defined in Oregon Revised Statutes ("ORS") 418.975 to 985, and Oregon Administrative Rules ("OAR") 309-019-0325 to 0326. Wraparound is defined as a voluntary and definable care planning process that results in a unique set of community services and supports that are individualized for a youth and family to achieve a positive set of outcomes. These materials set forth requirements associated with the governance structure for this process. Additional technical assistance materials have been developed by the OHA, and Portland State University developed additional technical assistance materials, which are available on their respective websites. The System of Care governance structure consists of three inter-agency committees, each with specific functions that are intended to provide broad-based community involvement, oversight, and problem solving while incorporating family and youth input into the operations of the local or regional Wraparound Initiative.

The timeframe in which we hope to have a System of Care governance structure in place in the Service Area is January 1, 2020. The System of Care governance structure must consist of a Practice Level Workgroup, Advisory Committee, and Executive Council. This Request for Proposals desires submissions to implement, maintain, run, and oversee the governance structure, inclusive of these mandatory elements.

### **System of Care (SOC) governance structure:**

The SOC governance structure shall consist of a Practice Level Workgroup, Advisory Committee, and Executive Council with at least fifty-one (51) percent youth and family voice representation as described below:

- Practice Level Workgroup: review Wraparound practice barriers, remove barriers when possible, and submit system barriers that remain unresolved to the SOC Advisory

Committee and/or Executive Council for resolution and/or advancement to the State System of Care Steering Committee.

- The Practice Level Workgroup must consist of representatives of organizations who supervise individuals from local public child serving agencies (Child Welfare, education, juvenile justice, OYA, Tribal communities, intellectual/developmental disabilities, Behavioral Health) and must include meaningful participation from youth and Family members.
- Advisory Committee: advise on policy development, implementation, review Fidelity and outcomes, and provide oversight using a strategic plan. It shall respond to system barriers which the Practice Level Workgroup cannot resolve, making recommendations to the Executive Council as needed.
  - The Advisory Council must consist of representatives of PacificSource, Providers, local public child serving agencies (Child Welfare, education, juvenile justice, OYA, Tribal communities, intellectual/developmental disabilities, Behavioral Health) all of whom must have authority to make program level financial and policy changes, and must include meaningful participation of youth and Family members.
- Executive Council: develop and approve policies and shared decision-making regarding funding and resource development, review project outcomes, and identify unmet needs in the community to support the expansion of the service array.
  - The Executive Council must consist of representatives of PacificSource, Providers, local public child serving agencies (Child Welfare, education, juvenile justice, OYA, Tribal communities, intellectual/developmental disabilities, Behavioral Health) all of whom must have authority to make program level financial and policy changes, and must include meaningful participation of youth and Family members.

### **Proposal Requirements:**

- A. Describe your organization's mission, vision, goals and experience with the System of Care and Children's Wraparound initiatives.
- B. Describe your organization's experience convening committees, ability to work toward consensus with groups of diverse interests, and ability to utilize a governance structure to implement a strategic plan.
- C. Describe how your organization will support the inclusion and collaboration of community partners and system partners to ensure youth and families have access to necessary supports and services in the Service Area.
- D. Please describe your organization's experience working with community partners in the Service Area on similar initiatives.
- E. Please describe your organization's experience managing policies, procedures and sensitive information.  
Describe how your organization proposes to staff the Practice Level Workgroup.

- a. Describe your plan to recruit and retain membership at the Practice Level Workgroup.
  - b. Describe the process the Practice Level Workgroup will use to identify and review Wraparound practice barriers, remove barriers or submit barriers that remain unresolved to the SOC Advisory Committee.
  - c. Describe how your organization will meaningfully support the leadership and involvement of youth and Family members on the Practice Level Workgroup.
- F. Describe how your organization proposes to staff the Advisory Committee.
- a. Describe your plan to recruit and retain membership at the Advisory Committee.
  - b. Describe the process the Advisory Committee will use to advise on policy development, implementation, review fidelity and outcomes, and provide oversight using a strategic plan, and respond to system barriers that could not be resolved by the Practice Level Workgroup.
  - c. Describe how your organization will meaningfully support the leadership and involvement of youth and Family members on the Advisory Committee.
- G. Describe how your organization proposes to staff the Executive Council.
- a. Describe your plan to recruit and retain membership at the Executive Council.
  - b. Describe the process the Executive Council will use to develop and approve policies, practice shared decision-making regarding funding and resource development, review project outcomes, identify unmet needs in the community to support the expansion of the service array, and respond to system barriers that could not be resolved by the Advisory Committee.
  - c. Describe how your organization will meaningfully support the leadership and involvement of youth and Family members on the Executive Council.
- H. Describe how your organization will track and report the following information:
- a. Barriers that were submitted by the community to the appropriate committee within the SOC governance structure;
  - b. Resolved and unresolved outcomes and barriers that were sent to the Statewide SOC Steering Committee;
  - c. Sources of funding within the SOC governance structure and what type of funding was used;
  - d. List of system partners involved; and
  - e. Data-informed priorities for the following Contract Year.
- I. Please provide a 12-month line-item budget inclusive of all costs associated with convening and facilitating the SOC governance structure in Wasco County and Hood River County.

**References:**

- Please provide at least two letters of support from local partners who have direct experience with your organization in substantially similar work.
- Please provide a letter of support from the Community Mental Health Program (CMHP) for each County. If the CMHP is the applicant, then support of that County will be implied.

**Submission:**

Complete proposals should include:

- Cover Letter
- Proposal that addresses elements A-H, above
- Budget
- Letters of Support

Please submit complete proposals no later than **November 08, 2019** to: [SOC@pacificsource.com](mailto:SOC@pacificsource.com)