

**State of Maine
Master Score Sheet**

RFP# 202410184 Mental Health Peer Support Centers Services

Target Area # 4					
Bidder Name:		Motivational Services, Inc. (MOCO) Augusta	Motivational Services, Inc. (MOCO) Waterville	Together Place	
Proposed Cost:		\$ 723,386.00	\$704,081.00	0.00	
Scoring Sections		Points Available			
Section I: Preliminary Information		Pass/Fail			
Section II: Organization Qualifications and Experience		30.00	16.00	14.00	10.00
Section III: Proposed Services		40.00	17.00	12.00	8.00
Section IV: Cost Proposal					
a. Cost Proposal		25.00	24.33	25.00	0.00
b. Budget Narrative		5.00	2.00	3.00	0.00
Section IV Total		30.00	26.33	28.00	0.00
TOTAL		<u>100.00</u>	<u>59.33</u>	<u>54.00</u>	<u>18.00</u>
Target Area # 5					
Bidder Name:		Aroostook Mental Health Service (AMHS)	Healthy Acadia		
Proposed Cost:		\$ 669,174.00	\$ 429,073.00		
Scoring Sections		Points Available			
Section I: Preliminary Information		Pass/Fail			
Section II: Organization Qualifications and Experience		30.00	21.00	19.00	
Section III: Proposed Services		40.00	13.00	15.00	
Section IV: Cost Proposal					
a. Cost Proposal		25.00	16.03	25.00	
b. Budget Narrative		5.00	5.00	1.00	
Section IV Total		30.00	21.03	26.00	
TOTAL		<u>100.00</u>	<u>55.03</u>	<u>60.00</u>	

Janet T. Mills
Governor

Sara Gagné-Holmes
Commissioner



Maine Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

Award Justification Statement
RFP# 202410184
Mental Health Peer Support Centers Services

I. Summary

Through RFP# 202410184 the Department sought proposals for Mental Health Peer Support Centers Services for Adults experiencing Serious Mental Illness and/or Co-occurring Disorders in five (5) Target Areas of the State. Eight (8) Bidders responded to the RFP:

Target Area	Bidders
1	Commonspace
2	Community Concepts, Inc.
3	Sweetser
4	Motivational Services, Inc. – Augusta
	Motivational Services, Inc. – Waterville
	Together Place Peer Recovery Center
5	Aroostook Mental Health Services
	Healthy Acadia

Through the evaluation process, the following Bidders received the highest scores and were determined to provide the best value to the State of Maine.

Target Area	Bidder
1	Commonspace
2	Community Concepts, Inc.
3	Sweetser
4	Motivational Services, Inc. – Augusta
5	Healthy Acadia

II. Evaluation Process

An Evaluation Team, composed of five (5) State employees, applied the consensus method in scoring the Bidders' Qualifications & Experience and Proposed Services. Scores for the Cost Proposals were assigned using a mathematical formula, with the Team providing a consensus score for the budget narrative.

II. Qualifications & Experience of Conditional Awardees

Each of the Conditional Awardees demonstrated the ability to deliver the services required by the RFP and successfully perform under the prospective contract.

III. Proposed Services by Conditional Awardees

Each of the Conditional Awardees outlined an understanding of, and ability to meet, programmatic requirements of the RFP.

V. Cost Proposal and Budget Narrative

The Conditional Awardees provided detailed Budget Narratives, demonstrating full utilization of program resources, and the following initial-period-of-performance costs:

Target Area	Bidders	Proposed Cost
1	Commonspace	\$1,025,000.00
2	Community Concepts, Inc.	\$1,503,733.00
3	Sweetser	\$ 804,015.00
4	Motivational Services, Inc. – Augusta	\$ 723,386.00
5	Healthy Acadia	\$ 429,073.00

VI. Conclusion

Each of the Conditional Awardees' proposals in each Target Area outweighed other Bidders through their qualifications and experience and the services and costs they proposed. The Evaluation Team determined that the proposals submitted by these Conditional Awardees represent the best value to the State of Maine.

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Mar-27-2025

Via Electronic Mail: briant@commons spacemaine.org

Commonspace
Brian Townsend, Executive Director
PO Box 17705 (103 India St)
Portland, Maine 04112

SUBJECT: Notice of Conditional Contract Awards under RFP #202410184, Mental Health Peer Support Centers Services

Dear Mr. Townsend,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Behavioral Health for Mental Health Peer Support Centers Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

- Commonspace
- Community Concepts
- Sweetser
- Motivational Services, Inc. – Augusta
- Healthy Acadia

The bidders listed above received the evaluation team's highest rankings. The Department will be contacting the aforementioned bidders soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

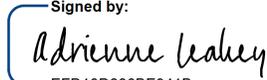
This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract.

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).

Thank you for your interest in doing business with the State of Maine.

Sincerely,

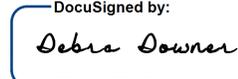
Signed by:



EFD18D286BE941B...

Adrienne Leahey
Chief Operating Officer
Office of Behavioral Health

DocuSigned by:



5DC6307B8558482...

Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

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TTY: Dial 711 (Maine Relay)

Mar-27-2025

Via Electronic Mail: jleblanc@community-concepts.org

Community Concepts, Inc
Jessica LeBlanc, Director of Behavioral Health
240 Bates Street
Lewiston, ME 04240

SUBJECT: Notice of Conditional Contract Awards under RFP #202410184, Mental Health Peer Support Centers Services

Dear Ms. LeBlanc,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Behavioral Health for Mental Health Peer Support Centers Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

- Commonsense
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Thank you for your interest in doing business with the State of Maine.

Sincerely,

Signed by:



EFD18D286BE941B...

Adrienne Leahey
Chief Operating Officer
Office of Behavioral Health

DocuSigned by:



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Debra Downer
Deputy Director for Competitive Procurement
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Mar-27-2025

Via Electronic Mail: paige@healthyacadia.org

Healthy Acadia
Paige Johnston
24 Church Street
Ellsworth, ME 04605

SUBJECT: Notice of Conditional Contract Awards under RFP #202410184, Mental Health Peer Support Centers Services

Dear Ms. Johnston,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Behavioral Health for Mental Health Peer Support Centers Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

Signed by:



EFD18D286BE941B...

Adrienne Leahey
Chief Operating Officer
Office of Behavioral Health

DocuSigned by:



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Debra Downer
Deputy Director for Competitive Procurement
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Mar-27-2025

Via Electronic Mail: ablanchard@mocomaine.com

Motivational Services, Inc
April Blanchard, Controller
71 Hospital Street
Augusta, ME 04330

SUBJECT: Notice of Conditional Contract Awards under RFP #202410184, Mental Health Peer Support Centers Services

Dear Ms. Blanchard,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Behavioral Health for Mental Health Peer Support Centers Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

Signed by:



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Adrienne Leahey

Chief Operating Officer

Office of Behavioral Health

DocuSigned by:



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Debra Downer

Deputy Director for Competitive Procurement

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Mar-27-2025

Via Electronic Mail: aknox@sweetser.org

Sweetser
Alaina Knox, Director, Recovery Services
50 Moody Street
Saco, ME 04072

SUBJECT: Notice of Conditional Contract Awards under RFP #202410184, Mental Health Peer Support Centers Services

Dear Ms Knox,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Behavioral Health for Mental Health Peer Support Centers Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

Signed by:



EFD18D286BE941B...

Adrienne Leahey
Chief Operating Officer
Office of Behavioral Health

DocuSigned by:



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Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

Janet T. Mills
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Mar-27-2025

Via Electronic Mail: djacques@amhc.org

Aroostook Mental Health Services, Inc
Debra Jacques, Directory of Marketing and Development
180 Academy St, Suite 3
Presque Isle, ME 04769

SUBJECT: Notice of Conditional Contract Awards under RFP #202410184, Mental Health Peer Support Centers Services

Dear Ms. Jacques,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Behavioral Health for Mental Health Peer Support Centers Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

Signed by:



EFD18D286BE941B...

Adrienne Leahey

Chief Operating Officer

Office of Behavioral Health

DocuSigned by:



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Debra Downer

Deputy Director for Competitive Procurement

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Mar-27-2025

Via Electronic Mail: jacquie.togetherplace@gmail.com

Together Place Peer Recovery Center
Jacqueline Wilks, Program Director
2 Second Street
Bangor, ME 04401

SUBJECT: Notice of Conditional Contract Awards under RFP #202410184, Mental Health Peer Support Centers Services

Dear Ms. Wilks,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office of Behavioral Health for Mental Health Peer Support Centers Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

Signed by:



EFD18D286BE941B...

Adrienne Leahey
Chief Operating Officer
Office of Behavioral Health

DocuSigned by:



5DC6307B8558482...

Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Commonsplace
PROPOSED TARGET AREA: Area 1
DATE: January 16, 2025

SUMMARY PAGE

Department Name: Health and Human Services
Name of RFP Coordinator: Stacy Martin
Names of Evaluators: Stephani Farquhar, Michael Freysinger, Anna Ko, Alice Preble, Kelly Staples

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	N/A
Section III. Proposed Services	40.00	N/A
Section IV. Cost Proposal Budget Narrative	25.00 5.00	N/A
Section IV. Total	30.00	N/A
<u>Total Points</u>	<u>100.00</u>	<u>N/A</u>

The Department awards Commonsplace as the Sole Bidder for Service Area 1. The Proposal was evaluated by the Evaluation Team but not scored.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Commonsense
PROPOSED TARGET AREA: Area 1
DATE: January 16, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

There were no requirements for this section.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Commonsplace
PROPOSED TARGET AREA: Area 1
DATE: January 16, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience

1. Overview of the Organization

- Provided three (3) project examples are relevant to this RFP; Portland Peer support and Recovery Center (incumbent service provider), Lincoln County Recovery Community Center, and Bath Recovery Community Center.
- Lincoln and Bath Centers are SUD focused, but inclusive of peer support.
- Established in 1982.
- Created an abridged version of the RFP for peers to review and gathered feedback at community meetings and through 1:1 interaction.
- Previous iterations of a MH Peer Support Center in Cumberland County for decades.
- States experience serving a diverse population of eligible individuals facing co-occurring challenges utilizing peer principles.
- Addressed that their agency works to welcome and integrate diversity, but did not address their experience with addressing specific needs as it relates to issues of Diversity, Equity and Inclusion.
- Did not specifically address experience as it relates to culturally competent and responsive services.
- Peer Support and Recovery Center was one of the original contracted Social Clubs in Maine.
- Peer guided and recovery focused in a way that also welcomes all eligible peers and remains a safe space for all.
- Maintains authentic peer involvement in programming.
- Works to be all inclusive and avoid excluding or “othering”.
- Worked to become a recognized leader within the community and within community collaboratives.
- On the Executive Council of the Greater Portland Addiction Collaborative.
- Long standing/still evolving status as a peer led and peer support defined organization.
- Executive Director and Associate Executive Director identify as peers.
- Programs are defined by peer support.
- Rapid Rehousing program has created CIPSS positions within the team.
- Supported housing program is led by those with lived experience.
- Many other programs led by individuals in recovery as well.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Commonsplace

PROPOSED TARGET AREA: Area 1

DATE: January 16, 2025

<ul style="list-style-type: none">• State their philosophy and modality is one that “recognizes the sanctity, integrity, and worth of every person”.• Current staff including Center Coordinator has a history and is currently not compliant for CIPSS training and certification requirements.
2. Subcontractors
<ul style="list-style-type: none">• Indicated none
3. Organizational Chart
<ul style="list-style-type: none">• Provided an enterprise-wide org chart, but did not provide the project team proposed to meet the requirements of this RFP.• Did not include emphasis on how Participants are involved.• Included a blank “sectors and oversight” page.
4. Litigation
<ul style="list-style-type: none">• Indicated none
5. Financial Viability
<ul style="list-style-type: none">• Appears financially viable.• Independent auditor reports indicate assurance that financial statements as a whole are free from material misstatement.
6. Certificate of Insurance
<ul style="list-style-type: none">• Insurance is current and valid through 7/1/2025.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Commonsplace
PROPOSED TARGET AREA: Area 1
DATE: January 16, 2025

**EVALUATION OF SECTION III
Proposed Services**

Evaluation Team Comments:

Bidder did not number all attachments making it difficult for the Evaluation Team to properly review their proposal.

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none">• Located at 103 India Street in Portland.• Will be open 9am-5pm Monday-Friday.• Plans to offer extension of program and its space for support groups, community events, and other center-connected functions.• Addressed Code of Ethics for maintaining certification requirements, hiring a Program Assistant to assist with improving adherence to required training and certification (CIPSS).• Addressed #1 & 5 indirectly stating they will be fully voluntary, relationship based and trauma informed space.• The provider refers to the Code of Ethics numerous times but did not directly identify all of the Code of Ethics in the CIPSS Code of Ethics, including boundaries.• Groups will be facilitated and developed by both staff and participants and held at the center.• Participant engagement has led to a plan to support participants to foster independence from and within systems of support.• Operating structure “is a model that focuses on highlighting and promoting groups, activities and services” with an intention of moving from passive engagement to fuller engagement.• Invited to spend the day with no obligation to attend any groups, 1:1 peer support or any activities offered.• Provider uses a model that focuses on highlighting and promoting group activities, and services while developing 1:1 peer relationships.• Will gather participant feedback around any other services to be provided at the center.• Plans to provide using participant feedback to develop activities that foster independence.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Commonsense

PROPOSED TARGET AREA: Area 1

DATE: January 16, 2025

- Stated that their attached Participant Safety Plan guidelines were created with feedback from Center participants.
- Indicates changes to these guidelines will be made based on new or amended participant feedback, and with Department approval, as needed.

B. Participant Eligibility

- Stated that they will continue to provide services at no cost “only to adults with SMI and/or co-occurring disorders”.
- Did not address including Adults that self-report.
- Indicates application requirement for eligibility, but it is unclear what this is referring to as self-reporting is allowed for eligibility.
- Plans to provide a calendar of all groups and events.
- Will put out a request for feedback.
- Indicated they would provide support with identifying and accessing eligible community resources, the exact process for such was not detailed.

C. Participant Tracking

- Did not respond to develop and maintain a process for tracking Participants attendance and participation in Center services.
- Provided a detailed data security plan with action steps, risk assessment, and training plan, both annual and ad-hoc.
- Identified potential threats and how they will be prepared for them.
- Did not identify how participant information is documented and stored, including applications and sign-in sheets.
- Plans to work with Care Management Solutions to develop their identity and access management plan.
- Does not have a plan in place at this time.
- Does not indicate what information will be documented and tracked.
- Did not address the need to track unduplicated de-identified participant attendance.

D. Groups, Trainings, and IPS for Participants

- Indicated they would provide 520 hours of Structured Group Support quarterly for 2080 annual hours.
- It is unclear if they understand that the minimum hours for Group Support opportunities are 180 hours quarterly, not 520 hours quarterly.
- Agrees to hold the required and additional groups.
- Plans to provide a nutrition program.
- All groups beyond those required by the Department will be developed based on participant engagement.
- Group offering will be evolving to meet participant needs.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Commonsense

PROPOSED TARGET AREA: Area 1

DATE: January 16, 2025

- Group topics will focus on self-management and problem solving and will include topics such as self-exploration and growth, artistic expression, financial literacy, legal self-help, and others.
- Plans to provide 180 hours quarterly of Structured Group Support and 720 hours annually.
- Indicated use of Participant feedback for development and selection of group opportunities, however the process for feedback implementation was not provided.
- Plans to introduce and advocate for the inclusion of groups and other offerings, but not how they will ensure access.
- Addressed ensuring Structured Group Support services to teach self-management and problem-solving skills, but did not address ensuring they are also designed to teach self-determination and personal responsibility.
- Includes three (3) Department mandated groups, and three (3) additional groups offered and indicates plan to offer these groups if awarded.
- Indicates participant engagement will dictate future iterations of group offerings based on emerging needs and interest.
- Plans to engage participants on the topic of additional supports and elicit participant feedback. It is unclear what method they plan to use to accomplish this.
- All groups noted are given a justification of self-management; problem solving except Maine Can Work also adds self-esteem and personal enrichment.
- Did not indicate if teaching personal responsibility was included in the model/curriculum of the Center's Structured Group Support.
- Plans to utilize weekly community meetings and within the developing Peer Center Committee. It is unclear who makes up the Peer Center Committee as the term is undefined.
- Indicates participant feedback solicited during regular weekly community meetings will dictate future group topics based on need and interest.
- Plans to "intentionally engage with participants" on other offerings.
- Does not plan to use non-participant volunteers.
- Orientation for Participant volunteers is not addressed.
- Will develop an orientation plan if that determination changes.
- Description of the Bidder's orientation process for any individual that visits the Center, does not align with IPS values.
- All staff will be provided weekly in-house co-supervision.
- Participant feedback is gathered and sought regularly to gauge the "relative success" of the Center related to IPS-based engagement. Use of "relative success" raises concern about Bidder's understanding of the value of IPS as a cornerstone of the service.
- Discussed centrally at community meetings.
- Center-affiliated CIPSS will be provided with weekly in-house co-supervisions with the Program Coordinator.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

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DATE: January 16, 2025

- Center Coordinator engages in weekly co-supervision with Associate Director
- It is unclear if the Program Coordinator and Center Coordinator are the same person or position.
- States commitment to mutual support, building community, participant requested services, conducting advocacy, amplifying peer voice and culturally competent programming.
- Basic tenants of IPS, including how they build connection, explore worldview or negotiate power were not included in the response.
- Indicates use of social media (Facebook and Instagram) and plans to launch a new website, as methods for disseminating information about center activities.
- It is unclear if the 24/7 call line for immediate community support is monitored by the Bidder.
- Plans to provide up to date calendar and provide hard copies newsletter, brochures and flyers at the Center.
- Does not describe if electronic or hard copies will be disseminated to the public.
- Response indicates opportunity for education on related topics will be shared during full participant orientation within one month of participant accepting program membership.
- Reference to "IPS value of privacy (as opposed to confidentiality)" brings some concern as confidentiality is still required of all Center staff.
- Plans to support Participants applying for a position at the Bidder's organization, as appropriate and requested by Participants, including assisting with pursuing any required credential for the position.
- Previous experience hiring former participants in paid roles with agency

E. Participant Self-help Activities

- Includes opportunities to review activities during those activities as well as during community meetings to ensure topics meet participants needs to include unmet needs.

F. Center Website, Social Media, and Outreach

- Did not address providing links to available local community resources and Center-based resources including the phone number to the Peer Support Line.
- Did not respond to MainIT Policies and Standards. Referred to Attachment 8 Data Security Plan; however, Attachment 8 does not specifically address compliance with the State's MainIT Policies and Standards.
- Did not address ensuring no data is released regarding the usage of the website without the written approval from the Department or TikTok.
- Proposed to update information at least monthly and will also update whenever a change is made to the schedule.
- Did not address inclusion of recreational activities on the Center website in their response.
- Did not address ensuring description of opportunities on the website.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Commonsense

PROPOSED TARGET AREA: Area 1

DATE: January 16, 2025

- Provided a description of how they will gather information but did not address letter a in their response as it relates to garnering, analyzing and implementing the feedback gathered.
- Engagement examples are limited and lack diversity.

G. General Requirements

- Did not address ensure Participant information is not shared by the Center with any other outside entities, except when explicitly requested by the Participant
- The description of how the Bidder would handle requests for information through an IPS lens is unclear
- Provided but not labeled as Attachment 11 and does not include a title on the document.
- Information sharing must be time-limited, not to exceed sixty (60) calendar days, the provided Release of Information Form indicates that the information sharing would be valid for 1 year from the date of signage.
- Response to ensure integration of IPS principles and practices in policy and day-to-day activities is a copy and paste of the response provided for Operate the Center in adherence to the Maine CIPSS Code of Ethics addressing a separate requirement within the RFP.
- Did not indicate where the specific principles of IPS (learning vs helping, relationship vs the individual, and hope vs possibility) were shared or addressed.
- Did not indicate where the practices of IPS were shared or addressed (Connection, Worldview, Mutuality, Moving Toward).
- States that Peer Principles are discussed but does not indicate what those principles are.
- Plans to sponsor external DEI training with staff. It is unclear if participants can attend DEI trainings.
- Indicates will work to protect and support participants who receive services elsewhere, in terms of the Rights of Recipients of Mental Health Services. It is unclear if they understand that Center Participants are also covered under the Rights of Recipients of Mental health Services.
- Indicates existing contract with House of Languages.
- Did not respond to center policy must be contained within the Center's Policy and Procedure Manual and be easily accessible to Participants at all times.
- Included reference to community meetings, but did not specifically indicate processes for how the Bidder will utilize Participant feedback and their specific decision-making model.
- Did not address use of IPS virtual modalities.
- Included reference to a "Peer Center Committee", however, the makeup of the committee was not specified in the attachment.
- Attachment was not labeled as "Attachment 12" and titled Portland Center By-laws making it difficult to locate and review.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

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PROPOSED TARGET AREA: Area 1

DATE: January 16, 2025

- Indicated further corrective action practices would be developed with Center participants, including investigations of Restorative Justice practices.
- Did not address the reason for requesting the Participant to leave; steps taken by the Center to support the Participants ability to remain at the Center; the Participant’s re-entry plan, which must include the length of time the Participant has before they may return to the Center; or reference to the Center’s policy related to Participant conduct and expectations.
- Discussed present collaborations and relationships and shared what some of those are.
- Did not indicate how these relationships will increase participant engagement and participation in Meaningful Activities independently in the community.
- Did not address create and/or maintain Memorandum of Understanding (MOUs) that reflect the nature of the existing or proposed collaborations related to the Center, as appropriate.
- Provided MOU with Greater Portland Health’s Mobile Medical Unit but it is not identified as Attachment 13.
- Responses to outreach and engagement lacked detail.
- Did not address build and maintain ongoing relationships with community organizations serving and/or representing marginalized communities in the area in order to market services to the broader community
- Plans to engage with internal and external programs and provided examples of those programs.
- Cited Homeless Services Center, Spurwink’s “Living Room” and the Portland Library but did not reference other marginalized communities.
- Did not detail how they plan to engage with community organizations.

H. Participant Engagement

- Provided a plan on how they will involve participants in the ongoing planning and decision-making processes for the Center operations.
- Did not address the budget process, adequate controls and safeguards to ensure Participants feel safe from physical and/or emotional harm; or
- the Peer review process, to include the process for returning to the Peer community if expelled.
- Did not address ensuring Participant involvement in the planning and decision-making processes including, but not limited to, setting goals and objectives for the Center, governance, fiscal, personnel, operations, and any other Center policies.
- Did not address providing opportunities for Participants to actively engage in hiring practices and performance reviews for all staff, as legally allowable.
- Did not address any changes to Center policy must be sent to the Department quarterly or. the Center policy manual must be reviewed by the Department on an annual basis. This will be considered the Department’s annual review of Center policy.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Commonsense

PROPOSED TARGET AREA: Area 1

DATE: January 16, 2025

- Indicated the "Participant Committee" would include work done on assessing the Center's budget, this does not address H.1.c.i. which include Participant input on the actual creation of the budget as well, not solely on oversight.
- The term "Participant Committee" is undefined. It is unclear whether this term is different from "Peer Center Committee" previously mentioned (also undefined).
- It was unclear how the five (5) principles of Restorative Practices (Relationship, Respect, Responsibility, Repair and Reintegration) were addressed.
- Did not clearly define specific actions to be taken for each listed "expectation". The Attachment indicates a list of "Corrective Actions for violations of the above Expectations include" which does not address each separate listed Expectation (e.g., should a Participant not uphold peer principles, resultant 'corrective action' is not defined).
- Acknowledged a commitment to all requirements but did not describe how they will ensure participant involvement.
- Stated that staff hiring process roles will be determined and established at community meetings and through the Peer Center Committee (Peer Center Committee is undefined).
- Indicates applicants will attend at least one (1) community meeting and one (1) PEER Center Committee meeting to answer participant questions.
- Feedback from the community and from the Peer Center Committee will be integral components of the decision-making process.
- Acknowledged commitment to all requirements but lacked details.
- Commits to fulfilling requirement, but did not detail how this requirement would be met.

I. Community Activity Fund

- Did not include any mention of advocacy.
- Did not describe how participants access the funding.
- Plans to utilize center outreach and promotion events as well as other community-based activities to share information about the availability of the funds.
- Indicated "eligible individuals" would be provided outreach, but did not specify how they would ensure eligibility.
- Indicates use of outreach a promotion event to create awareness of the availability of these funds.

J. Staffing

- Newly hired program assistant will monitor certifications.
- States new employees will obtain certification within 180 days of hire which is not a feasible amount of time to become CIPSS certified unless they are already undergoing the CIPSS certification process.
- Met the requirements.

K. Performance Measures

- Met the requirements.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

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DATE: January 16, 2025

L. Reports
<ul style="list-style-type: none">• Met the requirements.
2. Staffing
<ul style="list-style-type: none">• Provided position titles and job responsibilities for Portland Peer Support Center Coordinator, Peer Support Center Peer Support Specialist, Peer Support Center Peer Support Specialist Team Lead.• Did not list the Program Assistant mentioned in J.1.• Did not list the Program Assistant mentioned in Staffing Requirements in other section of the RFP requirements.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Attachment 17 was not clearly identified as a work plan but as a “Response to Proposed Services” and lacked detail.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Commonsense
PROPOSED TARGET AREA: Area 1
DATE: January 16, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Cost
\$1,025,000.00

Evaluation Team Comments:

- Indirect cost rate seems high.
- Included a “Programs Data Assistant” in the indirect personnel expense summary, unclear if this is the intended “Programs Assistant” position.
- For the second year of the initial period of performance “MATERIALS/SUPPLIES” would cost \$6,500. As the description/detail-provided for both years is exactly the same, it is unclear why the cost has increased in the second year. It is unclear why items such as “Bookshelf and resource books and posters” and “Bulletin Boards 4” need to be purchased twice, once each year of the initial period of performance.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Community Concepts
PROPOSED TARGET AREA: Area 2
DATE: January 21 & 28, 2025

SUMMARY PAGE

Department Name: Health and Human Services
Name of RFP Coordinator: Stacy Martin
Names of Evaluators: Stephani Farquhar, Michael Freysinger, Anna Ko, Alice Preble, Kelly Staples

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	N/A
Section III. Proposed Services	40.00	N/A
Section IV. Cost Proposal Budget Narrative	25.00 5.00	N/A
Section IV. Total	30.00	N/A
<u>Total Points</u>	<u>100.00</u>	N/A

The Department awards Community Concepts as the Sole Bidder for Service Area 2. The Proposal was evaluated by the Evaluation Team but not scored.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Community Concepts
PROPOSED TARGET AREA: Area 2
DATE: January 21 & 28, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

There were no requirements for this section.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Community Concepts
PROPOSED TARGET AREA: Area 2
DATE: January 21 & 28, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Beacon House Peer Recovery Center has been in operation for 25 years.• Provided three (3) relevant project examples as Beacon House.• CCI is a Community Action Agency.• Indicates agency follows guidelines of Community Services Block Grant (CSBG) Reauthorization Act of 1998, thus 1/3 of its board is comprised of low-income individuals or representative of low-income communities.• States current operations adhere to IPS values and principles.• Includes reference to current staff highlighting their experience.• Indicates participant involvement in the proposal process during regular community meetings.• Governing board comprised of participants with lived experience who contribute to the decision making related to center goals and objectives, hiring, managing the operational budget, and day-to-day operation of the center.• Indicates other programs within agency have participants involved with decision making.• Experienced and certified staff.• Shared projects the program participants have been involved in within the community.• Did not specifically address needs related to issues of DEI.• Did not specifically speak of culturally competent and responsive services.
2. Subcontractors
<ul style="list-style-type: none">• Language Partners for language interpretation and translation services.
3. Organizational Chart
<ul style="list-style-type: none">• Provided organizational chart for larger organization as well as for Beacon House. These documents do not seem to indicate a decision-making process or how participants are involved.
4. Litigation
<ul style="list-style-type: none">• Provided litigation, all settled, but did not provide case numbers.
5. Financial Viability
<ul style="list-style-type: none">• Appear financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided a valid COI.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
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PROPOSED TARGET AREA: Area 2
DATE: January 21 & 28, 2025

**EVALUATION OF SECTION III
Proposed Services**

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none">• Indicates center address as 3 Canal St, Rumford ME with operating hours as 8:30am-4:30pm.• Indicates members of the Governance board and interested Center Participants would also meet with the Department monthly.• Did not provide additional detail relating to how they will ensure the Center operates in adherence to the Maine CIPSS Code of Ethics.• Indicates process for participants to request services with support from staff to secure options.• Participants have opportunities to present ideas for classes and activities.• For those in need, there are low-cost transportation options through Western Maine Transportation Services (WMTS).• Indicates two (2) group learning environments, each with TV for online access capabilities. Virtual options are available to those who cannot attend in person.• Cyber Liability Insurance expired 12.1.2024.• Open door, peer run and recovery focused.• Plans to be open 40 hours a week, 52 weeks a year.• Offers 180 hours of structured group support opportunities.• Uses Fidelity Tool to ensure center remains peer run.• Consumer Operated Service Program (COSP) to insure program is Peer Run.• Safety plan has same expectations of staff and participants.• Annual trauma informed training for both staff and participants.• Maintains a protocol so individuals may anonymously report safety concerns and grievances.
B. Participant Eligibility
<ul style="list-style-type: none">• Shared the three (3) principles and four (4) tasks of Intentional Peer Support.• Participant expectations agreement included in orientation packet.• Plans to provide education about how to become a CIPSS.• Unclear intent of the Center's Media Release form, and whether this form is voluntary for Participants interested in Center services.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Community Concepts

PROPOSED TARGET AREA: Area 2

DATE: January 21 & 28, 2025

- One-on-one peer support conversation will continue to be used to identify individual needs and make appropriate resource referrals, with resource referrals self-directed and determined by the individual.

C. Participant Tracking

- Stated that they would notify individuals in the event of unauthorized access or disclosure, but did not indicate when individuals would be notified in the event of unauthorized access or disclosure (e.g., once an unauthorized access event or disclosure is discovered).
- Process developed by Community Concepts and approved by Center.
- Participants can use a pseudonym.
- Provided a comprehensive policy which also included sections on the following: Business Associate Agreements (BAA), media sanitization, internet security, encryption, multi-factor authentication, security risk assessment, physical computer security, EHR access, computer program and software updates, system login monitoring, document and data backup policy, disaster recovery plan and inventory and documentation.
- It is unclear if Center data may merge with Agency data if Center participant is a CCI client.
- Indicates use of CareLogic to create unique numeric participant id to support the tracking of deidentified participant attendance data.

D. Groups, Trainings, and IPS for Participants

- The Center also offers daily enrichment and wellness activities.
- Indicates 3-4 hours of structured groups daily, selected and voted on by participants, plus roughly 2 hours of IPS support and relationship building time daily.
- When groups are cancelled because of weather or other interruptions, they are re-scheduled.
- Stated that pre-registration is highly recommended for their curriculum-based groups, however, Participants will be allowed to “drop-in” on structured groups to get a better understanding of the group’s focus and the level of participation required for the group(s).
- Broad range of groups and activities offered.
- Groups determined in collaboration with Coordinator, Peer Support Specialists, Participants and the Governing Board.
- Included a Dialectic Behavior Therapy (DBT) Skills Group, this is a group used within a clinical treatment modality.
- Provided detail on their voting process and use of “Roberts Rules”, where at least five (5) Participants must be presented for a quorum.
- Disability Rights Maine is also at the Center monthly, and can be contacted whenever needed or requested.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Community Concepts

PROPOSED TARGET AREA: Area 2

DATE: January 21 & 28, 2025

- Does not explicitly state that orientation process occurs prior to working with participants in the Center.
- Described IPS values of being curious, offering and receiving validation and mutual understanding.
- Indicates a number of modalities for sharing group schedule, including the Team Up link, shared by the Rumford Community Hospital.
- Described in detail how these requirements will be met.
- Stated that their Coordinator will provide monthly program financial updates and will post the Center’s monthly bank statement.
- Lacked details about consumer/survivor/ex-patient learning opportunities.
- Response includes supporting linkages to Career Center, Region 9 Adult and Community Education, and community action programs in addition to Vocational Rehabilitation (VR).
- Participants will be supported to become peer facilitators of the Maine Can Work group.
- Center offers a “Book of Resources” which includes housing applications, emergency phone numbers, SNAP benefits paper application, VR application, job applications, standing order request form for transportation, Bridging Rental Assistance Program (BRAP) application, Emergency shelter resources, Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) resources and more.
- Materials on bulletin board.
- Provides assistance with applications.
- If participants self-report barriers, staff will provide support.
- Provide Monthly Restorative justice healing circles.
- Plans to focus on strengths and abilities, while being respectful and non-judgmental.

E. Participant Self-help Activities

- The Center will also provide informal non-structured groups such as Peer Support Group “Hope for the Hurting”.
- Stated that should a Participant voice a concern or would like a change made to the Center, staff will ensure the concern is included the next meeting agenda, with changes voted on and implemented, if votes resulted in approval.

F. Center Website, Social Media, and Outreach

- Website will be maintained and updated monthly by Center staff, with support from the organization’s Communication’s manager.
- Indicates the Communication Manager will support the Center Coordinator in keeping site updated.
- Plans to provide a link for the Center Policy and Procedure manual but does not specifically address items such as Americans with Disabilities Act ramp onsite.
- Plans to post at the Center, on the website and social media.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Community Concepts

PROPOSED TARGET AREA: Area 2

DATE: January 21 & 28, 2025

- Plans to utilize a bulletin board where opportunities are posted, though it does not indicate level of description provided on bulletin board.
- Indicates a minimum of two (2) annual community forums, plus two (2) annual community surveys, to share information about the center.
- Indicates collaborative process to design specifics of forum format, with the ability to review feedback and questions from participants.
- Proposes the Center will also utilize a bi-annual Needs Assessment conducted by Maine's Community Action Partnership to analyze community needs and ensure services align with regional needs reported.

G. General Requirements

- All Center staff will also participate in the Sharing and Privacy Rights Training.
- Does not describe how the bidder will handle requests for information through an IPS lens, but states that they will do this through dialogue.
- Forms are filed at the center and secured, then shredded after 60 days.
- No coercion from staff or external providers.
- Release of Information (ROI) form includes a 60-day limit and attestation check box indicating the signatory has completed and information and privacy rights training.
- Some information in the ROI, such as diagnostic and treatment, clinical notes, claims and encounter data, are contrary to IPS values and practices.
- Commits to meeting this requirement but lacks detail.
- Center staff are provided trauma informed approaches annually.
- The Rights of Recipients manual is available for Participants of the Center upon request.
- Participants may also request individual consultation on the rights of recipients with the Center's Peer Support Services Coordinator.
- Plans to measure this through Microsoft Word's Editor function, which uses the Flesch-Kincaid Grade Level Test to determine readability of documents.
- Upon request they will also offer support to Participants, as needed, regarding the reading materials at the Center.
- References the subcontract agreement with Language Partners.
- Conduct expectations include vague language which may lead to implementation and enforcement challenges.
- Center Policy manual supersedes CCI's manual.
- Participants receive a copy at orientation.
- Volunteers must be certified in Intentional Peer Support.
- Indicates using clinical supervision and calling crisis workers in non-emergency situations which does not align with IPS values and practices.
- Volunteers interviewed by Governing Board and Participants.
- Pets allowed.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Community Concepts

PROPOSED TARGET AREA: Area 2

DATE: January 21 & 28, 2025

- Appropriate clothing and Hygiene policy lacked details.
- Governing Board determines length of suspension.
- Restorative Practices offered for suspensions.
- Lacked detail on the inclusion of participant feedback and decision-making model.
- Did not address the use of IPS virtual modalities.
- Participants will be provided a copy of the Center's policy related to participant conduct and expectations.
- Plans to encourage participants to participate but does not share details.
- MOU's provided indicate case consultation and follow up consultation do not align with IPS values and practices.
- MOU's signed by CCI Executive Director does not align with IPS values and practices.
- Noted hosting weekly community lunch to engage community members.
- Does not identify people responsible for reviewing policy and procedure manual to improve Equity and representation for marginalized Center Participants, update contact information with 2-1-1 Maine, or for following up (within 24 hours) with participants needing assistance.
- Plans to engage through Community Rallies, Windham Correctional Facility and several SUD related programs.
- Addressed limited amount of organizations serving and/or representing marginalized communities.

H. Participant Engagement

- Center has a Pet Policy and Kitchen Policy that were recently created and voted into Center Policy by Participants.
- Proposes a separate meeting outside of their Weekly Community Meetings for quarterly review of the Center's budget.
- Did not meet the requirement as Participant Code of Conduct does not address actions to be used when a center disruption occurs or when corrective action is needed.
- It is unclear who makes the final decision for staff hiring.
- Interview questions are utilized by Governing Board for interviews and questions are updated annually during the course of a Community Meeting based on participant feedback.
- Collaboration with HR team to ensure employment applications are deidentified and redacted for participant review, identifies Peer Coordinator role responsible for this task.
- Governing board currently in place.

I. Community Activity Fund

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Community Concepts

PROPOSED TARGET AREA: Area 2

DATE: January 21 & 28, 2025

- Specific outreach details related to ensuring non-Center-associated eligible individuals have access was not described.
- Application can be mailed, emailed, or faxed by those who do not have transportation to submit it in person.
- Outreach will be made to Mental Health Programs however, response described limited outreach to individuals not associated with Center.

J. Staffing

- The Center presently has two (2) staff trained in Restorative Practices exceeding the requirement.

K. Performance Measures

- Indicates process and person responsible for ensuring this expectation.

L. Reports

- Met the requirements.

2. Staffing

- Identified Peer Services Coordinator, Peer Support Specialist-Beacon House, Clinical Director.
- Peer Services Coordinator included an essential duty of upholding the “structure and values of a Consumer-Operated Service Program”.
- Notes Peer Support Specialists are required to have a driver’s license. It is unclear why this is a Center requirement.
- Did not describe the oversight and management of the subcontractor.
- Provided a sample week staffing schedule for the Center.
- Notes schedule is “subject to amendment” when Center participates in non-business hour community activities. It is unclear how such adjustments will affect regularly scheduled hours of operation.

3. Implementation - Work Plan

- Timeline chart only indicated “Month 1” for specific tasks to be completed the first month of the initial period of performance, with subsequent sections categorized under “monthly ongoing”, quarterly ongoing” and “ongoing/annually” with no other specific months indicated.
- Did not list all tasks to be completed by subcontractor in the work plan.
- Used the acronym “PQI Coordinator” under “Position Responsible” for some of the listed tasks, however, it is unclear what/who “PQI Coordinator” refers to.
- Included some “Pre-RFP Submission” activities, such as meeting with current Center Participants to provided education and gain feedback on their RFP proposal.
- Work plan includes a “quarterly ongoing” task of “Chronic Health Conditions Management Education”, with a “Nurse Manager (RN)” responsible for the task. This position was not included with the job descriptions, nor with the Staffing Plan

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Community Concepts

PROPOSED TARGET AREA: Area 2

DATE: January 21 & 28, 2025

and it is unclear if the Bidder intends to support this position through funding from this resulting contract.
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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Community Concepts
PROPOSED TARGET AREA: Area 2
DATE: January 21 & 28, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Cost
1,503,733.00

Evaluation Team Comments:

- 5-year budget provided with the proposed cost for the initial period of performance (first 2 years) is \$583,431.
- Year three- \$301,747
- Year four- \$306,943
- Year five- \$311,612
- Salaries and wages appear appropriate, accounting for COLAs.
- Increased energy costs associated with Utilities/Heat not budgeted for after Year 1
- Agreement period indicated is from 7.1.2025 to 6.30.2030, spanning 5 years however total # of hours spent on program for agreement period is 2,080 for each staff member.
- Budget form 3 was not broken down by contract period dates making it difficult to ascertain which forms were meant for the contract periods cited in the RFP. One (1) Peer staff person has varied hours that cannot be attributed to a specific contract term.
- 5-year budget amount of \$1,503,733 includes \$250,000 from CCI's CSBG.
- The work plan' indicated "Nurse Manager (RN)" for purposes of quarterly chronic health conditions' management education was not included as an additional cost in the submitted cost proposal.
- Indicated \$9,379 for "MISCELLANEOUS" costs, which includes Human Community Fund Activities, but this was indicated as "TBD". Spelling errors were included in the description for this line item making it difficult for reader to understand exact intent of funding.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Sweetser
PROPOSED TARGET AREA: Area 3
DATE: January 28-29, 2025

SUMMARY PAGE

Department Name: Health and Human Services
Name of RFP Coordinator: Stacy Martin
Names of Evaluators: Stephani Farquhar, Michael Freysinger, Anna Ko, Alice Preble, Kelly Staples

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	N/A
Section III. Proposed Services	40.00	N/A
Section IV. Cost Proposal Budget Narrative	25.00 5.00	N/A
Section IV. Total	30.00	N/A
<u>Total Points</u>	<u>100.00</u>	<u>N/A</u>

The Department awards Sweetser as the Sole Bidder for Service Area 3. The Proposal was evaluated by the Evaluation Team but not scored.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Sweetser
PROPOSED TARGET AREA: Area 3
DATE: January 28-29, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

There were no requirements for this section.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Sweetser
PROPOSED TARGET AREA: Area 3
DATE: January 28-29, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 1828.• Provided three (3) relevant project examples.• Has been supporting and directing peer directed recovery services in Maine since 2001.• Intentional Peer Support Specialist operating in four (4) hospitals in Maine.• In 2023, CIPSS engaged with 2,695 participants.• Operated a statewide Peer Support Line since 2010.• Added Behavioral Health Home concept in 2016.• Engaged with Sweetser Recovery Services Staff and Peer Support services participants to develop this proposal and have worked within the IPS community.• More than 50% of Board of Directors identify as peers or affected others.• CCBHC Advisory Groups are composed of 50% peers or affected others.• Did not address Diversity, Equity and Inclusion or culturally competent and responsive services.• Notes offering 95% of participants resources for substance use disorder or peer-related support in their Hospital Emergency Department work.• Notes that all peer support program leadership positions identify as people with lived experience and are CIPSS.• Discussed using facilitated discussion for feedback from peer support services participants, however, lacked detail in describing the process.• Plans to establish a Governing Board composed of individuals with lived experience.
2. Subcontractors
<ul style="list-style-type: none">• Indicated none
3. Organizational Chart
<ul style="list-style-type: none">• Organizational chart includes one (1) chart detailing agency leadership, and one (1) chart detailing Peer Support/Recovery division within agency.• Did not include emphasis on how Participants are involved.
4. Litigation
<ul style="list-style-type: none">• Eight (8) litigations noted. Three (3) were settled without trial and five (5) are still active.
5. Financial Viability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Sweetser

PROPOSED TARGET AREA: Area 3

DATE: January 28-29, 2025

- | |
|--|
| <ul style="list-style-type: none">• Provided financial reports and appears to be financially viable. |
|--|

6. Certificate of Insurance

- | |
|---|
| <ul style="list-style-type: none">• Provided a COI which was valid at the time of submission. |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Sweetser
PROPOSED TARGET AREA: Area 3
DATE: January 28-29, 2025

**EVALUATION OF SECTION III
Proposed Services**

Evaluation Team Comments:

Part IV, Section III. Proposed Services

1. Services to be Provided

Part II

A. Facility and Operational Standards

- Proposed center location of 329 Bath Road in Brunswick.
- Plans to be open Monday-Friday 8am-5pm.
- The Center will adjust the schedule as necessary to meet needs.
- Governing Board will play an essential role in determining hours.
- Indicates use of Cisco phone system, which offers features such as call forwarding, to meet this requirement.
- Plans to utilize Sweetser’s Peer Support Line and contact info for other community resources, though does not indicate which external sources they plan to use.
- Provided a general high level narrative which included a reference to five (5) principles which they indicated they would prioritize in order to meet this requirement.
- Demonstrated experience using closed captioning in virtual training sessions.
- Plans to contract with the LanguageLine.
- Plans to create multiple processes for participants to request accommodations, including in person, in writing, and including instruction for such requests on center website.
- All Center Participant Orientation attendees will be asked if they have any specific accessibility needs. They did not indicate how bidder plans to meet needs outside of interpretation services.
- Provided staffing structure, including roles and responsibilities of staff.
- Plans to provide pathways for participant volunteer and employment opportunities through the facilitation of groups and activities, skill building, participant involvement in programming, and governance board.
- Activities will focus on shared power between staff and participants.
- Programming is available both in person and online.
- The Center plans to focus on community building throughout Area 3 and connecting participants to resources.
- States non-clinical environment but is housed at their clinical offices.
- Stated that their Center staff will have access to trainings including ones related to anti-oppression, cultural respect and gender-affirming practices. It is unclear if they will require these trainings for Center staff, or if these trainings are voluntary.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Sweetser

PROPOSED TARGET AREA: Area 3

DATE: January 28-29, 2025

- Lacked details of “Trauma-Response Practices”.
- Plans to provide a space dedicated to quiet reflection and reading.

B. Participant Eligibility

- Did not address ensuring an orientation process is provided to individuals by their third visit at the Center, instead, they stated that they will provide orientation to new Participants on a scheduled or drop-in basis.
- Plans to provide a follow-up contact with the individual for additional support.

C. Participant Tracking

- Did not respond to develop and maintain a process for tracking Participants attendance and participation in Center services.
- Utilizes iCarol software.
- Access is limited to job functions.
- Does not identify how the Center intends on correctly tracking unduplicated de-identified participant attendance.
- Described Center identity and access management overall, but did not describe identity and access management for the Participant tracking process, specifically.

D. Groups, Trainings, and IPS for Participants

- Plans to provide at a minimum Structured Group session will be scheduled daily from 10am-11am, 1pm-2pm, and 3pm-4pm.
- Plans to provide 720 hours annually of Structured Group Support opportunities.
- Did not address cultivating self-directed care.
- Plans on utilizing participant attendance to identify more popular groups.
- Center plans to provide opportunities for Participants to learn skills but did not describe opportunities or examples.
- Group topics co-created with center participants.
- Did not address ensuring access and opportunities for education and groups on project planning, fundraising, artistic expression, food purchasing, cooking, nutrition, and self-advocacy, as directed by Participants.
- Indicates all SGS will prioritize fostering independence and choice.
- Indicates participation is fully voluntary.
- Participant and Governing Board feedback will be used to identify and seek Departmental approval for additional SGS.
- Included 8-dimensions of wellness.
- Extensive list of groups named beyond the required groups.
- Daily schedule included.
- Collaboration between center, participants and governing board.
- Group deliverables reviewed during weekly meetings.
- Plans to vote on topics at bi-monthly meetings.
- Individual IPS sessions will be available in person and virtually.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Sweetser

PROPOSED TARGET AREA: Area 3

DATE: January 28-29, 2025

- The Center will create a Participant driven environment promoting accountability among staff as well as the Center participants.
- Planning regularly scheduled orientation and as needed.
- A 3-hour IPS orientation for peer staff will be offered to participants.
- Orientation process will be created by those with lived experience.
- Anti-oppression approach woven into center operations.
- Response is comprehensive and detailed.
- Indicates use of quarterly participant survey for quality assurance and improvement.
- Indicates use of IPS fidelity group supervision and regular individual supervision.
- Compliance with CIPSS certification training requirements.
- Center manager to audit groups to ensure adherence to fidelity.
- Use of FACIT assessment to direct improvement efforts.
- Did not reference if their calendars (i.e., Bidder’s schedule of Center activities) will be included on location at the Center.
- Did not provide a description on how Participants will be provided opportunities for education.
- Did not address supporting Participants with job searching and submitting applications for competitive employment opportunities.
- Indicates using Peer Led Workshops, Access job fairs, and Self-Directed approach for vocational rehabilitation to assist Participants with employment.
- Plans to connect to Substance use treatment resources, Harm reduction supplies and information, housing resources, and food and nutritional support.
- Provided 8 key center principles, each in alignment with IPS and Restorative Principles.

E. Participant Self-help Activities

- Plans to provide activities such as yoga, mediation, movement-based practices, nutritional workshops.
- Plans to provide guidance for navigation of workplace challenges, including on the topic of recovery status disclosure and understanding their workplace rights.
- Plans to engage in partnerships with employers and educational programs.
- Plans to offer a variety of options for SUD related support and peer-led employment groups.
- Feedback reviewed quarterly by participants, staff and governing board.

F. Center Website, Social Media, and Outreach

- Indicates they have the necessary resources, expertise, and infrastructure in place to fully meet these expectations but did not provide detail.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Sweetser

PROPOSED TARGET AREA: Area 3

DATE: January 28-29, 2025

- Did not specifically reference the Americans with Disability Act ramp on-site in their response.
- Stated that once they have fully developed their Policies and Procedures, reviewed by Governing Board and Participants, they will include a link to such on their Center website.
- Plans to hold Community forums and outreach events.
- Post community engagement events will analyze data, identify gaps in services or barriers to accessing the center and will adjust based on what they learn.
- Plans to provide a summary of feedback received and steps taken to the Center community for transparency and accountability. Specific details as to how this summary would be shared and frequency of sharing was not provided.

G. General Requirements

- Indicates participant choice, autonomy, and self-direction will determine specific process for information sharing.
- Plans to inform participant of rights through brief, accessible information and privacy rights training.
- Center will provide brief training on topics such as protected information, the process and implications of sharing data, and the 60 day validity of the ROI form.
- Participants will choose the format and method of information release, will receive copies of all documentation that includes their personal information and will also be notified that they can be present during the information release, if desired.
- Release of info form includes required components related to rights training and length.
- Form includes a section for “important notes”.
- Plans to prioritize participant autonomy and work to eliminate power dynamics.
- Daily activities will reflect commitment to relationships but does not provide specifics of daily activities or schedule.
- The following IPS principles are indicated exploring new worldviews, challenging assumptions, non-hierarchical environment and sharing responsibility.
- Plans to complete through training and education, participant involvement, safety and inclusion, clear boundaries and expectations for staff and participants, check-ins and reflection and use physical design to meet this requirement.
- Plans to provide hardcopy and online access to The Rights of Recipients.
- Plans to utilize the Hemingway Editor.
- Indicates they will use LanguageLine interpreter services.
- Did not address providing interpretation services.
- Did not respond to Center policy must be contained within the Center’s Policy and Procedure Manual and be easily accessible to Participants at all times.
- It is unclear if the Center Participants will have final say on hiring.
- The re-entry process will occur through Restorative Practice and IPS lens.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Sweetser
PROPOSED TARGET AREA: Area 3
DATE: January 28-29, 2025

- Indicates they will dedicate 50% of the Center manager’s time to partnerships with community agencies.
- Indicates resources such as community resource utilization, skill building opportunities, meaningful activities such as volunteering, employment and hobbies/interests.
- Refers to attachment 13 and does not specifically indicate in this response that MOUs will not contain any participant information.
- The Center will be the foundation for participants encouraged to participate in community learning and participation opportunities.
- Provided six (6) individual MOUs.
- It is unclear if the 'consultation' referenced in included MOUs aligns with IPS values.
- MOUs are signed by CEO.
- Indicates the Governing Board, Center Staff and Participants will conduct an annual review of the Center Policy and Procedure Manual.
- Indicates that contact details will be reviewed and verified at minimum annually and does not specifically refer to the information in 2-1-1.
- Plans to prioritize adding Board members who are from marginalized communities.
- Plans to use iCarol to track resources requested and provided.
- Mentions DEI, but did not identify targeted organizations or populations.

H. Participant Engagement

- Indicated that they will make adjustment to policies and procedures, accordingly, based on received Participant feedback. This does not address ensuring decisions are made via consensus of Participants.
- States personal information will not be shared to avoid bias, does not explain how participants will be given the opportunity to learn more about candidate.
- Candidates are encouraged to participate in center activities; the hiring panel will be able to observe.
- It is unclear if the hiring panel has the final decision.
- Indicates Board recruitment efforts will focus on diversity and inclusion.
- Indicates that during the first year the Board will convene bi-monthly.
- Demonstrated experience developing virtual post-training evaluation for agency Peer Training Network (PTN) to collect anonymous feedback for developing quarterly satisfaction surveys offered both virtually and in hard copy.

I. Community Activity Fund

- Plans to utilize Community Activity Funds to organize and facilitate group outings, workshops and events. It is unclear if they understand the intent and intended distribution of Community Activity Funds.

J. Staffing

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Sweetser

PROPOSED TARGET AREA: Area 3

DATE: January 28-29, 2025

- Center staff and participants will actively participate in conducting interviews for Center staff.
- Internal system tracks requirements of staff.
- Did not address ensuring Peer Support 101 and application for CIPSS core training is completed within 90 calendar days of hire.
- Did not address ensuring staff are fully certified as CIPSS within 1 year of meeting co-reflection and continuing education requirements.
- Referenced an internal system for tracking of co-reflection and continuing education, but did not address ensuring CIPSS meet annual co-reflection and continuing education requirements.
- Director of Recovery Services has completed RP training. It is unclear if they intend on having their Director of Recovery Services be a staff person at the Center, or if this staff person will serve in a more consultatory role.
- Demonstrated experience implementing RP in agency.

K. Performance Measures

- Provided a detailed description on how they plan to meet each of the Performance Measures.

L. Reports

- Provided a detailed description how they will meet the Reporting requirements.
- Indicated that Participant's experience captured in the Fidelity Assessment of Common Ingredients Tool (FACIT) will contribute to their Center's Continuous Quality Improvement Plan.

2. Staffing

- Provided job descriptions with minimum qualifications for President/CEO, Chief Program Officer, (it does not appear these two (2) positions require lived experience), Director of Recovery Services, Manager Peer Support Center, Intentional Peer Support Specialist.
- Educational requirement for the Peer Support Center Manager and Intentional Peer Support Specialist positions only indicating a high school diploma or equivalent requirement, ensuring minimal barriers to candidacy.
- Indicates the Center Manager and four (4) Intentional Peer Support Specialists. The other positions indicated earlier are not included in the staffing plan, including the Director of Recovery Services (indicated as the one staff person with Restorative Practices training).

3. Implementation - Work Plan

- Did not describe each task.
- Implementation plan identifies that July – Sept 2025 will be the recruitment for Governing Board, however plan also indicates the Governing Board as the "Task Owner" for the development of Policies and Procedures, all during July – Sept 2025 when the board is still being recruited.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Sweetser
PROPOSED TARGET AREA: Area 3
DATE: January 28-29, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Cost
804,015.00

Evaluation Team Comments:

- Contract Year one proposed budget is \$411,580.
- Contract Year two proposed budget is \$392,435: reduced cost in year 2 accounts for startup needs.
- Increase cost in salary and fringe due to COLAs and merit-based raises.
- Factors in differing time commitments from different administrative roles between year 1 and year 2.
- Indicated \$4,320 per year for stipends for the Governing Board.
- Suggests the inclusion of computer(s) at the Center for Participant use, however, the cost proposal only includes costs for purchase of two (2) laptops, one (1) for the Center Manager and one (1) on-site for Center staff use.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Motivational Services, Inc. - Augusta
PROPOSED TARGET AREA: Area 4
DATE: January 29, February 13 & 26, March 6, 2025

SUMMARY PAGE

Department Name: Health and Human Services
Name of RFP Coordinator: Stacy Martin
Names of Evaluators: Stephani Farquhar, Michael Freysinger, Anna Ko, Alice Preble, Kelly Staples

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	16.00
Section III. Proposed Services	40.00	17.00
Section IV. Cost Proposal Budget Narrative	25.00 5.00	24.33 2.00
Section IV. Total	30.00	26.33
<u>Total Points</u>	<u>100.00</u>	<u>59.33</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services, Inc. - Augusta

PROPOSED TARGET AREA: Area 4

DATE: January 29, February 13 & 26, March 6, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

There were no requirements for this section.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Motivational Services, Inc. - Augusta
PROPOSED TARGET AREA: Area 4
DATE: January 29, February 13 & 26, March 6, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	16.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Provided three (3) project examples. Project One was relevant and two (2) projects had some relevance to the requirements of the RFP. • Over 40 years working with individuals with severe and prolonged mental illness and related disabilities. • States having a stable residential program. • Provides support through the LINC Center, a Peer Run Recovery Center. • Indicates they provide Trauma Informed and inclusive spaces and culturally competent and responsive services. • As the incumbent, they provided a detailed description of their experience with integrating participant voice. • Provided a very detailed description of how they involve recipients of mental health services in all aspects of programming and decision making. Unclear if their response is all inclusive in regard to organizational involvement of mental health services recipients, or if response is solely related to recipient involvement for the Center. • Current staff including Center manager has a history and is currently not compliant for CIPSS training and certification requirements.
2. Subcontractors
<ul style="list-style-type: none"> • Indicated none
3. Organizational Chart
<ul style="list-style-type: none"> • Did not provide an enterprise-wide chart or identify the project team proposed to meet the requirements of the RFP. • Did not include the organization’s decision-making process with an emphasis on how Participants are involved.
4. Litigation
<ul style="list-style-type: none"> • Provided four (4) litigation cases. All are closed or settled out of court.
5. Financial Viability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services, Inc. - Augusta

PROPOSED TARGET AREA: Area 4

DATE: January 29, February 13 & 26, March 6, 2025

<ul style="list-style-type: none">• Appears financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Insurance is current and valid through 7/1/2025.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Motivational Services, Inc. - Augusta
PROPOSED TARGET AREA: Area 4
DATE: January 29, February 13 & 26, March 6, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	17.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Does not meet the requirement of offering administrative services at the same location as the center. • Indicates its administrative services office at 71 Hospital Street, Augusta, Maine, is open Monday-Friday 8am-4:30pm. • The Center is located at 38 Memorial Drive in Augusta for direct services. The Center Care Manager is on-site Monday-Friday 8am-5pm. • Indicates accessible by local bus line. • Demonstrated scheduling flexibility to meet participant needs. • Plans to provide a dedicated center phone line that will include 24-hour peer support line, OPTIONS program number and contact information for “Augusta’s community response specialist”. • Plans to monitor their voicemail system consistently responding to messages within one (1) business day. • Identified a "dedicated team" from the Center, which does not align with the requirement that all awarded Bidder's staff are identified by the Department. • Plans to provide a mutually agreed upon agenda for all meetings with the Department. • Will provide any relevant documentation or reports to the Department prior to meetings. • Plans to provide minutes taken for each meeting and follow-up on any items requested by the Department. • Provided a detailed response to responding to Department request within 2 business days.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services, Inc. - Augusta

PROPOSED TARGET AREA: Area 4

DATE: January 29, February 13 & 26, March 6, 2025

- Provided a detailed response addressing all Code of Ethics.
- Described and provided the Centers values, mission statement, commitment to legal and ethical standards, which align closely with CIPSS Code of Ethics.
- Detailed how participants may access both in person and online services.
- Provided examples of accommodations related to Physical access enhancements, sensory accommodations, language interpretation or translation services, adaptive technology and assistance for Participants with visual or hearing impairments.
- Indicates they will include a welcoming and inclusive environment, flexible hours, virtual peer support, digital inclusion, participant centered approach and proactive engagement.
- Referred to attached Appendix F which cites they would comply with State of Maine IT-Service Contract, Rider B-IT, 19. Insurance Requirements.
- Response details elements of the operating structure including Participant governance, Peer-led staff, Center management, access to activities and peer support; both in person and virtually, and response to participant needs.
- Oversight is by center manager.
- Six (6) CIPSS certified staff.
- Plans to have designated quiet and resource spaces at the Center equipped with computers, books and job-searching tools.
- Indicated the Center has health resources available as well in the form of full stocked first aid kits, easily accessible AED devices, with staff trained to assist if needed.
- Naloxone is available at the Center for anyone to take and monthly OPTIONS on-site Narcan training.
- Did not address maintaining a log of fire drills.

B. Participant Eligibility

- Provided a detailed response including initial engagement, resource matching, providing referrals, and warm hand offs.
- States prospective participants could be found ineligible due to lacking alignment with center specific requirements. It is unclear what the “center specific requirements” include.
- Plans to meet with prospective participants and clarify what services they are seeking.

C. Participant Tracking

- Referenced the responses in Attachment 8 and 8(a).
- Did not address comply with all confidentiality requirements outlined in the State of Maine [IT-Service Contract](#), under Rider B-IT, 37. Confidentiality.
- Plans to conduct biannual audits to ensure policy compliance.
- Plans to conduct annual reviews of their data security plan and update practices to align with any changes in federal or state law, or advancements in technology.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services, Inc. - Augusta

PROPOSED TARGET AREA: Area 4

DATE: January 29, February 13 & 26, March 6, 2025

- Participants are informed that attendance data is anonymous.

D. Groups, Trainings, and IPS for Participants

- Provided brief overview of delivery methods for achieving these requirements.
- Plans to implement accountability measures through monitoring and reporting of service hour tracking and participant feedback.
- Propose to have a participant driven schedule development and will hold community meetings every Monday at 1pm allowing participants to discuss, propose, and prioritize group activities.
- Provided a detailed response including additional groups outside of the required and recommended groups: All Recovery; SMART Recovery; Authentic Self Journalling; Dual Recovery Anonymous (DRA); Karaoke and Open Mic; Coffee Chat; and Namaste.
- Shared that the process they have in place consists of:
 - Continuous Participant Involvement in Planning and Decision Making
 - Decision making by consensus and Department oversight
 - Weekly Center meetings for Education and input processes
- Quarterly policy reviews with participant involvement
- Addressed the following IPS core values used in their orientation process: mutuality, co-learning and shared power.
- Provided details of the six (6) factors used which align with IPS values.
- Proposed engagement with local community is limited.
- Noted utilization of groups/workshops, coaching, guest speakers, resource sharing, and advocacy opportunities.
- Provided methods for soliciting and acting on participant feedback related to each initiative.
- Participants are connected to advocacy groups including but not limited to Maine Equal Justice, Disability Rights and NAMI.
- Provided a detailed response on how Participants will be provided educational opportunities on information and privacy, including empowerment through knowledge.
- It is unclear if Participants will have access to the full version of the budget, aside from just reviewing a "summarized budget information".
- Indicated use of materials and open Q&A sessions for budget review. It is unclear if materials and accessibility for questions on budget is available outside of the quarterly meetings.
- Provided a detailed response to preparing Participants for employment.
- Vocational Rehabilitation (VR) referral support is in alignment with IPS principles.
- Plans to have three (3) different vocational entities visit the Center every 4th Thursday of the month.
- Provided examples of volunteering opportunities they plan to link participants to.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

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DATE: January 29, February 13 & 26, March 6, 2025

- Plans to provide a comprehensive resource directory, an individualized assessment and guidance, warm hand-offs and direct referrals, follow-up and ongoing support, and collaboration with community partners.
- Plans to accompany participants to initial meetings which is beyond the scope of center-based activities.
- Proposed process for follow-up and ongoing support is in alignment with IPS principles.

E. Participant Self-help Activities

- Plans to provide these opportunities through flexible access to resources, wellness workshops and clubs, and peer leadership opportunities.
- Plans to promote self-determination through participant driven scheduling and individual goal setting.
- States when Participants request peer-led support groups, their staff will provide guidance on how to form and facilitate these groups without imposing structure or hierarchy.
- Provided three (3) types of feedback opportunities, outcome tracking and goal review, and response to participant feedback but the overall response lacked details.

F. Center Website, Social Media, and Outreach

- Plans to update the website weekly.
- Plans to prioritize the creation of a Center-specific independent website, with a focus on accessibility, compliance and navigation ease.
- Recognizes the importance of creating an independent, standalone website.
- Provided a Development Plan and interim accessibility.
- Plans to utilize the current agency webpage until a new website is developed.
- Center website will have downloadable newsletters, flyers, brochures and program announcements, but did not specify if these materials were inclusive of local community and Center.
- Proposes a designated staff member will review the website monthly.
- Plans to utilize email alerts, social media posts and, as appropriate, text messages to notify Participants of new offerings, schedule changes or cancellations.
- Did not provide a plan to share a process for requesting accessibility accommodations.
- Provided an example of updated brochures and how they plan to post information on a bulletin board outside of the Center in a community location.
- Proposed multiple plans for engagement with the local community.

G. General Requirements

- Plans to revisit the Release of Information (ROI) agreement with the Participant after the end of the 60-day period to determine if information sharing is still

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services, Inc. - Augusta

PROPOSED TARGET AREA: Area 4

DATE: January 29, February 13 & 26, March 6, 2025

necessary, and that any continuation of the information sharing will require a new agreement and signature.

- Release of Information (ROI) form will emphasize the Participant’s right to withdraw information sharing consent at any time.
- Plans to conduct regular internal audits to ensure all information-sharing requests meet policy requirements. Frequency of the regular internal audits was not indicated.
- Establishing a foundation of mutuality and trust.
- Participant centered autonomy in decision making.
- Collaboration through the tasks of peer support (connection, worldview, mutuality, moving towards).
- Provided process steps for handling requests.
- Provide ethical and IPS aligned accountability.
- The ROI form has a 90-day-max-time-limit as opposed to the required 60-day limit. The narrative response also indicated a commitment to a 60-day time-limit
- The form does not contain a checkbox confirming a participant has attended an information and privacy rights training at the time of signature.
- Indicated the release of Substance Use Disorder (SUD) information that does not align with the requirement for a separate, standalone attestation in accordance with CFR 42 part 2.
- Includes a section at the bottom for “Revocation of Authorization”, to account for instances where a Participant is revoking their information sharing consent ahead of the end-date indicated on the form.
- Response to integration of IPS principles and practices in policy and day-to-day activities misidentified one (1) of the four (4) tasks of IPS excluding “understanding worldview”.
- Building relationships with marginalized communities is limited to unhoused population.
- Describes the Center as more than a location, but a “grassroots movement”.
- Materials will meet the required sixth-grade reading level, or eighth-grade level when necessary, by using tools such as plain language principles, readability software, and participant input. It is unclear what plain language tools are or which readability software will be used.
- Plans to provide visual aids, such as icons, graphics and bullet points in order to supplement written text for ease of reading.
- Plans to invite Participants to review materials to ensure that they are understandable, clear and meet Participant accessibility needs. Did not describe how this review would be conducted or how “Participants” would be chosen to review materials.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services, Inc. - Augusta

PROPOSED TARGET AREA: Area 4

DATE: January 29, February 13 & 26, March 6, 2025

- Participants will be informed of interpreter services available at intake and will be informed through posted notices at the Center, newsletters and outreach materials.
- Did not respond to center policy must be contained within the Center’s Policy and Procedure Manual and be easily accessible to Participants at all times.
- Included a “Program Participation Procedure” section within the manual including a part on “governance participation” including weekly Community Meetings.
- Cites Robert’s Rules of Order as their decision-making model but provided minimal detail regarding actual decision-making model.
- Did not address the use of IPS virtual modalities.
- It is unclear how long Participant suspensions will be and how they are determined.
- Indicates they will encourage participants to participate but does not share how or that it will ensure and develop community collaboration.
- Provided a detailed list of helping organizations.
- Lacks opportunities for meaningful activities in the community beyond service providers.
- MOUs missing from the listed key partnerships and MOUs in practice.
- It is unclear how MOCO CHW program working with Maine General is related to the LINC Center.
- Provided limited examples of relationships with community organizations served or represent marginalized populations.
- Center Manager serves on KVCAP’s board of directors DEI committee to promote Center outreach and awareness.
- Will host support groups tailored to specific populations.
- Will track referrals and engagement from organizations they partner with; gather feedback from Participants for areas of improvement in outreach efforts; and will assess Center Participant diversity to ensure equitable engagement.

H. Participant Engagement

- Indicated that Participants would also serve on interview panels, as legally allowable. Details pertaining to how many Participants might be allowed on an interview panel and other relevant process details were not provided and unclear who makes the final decision in hiring practices.
- Center has a Pet Policy and Kitchen Policy that were recently created and voted into Center Policy by Participants.
- Notes consensus-based decision-making for policy updates and submissions to the Department.
- Commits to weekly Center meetings, identifying a set day, time, and agenda.
- It is unclear if participants will have full access to the budget and decision making authority.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

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DATE: January 29, February 13 & 26, March 6, 2025

- Although action steps for when disruption occurs or corrective action is needed are in a numbered order, it is unclear if all steps are followed for every Center disruption, or if only some steps are taken, as applicable.
- Attachment includes a place for Participants to sign the form indicating Center staff have gone over the form with the Participant and that the Participant agrees to uphold the standards. It is unclear if this form is only applicable for Center Participants, or if it applies to Center staff as well as it pertains to “Our Shared Expectations”.

I. Community Activity Fund

- Plans to utilize a structured and transparent tracking system to track funding allocation utilizing an excel-based tracking tool. Did not specify how they will ensure a transparent tracking system and who the transparency would include.
- Plans to create clear processes for individuals to request and utilize community activity funds, but did not describe this process.
- Application can be mailed, emailed, or faxed by those who do not have transportation to submit it in person.

J. Staffing

- Indicates Center Manager is a co-reflection facilitator.
- Indicates 75% of Center staff have worked at center over 5 years.
- Five (5) out of their current six (6) staff at the Center have been trained in Restorative Practices.

K. Performance Measures

- Provided a detailed response.

L. Reports

- Met the requirements.

2. Staffing

- States employees will be fully certified CIPSS within 12 months which is unrealistic for employee to be fully certified within that timeframe.
- The positions of Center Coordinator and Peer Program Manager are included in Attachment 15 but were not provided on the Organizational Chart.
- Referenced a Center Manager position earlier in their submission but did not have a job description listed in the attachment.
- Staffing plan indicated .125 FTE for “Relief” with no additional details provided for this position.

3. Implementation - Work Plan

- Person or position responsible is not listed for each task.
- Tasks lacked detail as it pertains to necessary actions to ensure completion of relevant tasks.
- States advisory board will be at least 51% lived experience but the requirement is 100 percent.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
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PROPOSED TARGET AREA: Area 4
DATE: January 29, February 13 & 26, March 6, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$704,081.00	÷	\$ 723,386.00	x	25 points	=	24.33
Budget Narrative				5.00	=	2.00
Section IV. Total				30.00	=	26.33

Evaluation Team Comments:

- Provided a 2-year budget.
- Detailed a potential loss in revenue source if annual grant funding is not secured through United Way and potential for a budget amendment to DHHS if not awarded.
- Food expenses to be paid for with the potential lost revenue source noted above.
- Narrative indicates 2.5% salary increase in year 2.
- Program Manager position (same named individual) indicates 3328 hour (32 hrs/wk) for this location and 1664 hours for the Waterville location (16 hr/wk). Both locations total 4992 hours for the total 2-year period which does not align with standard hourly total for the 2-year period.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Motivational Services Waterville
PROPOSED TARGET AREA: Area 4
DATE: February 26 and 28, March 6, 2025

SUMMARY PAGE

Department Name: Health and Human Services
Name of RFP Coordinator: Stacy Martin
Names of Evaluators: Stephani Farquhar, Michael Freysinger, Anna Ko, Alice Preble, Kelly Staples

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	14.00
Section III. Proposed Services	40.00	12.00
Section IV. Cost Proposal Budget Narrative	25.00 5.00	25.00 3.00
Section IV. Total	30.00	28.00
<u>Total Points</u>	<u>100.00</u>	<u>54.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services Waterville

PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

There were no requirements for this section.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Motivational Services Waterville
PROPOSED TARGET AREA: Area 4
DATE: February 26 and 28, March 6, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	14.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Provided three (3) project examples all relevant to the RFP. <ul style="list-style-type: none"> ○ Project #1 – LINC Center - Augusta, current incumbent for this service. ○ Project #2 – Kennebec County United Way ○ Project #3 – Family Medical Institute • Indicate agency, MOCO, has been providing services to individuals with severe and prolonged mental illness for 40 years. • Provides both clinical and peer-driven care. • Names residential and peer support as programs offered. • Site of proposed Center in Waterville has expressed a clear need for this service but offers no further detail. • Indicates commitment to DEI by addressing systemic barriers to accessing care • Indicates commitment to trauma-informed and inclusive spaces. • Indicates CIPSS trained staff receive ongoing training in cultural competence, DEI principles, and implicit bias. • Provided four (4) separate methods demonstrating the inclusion of LINC Center participants in this development of this proposal. • Indicates a tradition of centering participant voice, and gives three (3) examples of participant involvement in various, unspecified governance committees. • Did not describe how they engaged their stakeholder community and stakeholder involvement for Waterville in the development of their RFP proposal. • Described how they intend to involve Waterville Center Participants in programming and decision-making, and did not address organizational programming and decision-making involvement of mental health services recipients.
2. Subcontractors
<ul style="list-style-type: none"> • None
3. Organizational Chart

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services Waterville

PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

<ul style="list-style-type: none">• Did not provide an enterprise-wide chart or identify the project team and the decision-making process.• Did not include the organization's decision-making process with an emphasis on how Participants are involved.
4. Litigation
<ul style="list-style-type: none">• Provided four (4) litigation cases. All are closed or settled out of court.
5. Financial Viability
<ul style="list-style-type: none">• Appears financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Insurance is current and valid through 7/1/2025.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Motivational Services Waterville
PROPOSED TARGET AREA: Area 4
DATE: February 26 and 28, March 6, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	12.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Proposes to establish and operate a center in Waterville, Maine but did not provide a physical address for the proposed center. • Administrative offices will be at 71 Hospital Street Augusta Maine and will serve as a Hub for administrative support, open Monday-Friday 8am-4:30pm. • Does not meet the requirement of offering administrative services at the same location as the center. • Did not address the exclusion of State Holidays. • Proposes to prioritize responsiveness to the Waterville community. • Indicates meeting objectives will be; <ul style="list-style-type: none"> ○ contract management ○ operational updates ○ collaborative problem-solving ○ feedback exchange • Indicates a commitment to a transparent and collaborative relationship with the Department. • Provided a detailed response on anticipated processes. • Provided a detailed response and included a secondary point of contact to ensure prompt request responses and plans to develop a tracking system to track all communication. • Detailed 5 of 11 key ethical standards including a brief overview of how each will be represented in Center operations. • Described and provided the Centers values, mission statement, commitment to legal and ethical standards, which align closely with CIPSS Code of Ethics and ongoing ethical training and education to support the achievement of this requirement.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services Waterville

PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

- Detailed response addressing access to in-person and online Center services, and accommodations' provision.
- Provided examples of accommodations related to physical access enhancements, sensory accommodations, language interpretation or translation services, adaptive technology and assistance for Participants with visual or hearing impairments.
- Commits to remaining current with technological advancements.
- Did not address obtaining and maintaining insurance as outlined in the IT-Service Contract under Rider B-IT, 19.
- Response details elements of the operating structure including:
 - Participant governance
 - Peer-led staff
 - Center management
 - Access to activities and peer support, both in person and virtually
 - Response to participant needs
- Plans to utilize the following core activities:
 - Peer Support Circles
 - Life Skills Workshops
 - Recreational Activities
 - Community Engagement Activities
- Plans to provide services in-person and online and will incorporate Intentional Peer Support and Trauma Informed Practices.
- Plans to draw from the LINC Center's successful practices while tailoring its services to the unique needs of the Waterville community.
- Provided a Center Safety Plan, not a Participant Safety Plan.
- In the section titled "Training and Practice" shared drills which they indicate will ensure collective confidence and readiness.
- Staff and Participants at the Center will engage in yearly training on preparedness protocols and restorative practices.
- AED devices will be available.
- Plans to have Controlled entry systems monitored by Seacoast Security but did not provide details.
- Naloxbox access and monthly Narcan training.
- Indicated annual inspections of their fire protection measures.
- Did not address maintaining a log of fire drills.

B. Participant Eligibility

- Provided steps for orientation within three (3) visits.
- Orientation process will be offered in multiple formats to accommodate diverse needs.
- Provided a detailed referral process.
- Plans to implement eligibility criteria, and if the participant does not meet eligibility, they will use compassionate communication in conversation with them.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

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PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

- Through a referral process, the staff will complete a needs assessment, resource mapping, and personalized referrals with the ineligible participant.
- Plans to follow up with the individuals to return to the center if they need further assistance.

C. Participant Tracking

- Referenced the responses in Attachment 8.
- Did not address complying with all confidentiality requirements outlined in IT-Service Contract, under Rider B-IT, 37. Confidentiality.
- Physical sign in sheets will be utilized and then transposed to a spreadsheet.
- Participants can sign in with a pseudonym.
- It is unclear if security measures are in place to protect the information on the daily sign-in sheet.
- Referenced that they have a comprehensive incident response plan for timely identification, containment and reporting of unauthorized access or breaches. Specific details on process and notification of unauthorized access or breaches to Participants was not addressed.
- Plans to notify Participants regarding their tracking process in transparently and collaboratively, consistent with IPS principles; and included detail on the information to be provided to Participants.

D. Groups, Trainings, and IPS for Participants

- Provided service delivery methods including flexible scheduling, a hybrid delivery model, staffing and facilitation, and collaboration/partnerships with external organizations.
- Commits to meeting the minimum number of training and service hours.
- Provided a brief overview of monitoring and reporting to ensure these requirements are met.
- Indicated a participant driven schedule development via advisory meetings and feedback sessions.
- Plans to teach self-management through skill-building opportunities via role-playing scenarios, goal-setting workshops, and sharing strategies for managing daily challenges.
- Response does not align with ensuring the model/curriculum of the Structured Group Support is designed to teach personal responsibility, self-management and problem-solving strategies.
- Provided titles and descriptions of each group, with additional groups included outside of the required and recommended groups, including: All Recovery; SMART Recovery; Authentic Self Journaling; Dual Recovery Anonymous (DRA); Karaoke and Open Mic; Coffee Chat; and Namaste.
- Plans to utilize feedback sessions, anonymous surveys, suggestion boxes, facilitator check-ins, engagement metrics, advisory committees.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services Waterville

PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

- Formal review of all Structured Group Support offerings will occur every six months, incorporating input from Participants, staff, and the advisory committee.
- Plans to provide a mix of groups to include CIPSS led groups, Co-Facilitate Groups, and Volunteer on Non-CIPSS Led Groups.
- Center Participants will have access to one-on-one IPS opportunities.
- Plans to provide Participant Centered Flexibility as it relates to freedom to choose group formats.
- Training will be provided to volunteers so they have an understanding of IPS and trauma-informed care.
- Provided a detailed comprehensive response on Center's anticipated orientation for volunteers and non-Center staff.
- Indicates that orientation will address such content as Introduction to the Center, Code of Ethics and Confidentiality, Roles and Expectations, Peer-Oriented Conflict Support, Cultural Competency and Diversity and Administrative Procedures.
- Provided a detailed comprehensive response on Center's anticipated orientation for any individual that visits the Center.
- Plans to provide materials in multiple languages, where applicable.
- Indicated the potential use of digital screens at the Center that will display rotating schedules and announcements.
- Plans to provide weekly or monthly newsletters emailed to Participants and community members opting for the subscription and will include Center schedules.
- It is unclear if Participants will have access to the full version of the budget.
- Plans to educate Participants on how to safeguard personal information online and offline, with tips for secure technology use and avoiding scams.
- Indicated Education on Center's Budget will occur on a "periodic" basis but did not detail the frequency.
- Indicated two (2) opportunities for participants to offer input on budget.
- Plans to have individualized conversations with Participants and Explore goals with them.
- Plans to develop a Comprehensive Resource Directory through resource mapping and information sharing.
- Plans to provide warm hand offs and proactive follow up with Participants and may call providers on behalf of the Participant; however, the definition for Successful Linkage in the RFP indicates that Center staff may not contact referrals on behalf of a Participant directly.
- Staff will advocate for Participants when addressing housing-related challenges which is not in alignment with IPS values and practices.
- Provided a detailed response indicating how they ensure voluntary engagement; mutual understanding and connection; support informed choices; foster a non-coercive culture by staff; and gradual engagement encouragement.

E. Participant Self-help Activities

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services Waterville

PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

- Did not address opportunities for Participants to engage in Self-help Activities in addition to IPS, appears to be a copy/paste response from another section.
- Provided three (3) types of feedback opportunities, outcome tracking and goal review, and response to participant feedback but the overall response lacked details.

F. Center Website, Social Media, and Outreach

- Did not address maintain and provide Participants with relevant and up-to-date information pertaining to the Center, appears to be a copy/paste response from another section.
- Indicated the calendar will be interactive to allow users to register for certain offerings if applicable.
- Plans to provide scheduled regularity with which different materials will be updated.
- Plans to include signage or “wayfinding tools” indication on their website for those with vision or mobility challenges.
- Plans to include instructions for accommodation requests, including contact information for inquiries.
- Plans to invite the community and Participants to provide feedback on accessibility of Center policies, physical space and website.
- Agency has presence in Waterville, citing former peer center, supported apartments, and group homes it operates.
- Indicates strong partnerships with local agencies and names several as examples – plan to partner with these entities for community engagement.
- Plans to facilitate two (2) annual community engagements events to garner input. Biannual community forums will be offered in-person and virtually and will include staff-facilitated small group discussions and creative elements such as storytelling activities or art.
- Plans to offer both in-person and virtual programming to address accessibility.
- Plans to conduct focus groups, use online surveys, and suggestion box.
- Described their process for analyzing and implementing feedback, including data analysis; action plan development after each “engagement event”; and implementation and communication on updates made in response to feedback. Updates to be shared on Center’s website, newsletters and community announcements.

G. General Requirements

- Participants will be told that they are able to revoke their consent at any time before the 60-day limit.
- All staff will receive ongoing training on IPS principles, confidentiality and process for handling information-sharing requests.
- Plans to conduct periodic audits to ensure compliance with confidentiality policies and procedures, frequency of the periodic audits was not provided.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services Waterville

PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

- Indicates that they will handle requests through the building of mutual trust, use a participant led process, and focus on possibilities.
- Plans to provide the process of implementing the process in a new space and the steps in doing this by providing a list of implementation activities.
- The ROI form has a 90-day-max-time-limit as opposed to the required 60-day limit. The narrative response also indicated a commitment to a 60-day time-limit.
- The form does not contain a checkbox confirming a participant has attended an information and privacy rights training at the time of signature.
- Indicated the release of Substance Use Disorder (SUD) information that does not align with the requirement for a separate, standalone attestation in accordance with CFR 42 part 2.
- Includes a section at the bottom for “Revocation of Authorization”, to account for instances where a Participant is revoking their information sharing consent ahead of the end-date indicated on the form.
- Plans to integrate IPS Principles into policies by using participant-centered policies and collaborative policy development.
- Plans to implement IPS Practices through comprehensive IPS training, Peer Leadership Activities.
- Plans to integrate IPS in Participant Engagement through participant led activities and empowering interactions.
- Lacked detail for promoting DEI.
- Plans to share draft materials “with a diverse group of Participants for feedback”.
- Materials requiring higher language complexity (e.g., up to eight grade reading level) will also include additional methods to ensure understanding of materials, including supplementary explanations and offering visual or verbal presentations with the written materials.
- Plans to design online materials for easy navigation, including interactive elements like text-to-speech and expandable FAQs in order to enhance accessibility.
- Indicates staff support to assist participants when this goal may be challenging to meet, use of graphics to support the achievement of this requirement.
- Response lacked detail on the plan to provide interpreting services as required or needed to Participants.
- Described the use of remote interpretation services in urgent situations.
- Did not respond to center policy must be contained within the Center’s Policy and Procedure Manual and be easily accessible to Participants at all times this requirement.
- Plans to utilize their weekly community meetings, suggestion box and surveys for Participant feedback, with feedback reviewed monthly and updates shared through bulletin boards and during Community Meetings.
- The decision-making model was unclear and lacked detail.
- Did not address the use of IPS virtual modalities.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services Waterville

PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

- It is unclear how long suspensions will be and how they are determined.
- No MOUs provided.
- Provided limited examples of relationships with community organizations served or represent marginalized populations.
- Provided a detailed comprehensive plan for engaging with community organizations serving and/or representing marginalized communities in the area in order to market services to the broader community.

H. Participant Engagement

- Plans to host a series of facilitated planning sessions with Participants and staff within the first three (3) months to introduce Center's mission and values, share their planning framework and invite input on Center initial policies and priorities.
- Did not address the budget process or Adequate controls and safeguards to ensure Participants feel safe from physical and/or emotional harm.
- Indicated involvement in governance but did not mention fiscal and personnel policies.
- Did not address Participant input on the creation of the Center Budget.
- Did not address any changes to Center policy must be sent to the Department quarterly or the Center policy manual must be reviewed by the Department on an annual basis. This will be considered the Department's annual review of Center policy.
- Although action steps for when disruption occurs or corrective action is needed are in a numbered order, it is unclear if all steps are followed for every Center disruption, or if only some steps are taken, as applicable.
- Attachment includes a place for Participants to sign the form indicating Center staff have gone over the form with the Participant and that the Participant agrees to uphold the standards. It is unclear if this form is only applicable for Center Participants, or if it applies to Center staff as well as it pertains to "Our Shared Expectations".
- Participants would be included on interview panels with Center staff and Participants will provide structured feedback after the interviews. Specific process for Participant inclusion (e.g., how many Participants will be included on the panel) was not included.
- Participants would have the opportunity to review redacted, deidentified job applications. Details on how participant feedback on applications would be garnered were not provided.
- Participants involved in the job application review process "will receive training on how to objectively evaluate applications" based on Center needs and values. Specific process for Participant inclusion (e.g., how many Participants will be included in the job application review) were not provided.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Motivational Services Waterville

PROPOSED TARGET AREA: Area 4

DATE: February 26 and 28, March 6, 2025

- Plans to establish a Participant Advisory Hiring Panel to invite Participants to join a dedicated hiring panel for collaboration with Center staff during the employment selection process.
- Meeting outcomes, decisions and updates from board meetings will be shared to Participants and staff through the Center’s website, newsletters and bulletin boards.

I. Community Activity Fund

- Plans to have a dedicated staff member oversee fund usage tracking, including maintenance of receipts and documentation for accountability.
- Plans to collaborate with various community organizations, use of marketing materials and targeted information sessions to educate on the availability of funds
- Plans to mirror application process with bidder’s other Center program.

J. Staffing

- Plans to “prioritize” candidates with direct Lived Experience; it is unclear if they intend to hire staff without direct Lived Experience.
- Described a contingency plan should no candidates have the required training upon hire.

K. Performance Measures

- Provided a detailed response.

L. Reports

- Provided a detailed response.

2. Staffing

- Certified Intentional Peer Specialist, Center Coordinator and Peer Program Manager positions all only require a high school diploma or equivalent at minimum, ensuring minimal barriers to hiring quality peer staff.
- States employees will be fully certified CIPSS within 12 months, which is unrealistic for an employee to be fully certified within that timeframe.
- Center Coordinator oversees the daily operation of the center does not align with the job description which states the number of their hours will vary.
- Staffing plan indicated .125 FTE for “Relief” with no additional details provided for this position.
- Staffing plan and response use inconsistent language, Peer Manager, Peer Program Manager, Peer Coordinator, Peer Center Coordinator.

3. Implementation - Work Plan

- Did not describe the person or position responsible for each task.
- Did not include tasks related to creation of their governing board.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Motivational Services Waterville
PROPOSED TARGET AREA: Area 4
DATE: February 26 and 28, March 6, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$704,081.00	÷	\$704,081.00	x	25 points	=	25.00
Budget Narrative					5.00	3.00
Section IV. Total					30.00	28.00

Evaluation Team Comments:

- Telephone expenses details the number of lines for a different program (at LINC). It is unclear if the program plans to share the cost of phone lines with the Augusta location.
- Narrative indicates 2.5% salary increase in year 2.
- Program Manager position (same named individual) indicates 1664 hours (16 hrs/wk) for this location and 3328 hours (32 hrs/wk) for the Augusta location. Both locations total 4992 hours for the total 2-year period for the same designated individual, which does not align with standard hourly total for the 2-year period.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Together Place
PROPOSED TARGET AREA: Area 4
DATE: February 28, March 6, 2025

SUMMARY PAGE

Department Name: Health and Human Services
Name of RFP Coordinator: Stacy Martin
Names of Evaluators: Stephani Farquhar, Michael Freysinger, Anna Ko, Alice Preble, Kelly Staples

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	10.00
Section III. Proposed Services	40.00	8.00
Section IV. Cost Proposal Budget Narrative	25.00 5.00	0.00 0.00
Section IV. Total	30.00	0.00
<u>Total Points</u>	<u>100.00</u>	<u>18.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Together Place
PROPOSED TARGET AREA: Area 4
DATE: February 28, March 6, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

There were no requirements for this section.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Together Place
PROPOSED TARGET AREA: Area 4
DATE: February 28, March 6, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Provided three (3) project examples with 1 project somewhat relevant and the remaining project not relevant to the requirements of the RFP. • Project 1 – Bangor Public Health and Community Services. • Project 2 – Northern Light Acadia Hospital. • Project 3 – Food AND Medicine. • Began as a social club when established in 1981, transitioning to peer run recovery center in 2017. • Has experience with the State. • Does not address experience addressing needs related to DEI. • Does not address experience with culturally competent and responsive services • Current incumbent and consulted members in multiple phases offering feedback on priorities and program design related to this RFP. • Indicates including recipients of mental health services through collaborative decision-making in weekly/monthly meetings, leadership opportunities in peer-led recovery groups, skill development programs through initiatives like the 2nd Street Diner, and ongoing feedback via open lines of communication. • Employs five (5) peer support specialists at the center. • All staff are Certified in IPS or working toward certification. • Staff members have been trained or facilitated groups in Alternatives to Suicide and Pathways to Recovery. • Lacked detail concerning exact feedback and implementation methods for Participant voice integration for the submitted proposal. • It is unclear if their response is all inclusive in regard to organizational involvement of mental health services recipients, or response is solely related to recipient involvement for the Center.
2. Subcontractors
<ul style="list-style-type: none"> • Submitted multiple blank forms.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Together Place

PROPOSED TARGET AREA: Area 4

DATE: February 28, March 6, 2025

3. Organizational Chart
<ul style="list-style-type: none">• Organizational Chart was presented as narrative document and not in a chart format.• Indicated relevant leadership positions, including board, Executive Director, Program Director, and CIPSS• Narrative did not indicate the number of staff in general or assigned to the project.• Narrative indicates two (2) board members are Center participants.
4. Litigation
<ul style="list-style-type: none">• Did not address
5. Financial Viability
<ul style="list-style-type: none">• Appears financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided a valid COI.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Together Place
PROPOSED TARGET AREA: Area 4
DATE: February 28, March 6, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	8.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • It is unclear if “dedicated events” are based upon community needs as they were not clearly defined. • Did not address state holidays. • Administrative office is open from 8am-5pm, but did not provide the address or what days they are open. • Indicated that their Center is open 8am-4pm, but did not provide the address or what days they are open. • Did not specifically reference ensuring their dedicated phone line is available during business hours. • Phone system was recently upgraded to provide better service. • Provided limited detail to ensure all awarded Bidder’s staff, identified by the Department, meet with the Department monthly, as mutually agreed upon, to discuss contract management and administration. • Cites Center staff have a copy of the code of ethics and are required to comply. • Does not describe how operations are in adherence to the CIPSS code of ethics. • Did not address ensuring Participants have access to accommodations, as needed and requested by the Participant aside from Zoom participation. • Participants will have the ability to engage in at least three (3) daily structured groups. • Plans to provide one-on-one support from staff is available, providing limited details. • Creative activities will be integrated throughout the day. • Services will be delivered with a participant-centered framework, does not provide details. • States they use IPS but did not provide additional details.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Together Place

PROPOSED TARGET AREA: Area 4

DATE: February 28, March 6, 2025

- Participant Safety Plan seems to refer to Center conduct requirements as opposed to a description of Center safeguards for Participants.
- Addressed the Center provides a non-coercive, safe, Trauma-responsive atmosphere; participants and staff are provided education on Trauma-responsive safety; and fire drills are completed, twice per year, including EXIT signage and maintaining a log of fire drills in the narrative portion of the proposal, not in the Safety Plan.
- Fire drills will be completed quarterly.
- Plans to provide trauma response training to staff and volunteers, but no mention of training Participants.

B. Participant Eligibility

- Did not address ensuring Center services are provided to Adults with SMI and/or Co-occurring Disorders, including those who self-report.
- Did not address ensuring the orientation process is provided by the third visit to the Center, in alignment with IPS values and principles.
- Includes specific resources for referring youth under age 18.
- Indicates referrals based on individuals' stated needs and provides several examples and resources.
- Indicates follow up when possible.

C. Participant Tracking

- Did not respond to develop and maintain a process for tracking Participants attendance and participation in Center services.
- Did not address the proposed solution for Participant data tracking.
- Indicates that they are committed to safeguarding the privacy and security of data through robust data security measures. It is unclear if the provider has a specific policy to ensure confidentiality of all participant data.
- Did not provide details regarding their de-identified format.
- Plan did not describe tracking unduplicated participation.

D. Groups, Trainings, and IPS for Participants

- Did not address Hearing Voices group(s).
- Plans to include SMART Recovery, SMART Recovery for Family and Friends, "Budgeting Basics" and "Recovery For-U" in their list of offered core groups, in addition to required groups.
- Responses to ensuring Participants identify, develop, and agree to a schedule of Structured Group Support curriculum; ensuring Structured Group Support is designed to teach Self-management strategies by incorporating various skill-building opportunities that cultivate self-directed care; ensuring Structured Group Support opportunities; and providing other Structured Group Support opportunities, as needed based on Participant need lack details.
- Did not address all the opportunities for education and groups.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Together Place

PROPOSED TARGET AREA: Area 4

DATE: February 28, March 6, 2025

- Did not include a title and description for SMART Recovery for Family and Friends nor for “Budgeting Basics”.
- Included titles and descriptions for the following additional groups: Pathways to Recovery; “Moving Forward, Living Without Depression”; “Creative Writing”; “Peer Support Group”; “Stinking Thinking”; “Anger Management”; “Good Grief”; “What’s Brewing”; “Music Support” and “Present Together Mindfulness”.
- Did not address justifications for each group
- Did not address if model/curriculum of structured group support is designed to teach personal responsibility, self-management, and problem-solving strategies.
- Plans to include weekly member meetings, informal feedback after group sessions, and the center monitoring trends.
- Did not describe a process of reviewing and decision making.
- Participants are encouraged to take an active role in group facilitation.
- Indicated that a comprehensive written orientation policy will be developed collaboratively by center members and staff.
- Lacks detail in how process is in alignment with IPS values.
- Response lacked detail, did not describe how they will ensure Center staff interactions with Participants align with IPS.
- Proposed training and continuing education for Center staff but did not address how training alone will meet this requirement.
- Center actively engaged in earned and unearned media outreach for community awareness of Center services.
- Plans to provide daily updates to the Center's Facebook page.
- Participants are provided with Center budget updates during weekly and monthly member meetings, with “members” encouraged to ask questions and contribute ideas. It is unclear if Participants are also provided with educational opportunities on the Center’s budget, prior-to and/or outside of budget updates.
- Did not address behavioral health consumer/survivor/ex-patient movement and advocacy.
- Indicates Maine Mental Health Connections, Center parent agency, maintains two (2) board seats for center members.
- Plans to offer access to local Career Centers, Vocational Rehabilitation Services, Eastern Maine Development Corporation and other local organizations.
- Plans to provide in-house vocational opportunity for members to gain skills in food preparation, cooking, and serving through 2nd Street Diner, a dynamic learning environment including training on obtaining ServSafe Food Handling Certification and ServSafe Management Certification for interested individuals; all activities are supervised by a staff person with ServSafe Management Certification.
- Plans to continue collaborative partnerships with Acadia Hospital MH services, Bangor Area Recovery Center, Bangor Housing, and Community Health and Counseling Services.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Together Place

PROPOSED TARGET AREA: Area 4

DATE: February 28, March 6, 2025

- Lacked details of how services will be provided in alignment with empowerment principles and Restorative Practices.
- Indicates groups and activities offer participants opportunities for personal growth and self-advocacy.

E. Participant Self-help Activities

- Process for review outlined is limited to include weekly meetings and informal discussion.

F. Center Website, Social Media, and Outreach

- The Center website, Facebook and Center bulletin board will be updated daily.
- The Center plans to provide a calendar of activities to local providers and businesses.
- Overall response to develop and/or maintain a Center website as a resource directory for all Center services lacks detail, indicating only that the bidder will comply.
- Plans to provide a redesigned website for improved accessibility.
- Response to update information contained on the Center website, within brochures, and on event calendars, at a minimum quarterly or as event dates change, whichever is sooner lacks detail.
- Did not address ADA ramp on-site.
- Indicates calendar of events updated regularly and distributed in the community but provided no additional details of where they are distributed.
- Did not address website and/or social media platforms including opportunities available in the broader community.
- Did not include description on how feedback analysis would be implemented at the Center, as appropriate.
- Indicates Center will host bi-annual community meetings for both participants and potential participants but did not describe outreach activities to ensure potential participants attend these activities.
- Plans to collaborate with local providers to ensure center services align with community needs.

G. General Requirements

- Provided a preferred method of information request to connect requesting entity directly with the Participant.
- Language indicating the ability to revoke authorization at any time through “written, dated communication”, but did not detail the specific process for revoking authorization.
- Check box is not present indicating participation in information and privacy rights training at the time of signature.
- Does not indicate 60-day expiration.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Together Place

PROPOSED TARGET AREA: Area 4

DATE: February 28, March 6, 2025

- Response lacked detail on how they will ensure integration of IPS principles and practices in policy and day-to-day activities.
- Indicates staff are trained in IPS principles.
- Did not provide details to welcoming, non-judgmental, and that a Diversity of ideas and behaviors are allowed as long as they are not harmful to others through the utilization of IPS practices; promote Diversity, Equity, and Inclusion; or trauma-responsive.
- Identified with the Departments suggestion of the Flesch Reading Ease Test and the Flesch-Kincaid grade level test.
- Plans to engage an on-demand interpreter service via telephone or online options.
- Did not address securing interpreter services within seven (7) calendar days.
- Did not provide a response to Center policy must be contained within the Center's Policy and Procedure Manual and be easily accessible to Participants at all times.
- Did not provide a complete Center Policy and Procedure Manual as an attachment.
- Provided a Handbook and it is unclear if this it is meant to be the Policy and Procedure Manual.
- The Handbook does not appear to address a – c).
- The conflict resolution section of Center Handbook does not include Restorative Practices.
- "Membership Application" form includes giving the parent organization permission to display the person's "image and voice (photo, video, audio)" while at the Center or when participating in community activities sponsored by the Center. As presented in this application form, formal 'membership' suggests that Participants must consent to sharing of their image and voice in order to become a "member". It is unclear why this would be required for "membership", and whether Participants would have the ability to opt out of the parent organization and Center sharing their image and voice.
- Did not describe the difference between a Participant who is considered as "member" and a Participant not interested in becoming a "member".
- The conduct section includes reference to vague expectations, about challenges with understanding, enforcement, and accountability, such as "wear sufficient clothing and footwear".
- Membership application that is included in handbook, includes a neurological challenge as qualifying for participation which does not align with the Department requirements.
- Participants must be free from body odor.
- "No Bum" rule is not in alignment with IPS practices.
- Did not address the reason for requesting the Participant to leave; steps taken by the Center to support the Participants ability to remain at the Center; the Participant's re-entry plan, which must include the length of time the Participant

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Together Place

PROPOSED TARGET AREA: Area 4

DATE: February 28, March 6, 2025

has before they may return to the Center; or reference to the Center’s policy related to Participant conduct and expectations.

- Provided an "Amendment 1" to an MOU, no full MOU included.
- Response to outreach and engagement lacked details.
- Provided limited detail on how they plan to engage with community organizations serving and/or representing marginalized communities.

H. Participant Engagement

- Did not address the dispute resolution process; adequate controls and safeguards to ensure Participants feel safe from physical and/or emotional harm; or the Peer review process, to include the process for returning to the Peer community if expelled.
- Participants involved in decision-making via weekly participant meetings.
- It is unclear if “Consensus-Based Decision-Making” is a separate meeting from the weekly participant meeting.
- Participants “play a role” in creation and oversight of budget via discussing funding priorities and resource allocation during weekly meetings.
- Participants are involved in the hiring practices and performance reviews for all staff, as legally allowable, but did not describe how they are involved.
- Commits to sending policy manual and policy updates to the department as required.
- Did not address how the center will provide education to participants regarding implementation,
- Did not meet requirement of Expectations of Conduct for Center staff and Participants as it did not align with Restorative Practices.
- Consequences of alcohol/drug use are clearly outlined in Expectations of Conduct.
- Plans to use a Conflict Resolution Committee (CRC) and attached CRC Manual, describing actions to be taken.
- States incident reports should not be used in place of natural attempts to resolve conflict.
- Response to ensure Participants are fully involved in staff hiring practices lacks detail.
- Response to ensure Participants are directly involved in the selection of hired staff lacked details.
- Participants can provide input, the final decision is made by the Program Director.
- Indicated the current member board will evolve into the governing board to meet these requirements.
- Member Board will meet monthly, exceeding the requirement.
- Indicates a commitment to providing Participants with the anonymous Quarterly Center Participant Survey.

I. Community Activity Fund

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Together Place
PROPOSED TARGET AREA: Area 4
DATE: February 28, March 6, 2025

- Overall response to utilizing the Community Activity Funds to provide Participants with opportunities to engage in the broader community through short-term recreational, social, art and leisure activities, independent of Center staff.
- Did not address ensuring linkage to advocacy opportunities.
- Did not detail how they will track the NTE amount.
- Education on availability of funds occurs through orientation, Center website, Facebook page, and presentations and community events.
- Plan to follow process to access funds developed by Maine Association of Peer Support Recovery Centers (MAPSRC).

J. Staffing

- Indicates Center staff are provided with ongoing support and development throughout their training and certification process through mentorship and access to peer support.
- Have more than one (1) staff who has completed Restorative Practice training.

K. Performance Measures

- Met the requirements.

L. Reports

- Met the requirements.

2. Staffing

- CIPSS Program Director, Executive Director and Administrative Assistant position are not required to have lived experience or to be certified CIPSS.
- Provided descriptions for the following positions, including minimum qualifications
 - Executive Director
 - CIPSS Program Director
 - CIPSS
 - Administrative Assistant
- All positions except for the Executive Director require a high school diploma or equivalent (GED), ensuring minimal barriers to hiring quality peer staff.
- Provided a response in this section indicating that they work with subcontractors and consultants to enhance their services and effectiveness of programming.
- Submitted an organization and qualifications attachment (file 2) did not include any subcontractor/consultants to be used.
- Staffing plan indicates six (6) positions totaling 4.375 FTE.
- Staffing plan does not include Executive Director or the Administrative Assistant.

3. Implementation - Work Plan

- Provided a narrative response and Gantt chart with specific limited tasks for each month including positions responsible for the task. The work plan chart is outdated; January 1 - July 1, 2024, and only covers 6 months where the initial agreement period is 24 months.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Together Place

PROPOSED TARGET AREA: Area 4

DATE: February 28, March 6, 2025

- | |
|---|
| <ul style="list-style-type: none">• Work Plan includes timeline dates which do not align with current initial period of performance.• Work Plan references subcontractors for 2 tasks without specifying who the subcontractors are. |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Together Place
PROPOSED TARGET AREA: Area 4
DATE: February 28, March 6, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$704,081.00	÷	\$ 0.00	x	25 points	=	0.00
Budget Narrative				5.00	=	0.00
Section IV. Total				30.00	=	0.00

Evaluation Team Comments:

- | |
|--|
| <ul style="list-style-type: none"> Submitted cost proposal was incomplete. The budget narrative was included with the general hourly rate cost for Program Director and CIPSS. No other cost data was provided and refers to the information in the incomplete cost proposal. |
|--|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Aroostook Mental Health Services
PROPOSED TARGET AREA: Area 5
DATE: February 28 and March 3, 2025

SUMMARY PAGE

Department Name: Health and Human Services
Name of RFP Coordinator: Stacy Martin
Names of Evaluators: Stephani Farquhar, Michael Freysinger, Anna Ko, Alice Preble, Kelly Staples

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	21.00
Section III. Proposed Services	40.00	13.00
Section IV. Cost Proposal Budget Narrative	25.00 5.00	16.03 5.00
Section IV. Total	30.00	21.03
<u>Total Points</u>	<u>100.00</u>	<u>55.03</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Aroostook Mental Health Services
PROPOSED TARGET AREA: Area 5
DATE: February 28 and March 3, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

There were no requirements for this section.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Aroostook Mental Health Services
PROPOSED TARGET AREA: Area 5
DATE: February 28 and March 3, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	21.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience

1. Overview of the Organization

- Provided three (3) relevant project examples.
 - Project 1 MH Peer Center – current incumbent.
 - Project 2 Recovery Community Center – Peer services with SUD focus.
 - Project 3 Behavioral Health Home – Peer services with some of the described tasks performed by Peer Support Specialist on the team does not align with IPS values and practices.
- Agency has been providing Behavioral Health Services since 1964, currently offering both MH and SUD service to more than 5,500 annually.
- Serves Aroostook, Hancock and Washington County with 27 service locations
- 30 years’ experience providing Peer Support Services.
- Four (4) SUD recovery centers in operation.
- Indicates AMHC’s board is comprised of 61% people with lived experience or as affected others. Exact percentages are unable to be determined based on the information shared.
- Peer Advisory Committee comprised 100% of consumers of BH services meet monthly and provide feedback on services.
- Participant involvement central to several initiatives, including as an incumbent service provider
- History of employing individuals who had once been recipients of services provided by agency.
- New staff receive cultural competency training within sixty (60) days of hire, and annually thereafter through Relias, as well as trainings delivered by local indigenous tribes.
- Acknowledged that Participants were involved in reviewing requirements for this RFP and provided specific feedback from participants on two (2) requirements that are new to the provider.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Aroostook Mental Health Services

PROPOSED TARGET AREA: Area 5

DATE: February 28 and March 3, 2025

<ul style="list-style-type: none">• Aside from Bidder garnering input from Participants regarding feedback on “any new State requirements”, it is unclear how Bidder integrated Participant voice in the actual creation of their proposal.
2. Subcontractors
<ul style="list-style-type: none">• Indicated none.
3. Organizational Chart
<ul style="list-style-type: none">• Provided an AMHC org chart as well as an org chart for Mental Health Peer Support Center Services proposed for Area 5.• The organizational chart does not include the bidder’s decision-making process with an emphasis on how Participants are involved.
4. Litigation
<ul style="list-style-type: none">• One ongoing case reported, with information confidential.
5. Financial Viability
<ul style="list-style-type: none">• Appears financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided and valid at the time of submission.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Aroostook Mental Health Services
PROPOSED TARGET AREA: Area 5
DATE: February 28 and March 3, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	13.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Two (2) proposed locations, currently in operation: <ul style="list-style-type: none"> ○ Caribou Mental Health Peer Support Center at 43 Hatch Dr, Caribou ME. ○ Madawaska Mental Health Peer Support Center at 272 Main St, Madawaska ME. • Each location provides both administrative and direct services. • Normal hours of operations are 8am-4pm M-F. • Indicates flexibility for programming outside of normal hours. • Indicates full kitchens with dining areas. • Plans to also include the 9-8-8 number for behavioral health crisis. • Outgoing message indicates calls will be returned within twenty-four (24) business hours. • States that at least two weekly meetings speak about the principles and tasks of IPS as it relates to conduct and the Code of Ethics. The Code of Ethics is related to staff, it is unclear if the meetings are to discuss conduct of staff or Participants. • Demonstrated evidence of accommodations made to the center space including changing light in the spaces and cleaning products they use. • Plans to provide remote access to online programming via phone and Zoom. • Described modeling Intentional Peer Support (IPS) using three (3) principles and four (4) tasks. • Participants are offered the opportunity to access CIPSS training. • Indicated that all Participants have a voice in their decision-making process and desired format for decision-making. • Response lacked detail as it pertains to Center operating structure, activities and service delivery methods. • Plan states no weapons allowed, but the type of weapons are not defined.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Aroostook Mental Health Services

PROPOSED TARGET AREA: Area 5

DATE: February 28 and March 3, 2025

B. Participant Eligibility

- Plans to conduct orientation typically during the first visit and no later than the individual's second visit to the Center.
- States orientation is customized to meet the needs of each potential participant, allowing additional support for those who may not be able to read or have challenges with mobility, communication, or other challenges.
- Describes using directory kept on hand of healthcare and social service organizations to refer prospective participants to.
- Plans to offer additional support and advocacy only if requested by the individual.

C. Participant Tracking

- Did not address the requirements related to collecting sensitive information and compliance with MaineIT policies, compliance with State and Federal laws regarding protection of confidential and sensitive information, or compliance with Rider B-IT, Section 37 Confidential.
- Plans to comply with DHHS' Privacy policies through not tracking PHI or sensitive information.
- Data Security Plan attachment is not specific to the Center and does not include specific details regarding how the Centers will ensure confidentiality for Participant data and tracking (e.g., specific measures for ensuring security and confidentiality of tracking spreadsheets).
- Plans to provide data security of mobile devices such as laptops, cell phones, smartphones and jetpacks.
- Sample documents included in plan.
- Application requires too much personal information for Participants.
- Applications request the name of Community Support Counselor (if they have one) which does not align with IPS values and practices.
- It is unclear if the sign-in sheet is visible to other participants and visitors.

D. Groups, Trainings, and IPS for Participants

- Plans to provide transportation to community activities which does not align with IPS values and practices.
- Did not address ensuring Structured Group Support services are designed to teach self-determination, personal responsibility and problem-solving strategies.
- Did not address ensuring access and opportunities for education and groups on self-advocacy skills, as directed by Participants.
- Indicates the final schedule of groups will be determined by Participants.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

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DATE: February 28 and March 3, 2025

- Participants will be involved in selection in weekly, monthly and quarterly meetings.
- Description of Alternatives to Suicide groups uses the phrase “suicidal ideation” - a phrase that does not align with Alt2Su and would not be used by facilitators of that group.
- The description of Hearing Voices Network states the group is for individuals who “hear voices” and their advocates. HVN is inclusive of extreme experiences that can include seeing things that others do not see. Advocate attendance does not align with the HVN charter.
- Did not provide a title and description for the Maine Can Work group.
- Provided “justification” is a list of overarching reasons that are supposed to apply to each group, as opposed to a specific justification for each group.
- Did not address ensuring the model/curriculum of Structured Group Support is designed to teach self-management.
- Did not address process for regular, ongoing review of Center’s Structured Group Support with Participants, ensuring current offerings address Participant needs.
- Provided an orientation process that they state is “to ensure a consistent process that helps any visitor understand the purpose, mission, opportunities and benefits of each Center”.
- There was no indication related to alignment with IPS values.
- States the Center locations “stay curious” to learn how best to tailor orientation process to potential participants.
- Response indicates this is met through staff training.
- Demonstrated experience of modeling mutuality.
- Response provided limited details.
- States use of “key locations in the community,” but lacked details.
- Details regarding notification to the community is limited.
- Description of meetings for education lacks detail.
- Behavioral health consumer/survivor/ex-patient movement and advocacy education is offered through YouTube Premium playlist. Frequency and Participant access to the YouTube Premium playlist was not described.
- Did not address if there are other opportunities for education on information and privacy, outside of the initial orientation and reminders.
- It is unclear how much access Participants have to the budget.
- Provided the key steps in the employment journey.
- AMHC has had an MOU with and served as a host agency for Maine Medical Center’s Vocational Service.
- Participants not ready to enter the workforce are offered volunteer opportunities in the community supporting their interests.
- Detailed what a Successful Linkage would look like.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Aroostook Mental Health Services

PROPOSED TARGET AREA: Area 5

DATE: February 28 and March 3, 2025

- Plans to provide other activities available for those choosing not to participate: access to the Center laptop for vocational work or schoolwork; games; puzzles; music; books; or, if requested, “a group worksheet focused on their needs for that day”.
- Plans to offer art supplies for grounding or art therapy.
- Plans to provide the IPS Code of Ethics during orientation and emphasizes them at minimum, twice weekly during peer meetings.
- Decisions at the center regarding hours or operation, décor and activities are determined by the participants
- States psycho-educational activities are available, this does not align with IPS values and practices.
- Plans to align all services through the lens of empowerment principles and Restorative Practices. Did not provide details how those services align through the lens of Restorative Practices.

E. Participant Self-help Activities

- Included examples of Self-Help Activities: anger management; managing stress; interpersonal effectiveness; learning about boundaries and setting limits; and healthy approaches to conflict resolution.
- Reviews will occur monthly, feedback documented, and quarterly feedback is reviewed.
- Changes will be made by Participant consensus.

F. Center Website, Social Media, and Outreach

- Did not address ensuring Center-based resources, including the phone number to the Peer Support Line, are included on the Center websites.
- Did not address ensuring ADA ramp on-site.
- Did not address ensuring the description of available community opportunities includes social, recreational, art and leisure activities.
- Indicates they will collect information through a survey and that staff will collate data and share it with participants. It is unclear how the data will be analyzed.
- Engagement activities are limited to community gatherings and are not dedicated to garnering community input.
- Plans to have surveys available at community events to offer feedback on what is currently offered and provide suggestions for other activities, the survey will also be available on the website.

G. General Requirements

- Participant will be present when center staff speak to clinical providers.
- After staff assistance, they plan to conduct a debrief with the Participant on what they learned from the engagement, including how things can be improved.
- Response ensuring integration of IPS principles and practices in policy and day-to-day activities lacked details.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Aroostook Mental Health Services

PROPOSED TARGET AREA: Area 5

DATE: February 28 and March 3, 2025

- Embedded through role-modeling, training, self-reflections, using real-life scenarios, building mutual connections, and sustaining the practice through co-reflection “while acting trauma-informed”. It is unclear what is meant by the term; “while acting trauma-informed”.
- Plans to utilize use Flesch Reading East Test or Microsoft Office 365 platform.
- Indicated all materials will be no higher than eighth (8th) grade reading level which does not align with the requirement.
- Did not provide a complete Center Policy and Procedure Manual. Only excerpts provided from Center Policy and Procedure Manual related to a-c).
- Decisions are a “majority rules”.
- There will be two (2) Center Participants who will serve on the advisory committee.
- Only Center Participants have access to Zoom groups.
- Response to requirements of requesting a Participant to leave lacks detail.
- Partnerships include local hospitals and medical practices; universities and schools; the Aroostook Community Action Program (ACAP); Homeless Services of Aroostook; the Aroostook Area Agency on Aging; Valley Home Health; Life By Design; and Northern Maine General.
- Indicates agency and each center maintain multiple collaborative relationships and referral networks,
- New relationships will be pursued through Participant direction.
- Meaningful Activities described are dependent on the center.
- Did not attach MOU, stating it was “not applicable at this time” however, indicated earlier in the submission that the agency has an MOU with Maine Medical Center’s Vocational Services.
- Stated their organization has agency-wide collaborative partnerships and referral networks that are also available to Center Participants.
- Each Center will have their own policy and procedure manual.
- Plans to only partner with current organizations to market services.
- Engagement activities lacked detail.

H. Participant Engagement

- Solely addressed Participant involvement in goal setting for the Center and did not address ensuring Participant involvement in the planning and decision-making processes for Center governance, personnel, operations and any other Center policies.
- It is unclear if they intend on providing education on Participants regarding Participant input processes during every weekly Center meeting.
- Indicated that Participants will develop monthly calendar of activities.
- Decisions for how to budget funds are made by majority vote.
- States all “key policies” will be reviewed, however the expectation is that all policies will be reviewed by Participants.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Aroostook Mental Health Services

PROPOSED TARGET AREA: Area 5

DATE: February 28 and March 3, 2025

- Participants will be provided an overview of their respective Center’s budget and create a plan for how funds will be allocated. It is unclear if they will have access to the full budget for the center.
- Anonymous feedback will be given for annual reviews of staff. It is unclear who will read the feedback.
- The overall response included undefined terms and phrases making it unclear if they can meet this requirement as proposed. Expectations of Conduct do not align with Restorative Practices.
- Indicates existing staff will educate Participants who want to help with the interview questions regarding what is allowed and not allowed to be asked in an interview.
- Participants of the Center will select one or two participants from the group to participate in interview questions.
- Provided a plan to have Participants involved in interview process rejoin the larger group and share their feedback from the interviews with facilitation from staff.
- Proposed a plan to have participants select their first and second options for candidates and the Center Manager, Program Director, and Human Resources Dept will take that feedback into consideration for the selection and hiring process.
- Plans to create a governing board for each Center.
- Participants will have input on the individuals invited to participate. Specific feedback mechanism for this input was not described.
- Did not address ensuring a minimum of eight (8) and a maximum of fourteen (14) individuals are on the governing board.

I. Community Activity Fund

- Plans to establish a tracking system for Community Activity Fund allocation.
- Did not address ensuring activity opportunities include short-term recreational, social, art and leisure activities.
- Provided a plan for Center Manager to provide education to partners about the Community Activity Funds at least twice per year.
- Did not address how they plan to educate individuals.

J. Staffing

- Met the requirements.

K. Performance Measures

- Met the requirements.

L. Reports

- Met the requirements.

2. Staffing

- Peer Center Manager, Mental Health (MH) and Adult Peer Support Specialist (Mental Health) positions only require a High School Diploma or equivalent, ensuring minimal barriers for hiring qualified staff.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

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PROPOSED TARGET AREA: Area 5

DATE: February 28 and March 3, 2025

- Center positions are required to be certified within 9 months of date of hire which is unrealistic for an employee to be fully certified within that timeframe.

3. Implementation - Work Plan

- Events were out of order and not in a timeline format.
- There are sections that should include Participants but were not addressed, e.g., establishing eligibility guidelines and orientation.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Aroostook Mental Health Services
PROPOSED TARGET AREA: Area 5
DATE: February 28 and March 3, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$ 429,073.00	÷	\$ 669,174.00	x	25 points	=	16.03
Budget Narrative					5.00	5.00
Section IV. Total						30.00
						21.03

Evaluation Team Comments:

- | |
|---|
| <ul style="list-style-type: none"> • Provided a detailed and organized Budget Narrative. • Salary and fringe appear appropriate. • Provided for annual increases for expenses. • Indirect rate letter included. |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Healthy Acadia
PROPOSED TARGET AREA: Area 5
DATE: March 3 & 4, 2025

SUMMARY PAGE

Department Name: Health and Human Services
Name of RFP Coordinator: Stacy Martin
Names of Evaluators: Stephani Farquhar, Michael Freysinger, Anna Ko, Alice Preble, Kelly Staples

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	19.00
Section III. Proposed Services	40.00	15.00
Section IV. Cost Proposal Budget Narrative	25.00 5.00	25.00 1.00
Section IV. Total	30.00	26.00
<u>Total Points</u>	<u>100.00</u>	<u>60.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Healthy Acadia
PROPOSED TARGET AREA: Area 5
DATE: March 3 & 4, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

There were no requirements for this section.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Healthy Acadia
PROPOSED TARGET AREA: Area 5
DATE: March 3 & 4, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	19.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Provided three (3) project examples. Project 1 was relevant, Project 2 has minimal relevance, and Project 3 has no relevance to the requirements of the RFP. • Project 1 – Healthy Acadia INSPIRE Center & INSPIRE Warming Center • Project 2 – Healthy Acadia ME Recovery Core/Maine Alliance for Recovery Coaching • Project 3 – Healthy Acadia Safe Harbor • Community Health Coalition since 2001. • Over 20 years’ experience managing grants. • Provided peer services to SUD population since 2017 • Notes experience with recovery coaching • Describes other related work with grants. • Cites experience managing a peer center since 2021. • Response is due to feedback from Participants, other agencies/organizations, and service providers, as well as due to survey results. • Notes having an advisory team consisting of individuals identifying as in recovery, recipients of mental health services, and/or affected friends and family members. • Provided examples of services based on Participant feedback. • Provided positive quotes regarding feedback about the INSPIRE Center program. • Indicates commitment to DEI, stating that by designing services to center the voices and needs of the most affective, they foster an inclusive and supportive community for all. • Recognizes the importance of accessible, compassionate and culturally responsive services, but did not describe their experience on such. • Solely addressed items related to Center involvement of Participants, and did not address such for their organization as a whole. • Examples displayed minimal experience related to provision of CIPSS services.
2. Subcontractors

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Healthy Acadia

PROPOSED TARGET AREA: Area 5

DATE: March 3 & 4, 2025

<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Included Participants in the organizational chart.• Provided an organizational chart and supervisory structure using a key to identify the project team proposed as well as wrote a sentence on the chart related to supervisory structure.• Provided an organizational chart of the shared decision-making process.
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Appears financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided a valid COI.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Healthy Acadia
PROPOSED TARGET AREA: Area 5
DATE: March 3 & 4, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	15.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Did not make any references in regard to operating a Mental Health Peer Support Center (Center). • Center location address is 24 Church St, Ellsworth, ME. • States the current administration staff are available M-F 8am-4pm. • Warming Center operates 7pm-6:30am at same location 7 days a week, with limited extended weekend hours. • Response uses passive language referring to the current Inspire Recovery and Warming Center. It is unclear if these operational details will remain the same if awarded. • Did not address State Holidays. • Did not address ensuring the Center operates according to community needs, including evenings and/or weekends, at the Center’s discretion, to accommodate Participant schedules. • Indicates a system in place to absorb work during staff leave or vacation time in order to ensure a response within the appropriate timeframe. • Plans to adhere to values, mission and legal requirements of CIPSS certification standards, and names ethical standards. • Indicates these standards are reflected in Center programming and policies. • Indicates collaborative decision-making process is based on CIPSS values and restorative practices. • Plans to provide an ADA accessible space, connections to transportation resources to help get to the center, quiet/sensory friendly spaces, access to remote, online services, a variety of online platforms, phone support and translation resources. • Overall response to describing the operating structure, activities, and service delivery methods of the Center lacks detail.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Healthy Acadia

PROPOSED TARGET AREA: Area 5

DATE: March 3 & 4, 2025

- Staff will conduct daily checklists at the end of every day to ensure the Center is a clean and safe environment, including well-maintained equipment.
- Participants and staff will be provided quarterly educational opportunities on trauma-sensitive safety.

B. Participant Eligibility

- Plans to support individuals who did not meet eligibility criteria by making appropriate referrals and provide individuals with printed Downeast Resource Guide as well as access to the online version.

C. Participant Tracking

- Did not address the use of pseudonym or nickname for Participant tracking.
- Participants will sign in on a tablet for tracking.
- Data Security Plan seems to be specific to the organization, rather than the Center.
- Staff and volunteers will complete data security training within 30 days of hire.

D. Groups, Trainings, and IPS for Participants

- Details service delivery from different roles.
- States individual and/or structured group support opportunities will be available during all hours of operation.
- Does not specifically commit to 180 hours of Department-approved evidence-based and/or promising practices Structured Group Support.
- Did not address ensuring Participants identify, develop, and agree to a schedule of Structured Group Support curriculum.
- Did not address that Structured Group Support is designed to teach self-management strategies by incorporating various skill-building opportunities that cultivate self-directed care.
- Did not address ensuring access and opportunities for education and groups on project planning, fundraising, artistic expression, and self-advocacy skills.
- Center Manager will develop and maintain a calendar of available services, with a minimum of fourteen (14) hours of Structured Group Support offered weekly.
- Plans to offer Recovery Dharma.
- Indicated it is difficult to predict what the Board will identify as priorities for other groups.
- Identified 3 groups they may add in the future, but did not provide a description or justification for those 3 groups, or how they will teach personal responsibility, self-management and problem-solving strategies.
- Description for Alternatives to Suicide uses the phrase “suicidal ideation” which does not align with IPS values and practices.
- All individuals who are involved in the selection, scheduling, and launch of Structured Group Support services will be introduced to online resources and training and live, in-person mentoring with peers who have more experience.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

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DATE: March 3 & 4, 2025

- The advisory group will work to create more formalized processes for participants to provide information.
- Plans to provide orientation pack that includes policies and procedures, expectations of conduct, current monthly calendar of activities, description of SGS, list of staff and advisory council members, and grievance process.
- Staff interactions with Participants lacks detail.
- Did not address ensuring educational opportunities on information and privacy, aside from when Participants request to release information.
- Access to the Centers budget is limited.
- Plans to publish a one (1) page document that includes the California Association of Mental Health Peer Run Organizations and its goals.
- Did not address linkage to VR Services in this section.
- Plans to partner with Eastern Maine Developmental Corporation (EMDC) as a host site for individuals seeking 6-10 week work opportunities.
- States that INSPIRE staff are well versed in supporting Participants in all aspects of vocational preparedness.
- Plans to provide services in alignment with the 5 Rs of Restorative Practices and identified them.
- Plans to provide services in alignment the 3 Es of Empowerment and identified them.

E. Participant Self-help Activities

- Plans to incorporate other self-help groups as participants express interest in or are in need for.
- Indicated a process to review activities, but did not describe when or how often this happens.

F. Center Website, Social Media, and Outreach

- Plans to develop a standalone website and will be a priority for the first quarter of services.
- Did not address Hours of operation and contact information for the Center.
- Did not address Center-based resources and the phone number to the Peer Support Line.
- Did not address each of the specific MaineIT Policies and Standards.
- Did not address ensuring any data collected, used, and reported on will be de-identified meeting the definition of TLP White as per MaineIT [Data Classification Policy](#), ensuring any Center social media platform is in addition to and does not take the place of the dedicated Center website and does not include TikTok requirements
- Plans to provide in-house Spanish language interpretation.
- States that information gathered will show where they have been successful and where there is room for improvement and inform programmatic changes.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

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DATE: March 3 & 4, 2025

- Did not provide a specific process for analyzing and implementing local community feedback.
- States Healthy Acadia will hold two (2) forums. Forums should be held by the Mental Health Peer Center program.

G. General Requirements

- Center Manager will maintain confidential records and note what information to share/not share per participant preference.
- Center staff will seek guidance from Center Manager for all requests for information.
- Notes all information sharing will be directed by the Participant and shall not exceed 60 days.
- Information and Privacy Rights Training will be provided to all Participants requesting information sharing including the use of Release of Information (ROI).
- Participant will have full control of what, when, how much, and to whom their information is shared.
- Staff will provide participant with explanation regarding requests that could be harmful or are beyond what the participant may have meant, and request confirmation that they want information released.
- Form includes a section on information for the individual disclosing information that requests date of birth, home address and telephone number information; it is unclear why this information is needed for the form if the Participant chooses not to share such.
- Form includes contact information on the last page should an individual wish to revoke consent or request a copy of the Center's privacy policy.
- Notes and progress on individuals should not be documented, therefore would not be released.
- Did not indicate that they will ensure integration of IPS principles and practices in policy and day to day activities.
- Plans to offer additional training "Strengthening Relationships with Cultural Competency; Increasing Understanding of the Passamaquoddy Tribe."
- Indicates they adhere to SAMHSA's 16 principles of trauma-informed care.
- Did not address ensuring a welcoming, non-judgmental, and that a Diversity of ideas and behaviors are allowed as long as they are not harmful to others through the utilization of IPS practices.
- Provided a minimal response as it pertains to ensuring Center and service provision promotes Diversity, Equity and Inclusion.
- Response to enhance and protect the rights of recipients of mental health services pursuant to [14-193 C.M.R. Ch.1](#) lacks detail.
- Plans to use Flesch-Kincaid Grade Level, Hemingway Editor, and Microsoft Word Readability Tool.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Healthy Acadia

PROPOSED TARGET AREA: Area 5

DATE: March 3 & 4, 2025

- Plans to develop feedback mechanisms to ensure all materials meet Participant and potential Participant needs, “including those with low literacy, limited English proficiency, and those with disabilities”.
- Plans to utilize platforms such as in person translation via zoom, partnership with Mano en Mano, Google Translate.
- Did not respond to center policy contained within the Center’s Policy and Procedure Manual and be easily accessible to Participants at all times.
- Submitted a draft of their Center Policy and Procedure Manual. It was unclear if there was any input provided by Participants.
- The Council will be trained in a consensus model for making decisions.
- Did not address inclusion of Participant feedback and decision-making model; Restorative Practice; or use of IPS virtual modalities.
- Plans to follow the Restorative Justice practice of Fair Process as outlined in Expectations of Conduct.
- It is unclear if they will include the reason for requesting the Participant to leave in their reporting.
- Did not address steps taken by the Center to support the Participants ability to remain at the Center or reference to the Center’s policy related to Participant conduct and expectations.
- Response to ensuring the Center develops community collaboration to increase Participant engagement and participation in Meaningful Activities independently in the community lacks detail.
- Provided 14 signed MOUs.
- Plans to use existing partnerships to support with outreach and engagement activities.
- Review process lacks detail.
- Plans to update contact information.
- Does not describe assisting participants within 24 hours of identifying as needing support.
- Has ongoing collaborations with a diverse group of partners.
- Description of engagement lacks detail.

H. Participant Engagement

- Overall response to involving Participants in the ongoing planning and decision-making processes lacks detail.
- Response does not specifically name the topics in, states participants will be included in ‘all policy’ and programming decisions.
- States Participants will be provided policies to review every quarter. Participants should be leading the policy development process.
- It is unclear if Participants and the advisory board will make final decisions on policy, or if Healthy Acadia leadership will.
- The budget process was not addressed in this response.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

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DATE: March 3 & 4, 2025

- Included sections on “Safe Environment” (conduct expectations); “Restorative Culture” (description of Center’s restorative culture, and expectations of conduct’ alignment with the five (5) principles of restorative practice); “Fair Process and Reintegration” (describing subsequent actions should a “rule” be broken); and “Restorative Practices Continuum” (summarized description of restorative practices at the Center).
- Restorative Practices was extensively addressed.
- Indicated “search committees” will include a combination of Center staff, Advisory Council, Participants and representatives from partner organizations, when appropriate.
- Plans to offer group sessions for Participants to engage with interview question drafting. After initial brainstorming, staff and Participants will rate the interview questions and come to a consensus decision on which interview questions to utilize. Plans to incorporate the Participant-created questions into their core set of questions asked of each candidate.
- Indicated finalists for the positions will participate in group meetings with Participants where Participants will have the opportunity to ask questions and then provide the search committee with their thoughts on the candidates.
- Did not address ensuring Participants are involved in reviewing redacted and deidentified job applications.
- Additional “routine questions” that the agency asks of all employees will be utilized, this is not in alignment with a Consumer Operated program.
- Referred to their previous response and stated Participants will have opportunities to engage at various points in their hiring process.
- Description of how the Bidder will ensure Participants are directly involved in the selection of hired staff was minimal
- States 100% of Board members will identify as having lived experience.
- Designated an INSPIRE staff member to serve as a liaison between the council and Healthy Acadia/INSPIRE.

I. Community Activity Fund

- Overall response community activity fund lacked detail.
- It is unclear if Participants will have input into this process.
- Outreach materials will be available at the local public library, hospitals, primary care offices, behavioral and mental health offices, and other locations as advised by Center participants.
- Indicated their materials will include “clear” information on fund availability, eligibility criteria and information on how individuals can apply for the funding.
- Center Manager to work with organization’s Communications Department for deployment of an online application through Google Forms. It is unclear if there will be other ways for people to apply.
- It is unclear if the program will be administered by the Center.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Ctr.

BIDDER: Healthy Acadia

PROPOSED TARGET AREA: Area 5

DATE: March 3 & 4, 2025

J. Staffing

- Plans to use the National Council for Behavioral Health/Mental Wellbeing guidelines for inquiring about an individual’s experience with the mental health system. Will make the direct Lived Experience requirement explicit in job postings and will ask questions surrounding when interviewing.
- Notes that all staff working under contract will be able to earn and maintain CIPSS certification per requirements but did not provide details of the process.
- States their MOU partner, Downeast Restorative Justice currently offers Restorative Justice for Healthy Acadia programming.

K. Performance Measures

- Met the requirements.

L. Reports

- Met the requirements.

2. Staffing

- Community Health and Support Director, Center Manager, Center Staff, Center intern – all positions require lived experience and CIPSS.
- Minimum educational experience qualification for the Certified Intentional Peer Support Specialist and Center Intern positions is a high school diploma or equivalent, ensuring minimal barrier to quality staff.
- States their requirement on job description includes “Hearing and vision adequate for interaction with guests, staff, volunteers, and the public”.
- Indicates no subcontractors will be used.

3. Implementation - Work Plan

- Detailed response meets all requirements.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202410184
RFP TITLE: Mental Health Peer Support Ctr.
BIDDER: Healthy Acadia
PROPOSED TARGET AREA: Area 5
DATE: March 3 & 4, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$ 429,073.00	÷	\$ 429,073.00	x	25 points	=	25.00
Budget Narrative				5.00	1.00	
Section IV. Total				30.00	26.00	

Evaluation Team Comments:

- No rent or utilities listed, and no agency commitment to program listed, raising questions about how these expenses are covered.
- Training/education expense amount appears low for 2-year period.
- All expenses shared in a single column in the budget form, unable to identify any potential changes in cost from year 1 to year 2

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services - Augusta,

Area: #4

DATE: 1.17.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P – Notes experience operating a peer support program for over 40 years• P – Notes intentional programming to promote DEI through trauma informed and inclusive spaces, staff representation and training, and accessible programming• P – Notes culturally competent and Responsive services via peer-driven and recovery-oriented practices, responsive community engagement, and adaptable services• P – Notes hosting participant-led conversations and feedback sessions, using surveys and informal feedback, peer-led workshops, and accepting direct contributions such as quotes in the development of proposal• P – Notes that Center members are encouraged to join participant-led committees and take on more leadership roles• P – Notes participants are encouraged to take part in activity planning, facilitating activities and groups• P – Highlights CIPSS staff role modeling employment opportunities• P – Notes participant input in organizational decision-making via community meetings, surveys, and service on advisory boards, committees, or focus groups• P – Notes priority on recovery environments via IPS practices, opportunities for leadership development, and honoring a participants lived experience.• Project 1 – LINC Center – 1980 – Present, Success identified in serving over 1,000 individuals annually, positive participant feedback, strong collaborations with local organizations, participant-driven decision-making, alignment with peer-run values, and efficient management of resources for the community• Project 2 – United Way Kennebec Valley – 2022 – 2032, partnered with county-wide initiative to achieve 10yr goals in health, education, and finance. Success identified in improved health outcomes for participants, economic stability, and community collaboration.• Project 3 – Family Medical Institute – 2022 – 2024, partnered with Family Medical Institute Residents to host a foot clinic. Success identified by need for foot care being met, relationship-building with provider and medical residents, and empowerment through connection, alignment with peer-run values

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services - Augusta,

Area: #4

DATE: 1.17.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

2. Subcontractors
<ul style="list-style-type: none"> • N/A – none listed
3. Organizational Chart
<ul style="list-style-type: none"> • P – Organizational Chart provided • I – LINC staff not listed as other staff are listed in other programs/divisions
4. Litigation
<ul style="list-style-type: none"> • Total of 4 litigations closed, settled out of court • 3 out of 4 were alleged discrimination, 1 out of 4 was alleged unfair termination of employment based on whistleblower’s act • It is unclear how many were from former employees and how many from participants
5. Financial Viability
<ul style="list-style-type: none"> • P – Presents as financially healthy and stable • P – CPA report provided for years requested • P – Total Personnel Expenses increased roughly \$3.3M from 2021 to 2022, though revenue sources increased from 2021 to 2022 as well • P – Reasonable increase in 2023
6. Certificate of Insurance
<ul style="list-style-type: none"> • P – Certificate of insurance provided, appropriate insurance, and active

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • P – Met requirement, • P - Gave example of time when the Center was open during a holiday due to participant-driven decision
<ul style="list-style-type: none"> • P – Met all requirements • P – Commits to responding to messages within one business day
<ul style="list-style-type: none"> • P – Commits to a monthly meeting and assigns a dedicated team for attendance • P – Notes standing agenda items and preparation, including a section on follow up and accountability
<ul style="list-style-type: none"> • P – Commits to prompt responses and outlines a plan to achieve, via points of contact, tracking and prioritization, collaborative preparation, and proactive communication

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Area: #4

DATE: 1.17.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • P – Provides values, mission, and commitment to legal and ethical standards • P – Provides explanation of how the Center adheres to each item listed
<ul style="list-style-type: none"> • P – Notes how participants have access to in-person and online services, and accommodations. • P – Notes section on digital inclusion, explaining method of breaking down barriers to technology access via education for participants on various virtual platforms
<ul style="list-style-type: none"> • Q – Notes having current Cyber Liability Insurance, though certificate of insurance does not indicate this – is Cyber Liability Insurance part of the “Umbrella Liability” listed on certificate?
<ul style="list-style-type: none"> • P – Met all requirements • P – Provides operating structure to include participant-led governance, peer-led staffing, and management and oversight • P – Describes participant-driven activities such as peer support groups, skill-building workshops, recreational events, volunteer opportunities, and resource spaces • P – Explains flexible service delivery methods going beyond in-person and virtual offerings, to explain the IPS model’s role in flexible delivery
<ul style="list-style-type: none"> • P – Safety plan provided outlines shared principles of well-being including relational and emotional well-being to include trauma-sensitive practices and restorative practices • P – physical well-being and preparedness is noted to include clear pathways and evacuation maps and drills and readiness, meeting the requirements for signage and twice annual drills • N – does not indicate maintenance of a log of completed drills
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • P – Commits to offering all services at no cost to Adults with SMI, including those who self-report • P – Outlines orientation process, providing timeline of orientation activities • P – Highlights role of IPS relationship building in orientation process
<ul style="list-style-type: none"> • P – Provides detailed referral process • P – Provides examples of various resources and agencies utilized in process • Q – Notes “whenever possible” staff will confirm eligibility and availability of services before sharing the referral information – in what instances would confirmation not be possible? What’s the frequency? • P – Defines what the agency considers a “warm hand-off”
<p>C. Participant Tracking</p>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Area: #4

DATE: 1.17.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • P – Met all requirements • P – Data security plan provided • P – Process to protect participant information provided • P – Plan presents as thorough
<ul style="list-style-type: none"> • P – Met requirement, plan provided • P – Plan includes tracking process, data collection and storage, staff roles and responsibilities, and access management protocols
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • P – Commits to requirements • P – Provides list of Structured Group Support Opportunities to include: Evidence-based practices, promising practices, and participant-driven topics • P – Shares service delivery methods to include flexible scheduling, a hybrid delivery model, staffing and facilitation, and collaboration/partnerships with external organizations • P – Notes accountability measures through monitor and reporting of service hour tracking and participant feedback
<ul style="list-style-type: none"> • P – Met all requirements • P – Notes participant driven schedule development via community meetings, surveys, suggestion boxes, and collaborative decision-making • P – Notes teaching self-management through skill-building via goal-setting workshops, time and stress management, and problem-solving exercises • P – Notes implementation and outcomes via participant leadership, regular collection of feedback, attendance rates, and achievement of goals
<ul style="list-style-type: none"> • P – Met all requirements • P – Includes feedback mechanisms
<ul style="list-style-type: none"> • P – Met requirement, process described • P – Notes key areas of focus for Quarterly Policy Reviews with Participant Involvement
<ul style="list-style-type: none"> • Met requirement • How will Center ensure access to Structured Group Support and facilitator?
<ul style="list-style-type: none"> • Met requirements
<ul style="list-style-type: none"> • Met requirement • Notes orientation process for visitors, and outlines IPS values
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Are materials and Q&A sessions available in addition to during the quarterly community meetings that discuss the budget? • Notes use of groups/workshops, coaching, guest speakers, resource sharing, and advocacy opportunities
<ul style="list-style-type: none"> • Notes that the Career Center, Vocational Rehab, and Augusta Adult Ed Liaisons visit the Center every 4th Thursday of the month • Provides examples of volunteering opportunities the bidder links participants to
<ul style="list-style-type: none"> • Notes individualized assessment and guidance, describes as one-on-one conversations. Are assessments being utilized? • Notes follow-up and ongoing support, stating that “staff follow up to see how things are going.” Is this follow up with the participant only, or also with external service contact?
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
E. Participant Self-help Activities
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Elements of process described, process not outlined
F. Center Website, Social Media, and Outreach
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Notes website is currently within the agency website, commits to developing and maintaining a separate page • Notes transition to standalone website, does not indicate timeline • Commits to adherence to MaineIT Policies and Standards • Commits to meeting requirements d-e • Notes social media policy in adherence to requirement f, explicitly notes exclusion of TikTok
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement • Provided example of updated brochures and a bulletin board outside of the Center in a community location
<ul style="list-style-type: none"> • Met requirement • Provides examples of engaging the local community for feedback • Notes integration of IPS principles to outreach to minimize barriers
G. General Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services - Augusta,

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EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Commits to not sharing participant information except when explicitly requested by the participant • Commits to sharing information through an IPS lens • Outlined “confidentiality safeguards” to include training and policy • States that all information sharing agreements will be limited to 60 calendar days, however ROI provides an option to exceed 60 calendar days • ROI does not contain a checkbox that confirms participant has participated in an information and privacy rights training at the time of signature
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • ROI provided • ROI does not meet all requirements – 60 day expiration and checkbox indication privacy and rights training at time of signature
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met all requirements • Provides examples of marginalized communities and organizations bidder builds relationships • Describes self as more than a location, but a “grassroots movement”
<ul style="list-style-type: none"> • Commits to this requirement • Notes they will use plain language tools and readability software, though does not name tools or software
<ul style="list-style-type: none"> • Commits to this requirement • Notes partnerships with established language and service providers, does not describe partnerships • For less commonly available language, notes plan to “maintain a network of trusted language service providers” does not explain further
<ul style="list-style-type: none"> • Attachment provided • Participant feedback only noted within Educational Activities • Decision-making model not noted • Notes restorative practice • Use of IPS virtual modalities not noted
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Met all requirements • Provides examples of collaborative relationships • MOUs provided do not contain participant information • MOUs provided do not appear to belong to Center or Center agency
<ul style="list-style-type: none"> • MOUs missing from the listed key partnerships and MOUs in practice

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • MOUs provided do not appear to be the bidder’s form
<ul style="list-style-type: none"> • Met all requirements • Provides examples of maintaining ongoing relationships • Commits to annual review of policy and procedure manual • Commits to updating contact information in 2-1-1 Maine annually • Lists community partnerships identified to enable Center to meet participant needs quickly
<ul style="list-style-type: none"> • Met requirement • Outlines key engagement strategies and measuring outreach effectiveness
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • Commits to ensuring participant involvement in policy reviews • Level of participant involvement described varies among activities, requiring more explanation in some instances • Notes participant involvement in planning and decision-making processes, indicates frequency for some processes, but not others • Notes opportunities for participant engagement in budget and hiring processes • Notes consensus-based decision-making for policy updates and submissions to the department • Commits to weekly Center meetings, identifying a set day, time, and agenda
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Met requirement • Notes “structured feedback” does not define
<ul style="list-style-type: none"> • Commits to all requirements • Outlines plans for key areas of focus
<ul style="list-style-type: none"> • Met requirements
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Commits to all requirements • Notes promoting activity funds opportunities through multiple channels
<ul style="list-style-type: none"> • Commits to this requirement • Notes creating clear processes for individuals to request and utilize community activity funds, does not describe this process • Notes continuation of outreach approach to educating individuals about availability of funds
<p>J. Staffing</p>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Commits to hiring staff who identify as an individual with direct lived experience, does not describe how • Commits to CIPSS Cert requirements • Commits to co-reflection and continuing education requirements
<ul style="list-style-type: none"> • Met requirement • Identifies 5 out of 6 current staff are trained in Restorative Practices
K. Performance Measures
<ul style="list-style-type: none"> • Met all requirements • Notes plan to enhance participation through peer-led activities, vocational preparedness opportunities, and mutual support initiatives. • Notes plan to intentionally engage underserved and diverse populations through targeted outreach, inclusive programming, and partnerships with local organizations • Notes strong reputation in community as a “trusted resource”
L. Reports
<ul style="list-style-type: none"> • Met all requirements
2. Staffing
<ul style="list-style-type: none"> • Met requirement • N/A – no subcontractors/consultants • Met requirement
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Attachment provided • Person/position responsible is not listed for each task
Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none"> • Provides 2yr budget • Notes potential loss in revenue source • Notes company policy to capitalize >=\$5,000 • Notes food expense to be paid for with potential lost revenue source

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services Area #4 Augusta

DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Indicate agency, MOCO, has been providing services to individuals with severe and prolonged mental illness for 40 years • Provides both clinical and peer-driven care • Names residential and peer support as programs offered • Indicates incumbent provider of this service • Indicates commitment to DEI by addressing systemic barriers to accessing care • Indicates commitment to trauma-informed and inclusive spaces • Indicates CIPSS trained staff receive ongoing training in cultural competence, DEI principles, and implicit bias • Response indicates 4 separate methods demonstrating the inclusion of participants in this development of this proposal, including: <ul style="list-style-type: none"> ➤ Participant led conversations and feedback sessions ➤ Surveys and informal feedback ➤ Peer Led workgroups ➤ Direct participant contributions to the proposal narrative <p>Indicates a tradition of centering participant voice, and gives 3 examples including participant involvement in various, unspecified governance committees. Includes 3 projects:</p> <ul style="list-style-type: none"> • Project #1 – LINC Center – current provider, relevant to proposal • Project #2 – Kennebec County United Way – Impact 2032, Health, Education, financial literacy – relevant to proposal • Project #3 – Family Medical Institute – Foot clinic for participants – relevant to proposal
2. Subcontractors
<ul style="list-style-type: none"> • Indicates none
3. Organizational Chart
<ul style="list-style-type: none"> • Org chart provided does not indicate the number of Center staff, identify participant roles, or indicate presence of/relationship to participant governance committee(s)
4. Litigation
<ul style="list-style-type: none"> • 4 cases reported, all settled out of court with payment to complainant
5. Financial Viability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services Area #4 Augusta

DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Audited financial reports for 2020-2021, 2021-2022, 2022-2023 included, which appear to demonstrate financial viability.
6. Certificate of Insurance
<ul style="list-style-type: none"> • Included and current through 7/1/25

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • MOCO administrative offices located at 71 Hospital Street, Augusta, Maine • The LINC Center, located at 38 Memorial Drive in Augusta • Hours of operation reported as Monday through Friday from 8:00 AM to 4:30 PM • Indicates accessible by local bus line • Indicates scheduling flexibility to meet participant needs
<ul style="list-style-type: none"> • Indicates dedicated center phone line that will include 24 hour peer support line and OPTIONS program number
<ul style="list-style-type: none"> • Identifies Program Director and Center Manager to with Dept, along with other key staff as needed • Proposes collaborative agenda development, follow up, and accountability process for communication with Dept
<ul style="list-style-type: none"> • Proposes 4 methods to achieving this requirement
<ul style="list-style-type: none"> • Response includes Centers Values, mission statement, commitment to legal and ethical standards, which align closely with CIPSS Code of Ethics
<ul style="list-style-type: none"> • Response details how participants may access both in person and online services • Provides examples of accommodations related to Physical access enhancements, sensory accommodations, language interpretation or translation services, adaptive technology and assistance for Participants with visual or hearing impairments.
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Response details elements of the operating structure including: <ul style="list-style-type: none"> ➢ Participant governance ➢ Peer-led staff ➢ Center management ➢ Access to activities and peer support, both in person and virtually ➢ Response to participant needs

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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BIDDER NAME: Motivational Services Area #4 Augusta

DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Safety plan included and met requirement
B. Participant Eligibility
<ul style="list-style-type: none"> • Met requirement • Indicates steps for orientation after two (2) initial visits
<ul style="list-style-type: none"> • Met requirement
C. Participant Tracking
Did not provide response
<ul style="list-style-type: none"> • Directs evaluator to attachments 8 and 8A • Attachment 8 – met requirement • Attachment 8A – met requirement
<ul style="list-style-type: none"> • Attachment 9 met requirement
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> • Commits to meeting the minimum number of training and service hours • Includes brief overview of delivery methods for achieving these • Includes brief overview of monitoring and reporting to ensure requirement is met
<ul style="list-style-type: none"> • Response includes several examples of group types, including specific group offerings to be delivered if awarded • Indicated participant led schedule development to meet center participants accessibility needs
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Indicates multiple processes and opportunities for review and participant involvement. • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Description meets requirement
<ul style="list-style-type: none"> • Response details six (6) factors used to meet requirement which align with IPS
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement • Response also includes method for soliciting and acting on participant feedback related to this
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
E. Participant Self-help Activities

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services Area #4 Augusta

DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Indicates 3 types of feedback opportunities, outcome tracking and goal review, and response to participant feedback
F. Center Website, Social Media, and Outreach
<ul style="list-style-type: none"> • Indicates use of website, social media and outreach to achieve this requirement
<ul style="list-style-type: none"> • Included transition plan from current agency-based website to independent center website
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Response does not include plan to share process for requesting accessibility accommodations
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Names 3 specific examples to demonstrate commitment to meeting this requirement
G. General Requirements
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Exceeds requirement
<ul style="list-style-type: none"> • Release of information included indicates expiration dates of 90 days, not 60 required in this RFP
<ul style="list-style-type: none"> • Release does not appear to include indication participant (signatory) has completed a training in confidentiality and information sharing.
<ul style="list-style-type: none"> • Response misidentified 4 tasks of IPS – includes <i>sharing power</i> and excludes understanding worldview
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Response does not indicate any particular tools to help assess reading level, but rather states using ‘plain language’ techniques to achieve this
<ul style="list-style-type: none"> • Indicates staff support to assist participants when this goal may be challenging to meet
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Center has cameras – Q: would be interested to now how many and where, and how participants are made aware of their presence.
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • I - All of the partnerships are service providers
<ul style="list-style-type: none"> • Met requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services Area #4 Augusta

DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
H. Participant Engagement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Participant feedback will be a factor in hiring decisions
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Meets requirement
I. Community Activity Fund
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
J. Staffing
<ul style="list-style-type: none"> • Indicates center manager is state-certified 'trainer' for co-reflection • Indicates 75% of center staff have worked at center over 5 years
<ul style="list-style-type: none"> • Exceeds requirement • Indicates 5 of 6 current staff trained in Rest Practices
K. Performance Measures
<ul style="list-style-type: none"> • Meets requirement
L. Reports
<ul style="list-style-type: none"> • Met requirement
2. Staffing
<ul style="list-style-type: none"> • Met requirements • Indicates no sub/contractors
<ul style="list-style-type: none"> • Staffing plan and response use inconsistent language, Peer Manager, Peer Program Manager, Peer Coordinator, Peer Center Coordinator
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Does not indicates month of task completions – timeline reported 3 month's at a time - or staff/role responsible

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Bidder stated that they operate multiple programs across Augusta and Waterville, including residential programs and peer support programs (including a Center).• Bidder stated that their Center has been in existence for over 40 years.• Bidder stated that their Center staff receive continuous training in cultural competence; Diversity, Equity and Inclusion (DEI) principles; and implicit bias awareness.• Bidder stated that they have partnerships with culturally diverse organizations, that they have made efforts to reach underrepresented populations in Kennebec; and have ongoing dialogue with community stakeholders.• Bidder stated that they regularly collaborate with local organizations, including with organizations that serve culturally diverse populations, to ensure programming is responsive to community needs.• Bidder stated that their service approach at the Center acknowledges cultural differences while also creating space for dialogue and connection. <p>Participant voice for RFP response:</p> <ul style="list-style-type: none">• Bidder stated that their Center Participants were invited to discussion circles focused on identifying Center strengths, opportunities and areas for growth. The conversations were guided by CIPSS and provided a space for Participant feedback on existing services, ideas for enhancing Center peer-led initiatives and on their needs for the Center’s future.• Bidder stated that used anonymous surveys to also gather input from Participants. Topics on the survey included inclusivity, accessibility, service priorities and suggestions for any new activities or partnerships.• For Participants interested in providing more contribution, Bidder stated that they were invited to join Center workgroups that discussed the key themes of the proposal, with focus on: priorities for participant-centered programming; ensuring that DEI principles were reflected throughout the proposal; and highlighting culturally responsive service needs.• Bidder stated that they have included explicit reference to Participant voice in the proposal, including quotes, lived experience examples and ideas.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Bidder stated that their organization has a dedication to Participant voice integration at all decision-making levels.

Involving recipients of services in programming and decision-making

- Bidder stated that Participants are encouraged at the Center to join participant-led committees focusing on programming, outreach, community partnerships and event planning.
- Bidder referenced service recipient involvement through weekly or bi-weekly meetings.
- Bidder stated that they utilize participant surveys, suggestion boxes and one-on-one conversations for input on program effectiveness, areas of improvement and potential future initiatives.
- Bidder stated that participants are invited to participate on advisory boards, committees or focus groups where they can contribute to high-level decision making for programming, resource allocation and organizational policies.
- Bidder stated that they support participants growing into leadership roles through mentorship, training and skill building; including opportunities for participants to become CIPSS, mentor fellow members or facilitate workshops.
- Unclear if Bidder's response is all inclusive in regard to organizational involvement of mental health services recipients, or response is solely related to recipient involvement for the Center.

Project 1

- Bidder referenced their Center, which operates under a peer-led model.
- Bidder provided an overview of services provided at the Center, including peer-led recovery groups and activities; resource provision and navigation support; and community partnership promotion for recovery network strengthening.
- Bidder also included reference to specific programming at the Center, including Coffee Chat and Community Meetings on Mondays and monthly visits by MaineGeneral's Harm Reduction Programs; referenced some specific community programs Participants are connected to; and included some organizations that they collaborate with (e.g., Groups Recover Together).
- Bidder stated that their Center serves over 1,000 individuals a year.
- Bidder referenced their Center operating with "grassroots leadership" and participant-driven decision-making.

Project 2

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Bidder referenced their work with United Way Kennebec Valley, specifically on the Center partnering with Impact 2023, a county-wide 10-year initiative focused on health, education and financial stability.
- Bidder listed key components of this initiative, with overarching categories listed for health, education and financial stability. Bidder included specific actions taken for each category listed.

Project 3

- Bidder referenced their Center’s partnered work with the residents of the Family Medical Institute to host a “Foot Clinic”.
- Clinic is described as a collaborative event focused on essential care provision related to feet.
- Bidder described that Center Participants referred to feet-related concerns and issues, and through such conversations were sparked to develop this partnership, with current discussions held to potentially hold another “Foot Clinic” in 2025.
- The event included Epsom salt foot soaks; nail care and wound cleaning; and antifungal treatment. With services provided by 15 Family Medical Institute residents that rotated around the stations.
- Bidder emphasized that doctors took time to connect with Participants informally, with relationships built in a non-hierarchical environment.
- Bidder stated that they concluded the day with the Center’s routine “Coffee Chat”, with Participants and doctors seated together to read affirmations, enjoy camaraderie and “share laughs”.

2. Subcontractors

- Indicated none.

3. Organizational Chart

- Provided, did not include emphasis on how Participants are involved.

4. Litigation

- Listed 4, all indicated as “closed/settled out of court”.

5. Financial Viability

- Provided Financial Statements for: June 30, 2023, and 2022; June 30, 2022, and 2021; and June 30, 2021 and 2020;

6. Certificate of Insurance

- Provided, included commercial general liability; automobile liability; umbrella liability; workers compensation and employers’ liability; and human services professional liability.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Bidder included location of their organization’s main office and related hours of operation. • Bidder stated that they will continue to offer the program at their 38 Memorial Drive location in Augusta. Bidder stated that this is a central location, allowing most Participants to walk to the Center, with some relying on the Kennebec Explorer bus system instead. Bidder stated that Participants traveling from other towns will use personal transportation or participate in the Center’s informal peer-supported transportation network. • The informal peer-supported transportation network at the Center involves Participants arranging rides with one another, “mimicking natural support systems.” • Hours of operation are Monday through Friday, 8:30am-4:30pm. Bidder stated that this schedule aligns with Kennebec Explorer/KVCAP public transportation availability, which is only available on weekdays. • Bidder stated that Participants can propose adjustments to operational hours during Center community meetings to accommodate special events or holidays. Bidder provided an example of such where Center was open on New Year’s Eve to provide a safe alternative space to Participants. • Bidder stated that their Center manager is on-site Monday through Friday, 8am – 5pm. • Indicated hours of operation will be determined by Participant feedback and community needs. • Aside from accommodations made for special events or holidays, Bidder did not explicitly include mention of evening and/or weekend Center operation in order to accommodate Participant schedules, as a whole (e.g., Center service availability for Participants working traditional business hours).
<ul style="list-style-type: none"> • Bidder indicated that their outgoing voicemail message also includes contact information for “Augusta’s community response specialist” and contact information for Kennebec OPTIONS. • Bidder stated that they monitor their voicemail system consistently, with messages responded to within one business day.
<ul style="list-style-type: none"> • Met requirement, included detailed response on anticipated processes. • Bidder also included language relating to “follow-up and accountability”, including documentation of minutes and action items for each monthly meeting.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Met requirement, provided detailed response, including a secondary point of contact to ensure prompt request response and details on request tracking and prioritization.
<ul style="list-style-type: none"> • Stated that they operate in “full compliance” with the Maine CIPSS Code of ethics, and that they integrate CIPSS Code of Ethics in values, mission, and guiding principles in all aspects of their Center operations. • Provided detailed response addressing each item in the Maine CIPSS Code of Ethics.
<ul style="list-style-type: none"> • Provided detailed response addressing access to in-person and online Center services, and accommodations’ provision. • Aside from physical access enhancements (e.g., ramp and accessible seating) and language interpretation and translation assistance, Bidder indicated accommodations may also include sensory accommodations (e.g., headphones for audio sensitivity) and adaptive technology and assistance for Participants, as applicable. • In regard to accommodations, Bidder indicated that Center staff are trained to engage in proactive discussion with Participants surrounding potential needs.
<ul style="list-style-type: none"> • Bidder referred the reader to their Appendix F, IT Answers attachment. • Bidder stated that they would comply with the Maine IT Service Contract Rider B-IT, 19. Insurance Requirements. Bidder listed their current coverage and indicated that all necessary IT-related insurance policies are currently in place as well.
<ul style="list-style-type: none"> • Bidder stated that their Center is participant-driven and grounded in principles of IPS. • Bidder noted that decision-making at the Center is collaborative and participant-driven, with weekly community meetings for Participant input. • Bidder stated that, in addition to Peer Support Groups, skill-building workshops and classes, and social and recreational events, Center also engages in Participant-led volunteer and advocacy opportunities, with examples provided. • Bidder stated that they also have designated quiet and resource spaces at the Center that are equipped with computers, books and job-searching tools. • Bidder indicated Center’s use of in-person and virtual services, with an example provided regarding Participant input leading to resurgence for one of their virtual services (Round Table). • Bidder listed many examples of Center community-building events, including themed BBQs and holiday celebrations.
<ul style="list-style-type: none"> • Bidder referred reader to their Attachment 7.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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- Aside from fire drills for emergency preparedness, Bidder also indicated that their Center has health resources available as well in the form of full stocked first aid kits and easily accessible AED devices, with staff trained to assist if needed.
- Bidder indicated annual inspections of their fire protection measures (fire suppression system, extinguishers and emergency lights) by Interstate Fire Protection.
- Bidder stated that they utilize Seacoast Security to ensure a controlled entry system that includes motion-sensor monitoring for after-hours.
- Bidder stated that they engage collaboratively in quarterly meetings with their organization's Safety Team to address any space-related needs.
- Bidder stated that they engage in quarterly inspections of the Center, including K9 Bed Bug Detection services to ensue health standards and cleanliness.
- Bidder stated that all staff receive trauma-informed training. It is assumed, however not specified, that trauma-informed training is inclusive of education on Trauma-responsive safety.
- Bidder indicated that they utilize restorative conversations and restorative circles to address conflict.
- Bidder stated that the Center, in collaboration with Center staff and Participants, develops Community Agreements to guide the Center's shared commitment to co-creating their desired space. The community agreements' overarching headers are: kindness and intentional communication; shared accountability; engaged participation; "stewardship of the space"; relational care and boundaries; inclusion and belonging; and mutual trust and confidentiality.
- Bidder stated that they have Naloxone available at the Center for anyone to take and monthly OPTIONS on-site Narcan training.
- Bidder noted their health and hygiene practices, noting regular cleaning and hand sanitizing stations and mask availability at the Center.
- Bidder stated that their Center meets ADA standards, including wheelchair-accessible spaces.
- Bidder stated that use of anonymous feedback forms for Participant input, in addition to their Community Meetings.
- Bidder stated that staff and Participants engage in yearly opportunities for revisiting of preparedness protocols and restorative practices.

B. Participant Eligibility

- Explicitly indicated individuals are not required to have documentation or formal diagnosis for Center services, honoring self-reporting.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Bidder stated that they actively engage with community organizations, local mental health providers and recovery networks to maximize awareness of the Center for individuals that could benefit from services.• Bidder provided a detailed orientation process that includes initial engagement during the first two visits and orientation by the Participant’s third visit.• Bidder stated that the orientation includes an overview of IPS; explanation of their Center’s processes for Participant-led governance; introduction to Center shared agreements and ‘community guidelines’, including encouraging Participants to review the Center procedure manual, with staff available to review the procedure manual one-on-one, as requested; and a tour of the Center, including notation of quiet spaces and Center offerings (e.g., group offerings, workshops and supportive services).• Bidder stated that orientation discussions are framed within IPS co-learning, mutuality and empowerment principles.
<ul style="list-style-type: none">• Bidder provided, in detail, the referral process for ineligible individuals.• Process included description of initial engagement; resource matching for service referrals; actual referral provision, including direct contact with an organization to confirm eligibility and service availability prior to sharing the referral with the individual, whenever possible; and warm hand-offs.• For warm hand-offs, Bidder indicated this may include calling the referred agency with the individual, supporting the individual with scheduling an appointment or intake and offering a peer-supported follow-up to the individual to ensure successful connection with the resource.
C. Participant Tracking
<ul style="list-style-type: none">• Bidder referred the reader to their Attachments 8 and 8a.• Bidder described in detail their current practice for Participant attendance and participation tracking, and then referred to their enhanced process for such.• Bidder indicated daily sign-in sheets would include incorporation of optional pseudonym use, and that they would store the physical sign-in sheets in a locked cabinet when not in use.• Bidder indicated their spreadsheets would use AES-256 encryption, with a unique password used for each folder containing the records.• Bidder noted their access control, including multi-factor authentication for folder access.• Bidder stated that they will use a secure cloud service that complies with HHS and State policies to store a backup copy of their training, with backups encrypted and access limited to designated IT personnel and Center manager.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Bidder described implementation of HHS privacy policies and State requirements, including conducting regular risk assessments and training staff on State, federal and security privacy laws, including HIPAA as applicable.
 - Bidder indicated that they would only keep participant data for duration required by contract, or legally; with electronic records to be securely deleted after this period using “industry-standard data destruction tools” and shredding of physical sign-in sheets.
 - Bidder stated that they would conduct biannual audits to ensure policy compliance.
 - Bidder indicated staff would receive regular training on data protection practices, with updates on compliance policies provided annually, or as changes occur. Frequency of regular training was not indicated.
 - Bidder stated that they would use data management software that contains built-in compliance features including automatic encryption and user access logs; with vulnerability scanning tools implemented, as recommended by MaineIT policies.
 - Bidder stated that they would utilize HIPAA or state-level compliance certified cloud services for storage and provided two examples of potential cloud service providers.
 - Bidder stated that they would maintain written record of their data handling policies, risk assessments and training sessions and will provide periodic compliance reports to the Department, as required, indicating data security practices and any incidents.
 - Bidder stated that they would conduct annual reviews of their data security plan and update practices to align with any changes in federal or state law, or advancements in technology.
 - Bidder did not address C.1.c.
 - Bidder referenced that they have a comprehensive incident response plan for timely identification, containment and reporting of unauthorized access or breaches. Specific detail on process and notification of unauthorized access or breaches to Participants was not included nor mentioned.
 - Bidder’s attachment 8 included a response on “Plan for Keeping [Center] Participants’ Personal Information Safe”, with Attachment 8A referencing their Data Security Plan. The provided information for Data Security Plan is sparse and seems to address “Key Components” of the plan, as opposed to actual provision of the plan, with minimal detail provided. Bidder’s Attachment 8 response provided more detail.
- Provided Attachment 9 – Identity and Access Management Plan.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR DEPARTMENT: Office of Behavioral Health

- Bidder included a section on de-identified Participant tracking, noting tracking process; data collection and storage; and staff roles and responsibilities.
- For de-identified and unduplicated tracking, Bidder indicated that they would use a unique identifier for each Participant.
- Bidder indicated their access management protocols, including secure storage for physical records, password protection, and role-based access control.
- Bidder indicated that to maintain accuracy and address any potential issues, their Center Manager will review attendance logs weekly.
- Bidder stated that they will notify Participants regarding their tracking process in transparently and collaboratively, consistent with IPS principles; and included detail on the information to be provided to Participants.

D. Groups, Trainings, and IPS for Participants

- Met requirement.
 - Bidder indicated the high-level categories of Structured Group Support opportunities that would be offered at the Center (Evidence-based practices, promising practices and participant-driven topics).
 - Bidder stated that services will also be offered weekday evenings and occasional weekends, to accommodate schedules; with structured groups scheduled in consistent blocks to maintain routine and predictability for Participants.
 - Bidder stated that they may engage external trainers or facilitators with specialized recovery practices' expertise to enhance their Center offerings.
 - Bidder stated that their partnerships with local organizations will also supplement Center offerings through introduction of additional evidence-based programming, guest speakers or collaborative group activities.
 - Bidder indicated gathering Participant feedback through surveys and Community Meetings to evaluate groups and offerings effectiveness and relevance to Participant recovery needs.
 - Bidder stated that they intend to exceed the required quarterly and annual service hours, with exact details regarding actual intended service hours not provided.
- Bidder indicated participant-driven schedule development with Participant feedback garnered through community meetings, surveys, suggest boxes, and informal dayroom conversations. Bidder stated that with the feedback, Center staff and Participants then work together to finalize a schedule that reflects community's needs and preferences.
 - For teaching self-management strategies and self-directed care cultivation, Bidder stated that they will include goal-setting workshops, e.g., their daily

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<p>9:30am Coffee Chats; time and stress management sessions such as WRAP; and problem-solving exercises for development of critical thinking and decision-making skills, such as the Pathways workbook group.</p> <ul style="list-style-type: none">• Indicated would provide required Structured Group Support opportunities.• Bidder indicated the Center also offers community-building restorative practice group(s); pathways to recovery group(s); and WRAP.• Bidder indicated education and skill-building opportunities' inclusion at the Center for project planning and fundraising; physical health and wellbeing; artistic expression; financial literacy; food and nutrition, including purchasing, meal planning and cooking; and self-advocacy skills.• Bidder stated that Participants are encouraged to co-facilitate groups.• Bidder stated that they collect feedback regularly to ensure their curriculum is relevant and effective.• Bidder stated that they also measure outcome metrics through Participant satisfaction surveys, group attendance rates and through individual recovery goal achievement.
<ul style="list-style-type: none">• Provided Attachment 10 – Structured Group Support Model/Curriculum.• Bidder provided a detailed response on how they collect and integrate input and feedback from their weekly Center Community Meetings. This section also included that the Center provides reminders on their Community Meetings to encourage broad engagement and encourages Participants to share thoughts in-person or through other feedback mechanisms if they're unable to attend the Community Meeting.• Bidder's indicated feedback mechanisms for Participant feedback include Community Meetings; suggestion boxes; surveys and questionnaires; one-on-one formal and informal conversations; and through spontaneous conversations held at the Center's Day Room.• Bidder stated that Participants are actively encouraged to co-develop and co-facilitate groups, with mentorship available from center staff to ensure Participants are confident and feel supported in facilitation roles.• Bidder listed titles and descriptions of each group, with additional groups included outside of the required and recommended groups, including: All Recovery; SMART Recovery; Authentic Self Journaling; Dual Recovery Anonymous (DRA); Karaoke and Open Mic; Coffee Chat; and Namaste.• Justification was provided for the required and recommended groups and for: SMART Recovery; DRA; and Finding Your Authentic Self. Bidder did not provide a justification for all listed groups (i.e., justification was not provided for Karaoke and Open Mic; Coffee Chat and Namaste groups).

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Bidder did not address d), ensuring the model/curriculum of the Structured Group Support is designed to teach personal responsibility, self-management and problem-solving strategies.
<ul style="list-style-type: none"> • Bidder indicated Participant engagement through daily check-ins where Participants are invited to share ideas, goals for the day, propose any new activities or groups and identify opportunities for inclusivity and growth. • Other Participant feedback mechanisms include weekly Center Community Meetings, with minutes recorded, typed and available for reference to ensure transparency and accountability; and Participant encouragement to submit suggestions and feedback at any time. Bidder indicated that recording of the meetings and meeting minutes' preparation are done through Participant volunteers. • Bidder stated that proposed changes, group offering additions and Center policies' adjustments are made collaboratively. Details describing the collaborative decision-making was not included. • Bidder stated that they will continue to submit their Community Meeting minutes with their Quarterly report submission, or as requested, to ensure Department knowledge of planned changes prior to implementation. • Bidder stated that their weekly Center Meetings also include Center staff educating Participants on Center Participant input processes. • Bidder stated use of Robert's Rules of Order for their weekly Center Community Meetings. • Bidder stated that they will revisit existing policies with center Staff and Participants every quarter to ensure relevancy, fairness and alignment with Department requirements. Process for said quarterly review was not described.
<ul style="list-style-type: none"> • Met requirement.
<ul style="list-style-type: none"> • Met requirement.
<ul style="list-style-type: none"> • Bidder stated that their orientation for all visitors (including new Participants, volunteers, family members or community partners) is designed to reflect and reinforce IPS mutuality, co-learning and shared understanding values. • Bidder indicated that key elements of their orientation process include: warm welcome and introduction to IPS principles; overview of the Center environment and its offerings; explanation of the Center's community guidelines and boundaries; explanation of Center confidentiality policies and safety protocols/measures; encouragement of personal agency and participation; and follow-up and support, where staff indicate to visitors that they can see out staff or peers for any clarification, additional information or for "deeper involvement".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Bidder stated that they embed IPS principles in all staff interactions with Participants.• Bidder provided a detailed response indicating Center measures taken to ensure consistency and fidelity to IPS values.• Bidder indicated that all staff, including Center staff, volunteers and non-CIPSS facilitators complete an initial training on IPS principles, ethics and communication techniques, with regular refresher courses indicated. Frequency and requirement versus opportunity to engage in refresher courses was not indicated.• Bidder stated that, to ensure a non-coercive engagement, Center staff avoid directing or “fixing” Participants, and instead focus on engaging as equals and co-learners in their relationships.• Bidder stated that their interactions are designed to be non-triggering, support and empathetic to ensure trauma-informed care.• Bidder stated that staff regularly seek input from Participants regarding interactions, frequency of such was not indicated. Bidder indicated this feedback is utilized to maintain fidelity to IPS and improve relational dynamics.
<ul style="list-style-type: none">• Bidder stated that their communication outreach approach includes updates to the Center website; on-site posting of schedules, flyers and sign-up sheets and on-site printed materials’ availability (brochures, monthly calendars and activity lists); regular communication from Center staff and reminders of activities through an electronic monthly newsletter and email alerts (opt in); and through engagement with the local community through partnerships with local organizations and their social media presence.
<ul style="list-style-type: none">• Bidder stated that at they would present the Center’s budget in an accessible format at least quarterly, during a Community Meeting.• Bidder stated that printed and digital infographics or simple charts are also provided to ensure ease in understanding financial information.• Bidder stated that after each budget presentation, Center allows a space and encourages Participants to ask questions and provide input.• Bidder stated that they provide education on self-sufficiency and self-advocacy through life skills and goal-setting workshops; IPS-informed coaching; and through inviting guest speakers and peer leaders to the Center.• Bidder stated that, periodically (frequency not provided), experienced peer leaders from the Maine Equal Justice organization and community advocates from Disability Rights Maine are invited to the Center to share personal stories and strategies for independent living and self-advocacy.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Bidder stated that their Center hosts regular sessions on history and significance of the consumer/survivor/ex-patient movement, utilizing materials from the California Association of Mental Health Peer Run Organizations Mental Health Consumer Movement 101 document.• Bidder stated that handouts, printed summaries and digital links to the movement are also made available.• Bidder stated that the Round Table Group that they are bringing back was due to popular demand and curiosity on the consumer movement and will include discussion on advocacy strategies and successes.• Bidder stated that Participants are connected to advocacy groups including but not limited to Maine Equal Justice, Disability Rights and NAMI.• Bidder stated that they encourage and promote Participant attendance at the annual HOPE conference, SUD conference and/or for the Consumer Council hosted Hall of Flags.• Bidder stated that their Center community events like their annual Recovery Olympics also empower Participants to be active contributors to the ongoing movement.• Bidder provided a detailed response on how Participants will be provided educational opportunities on information and privacy, including: during new Participant orientation, their “annual review period” and/or as needed via discussion with staff; via written handouts and posters that summarize privacy policies, legal rights (e.g., HIPAA), and avenues for indicating concern relating to confidentiality breaches; through periodic sessions led by privacy officers, compliance specialists or legal advocates; and through providing Participants education on processes for: requesting records, making corrections to personal information and filing grievances should privacy or confidentiality be compromised.• Bidder stated that they would regularly solicit Participant feedback for educational opportunities, and will do so through surveys, Community Meetings and individual conversations.
<ul style="list-style-type: none">• Provided a detailed response.• For referrals to Vocational Rehabilitation Services, Bidder stated that Center staff will offer guidance to Participants on referral completion, rather than completing such on behalf of the Participant in order to empower personal informed decision making and to ensure Participants connect with services at their own pace. Bidder stated that Center staff will still remain available to support Participants as they receive Vocational Rehabilitation Services.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Bidder indicated regular Participant feedback collection for vocational supports through surveys, Community Meetings and one-on-one discussions.
<ul style="list-style-type: none"> • Bidder stated that they maintain an up-to-date resource directory of local providers in their service area and included specific examples of local providers. • Bidder stated that when Participants choose to connect with a specific provider, Center staff are available to support the process through clarifying next steps, accompanying Participants to initial meetings or through assisting with scheduling. Bidder stated that when requested to accompany Participants, staff always encourage the Participant to lead the interaction. • Bidder stated that after Participants initiate contact with other resources/services, Center staff will also follow up with the Participant “to see how things are going”, help address any potential challenges and assist with exploring solutions to barriers, should they arise.
<ul style="list-style-type: none"> • Bidder referenced Center services being offered collaboratively “with” the Participant instead of “for” the Participant. • Bidder provided a detailed response indicating how they ensure voluntary participation, informed choice, “support without agenda” and ongoing dialogue (regular check-ins and open conversations).
<ul style="list-style-type: none"> • Provided a detailed response that addressed how the Center ensures Participant-driven decision-making; strengths-based interactions; restorative practices for conflict resolution; cultural humility and inclusivity; and continuous reflective practice.
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Provided a detailed response. • Aside from wellness workshops, clubs and Participant-led and initiated informal groups, Bidder indicated Participants are invited to use the Center’s quiet spaces, computer stations and resource areas for personal projects, to engage in mindfulness exercises or to research wellness strategies at their own desired pace. • Bidder indicated that self-help activities are influenced through Participant input and by Participant-driven scheduling. • Bidder stated that Center staff provide guidance on forming and facilitating peer-led support groups; including assistance with identifying a meeting space or through sharing basic guidelines to ensure respectful, inclusive discussion. • Bidder indicated that informal non-structured support groups are formed based on Participant interest.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• In terms of informal mutual support groups for those interested in or seeking employment, Bidder stated that relevant Participants can gather informally for such and indicated ensuring that “these groups belong to the Participants”, with staff assistance available (e.g., provision of suggested tools or worksheets for interview prep or personal budgeting) only upon request.• Bidder indicated that SUD-related groups recognize multiple pathways to recovery and are inclusive of mental health and co-occurring conditions.
<ul style="list-style-type: none">• Bidder stated that key elements for regular review with Participants on Center’s Self-Help Activities include: regular check-ins and facilitated dialogue at the weekly Center Community Meetings; anonymous input through suggestion boxes and surveys; informal conversations at the Center’s “Dayroom” where Center staff engage in casual, ongoing conversations with Participants throughout the day; and outcome tracking and goal review.• Bidder indicated that they would adapt schedule, include new activities or retire activities that no longer meet Participant needs based on collected feedback.
F. Center Website, Social Media, and Outreach
<ul style="list-style-type: none">• Bidder stated that their Center website will be updated at least weekly for relevant and up-to-date information.• Bidder stated that their website will use plain language (via 6th grade reading level) and will use accessible formats.• Bidder stated that their Center’s active social media platforms (e.g., Facebook and Instagram) will be updated several times per week with group reminders and activity announcements, highlights of participant success stories and participant-led events, and community resource updates such as shelter resources, local food pantries and workshops.• Bidder stated that they additional direct outreach and communication is accomplished through utilizing monthly newsletters, both printed and electronic; community bulletin boards within the Center and partner agencies; Center staff engagement with Participants through on-on-one conversations, daily interactions and group meetings; and Center’s weekly Community Meetings which include a space for “real-time updates”, announcements and questions from Participants.
<ul style="list-style-type: none">• Bidder described their current website setup within the overarching organization and noted that they will prioritize creation of a Center-specific independent website, with a focus on accessibility, compliance and navigation ease.• Bidder stated that they will utilize their current page while the new website is in development to ensure uninterrupted access to Center information.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Bidder indicated that their Center website will have downloadable newsletters, flyers, brochures and program announcements, but did not specify if these materials were inclusive of local community and Center.
<ul style="list-style-type: none"> • Met requirement indicating information would be updated at least quarterly. • Specified that the website will be reviewed by a designated staff member monthly, with immediate updates added. • Bidder stated that the online calendar would also be printed and made available onsite in hard copy should anyone request a copy. • Bidder stated that brochures will be reprinted quarterly, or anytime there is a significant change to information. • Bidder stated that they will utilize email alerts, social media posts and, as appropriate, text messages to notify Participants of new offerings, schedule changes or cancellations.
<ul style="list-style-type: none"> • Met requirement.
<ul style="list-style-type: none"> • Bidder stated that activities will be posted on the Center’s website and through printed materials (e.g., via brochures and updating community bulletin boards like the one at Kennebec Valley YMCA) that display a list of available social, recreational, artistic and leisure activities. • Bidder noted that some offerings may include their Wednesday art classes, music groups such as karaoke on Fridays, board game nights, their creative writing group that has been in operation over 5 years, sports outings and well-ness focused activities such as yoga or nature walks. • Bidder stated that their resource list will also highlight relevant opportunities available in the larger community, including local festivals, museum exhibits, concerts, outdoor clubs, volunteer events or theater productions. • Bidder stated that when new opportunities or seasonal events arise, Center listings will be updated to reflect such.
<ul style="list-style-type: none"> • In the Summer, Center will host “Walk and Talks” throughout the community where they will visit local businesses, community spaces and organizations to share information and services, distribute pamphlets and invite feedback. Language suggests multiple “Walk and Talks” would take place, however, frequency of this activity was not described. • In the Winter, Bidder stated that the Center will actively participate in workshops, conferences and community gatherings, and listed two specific opportunities for such: the HOPE conference where the Center hosts a table and encourages Center Participants to attend; and the Consumer Council System of Maine’s Hall of Flags where Participants are also encouraged to

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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attend and connect with local representatives to share their lived experiences and provide feedback on systemic barriers.

- Bidder stated that after each community engagement activity, Center staff will facilitate reflection sessions with stakeholders and Participants in order to garner feedback. Feedback activities include hosting open forums and distributing brief, accessible surveys to Center Participants, organizations and businesses.
- Bidder stated that they will review feedback collaboratively with Participants to ensure mutual decision-making. Specific process for reviewing feedback with Center Participants was not described. During feedback review, Bidder indicated that they would identify common themes, opportunities for growth and actional recommendations.
- Bidder stated that their implementation plans will prioritize initiatives that are Participant-led and address identified barriers.

G. General Requirements

- Bidder stated that all staff and volunteers at the Center will receive regular training on confidentiality ethical responsibilities and the importance of Participant consent. Frequency of the training was not indicated.
- Bidder stated that they will also maintain confidentiality through a clearly defined Participant Information Policy which will also reinforce that information is never shared without explicit consent from the Participant.
- Bidder stated that they will revisit the Release of Information agreement with the Participant after the end of the 60-day period to determine if information sharing is still necessary, and that any continuation of the information sharing will require a new agreement and signature.
- Bidder stated that their brief and accessible Information and Privacy Rights training for any Participant requesting to share information will include an explanation of confidentiality and its limits; Participant's rights to control information and revoke consent at any time; and the process for information sharing authorization, including information on the 60-day time limit.
- Bidder stated that their Participant Information and Privacy Rights training will be provided through peer-led discussions in alignment with the IPS principles of relationship-building and mutual learning. Bidder stated that to ensure complete understanding of Participant rights, Center staff will adapt their conversation based on Participant learning style and preferences.
- Bidder indicated that their Release of Information form will emphasize the Participant's right to withdraw information sharing consent ant any time.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Bidder stated that they will conduct regular internal audits to ensure all information-sharing requests meet policy requirements. Frequency of the regular internal audits was not indicated.
<ul style="list-style-type: none">• Bidder provided a detailed response, including specific detail related to: establishing a foundation with mutuality and trust; participant-centered autonomy in their decision-making; collaboration through use of the IPS four tasks (connection, worldview, mutuality and moving toward); process steps for handling the actual information sharing request; and ethical and IPS-aligned accountability.• Bidder stated that conversation on information sharing will be through a collaborative dialogue with the Participant voice leading the process, in alignment with the IPS principles of mutual relationships, shared power and mutual learning.• Bidder stated that Center staff will also ensure Participants understand the implications tied to sharing or not sharing their information.• Bidder noted that all information sharing request processes are transparent and documented; and that staff will emphasize to Participant’s their ability to withdraw information sharing consent at any time.
<ul style="list-style-type: none">• Provided Attachment 11 – Release of Information Form• Header of the form indicates that the form is confidential.• Form includes specific categories to check off to indicate purpose of disclosure, including an “other (specify):” category to ensure accurate and precise information sharing.• Form includes specific categories for the type of information to be shared, also includes an “other (specify):” category.• Form includes a “consent and understanding” section that includes language reminding the Participant that they may revoke the consent at any time in writing.• The form has a 90-day-max-time-limit as opposed to the required 60-day max. Bidder’s narrative response also indicated commitment to a 60-day time-limit, reader assumes Bidder did not get a chance to update their Release of Information form.• Form also includes a witness signature line for Center staff to include their signature.• Form includes a section at the bottom for “Revocation of Authorization”, to account for instances where a Participant is revoking their information sharing consent ahead of the end-date indicated on the form.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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<ul style="list-style-type: none">• Bidder provided a comprehensive response indicating IPS involvement in Center policy development and implementation; IPS involvement in day-to-day Center activities; and provided some ‘practical’ examples of IPS integration.• Bidder included that Participants contribute to their annual policy review.
<ul style="list-style-type: none">• Bidder stated that they actively build relationships with marginalized communities and organizations, including Bridging the Gap, Bread of Life and the Augusta Overnight Warming Center.• Bidder stated that staff are trained to approach interactions with understanding, compassion and a sensitivity to the impact of trauma.• Bidder stated that Participants are informed of their rights as recipients of mental health services and are also supported in understanding their rights and advocating for them.
<ul style="list-style-type: none">• Bidder stated that they will include visual aids, such as icons, graphics and bulleted points in order to supplement written text for ease of reading.• Bidder stated that materials needing higher language complexity (e.g., eight grade reading level) will also include additional supports including verbal explanations by staff and simplified visual guides or summaries to accompany the reading material.• Bidder stated that they will invite Participants to review materials to ensure that they are understandable, clear and meet Participant accessibility needs. A description on how this review would be conducted with Participants was not provided.
<ul style="list-style-type: none">• Provided detailed response, including processes.• Bidder stated that Participants will be informed of interpreter services available at intake and will be informed through posted notices at the Center, newsletters and outreach materials.• Bidder noted inclusion of virtual interpretation platforms, in addition to in-person and phone-based interpreter services.
<ul style="list-style-type: none">• Referred reader to Attachment 12 – Center Procedure Manual.• Included daily sign-in procedure; procedure does not include mention of pseudonym use, as desired by Participants.• Indicated that Center staff will post closure notices promptly on their Center Facebook page, when applicable.• Included telephone use procedure.• Included a “Program Participation Procedure” section that includes a part on “governance participation” including weekly Community Meetings and following Robert’s Rules of Order for decision-making.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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DATE: 1/22/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Included sections on Center cleaning procedure and smoking policy enforcement. Smoking policy includes a couple reminders for violating the policy, including restorative conversation at the third reminder/violation.• Included sections on grievance handling procedure and conflict resolution procedure.• Bidder's conflict resolution procedure section includes reference to IPS and restorative practice principles, four tasks of conflict resolution and Center steps toward conflict resolution.• Included sections on Center camera policy; "Caring for Our Center", which reviews responsibilities for each of the physical Center characteristics (e.g., shower use and media room use details and guidelines); and "Guiding Community Culture (Rules and Restorative Practices)".• Did not address 6.,6a. nor 6b.• Did not address use of IPS virtual modalities.
<ul style="list-style-type: none">• Bidder provided detailed response on their incident management process, including steps taken throughout the process.• The process details included peer-led circles or discussions for group support, if applicable, to support a Participant's ability to remain at the Center.• Stated that their Center operates under clear Community Agreements and Conduct Policies for Participants that are co-created for transparency, understanding and shared responsibility.• Bidder stated that they treat temporary exclusions as a last resort and use a "clear, compassionate re-entry plan designed to support participants' continued recovery and inclusion within the Center".
<ul style="list-style-type: none">• Stated that they have established partnerships with a wide range of community service organizations and listed some "highlights" of partnerships, including partnerships with: MaineGeneral's Harm Reduction Program; the Augusta Food Bank; OPTIONS liaisons; "Fresh Starts and Bridging the Gap" for monthly access to essential household items, clothes, hygiene supplies and winter needs; and the Maine Equal Justice – Peer Workforce Navigator (PWN) to connect Participants to housing, transportation, food security and jobs.• Bidder provided some examples of collaborations or purposes of Participant engagement and participation in Meaningful Activities. Examples include: Maine Family Planning's Reproductive Empowerment Program (REP); the Consumer Council; Disability Rights Maine (DRM); and free hairdresser services from the Hair Gallery (monthly).

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Bidder listed some examples of MOUs in practice, including MaineGeneral harm reduction and a community health work, Maine Family Planning and Bridging the Gap and Fresh Starts.• Bidder also listed additional Center collaborations, including weekly on-site MaineGeneral Community Health Worker presence; collaboration with the Literacy Volunteers of Kennebec; housing assistance from Augusta Emergency Warming Center and Bread of Life Shelter; and collaboration with MAT services coordination with various organizations/partners.
<ul style="list-style-type: none">• Provided.• MOUs with Family Planning Association of Maine, specifically with the Reproductive Empowerment Project; MaineGeneral Medical Center for nasal Narcan; and an additional MaineGeneral Health documentation for MaineGeneral’s Community Health Worker’s in-person weekly presence.• As Bidder described a multitude of collaborations with other organizations previously in their proposal, it is unclear if the submitted MOUs in Attachment 13 are all inclusive of Center MOUs, or only includes a sample.
<ul style="list-style-type: none">• Provided a detailed response, including an example of the Center’s theater collaboration and community engagement which started in 2022 and has ongoing effects into July 2024, which has led to a screening event as a result of the original theater play that includes 4 Center Participants in panel discussion (Participants were included in the play’s original cast in 2022).• Bidder stated that their Center Manager serves on the KVCAP’s Board of Directors’ Diversity, Inclusion and Equity Committee.• Bidder stated that their annual policy and procedure manual review will include ensuring Participants and staff feedback inform the review process and that their Advisory Board collaborates with experts and/or consults for effective, equitable and best practice-aligned policies.• Bidder listed some organizations that they have partnerships with, beyond 2-1-1 in support Center Participants.
<ul style="list-style-type: none">• Provided detailed response.• Bidder listed some example active partnerships with organizations that work with marginalized populations, including Better Life Partners; Groups Recover Together; Maine Family Planning; Bridging the Gap; and with the PATH program.• Bidder indicated that staff and Participants engage in targeted outreach efforts including attending and tabling at community events, fairs and health clinics; sharing information through community networks; and materials distribution at

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/22/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<p>community partner locations, health centers and shelters (e.g., flyers, brochures and newsletters).</p> <ul style="list-style-type: none">• Bidder provided some examples of culturally responsive programming at the Center, including hosting of tailored peer support groups for specific population(s) (e.g., LGBTQIA+ individuals).• Bidder stated that Center staff also participate in advocacy initiatives and coalitions to address barriers, this includes partnerships with the Consumer Council System of Maine, Augusta City Council and state-level groups.• Bidder stated that in order to monitor and evaluate outreach strategy effectiveness, they will track referrals and engagement from organizations they partner with; gather feedback from Participants for areas of improvement in outreach efforts; and will assess Center Participant diversity to ensure equitable engagement.
<p>H. Participant Engagement</p> <ul style="list-style-type: none">• Indicated that Participants would also serve on interview panels, as legally allowable. Details pertaining to how many Participants might be allowed on an interview panel and other relevant process details not provided.• Stated that they would ensure all major decisions at the Center are made through Participant consensus.• Stated that the weekly Community Meetings will be used for Participant input.
<ul style="list-style-type: none">• Provided Attachment 14 – “Culture / Expectations of Conduct”.• Bidder included a section indicating that disruptions to the Center would be addressed through Restorative Practices; including specific action steps.• Although action steps for when disruption occurs or corrective action is needed are in a numbered order, it is unclear if all steps are followed for every Center disruption, or if only some steps are taken, as applicable.• Bidder’s attachment includes a place for Participants to sign the form indicating Center staff have gone over the form with the Participant and that the Participant agrees to uphold the standards. It is unclear if this form is only applicable for Center Participants, or if it applies to Center staff as well as it pertains to “Our Shared Expectations”.
<ul style="list-style-type: none">• Bidder described process for Participant engagement in interview question development, including hosting of a collaborative meeting with interested Participants for brainstorming and interview question drafting.• Stated that Participants would have the opportunity to review redacted, deidentified job applications. Details on how participant feedback on applications would be garnered was not provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. – Area 4 - Augusta

DATE: 1/22/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none"> • Bidder stated that they would train and prepare Participants to act as interviewers, with guidance provided on interview structure, question delivery and appropriate follow-up. Bidder stated that panel interview facilitation will include both Center staff and Participants. Specific process for Participant inclusion (e.g., how many Participants will be included on the panel) was not included.
<ul style="list-style-type: none"> • Addressed, and referenced prior indicated details pertaining to “Participant-led interview process” and “Co-developing Interview Questions”. • Bidder also indicated that after the interviews, Participants will also provide structured feedback to staff or the hiring committee, to be considered in the final hiring decision of the Center.
<ul style="list-style-type: none"> • Stated that quarterly governing board meetings “will reflect IPS principles” through prioritization of “open dialogue, shared power, and collaborative decision-making”.
<ul style="list-style-type: none"> • Bidder provided detailed response, including ensuring analysis of survey data maintains Participant anonymity. • Bidder indicated that surveys would be provided in multiple formats to ensure accessibility (e.g., physical copy and digital options).
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Bidder stated that they would utilize a structured and transparent tracking system to track funding allocation utilizing an excel-based tracking tool. Bidder did not include specification on how they will ensure a transparent tracking system and who the transparency would include (e.g., would receivers of Community Activity Funds have access to their own tracking information for personal accountability and reference?) • Bidder stated that they will ensure outreach and education through word-of-mouth with community partners; including information on the availability of Community Activity Funds on the Center website and social media platforms; sharing information on the Community Activity Funds through weekly community meetings; and through distribution of informational materials at outreach events, community gatherings and distribution at partner agencies.
<ul style="list-style-type: none"> • Stated that access to Community Activity Funds for non-Center-affiliated individuals will be provided through collaboration with local partners, including mental health providers, shelters and community resource organizations (with some examples provided); and through creation of “clear, easy-to-follow processes” for requesting and utilizing the Funds. • Stated that education on Funds’ availability will be provided through community resource connections; promotion of Funds on the Center website and social

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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media; printed outreach materials and distribution of such, including clear instructions on eligibility, examples of approved activities and how to apply; community events and through word-of-mouth; and Center’s weekly community meetings.

J. Staffing

- Met requirement.
- Bidder stated that their Center have been able to keep 75% of their Peer Support Team over the last 5 years.
- Stated that that their Center Manager is a State-certified trainer that co-facilitates quarterly co-reflections.
- Stated that their Center Manager is an active member of the Intentional Peer Support Advisory Council (IPSAC), and provides recommendations to the Department on recruitment, training and supervision; and also contributes to standards development for training, fidelity and oversight to ensure peer support services’ effectiveness statewide.

- Stated that 5 out of their current 6 staff at the Center have been trained in Restorative Practices.
- Bidder included description referencing Restorative Practices’ alignment with IPS principles.
- Stated that training completion documentation will be provided to the Department, as required.

K. Performance Measures

- Met requirement, included detailed response.

L. Reports

- Met requirement, provided detailed response.

2. Staffing

- Included separate word doc job description attachments for each of their positions: Certified Intentional Peer Specialist, Center Coordinator and Peer Program Manager.
- Bidder’s proposal response includes reference to a Center Manager position, it is unclear if the Center Coordinator position and the Center Manager position are the same. No separate job description was included for a “Center Manager” position. Bidder also included a “Peer Program Manager” position, unclear if this position is the “Center Manager” that has been referred to in the proposal response.

- Indicated that there are none.

- Provided, indicated .8 FTE for Peer Program Manager, 1 FTE for Peer Coordinator, 1 FTE for one “Peer Center Staff”, .2 FTE for another “Peer

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Center Staff”, .5 FTE for a separate “Peer Center Staff”; .3 FTE for the last “Peer Center Staff”.

- Bidder also included .125 FTE for “Relief”, unclear if “Relief” is the name of the position, a separate job description for this position was not provided and no additional detail provided on this position aside from amount of FTE and amount of hours to be worked during the week.
- Bidder included a staffing schedule table for the week, the “Relief” position is not included on this staffing schedule table as working any of the indicated days.
- Bidder’s provided job descriptions include one for “Certified Intentional Peer Specialist”; however, this position is not referenced in the staffing plan. Instead, the only positions not aligned with the provided job descriptions are the “Relief” position and the “Peer Support Staff” position. Reader assumes that the “Peer Support Staff” is a synonymous term for “Certified Intentional Peer Specialist”, however, this is unclear and not specified.

3. Implementation - Work Plan

- Provided Attachment 17 – Implementation Plan
- Bidder provided a narrative response on specific development and implementation tasks, but also included a separate Gantt Chart for their implementation timeline that mirrors their narrative response via a higher-level broad overview of general tasks (with additional details provided in narrative response).
- Target completion date for each of the tasks is unclear as Bidder uses a months-long time frame for each of the tasks (e.g., “Months 1-3” and “Months 4-6”).
- Bidder did not indicate the person/position responsible for each task.
- Tasks lacked detail as it pertains to necessary actions to ensure completion of relevant tasks (e.g., Bidder indicates advisory board will be created, process/details/related-tasks to achieve such were not indicated).

Part IV, Section IV. Cost Proposal and Budget Narrative

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. (Augusta)

DATE: January 10, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none"> • Bidder has over 40 years working with individuals with sever and prolonged metal illness and related disabilities • Bidder has a stable residential program • Bidder is a Peer Support provider • Bidder runs the LINC Center, a Peer Run Recovery Center • Bidder indicates they provide Trauma Informed and inclusive spaces and culturally competent and responsive services. • Bidder is an incumbent and provided a detailed description of their experience with integrating participant voice • Bidder provided a very detailed description of how they involve recipients of mental health services in all aspects of programming and decision making. • Project One-LINC Center 9(aligned with the following peer run values, Mutual Aid and Empowerment, Community Connection, Inclusivity and Trust) • Project Two- United Way Kennebec Valley initiative to achieve ten-year goals in health, education, and financial stability, bidder did not provide any peer run values that this project aligns with. • Project Three- Family Medical Institute- Foot Clinic, (aligns with the following peer run values, Mutuality and Equality, Empowerment and Respect, and Community and Inclusion)
2. Subcontractors	
	<ul style="list-style-type: none"> • None identified
3. Organizational Chart	
	<ul style="list-style-type: none"> • The Bidder provided a Motivational Services Organization Chart. However, it did not identify the project team proposed to meet the requirements, the bidder's decision making process with an emphasis on how Participants are involved.
4. Litigation	
	<ul style="list-style-type: none"> • Provided 4 litigation. All are closed/settled out of court
5. Financial Viability	
	<ul style="list-style-type: none"> • Provided statements from Ouellette and Associate for June 30, 2021 and 2020, June 30, 2022 and June 2021, and June 2023 and June 2022
6. Certificate of Insurance	
	<ul style="list-style-type: none"> • Yes, until 7/1/2025

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Bidder indicates its main office is open Monday-Friday 8am-4:30pm. This space is identified as the space for administrative services. • There is a separate location at 38 Memorial Drive in Augusta for direct services. The Center Care Manager is on-site Monday-Friday 8am-5pm.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder indicates they will provide an Agenda for all meetings with the Department. • Bidder indicates they will provide any relevant documentation or reports to the Department prior to meetings. • Bidder indicates minutes will be taken for each meeting with the Department and the Center will follow-up on any items requested by the Department.
<ul style="list-style-type: none"> • Bidder indicated they will respond to all requests within two business days and will complete the following tasks: <ul style="list-style-type: none"> • Designate points of contact • Tracking and prioritization • Collaborative response preparation. • Proactive communication
<ul style="list-style-type: none"> • In this section, Bidder addressed all 11 Code of Ethics,: • Support for self-determination • Freedom from intimidation and discrimination • Mutual respect • Building mutually supportive relationships • Cultural and Trauma Sensitivity • Boundary negotiation • Fairness in Exchanges • Maintiang Professional Boundaries • Self-care for Peer Specialists • Privacy and confidentiality • Certification Maintenance
<ul style="list-style-type: none"> • Bidder indicates that they will include a welcoming and inclusive environment, flexible hours, virtual peer support, digital inclusion, participant centered approach and proactive engagement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Bidder indicated to see attached Appendix F
<ul style="list-style-type: none"> • Bidder indicated elements of operating structure will be participant led governance, peer led staffing and management and oversight.
<ul style="list-style-type: none"> • Bidder provided Attachment 7 Titled LINC Center Safety Plan and this plan was detailed.
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder provided a detailed response, to include initial engagement, resource matching, providing referrals, warm hand offs.
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Bidder addressed this section as Attachment 8A.
<ul style="list-style-type: none"> • Bidder provided Attachment 9- Identity and Access Management Plan.
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • Bidder met requirement and provided a detailed list of Structured Group Support Opportunities.
<ul style="list-style-type: none"> • Bidder indicates they will have a participant driven schedule development and will hold community meetings every Monday at 1pm. These meetings will allow participants to discuss, propose, and prioritize group activities.
<ul style="list-style-type: none"> • Bidder provided Attachment 10 to be used for SGS • Bidder addressed a-d in detail
<ul style="list-style-type: none"> • Bidder shared that the process they have in place consists of <ul style="list-style-type: none"> ➢ Continuous Participant Involvement in Planning and Decision Making ➢ Decision making by consensus and Department oversight ➢ Weekly Center meetings for Education and input processes ➢ Quarterly policy reviews with participant involvement.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder addressed the following IPS core values are used in their orientation process: mutuality, co-learning and shared power.
<ul style="list-style-type: none"> • Bidder met requirement with detail.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement with detail.
<ul style="list-style-type: none"> • 6d. Bidder indicated this would occur through orientation and reinforcement, written materials, workshops with experts, and empowerment through knowledge.
<ul style="list-style-type: none"> • Bidder met requirement with detail.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. (Augusta)

DATE: January 10, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • Bidder indicated they will meet his requirement through providing a comprehensive resource directory, individualized assessment and guidance, warm hand offs and direct referrals, follow-up and ongoing support, and collaboration with community partners.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • 1.a. Bidder indicated they will provide these opportunities through flexible access to resources, wellness workshops and clubs, peer leadership opportunities. • Bidder indicates they will promote self-determination through participant driven scheduling and individual goal setting. • 1. Bidder indicates they will ensure this requirement is met through participant requested groups, mutual support for people in or seeking employment, • Bidder indicates they will meet 1.b/i through nonjudgmental environment, peer led format, cross cultural sensitivity and ongoing evolution and responsiveness.
<ul style="list-style-type: none"> • Bidder met requirement.
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder indicates they recognize the importance of creating an independent, standalone website. • Bidder shared their Development Plan and interim accessibility. • Bidder indicates the current agency webpage will remain active until a new website is developed.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder provided a description that included: <ul style="list-style-type: none"> ➢ Establishing a foundation of mutuality and trust ➢ Participant centered autonomy in decision making ➢ Collaboration through the tasks of peer support (connection, worldview, mutuality, moving towards) ➢ Process steps for handling requests ➢ Ethical and IPS aligned accountability.

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EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • Bidder provided Release of Information. It was not labeled Attachment 11
<ul style="list-style-type: none"> • Bidder met this requirement in detail and stated some of the IPS principles in the response.
<ul style="list-style-type: none"> • Bidder met requirement and responded to 3a-d with a detailed response.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement utilizing tools such as plain language principles, visual aids such as graphics, icons, and bullet points. • Bidder indicated that materials that require higher complexity will include supports such as verbal explanations provided by staff
<ul style="list-style-type: none"> • Bidder indicates that they will meet immediate interpreter needs and will also securing services for less commonly available languages within 7 calendar days. • Bidder did not provide a written response in this section.
<ul style="list-style-type: none"> • Bidder provided Attachment 12 LINC Center Procedure manual • Bidder provided detail in their Procedure Manual.
<ul style="list-style-type: none"> • Bidder met requirement and addressed 7 a-d with detail.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder did not provide Attachment 13 or an attachment titled MOU. • Bidder did provide an attachment titled Letter of Agreement.
<ul style="list-style-type: none"> • Bidder indicated that some outreach they have already done has resulted in a partnership that led to a documentary radio piece created by a Salt Institute Student. • Bidder indicated collaboration in September 2022 that led to the Forty-Hour Club bringing “Ahab Inside Me” to life at Augusta’s downtown theater. • Bidder addressed 9a-d
<ul style="list-style-type: none"> • Bidder met requirement with detail.
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder provided Attachment 14 and identified action requested in this section.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder indicates that along with providing a participant survey, they will also promote participation by those that attend Center activities and ensure that they are informed about the survey. Staff will emphasize that feedback is anonymous, valued, and essential to shape programming and activities
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Bidder met requirement.

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- Bidder shared that information about CAF who are not associated with a center will have access and education through community resource connections, social media and website, printed outreach materials, community events and word of mouth, weekly community meetings.

J. Staffing

- Bidder met requirement.
- Bidder indicates that 5 of the 6 current staff members at the LINC Center are trained in Restorative Practices.

K. Performance Measures

- Bidder met requirement.

L. Reports

- Bidder met requirement.

2. Staffing

- Bidder did not provide a document titled Attachment 15
- Bidder did provide the following job descriptions, Certified Intentional Peer Specialist, LINC Center Coordinator, Peer Program Manager
- The Bidder indicates no sub contractors
- The Bidder provided Attachment 16- LINC Center Staffing Plan
- This Staffing Plan included position titled, time allocated and responsibilities of each position.

3. Implementation - Work Plan

- Bidder did not provide a document labeled Attachment 17.
- Bidder provided an attachment titled LINC Center Implementation Plan.
- The attachment was not displayed in a timeline chart.
- The attachment did not indicate specific months tasks would be completed, rather indicated months 1-3 and what would be completed during those months.
- The tasks identified in the attachment did not specify which person would be responsible for each task.

Part IV, Section IV. Cost Proposal and Budget Narrative

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services Augusta

Area: 4

DATE: 1/22/25, 1/28/25

EVALUATOR NAME: Kelly Staples

EVALUATOR DEPARTMENT: OBH/DHHS

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • MOCO/LINC 40 years • Trauma informed inclusive spaces • Utilized participant voice in development of this proposal, participant-led conversations, workgroups and surveys • History of addressing systemic barriers that often prevent marginalized individuals from accessing care. • 3 programs, 1 is the LINC, one is a collaboration with the United Way of Kennebec Valley, 1 is with the Family Medical Institute
2. Subcontractors	<ul style="list-style-type: none"> • none
3. Organizational Chart	<ul style="list-style-type: none"> • Chart shows the peer center and staff, does not show participants • No indication of a peer run board over the center • Riverview Program is missing, Center manager oversees that as well
4. Litigation	<ul style="list-style-type: none"> • 4 cases, all settled, whistleblower and discrimination related
5. Financial Viability	<ul style="list-style-type: none"> • Meets Requirement
6. Certificate of Insurance	<ul style="list-style-type: none"> • Meets Requirement

Part IV, Section III. Proposed Services	
1. Services to be Provided	
Part II	
A. Facility and Operational Standards	
<ul style="list-style-type: none"> • Refers to Motivational Services main office at 71 Hospital Street as their central administrative offices. • LINC center 38 Memorial Drive Augusta. Open 8:30-4:30, m-f, determined by participant feedback and community needs • Center manager is on-site M-F, 8-5 • Meets Requirements 	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Kelly Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Identify Program Director and Center Manager to meet with the Department • Program Director is not a position listed on the organizational chart
<ul style="list-style-type: none"> • Meets requirements • Outlined how this requirement will be met • If requests are complex, may ask for an extension
<ul style="list-style-type: none"> • Meets Requirement • Included the Code of Ethics
<ul style="list-style-type: none"> • Bidder states on-line and in-person services are available • Accommodations are tailored to each participant's needs
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement • Oversight is by center manager • 6 CIPSS certified staff • Shared numerous activities • Stated in person and virtual participation options are available
<ul style="list-style-type: none"> • Meets requirements • Bidder gave detailed description
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Q- What are Center specific requirements (prospective participant could be found ineligible due to lacking alignment with center specific requirements) • Will meet with prospective participant and clarify what services they are seeking
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Q – Where are sign-in sheets during the day and who has access to them. • Q - Does staff sign individuals in, or do they sign themselves in?
<ul style="list-style-type: none"> • Participants are informed that attendance data is anonymous
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Weekly community meeting dedicated forum for participants to discuss, propose, and prioritize group topics, schedules, and center activities. • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement • Lacks detail

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Kelly Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Q - All staff, including CIPSS, volunteers, and non-CIPSS facilitators, complete initial training focused on IPS principles, ethics, and communication techniques. • Meets requirement
<ul style="list-style-type: none"> • Describes internal notification • Describes external provider notification • Engagement with Local community is limited
<ul style="list-style-type: none"> • Q – Bidder states participants can view summarized budget information.
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Maintains up to date directory • Bidder states they accompany participants to initial meetings, this is out of the scope of center based activities
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirements
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • When Participants request peer-led support groups, LINC staff provide guidance on how to form and facilitate these groups without imposing structure or hierarchy
<ul style="list-style-type: none"> • Community meetings, suggestion boxes, surveys, informal dayroom conversations
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Website will be updated weekly
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Designated staff member reviews the website monthly
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Summer “walk and talks” to businesses, community spaces and organizations to distribute pamphlets, share information and garner feedback • Table at HOPE conference • Consumer Council Hall of Flags event • After engagement will host reflective sessions to gather feedback • Will distribute brief, accessible surveys for participants, businesses, and organizations
<p>G. General Requirements</p>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Kelly Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> Completed ROI forms will be securely stored in Participant files.
<ul style="list-style-type: none"> Peer staff will follow up with the Participant during the 60-day period to ensure they remain comfortable with the agreement. At the end of the agreement, staff will revisit the need for sharing information and allow the Participant to re-evaluate or decline continuation
<ul style="list-style-type: none"> Has a 90 day expiration, rather than the required 60 day Does not include check box indicating participant has participated in an information and privacy rights training Form is in alignment with IPS values
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Building relationships with marginalized communities is limited to unhoused population
<ul style="list-style-type: none"> Materials will meet the required sixth-grade reading level, or eighth-grade level when necessary, by using plain language tools, readability software, and participant input.
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Sign in sheet is at front door, participants sign themselves in Staff provide agenda for weekly meetings, participants encouraged to take minutes and share at the following meeting IPS virtual modalities not addressed
<ul style="list-style-type: none"> Non-violent events may result in removal as a last resort after all supportive measures have been exhausted. If a participant must leave the Center temporarily, a re-entry plan is collaboratively developed with the participant. It is unclear how long suspensions may be and how that is determined
<ul style="list-style-type: none"> Robust list of helping organizations Lacks connection to meaningful activities
<ul style="list-style-type: none"> Unclear how MOCO CHW program working with Maine General is related to LINC A number of organizations with MOU's listed in 8C are not included
<ul style="list-style-type: none"> Did not address relationships with community organizations serve or represent marginalized populations Center Manager serves on KVCAP's board of directors DEI committee
<ul style="list-style-type: none"> States they host support groups tailored to specific populations. Citing LGBTQIA+ and Veterans. Neither of these were listed in their groups earlier in this proposal

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Kelly Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Collaborative partnerships with SUD, Family Planning and Housing related organizations
H. Participant Engagement
<ul style="list-style-type: none"> • Quarterly discussions on center budget – unclear if participants will have full access to the budget and decision making authority • Participants will serve on interview panels, unclear who makes the final decision in hiring practices • Decisions are made by consensus – unclear if this relates to all aspects of the management of the center
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Unclear if participants will make the final decision
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
I. Community Activity Fund
<ul style="list-style-type: none"> • Lacks detail
<ul style="list-style-type: none"> • Meets requirement
J. Staffing
<ul style="list-style-type: none"> • Bidder agrees
<ul style="list-style-type: none"> • Bidder states 5 of 6 employees are trained
K. Performance Measures
<ul style="list-style-type: none"> • Meets requirement
L. Reports
Meets requirement
2. Staffing
<ul style="list-style-type: none"> • Unrealistic for employee to be certified within 12 months • Center Coordinator, Peer Program Manager, these positions were not on the organizational chart • Previously mentioned Center Manager doesn't have a job description
<ul style="list-style-type: none"> • none
<ul style="list-style-type: none"> • Staffing plan doesn't indicate number of hours each day the employee is present at the center • Titles of employees are inconsistent • Unclear if there is a person trained and hired to be relief staff
3. Implementation - Work Plan
<ul style="list-style-type: none"> • In work plan states advisory board will be at least 51% lived experience,

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Area: 4

DATE: 1/22/25, 1/28/25

EVALUATOR NAME: Kelly Staples

EVALUATOR DEPARTMENT: OBH/DHHS

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|--|
| <ul style="list-style-type: none">• Plan is not in a chart format and does not list position responsible for each task• Refers to Center Manager, not a position listed in staffing section |
|--|

- | |
|--|
| Part IV, Section IV. Cost Proposal and Budget Narrative |
| <ul style="list-style-type: none">• Provided |

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services – Waterville,

Area: #4

DATE: 1.22.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Notes 40 year history providing peer support services • Notes blending clinical expertise with recovery-focused peer support • Notes desire to re-establish a presence in Waterville • Notes promotion of DEI and culturally competent and responsive services • Outlines participant-centered engagement for RFP Development and participant-driven programming in service delivery • Described philosophy rooted in belief that individuals with lived experience of mental health challenges as experts of their recovery • Project 1 – LINC Center – 1980 – Present, goal of becoming a hub for mutual aid, empowerment, and community connection. Serves 1,000 individuals annually • Project 2 – United Way Kennebec Valley – 2022 – 2032, partnered with county-wide initiative to achieve 10yr goals in health, education, and finance. Improved health outcomes, supported economic stability, and strengthened community collaboration. • Project 3 – Family Medical Institute – July 2022 – February 2024, partnered with Family Medical Institute Residents to host a foot clinic. Demonstrated ability to create participant-centered programs that promote well-being and strengthen relationships between communities and providers.
2. Subcontractors
<ul style="list-style-type: none"> • N/A – none listed
3. Organizational Chart
<ul style="list-style-type: none"> • Organizational Chart provided • Organizational Chart does not indicate project team
4. Litigation
<ul style="list-style-type: none"> • Total of 4 litigations closed, settled out of court
5. Financial Viability
<ul style="list-style-type: none"> • Presents as financially viable
6. Certificate of Insurance
<ul style="list-style-type: none"> • Insurance appropriate and active

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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BIDDER NAME: Motivational Services – Waterville,

Area: #4

DATE: 1.22.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Commits to a monthly meeting and designates key staff members to attend • Outlines ongoing meeting objectives to include contract management, operational updates, and collaboration
<ul style="list-style-type: none"> • Commits to prompt responses and provides detailed plan on how to follow through with this commitment
<ul style="list-style-type: none"> • Provides values, mission, and commitment to legal and ethical standards • Provides explanation of how the Center adheres to each item listed • Notes plan to embed CIPSS Code of Ethics into every facet of operations
<ul style="list-style-type: none"> • Notes how participants can access both in-person and online services • Commits to remaining current with technological advancements
<ul style="list-style-type: none"> • Did not address
<ul style="list-style-type: none"> • Provides operating structure to include Center Coordinator as overseeing day-to-day operations and CIPSS staff, participant involvement via advisory groups and feedback sessions, and a flexible schedule to include evening and weekends. • Identifies four categories of core activities: Peer Support Circles, Life Skills Workshops, Recreational Activities, and Community Engagement Initiatives • Notes there will be both in-person and online services and that services will follow IPS framework and implement trauma-informed principles. • Provides operating structure comparison with bidders other Center program
<ul style="list-style-type: none"> • Safety plan provided outlines shared principles of well-being including relational and emotional well-being to include trauma-sensitive practices and restorative practices • Notes all staff will receive trauma-informed training • Emergency preparedness section outlines clear pathways and evacuation maps, bi-annual drills, health resources, and annual inspections • Does not indicate maintenance of a log of completed drills
B. Participant Eligibility
<ul style="list-style-type: none"> • Commits to offering all services at no cost to Adults with SMI

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Area: #4

DATE: 1.22.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Commits to conducting community outreach to raise awareness regarding the Center’s availability, targeting underserved populations • Notes that the orientation process will be offered in multiple formats to accommodate diverse needs
<ul style="list-style-type: none"> • Provides detailed referral process • Provides examples of various resources and agencies utilized in process • Notes “whenever possible” staff will make a “warm hand-off” by directly contacting the referred organization on behalf of the individual to facilitate their connection. Does not indicate level of participant involvement in this process.
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Met all requirements • Met requirement
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • Commits to requirements • Provides list of Structured Group Support Opportunities to include: Evidence-based practices, promising practices, and participant-driven topics • Shares service delivery methods to include flexible scheduling, a hybrid delivery model, staffing and facilitation, and collaboration/partnerships with external organizations • Notes accountability measures through monitoring and reporting of service hour tracking and participant feedback
<ul style="list-style-type: none"> • Notes participant driven schedule development via advisory meetings and feedback sessions • Notes teaching self-management through skill-building opportunities via role-playing scenarios, goal-setting workshops, and sharing strategies for managing daily challenges • Identifies Structured Group Support as Core Group Offerings • Identifies other Structured Group Support opportunities as Additional Group Opportunities and describes items d. i-iii. • Mentions, though does not commit to providing groups outlined in e.
<ul style="list-style-type: none"> • Notes community meetings and feedback mechanisms to ensure participants are involved in model/curriculum • Provides titles, descriptions, and justifications for each group • Does not indicate where model/curriculum of Structured Group Support teaches personal responsibility, self-management, and problem-solving strategies

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Motivational Services – Waterville,

Area: #4

DATE: 1.22.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> Notes use of feedback sessions, anonymous surveys, suggestion boxes, facilitator check-ins, engagement metrics, advisory committees, and biannual program review to include participants in reviewing the Structured Group Support
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirements
<ul style="list-style-type: none"> Notes orientation process for visitors Emphasizes some of the IPS values
<ul style="list-style-type: none"> Outlines strategy for ensuring interactions align with IPS through training and certification, principles of IPS in daily interactions, embedding IPS in structured activities, reflective supervision and feedback, and monitoring accountability
<ul style="list-style-type: none"> Notes online and on-location communication Notes community outreach through events and sharing schedules with local community organizations, libraries, etc. Notes plan to offer plain language and visuals as well as translated materials in some instances
<ul style="list-style-type: none"> Notes Education on Center’s Budget will occur on a “periodic” basis. Notes two opportunities for participants to offer input on budget. Describes workshops, skills training, and ongoing support groups as educational opportunities for self-sufficiency and self-advocacy Notes education the Consumer/survivor/ex-patient movement and advocacy, highlighting interactive learning opportunities Notes education on understanding privacy rights and practices tools to safeguard personal information
<ul style="list-style-type: none"> Met all requirements
<ul style="list-style-type: none"> Notes individualized assessment and guidance, describes as one-on-one conversations. Are assessments being utilized?
<ul style="list-style-type: none"> Describes voluntary engagement Notes building trust through relationships, supporting informed choices, fostering a non-coercive culture, and encouraging gradual engagement
<ul style="list-style-type: none"> Met requirement
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> Did not address Appears to be a copy and pasted response from D.9. Elements of process described, process not outlined
<p>F. Center Website, Social Media, and Outreach</p>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Area: #4

DATE: 1.22.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Did not address • Appears to be copy and pasted response from previous section
<ul style="list-style-type: none"> • Commits to all requirements • Notes that the calendar will be interactive to allow users to register for certain offerings if applicable
<ul style="list-style-type: none"> • Met requirement • Provides scheduled regularity with which different materials will be updated
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to this requirement • Provides example description of opportunities at bidder’s other Center program
<ul style="list-style-type: none"> • Notes plan to host two biannual community engagement events and implement a structured process regarding feedback • Description of process provided
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • ROI provided • ROI does not meet all requirements – 60 day expiration and checkbox indication privacy and rights training at time of signature
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met all requirements • Notes plan to build off of success in bidder’s other Center program
<ul style="list-style-type: none"> • Commits to this requirement • Describes development of accessible materials to include simplified language, visual aids and formatting, and participant input
<ul style="list-style-type: none"> • Commits to this requirement • Does not indicate how bidder plans to meet this requirement • Describes the use of remote interpretation services in urgent situations
<ul style="list-style-type: none"> • Attachment provided • Participant feedback and decision-making model noted • Notes restorative practice • Use of IPS virtual modalities not noted
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Met all requirements • Provides examples of collaborative relationships
<ul style="list-style-type: none"> • N/A No MOUs presently

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services – Waterville,

Area: #4

DATE: 1.22.25

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Outlined comprehensive plan
H. Participant Engagement
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to all requirements
<ul style="list-style-type: none"> • Met requirements • Described process for administering survey and submitting survey data to the department
I. Community Activity Fund
<ul style="list-style-type: none"> • Commits to all requirements
<ul style="list-style-type: none"> • Notes collaboration with various community organizations, use of marketing materials and targeted information sessions to educate on the availability of funds • Notes plan to mirror application process with bidder’s other Center program
J. Staffing
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Commits to this requirement • Describes contingency plan should no candidates have the required training upon hire
K. Performance Measures
<ul style="list-style-type: none"> • Met all requirements • Notes plan to enhance participation through peer-led activities, vocational preparedness opportunities, and mutual support initiatives. • Notes plan to intentionally engage underserved and diverse populations through targeted outreach, inclusive programming, and partnerships with local organizations • Notes strong reputation in community as a “trusted resource”
L. Reports
<ul style="list-style-type: none"> • Met all requirements
2. Staffing
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • N/A – no subcontractors/consultants
<ul style="list-style-type: none"> • Met requirement

**STATE OF MAINE
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EVALUATOR DEPARTMENT: DHHS OBH

3. Implementation - Work Plan

- Attachment provided
- Person/position responsible is not listed for each task

Part IV, Section IV. Cost Proposal and Budget Narrative

- Provides 2yr budget
- Telephone expense detail notes the number of lines for a different program.
Will this program share the cost of phone lines for sister program?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services Area #4 Waterville

DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Indicate agency, MOCO, has been providing services to individuals with severe and prolonged mental illness for 40 years • Provides both clinical and peer-driven care • Names residential and peer support as programs offered • Indicates incumbent provider of this service, operating the LINC Center in Augusta • Indicates Waterville, cite of proposed Center, has expressed a clear need for this service, but offers no further detail. • Indicates commitment to DEI by addressing systemic barriers to accessing care • Indicates commitment to trauma-informed and inclusive spaces • Indicates CIPSS trained staff receive ongoing training in cultural competence, DEI principles, and implicit bias • Response indicates 4 separate methods demonstrating the inclusion of LINC Center participants in this development of this proposal, however, it is unclear if these efforts took place in Waterville, with Waterville residents, or with LINC Center participants in Augusta <p>Indicates a tradition of centering participant voice, and gives 3 examples including participant involvement in various, unspecified governance committees.</p> <p>Includes 3 projects:</p> <ul style="list-style-type: none"> • Project #1 – LINC Center – current provider, relevant to proposal • Project #2 – Kennebec County United Way – Impact 2032, Health, Education, financial literacy – relevant to proposal • Project #3 – Family Medical Institute – Foot clinic for participants – relevant to proposal
2. Subcontractors
<ul style="list-style-type: none"> • Indicates none
3. Organizational Chart
<ul style="list-style-type: none"> • Org chart provided does not indicate the center proposed in this response, but rather the current Peer Center operated by the bidder
4. Litigation
<ul style="list-style-type: none"> • 4 cases reported, all settled out of court with payment to complainant
5. Financial Viability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services Area #4 Waterville

DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> Audited financial reports for 2020-2021, 2021-2022, 2022-2023 included, which appear to demonstrate financial viability.
6. Certificate of Insurance
<ul style="list-style-type: none"> Included and current through 7/1/25

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> MOCO administrative offices located at 71 Hospital Street, Augusta, Maine open Monday through Friday from 8:00 AM to 4:30 PM Does not indicate location or operating hours for proposed Center Indicates bidder had operated Peer Center in Waterville prior to 2016 when another provider won the competitive procurement process
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Indicates 5 key ethical commitments, and includes a brief overview of how each will be represented in Center operations Indicates ongoing ethical training and education to support the achievement of this requirement
<ul style="list-style-type: none"> Response details how participants may access both in person and online services Provides examples of accommodations related to Physical access enhancements, sensory accommodations, language interpretation or translation services, adaptive technology and assistance for Participants with visual or hearing impairments.
<ul style="list-style-type: none"> Did not meet requirement. Response simply says "James"
<ul style="list-style-type: none"> Response details elements of the operating structure including: <ul style="list-style-type: none"> ➤ Participant governance ➤ Peer-led staff ➤ Center management ➤ Access to activities and peer support, both in person and virtually ➤ Response to participant needs ➤ Includes comparison to LINC Center
<ul style="list-style-type: none"> Safety plan included and met requirement
B. Participant Eligibility
<ul style="list-style-type: none"> Met requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> Indicates steps for orientation within 3 visits
<ul style="list-style-type: none"> Met requirement
C. Participant Tracking
Did not provide response – no room on proposal form
<ul style="list-style-type: none"> Attachment 8 met requirement
<ul style="list-style-type: none"> Attachment 9 met requirement
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> Commits to meeting the minimum number of training and service hours Includes brief overview of delivery methods for achieving these Includes brief overview of monitoring and reporting to ensure requirement is met
<ul style="list-style-type: none"> Response includes several examples of group types, including specific group offerings to be delivered if awarded Indicated participant led schedule development to meet center participants accessibility needs
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Indicates multiple processes and opportunities for review and participant involvement.
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> <i>Description meets requirement</i>
<ul style="list-style-type: none"> Response details six (6) factors used to meet requirement which align with IPS
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Response also includes method for soliciting and acting on participant feedback related to this
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
E. Participant Self-help Activities
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Indicates 3 types of feedback opportunities, outcome tracking and goal review, and response to participant feedback
F. Center Website, Social Media, and Outreach

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> Indicates use of website, social media and outreach to achieve this requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Indicates agency has presence in Waterville, citing former peer center, supported apartments, and group homes it operates. Indicates strong partnerships with local agencies and names several as examples – plan to partner with these entities for community engagement Indicates plan to facilitate two (2) annual community engagements events to garner input Plan to offer both in-person and virtual programming to address accessibility will also conduct focus groups, use online surveys, and suggestion box
<p>G. General Requirements</p>
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Exceeds requirement
<ul style="list-style-type: none"> Release of information included indicates expiration dates of 90 days, not 60 required in this RFP Release does not appear to include indication participant (signatory) has completed a training in confidentiality and information sharing. Indicates release of SUD information, which this evaluator understood to need a separate, stand alone attestation in accordance with CFR 42 part 2
<ul style="list-style-type: none"> Reflects on reported success as current provider of service at different location to assert scalable service delivery Indicates several methods for implementing programming in accordance to IPS principles and practices
<ul style="list-style-type: none"> Met requirement Includes several specific methods for addressing each category in this section
<ul style="list-style-type: none"> Response does not indicate any particular tools to help assess reading level, but rather states using ‘plain language’ techniques to achieve this Indicates staff support to assist participants when this goal may be challenging to meet, use of graphics to support the achievement of this requirement
<ul style="list-style-type: none"> Met requirement Did not name a specific provider or contractor to meet this requirement
<ul style="list-style-type: none"> Meets requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/23/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> Center has cameras – Q: would be interested to now how many and where, and how participants are made aware of their presence.
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> I - All of the partnerships are service providers
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
H. Participant Engagement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Participant feedback will be a factor in hiring decisions
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Meets requirement
I. Community Activity Fund
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement
J. Staffing
<ul style="list-style-type: none"> Indicates center manager is state-certified ‘trainer’ for co-reflection
<ul style="list-style-type: none"> Indicates 75% of center staff have worked at center over 5 years
<ul style="list-style-type: none"> Exceeds requirement
<ul style="list-style-type: none"> Indicates 5 of 6 current staff trained in Rest Practices
K. Performance Measures
<ul style="list-style-type: none"> Meets requirement
L. Reports
<ul style="list-style-type: none"> Met requirement
2. Staffing
<ul style="list-style-type: none"> Met requirements
<ul style="list-style-type: none"> Indicates no sub/contractors
<ul style="list-style-type: none"> Staffing plan and response use inconsistent language, Peer Manager, Peer Program Manager, Peer Coordinator, Peer Center Coordinator
3. Implementation - Work Plan
<ul style="list-style-type: none"> Does not indicates month of task completions – timeline reported 3 month’s at a time - or staff/role responsible

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Part IV, Section IV. Cost Proposal and Budget Narrative
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. (MOCO), Area #4 - Waterville

DATE: 1/28/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Stated that their organization has over 40 years of service provision to those with “severe and prolonged mental illness and related disabilities”.• Stated that their Center in Augusta has been in existence for over 40 years.• Bidder referenced eagerness to “reestablish a presence in Waterville”, unclear if this means there was a previous Center in Waterville run by the Bidder.• Bidder stated that they envision providing Center services in Waterville similar to their Augusta Center. • Bidder stated that their organization integrates Diversity, Equity and Inclusion principles across all offered programs, with Certified Peer Specialists receiving ongoing training on DEI principles, cultural competence and implicit bias (frequency of ongoing trainings not provided).• As it pertains to culturally competent and responsive services, Bidder described “key elements” of ensuring such at their organization, including ensuring culturally relevant programming. Specific detailed examples of experience not provided. <p>Participant voice for RFP response:</p> <ul style="list-style-type: none">• Bidder referenced their inclusion of Participant voice in their other Augusta-based Center.• Bidder indicated that in discussion for the Augusta Center, Bidder also encouraged Augusta-Center-Participants to share their perspectives on extending the organization’s peer-led services to Waterville.• Although Bidder stated that they are an incumbent, they are not an incumbent Bidder in Waterville as this proposal was for purposes of developing a Center in Waterville.• Bidder, as a non-incumbent in Waterville, did not describe how they engaged their stakeholder community and stakeholder involvement for Waterville in the development of their RFP proposal. <p>Involving recipients of services in programming and decision-making</p> <ul style="list-style-type: none">• In response to the item asking the Bidder to describe how their organization involves mental health services’ recipients in programming aspects and

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/28/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

decision-making processes, Bidder solely described how they intend to involve Waterville Center Participants in programming and decision-making, and did not address this question as it pertains to the organization as a whole.

Project 1

- Bidder referenced their Augusta Peer-Run Recovery Center, which operates under a peer-led model.
- Bidder provided an overview of services they intend to provide at the Center, including peer-led recovery groups and activities; resource provision and navigation support; and community partnership promotion for recovery network strengthening.
- Bidder also included reference to specific programming at the Center, including Coffee Chat and Community Meetings on Mondays and monthly visits by MaineGeneral’s Harm Reduction Programs; referenced some specific community programs Participants are connected to; and included some organizations that they collaborate with (e.g., Groups Recover Together).
- Bidder stated that their Center serves over 1,000 individuals a year.
- Bidder referenced their Center operating with “grassroots leadership” and participant-driven decision-making.

Project 2

- Bidder referenced their Augusta Center’s work with United Way Kennebec Valley, specifically on the Center partnering with Impact 2023, a county-wide 10-year initiative focused on health, education and financial stability.
- Bidder listed key components of this initiative, with overarching categories listed for health, education and financial stability. Bidder included specific actions taken for each category listed.

Project 3

- Bidder referenced their Augusta Center’s partnered work with the residents of the Family Medical Institute to host a “Foot Clinic”.
- Clinic is described as a collaborative event focused on essential care provision related to feet.
- Bidder described that Center Participants referred to feet-related concerns and issues, and through such conversations were sparked to develop this partnership, with current discussions held to potentially hold another “Foot Clinic” in 2025.

**STATE OF MAINE
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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none"> • The event included Epsom salt foot soaks; nail care and wound cleaning; and antifungal treatment. With services provided by 15 Family Medical Institute residents that rotated around the stations. • Bidder emphasized that doctors took time to connect with Participants informally, with relationships built in a non-hierarchical environment. • Bidder stated that they concluded the day with the Center’s routine “Coffee Chat”, with Participants and doctors seated together to read affirmations, enjoy camaraderie and “share laughs”.
2. Subcontractors
<ul style="list-style-type: none"> • Indicated none.
3. Organizational Chart
<ul style="list-style-type: none"> • Provided, did not include emphasis on how Participants are involved. • The organizational chart provided did not indicate the project team proposed to meet the requirements of the RFP, instead, the organizational chart only includes positions related to the Bidder’s Augusta-based Center.
4. Litigation
<ul style="list-style-type: none"> • Listed 4, all indicated as “closed/settled out of court”.
5. Financial Viability
<ul style="list-style-type: none"> • Provided Financial Statements for: June 30, 2023, and 2022; June 30, 2022, and 2021; and June 30, 2021, and 2020.
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided, included commercial general liability; automobile liability; umbrella liability; workers compensation and employers’ liability; and human services professional liability.

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Stated Center would be established and operated in Waterville. • Bidder included location of their organization’s main office and related hours of operation for the organization’s Maine office. • Bidder clarified in this response that they had previously ran a Peer Center in Waterville prior to 2016. • Stated that they will “prioritize responsiveness to the Waterville community through” community engagement; Participant-centered scheduling; and IPS and Restorative Practices, including short description on IPS principles and

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<p>some detail on Restorative Practices, including community circles at the Center.</p>
<ul style="list-style-type: none"> • Met requirement.
<ul style="list-style-type: none"> • Met requirement, included detailed response on anticipated processes.
<ul style="list-style-type: none"> • Met requirement, provided detailed response, including a secondary point of contact to ensure prompt request response and details on request tracking and prioritization. • Bidder stated that their 2-business-day response commitment will be applied to all communication forms, including email, phone calls and written communication.
<ul style="list-style-type: none"> • Stated commitment to operating in “strict adherence” to Maine CIPSS Code of Ethics, and also indicated that all Center staff will be trained to apply and understand the Maine CIPSS Code of Ethics. • Will integrate CIPSS Code of Ethics in values, mission, and guiding principles in all aspects of their Center operations. • Response included a listing of “key ethical commitments” and how Bidder would achieve such.
<ul style="list-style-type: none"> • Provided detailed response addressing access to in-person and online Center services, and accommodations’ provision. • Bidder’s listed potential accommodations to be provided at the Center include ensuring sensory-friendly spaces “or features for individuals with sensory sensitivities”. • Bidder stated that Center staff will also actively solicit input from Participants in order to identify potential barriers and implement solutions. • Stated that they would utilize regular surveys (frequency not described) and listening sessions to capture Participant feedback and satisfaction with in-person and online services.
<ul style="list-style-type: none"> • Bidder did not include a response to this item (A.7.) in their Response to Proposed Services form; however, Bidder’s IT Responses attachment did indicate that they will comply with the Rider B-19, 19. Insurance Requirements.
<ul style="list-style-type: none"> • Bidder stated that their Center will mirror their Augusta-based-Center’s participant-driven approach. • Bidder indicated that Participants will play an active role at the Center through advisory groups, collaborative decision-making processes and feedback sessions. • Bidder stated that Center services will follow the IPS framework. • Indicated that the Center will implement trauma-informed principles.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

- Bidder included a comparison table against their current Augusta-based Center and their proposed Waterville Center, indicating anticipated similarities in service provision for their proposed Waterville Center as compared to their established Augusta-based Center.

- Bidder referred reader to their Attachment 7.
- Aside from fire drills for emergency preparedness, Bidder also indicated that their Center will have health resources available as well in the form of fully stocked first aid kits and easily accessible AED devices, with staff trained to assist if needed.
- Bidder indicated annual inspections of their fire protection measures (fire suppression system, extinguishers and emergency lights) by Interstate Fire Protection.
- Bidder stated that they will utilize Seacoast Security to ensure a controlled entry system that includes motion-sensor monitoring for after-hours.
- Bidder stated that they will engage collaboratively in quarterly meetings with their organization’s Safety Team to address any space-related needs.
- Bidder stated that they will engage in regular inspections of the Center, including K9 Bed Bug Detection services to ensue health standards and cleanliness. Frequency of the “regular inspections” was not specified.
- Bidder stated that all staff will receive trauma-informed training. It is assumed, however not specified, that trauma-informed training is inclusive of education on Trauma-responsive safety.
- Bidder indicated that they will utilize restorative conversations and restorative circles to address conflict.
- Bidder stated that the Center, in collaboration with Center staff and Participants, will develop Community Agreements to guide the Center’s shared commitment to co-creating their desired space. The community agreements’ overarching headers are: kindness and intentional communication; shared accountability; engaged participation; “stewardship of the space”; relational care and boundaries; inclusion and belonging; and mutual trust and confidentiality.
- Bidder stated that they will have Naloxone available at the Center for anyone to take and will include monthly Narcan training.
- Bidder noted their proposed health and hygiene practices, indicating that there will be regular cleaning at the Center and that hand sanitizing stations and mask will be readily available.
- Bidder stated that their Center will meet ADA standards, including wheelchair-accessibility.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

- Bidder stated that they will utilize anonymous feedback forms for Participant input, in addition to their Community Meetings.
- Bidder stated that staff and Participants at the Center will engage in yearly training on preparedness protocols and restorative practices.

B. Participant Eligibility

- Explicitly indicated individuals will not be required to have a referral or formal diagnosis for Center services, honoring self-reporting.
- Bidder stated that they will conduct community outreach to inform the community on the Center, “particularly targeting underserved populations and individuals who may be reluctant to seek formal mental health care”.
- Bidder specified some detail on how they intend to ensure an IPS-aligned approach for Participant orientation.
- Provided detail regarding orientation content, which includes an overview of IPS; discussion of Participant rights and responsibilities; and invitations to join Center’s peer-led activities and advisory groups in order to help shape Center operations.
- Bidder stated that they intend to provide orientation through multiple formats, as requested by Participants, in-person or virtual, via one-on-one or small group sessions.
- Stated that written and visual guides will be available in multiple formats, including large print and “plain language”.

- Bidder provided, in detail, the referral process for ineligible individuals, noting that they intend to provide person-centered referrals to alternative services for ineligible individuals.
- Process included description of an initial needs assessment conducted by Center staff; personalized referral provision, including warm hand-offs through directly contacting the referred organization on behalf of the individual to facilitate connection; supporting with accessing referred resources, including completing forms, sharing transportation options and assisting the individual with understanding procedures, as needed; and indicated that Center staff will encourage individuals to come back to the Center should additional support be needed after accessing the referred resources.
- Bidder indicated that Center staff will ensure maintenance of an up-to-date directory of local community resources, to be categorized by support type, eligibility criteria and accessibility to assist with streamlining the Center’s referral process.

C. Participant Tracking

- Bidder referred the reader to their Attachment 8

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

- Bidder described in detail their current practice for Participant attendance and participation tracking, and then referred to their enhanced process for such. This is confusing to the reader as the Bidder does not currently have a Center in Waterville.
- Bidder indicated daily sign-in sheets would include incorporation of optional pseudonym use, and that they would store the physical sign-in sheets in a locked cabinet when not in use.
- Bidder indicated their spreadsheets would use AES-256 encryption, with a unique password used for each folder containing the records.
- Bidder noted their access control, including multi-factor authentication for folder access.
- Bidder stated that they will use a secure cloud service that complies with HHS and State policies to store a backup copy of their training, with backups encrypted and access limited to designated IT personnel and Center manager.
- Bidder described implementation of HHS privacy policies and State requirements, including conducting regular risk assessments and training staff on State, federal and security privacy laws, including HIPAA as applicable.
- Bidder indicated that they would only keep participant data for duration required by contract, or legally; with electronic records to be securely deleted after this period using “industry-standard data destruction tools” and shredding of physical sign-in sheets.
- Bidder stated that they would conduct biannual audits to ensure policy compliance.
- Bidder indicated staff would receive regular training on data protection practices, with updates on compliance policies provided annually, or as changes occur. Frequency of regular training was not indicated.
- Bidder stated that they would use data management software that contains built-in compliance features including automatic encryption and user access logs; with vulnerability scanning tools implemented, as recommended by MaineIT policies.
- Bidder stated that they would utilize HIPAA or state-level compliance certified cloud services for storage and provided two examples of potential cloud service providers.
- Bidder stated that they would maintain written record of their data handling policies, risk assessments and training sessions and will provide periodic compliance reports to the Department, as required, indicating data security practices and any incidents.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. (MOCO), Area #4 - Waterville

DATE: 1/28/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Bidder stated that they would conduct annual reviews of their data security plan and update practices to align with any changes in federal or state law, or advancements in technology.• Bidder did not address C.1.c.• Bidder’s proposal submission included an Attachment 8a, titled as “IT Responses for RFP# 202410184”, however, did not refer the reader to this attachment. The attachment does include some language related to the Data Security Plan.• Bidder’s Attachment 8a referenced that they have a comprehensive incident response plan for timely identification, containment and reporting of unauthorized access or breaches. Specific detail on process and notification of unauthorized access or breaches to Participants was not included nor mentioned.
<ul style="list-style-type: none">• Provided Attachment 9 – Identity and Access Management Plan.• Bidder included a section on de-identified Participant tracking, noting tracking process; data collection and storage; and staff roles and responsibilities.• For de-identified and unduplicated tracking, Bidder indicated that they would use a unique identifier for each Participant.• Bidder indicated their access management protocols, including secure storage for physical records, password protection, and role-based access control.• Bidder indicated that to maintain accuracy and address any potential issues, their Center Manager will review attendance logs weekly.• Bidder stated that they will notify Participants regarding their tracking process transparently and collaboratively, consistent with IPS principles; and included detail on the information to be provided to Participants.
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none">• Met requirement.• Bidder provided some examples of group topics.• Bidder stated that services will also be offered weekday evenings and occasional weekends, to accommodate schedules.• Stated that they may share some groups, virtually, between their Augusta-based Center and the proposed Waterville Center• Bidder stated that aside from in-person and online services, some groups will also utilize a hybrid format in order to accommodate simultaneous in-person and online participation.• Indicated that the proposed Center will also maintain structured daily schedule of services to ensure consistent access to support opportunities.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/28/25

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<ul style="list-style-type: none">• Stated that Participants will have input in selection and design of their group offerings through advisory boards and via regular feedback sessions (frequency not described).• Stated that they will implement a tracking system for service delivery monitoring and to ensure compliance with the required service hours.• Stated that they intend to provide over 2,080 hours of services annually with exact details regarding actual intended service hours not provided.
<ul style="list-style-type: none">• Bidder indicated participant-driven group design development, including Participant identification, development and agreement to the Structured Group Support curriculum's content and schedule.• Indicated Participant feedback will be garnered through advisory meetings and feedback sessions.• Stated that they will review group content and frequency regularly (frequency not described) and will adjust based on Participant input.• For teaching self-management strategies and self-directed care cultivation, Bidder included the following example opportunities: goal-setting workshops, role-playing scenarios and peer-led strategy sharing for daily challenges' management.• Indicated that they would provide required Structured Group Support opportunities.• Bidder indicated that, based on Participant need, they may also offer community-building restorative practice groups; pathways to recovery groups; and WRAP.• Bidder stated that additional group offerings may include education and skill-building opportunities at the Center for project planning and fundraising; physical health and wellbeing; artistic expression; financial literacy; food and nutrition, including purchasing, meal planning and cooking; and self-advocacy skills.• Stated that their organization will aim to "maximize opportunities for shared learning and support" through integration of some Structured Group Support activities across their proposed Waterville and existing Augusta-based Center.
<ul style="list-style-type: none">• Provided Attachment 10 – Structured Group Support Model/Curriculum.• Bidder provided a detailed response on how they collect and integrate input and feedback from their weekly Center Community Meetings.• Bidder's indicated proposed feedback mechanisms for Participant feedback include Community Meetings; suggestion boxes; surveys and questionnaires; one-on-one formal and informal conversations; and through casual organic discussions in communal spaces for immediate insights.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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BIDDER NAME: Motivational Services, Inc. (MOCO), Area #4 - Waterville

DATE: 1/28/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Bidder listed titles and descriptions of each group, with additional groups included outside of the required and recommended groups, including: All Recovery; SMART Recovery; Authentic Self Journalling; Dual Recovery Anonymous (DRA); Karaoke and Open Mic; Coffee Chat; and Namaste.• Justification was provided for all listed groups.• Bidder stated that Participants will be actively encouraged to co-develop and co-facilitate groups, with mentorship available from Center staff to support Participants with facilitation, “building leadership and communication skills”.• Bidder did not address d), ensuring the model/curriculum of the Structured Group Support is designed to teach personal responsibility, self-management and problem-solving strategies.
<ul style="list-style-type: none">• Participant feedback mechanisms include dedicated monthly feedback sessions, structured as open forums or restorative circles for review and feedback on current group offerings; anonymous quarterly surveys to be distributed to all Participants; and suggestion boxes placed in the Center that will also be included in Center’s virtual platforms.• Facilitators will regularly review group participation trends, qualitative feedback and engagement levels; and Center staff will document any observations and discuss patterns in their team meetings.• Attendance and participation data analyzed will be used to identify underutilized groups or if a topic requires adaption.• Indicated a collaborative review process through quarterly participant advisory committees and biannual review of program offerings.• Indicated that group schedules will have quarterly updates to reflect Participant priorities, including introducing new groups, retiring groups or “revising underperforming offerings”.• Stated that new group topics or formats recommended by Participants will be initially offered as pilot programs; with feedback from such to inform whether the pilot program would be integrated into the regular schedule.• Stated that Participants will be notified on changes to group offerings through Center announcements, online updates and newsletters, ensuring Participants understand rationale behind Center decisions.• Stated that Center staff will ensure open lines of communication to encourage Participant feedback and suggestions at any time.
<ul style="list-style-type: none">• Indicated Structured Group Support will be designed to promote personal growth, recovery and self-determination.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/28/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Stated that all non-CIPSS facilitators will receive training on peer support principles and trauma-informed practices. Bidder did not indicate when this training would take place, e.g., if prior to facilitating groups at the Center.• Bidder further indicated that volunteers will receive an orientation that covers IPS principles, group facilitation skills and trauma-informed care; and will also receive supervision and mentorship from Center staff to ensure facilitation aligns with Center mission and values.• Bidder also indicated non-CIPSS facilitators will participate in training on peer support principles, recovery-oriented care and effective group facilitation.• Bidder indicated that Participants will be able to choose their preferred group format or IPS facilitator.
<ul style="list-style-type: none">• Provided a detailed comprehensive response on Center’s anticipated orientation for volunteers and non-Center staff.• Indicated orientation would include the following key components: an introduction to the Center, including explanation of Center services and overview of mission, goals and core values, including IPS principles and trauma-informed peer support; training on the CIPSS Code of Ethics and overview of confidentiality policies, including ensuring Participant privacy and handling of sensitive information; clear explanation on roles, responsibilities and limitations; training on peer-oriented conflict support; training on cultural competency and diversity; and overview of administrative procedures.• Proposed orientation will be provided through a combination of in-person, online modules and written materials, in order to accommodate schedules and learning preferences.• Orientations to be conducted by “experienced Center staff”.• Indicated that orientation would also include interactive elements such as role-playing, peer-to-peer discussions and reflective exercises.• Stated that they will maintain a record of completed orientations, including names, dates and materials covered during the orientation.• Stated that they will review orientation content and effectiveness annually to ensure it meets center needs and maintains alignment with Department guidelines.
<ul style="list-style-type: none">• Provided a detailed comprehensive response on Center’s anticipated orientation for any individual that visits the Center.• Bidder’s response seems to be focused on orientation for new Participants Although some language is included stating that the orientation would be for all new visitors, majority of the response to visitor orientation was focused on new

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/28/25

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<p>Participants. It is unclear if the proposed orientation is exclusive of non-potential-Participants.</p> <ul style="list-style-type: none">• Stated that their orientation process is designed to align with the IPS values of mutuality emphasis, connection and empowerment.• Bidder stated that orientation would be offered to all new visitors by their third Center visit, with orientation available earlier to interested individuals.• Bidder indicated various methods for orientation format: one-on-one orientation; small group orientation; and virtual orientation options.• Bidder included a description on how their orientation process reflects IPS values.
<ul style="list-style-type: none">• Stated that all Center staff, including non-CIPSS staff, will complete training in the principles and practices of IPS. Bidder did not include indication on when the IPS principles and practices training would be completed (e.g., prior to interacting with Participants).• Stated that Center staff will share experiences, insights and strategies for maintaining IPS-aligned interactions via peer learning circles. It is unclear if the peer learning circles would include Participants, or solely staff; and frequency of the peer learning circles was not provided.• Bidder included detail regarding how they will ensure principles of IPS in daily interactions.• Bidder included detail on how they will embed IPS in their structured activities (Structured Group sessions modeling IPS principles and via one-on-one IPS-aligned interactions and support).• Indicated staff will engage in regular reflective supervision sessions, frequency of supervision not indicated.• Stated that they will utilize solicited feedback from Participants to ensure their interactions remain aligned with IPS principles and are responsive to needs.• Included a section on monitoring and accountability, including “periodic peer observations” with constructive feedback provided (frequency not described); and evaluation of staff interactions during performance reviews, with a focus on IPS principles’ alignment.
<ul style="list-style-type: none">• Bidder indicated that their Center’s schedule will be updated weekly, reflecting changes or additions and that they will highlight special events or new programming on their homepage “or through banners for visibility”.• Bidder indicated they will design their website to be easily navigated, including accessibility features (e.g., large font options and screen reader compatibility).• Bidder will utilize social media platforms (Facebook and Instagram) to promote upcoming events, share Center schedules and engage with the community.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. (MOCO), Area #4 - Waterville

DATE: 1/28/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

- Stated that weekly or monthly newsletters will also be emailed to Participants and community members opting for the subscription. The weekly or monthly newsletters will include Center schedules.
- Stated that their Center will maintain a bulletin board with printed schedules and descriptions of Center activities (IPS groups, educational classes and activities). Board will also include flyers for upcoming events and Participant involvement opportunities.
- Indicated use of digital screens at the Center to display schedules and announcements, if available.
- Stated that staff will inform Participants on upcoming offerings during interactions.
- Bidder stated that they will share schedules with local businesses, libraries and community organizations and Center staff will host open houses or attend local events provide outreach on Center activities and engage with the community.
- Stated that printed materials would be distributed to community hubs like libraries, health centers and schools.
- Stated that all materials will be written in plain language and include visual aids, with materials translated into languages spoken in the community, where applicable.

- Stated that Participants will be offered information sessions or periodic workshops (frequency not described) in order to understand the Center's budget, including expenditures, funding sources and financial priorities.
- Stated that their sessions will utilize accessible language and visuals.
- Stated that Participants can provide input on budget-related decisions via the budget planning sessions or through advisory boards.
- Stated that educational sessions will include self-sufficiency topics, and they will hold advocacy skills training sessions.
- Stated that they will hold educational sessions exploring the key principles and history of the consumer/survivor/ex-patient movement.
- Stated that they will encourage Participants to connect with national and state advocacy organizations.
- Stated that they will provide educational workshops to cover Participants' state and federal rights.
- Indicated that they will also educate Participants on how to safeguard personal information online and offline, with tips for secure technology use and avoiding scams.
- Stated that they will hold periodic open forums (frequency not described) to address Participant privacy questions and/or concerns.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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DATE: 1/28/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Bidder stated that their educational sessions will utilize group discussion, role-playing and hands-on activities; with materials presented in plain language with visual aids and other languages offered, when applicable.• Indicated the educational sessions will be in-person and online.• Stated that Participants will have opportunities for co-creating or suggesting educational content and that they will regularly (frequency not described) solicit feedback from Participants for refinement and enhancement of their educational offerings.
<ul style="list-style-type: none">• Provided a detailed response.• Stated staff will guide Participants through the Vocational Rehabilitation referral process, and directly introduce Participants to Vocational Rehabilitation staff, whenever possible, to help ensure a seamless transition.• Stated the Center will follow up with Participants after the Vocational Rehabilitation referral to offer encouragement and address any challenges.• Stated that the Center will create a regularly updated list of local community volunteer opportunities, categorized by interest area (e.g., education, arts, environment and health).• Stated that Center staff will assist Participants with identifying volunteer opportunities that align with person interests and goals and will support Participants through their volunteer application process.• Stated that all Participants will have the opportunity to create a personalized volunteer or vocational readiness plan with Center staff that's tailored to their goals.• Stated that Center staff will regularly check in with Participants for progress review, achievement celebration and to address any challenges (frequency of regular check in was not indicated).
<ul style="list-style-type: none">• Provided a detailed response indicating how they will ensure Successful Linkage to appropriate services, including a Participant-centered needs assessment; Center resource mapping and information sharing; and warm hand-offs and pro-active follow-up.• For warm hand-offs, Bidder indicated that they may call providers on behalf of the Participant; however, the definition for Successful Linkage in the RFP indicates that Center staff may not contact referrals on behalf of a Participant directly.• Bidder indicated that they may also attend first appointments with Participants or coordinate introductions with key contacts.• Bidder included language relating to monitoring and continuous improvement, where Participants will be invited to share feedback on referral process and

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/28/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<p>services received and indicated that the Center will regularly update their resource directory for new or expanded services, and to address any identified gaps.</p>
<ul style="list-style-type: none"> • Indicated all Center activities are optional and Participants will have freedom to choose whether or not to engage, without obligation or pressure by the Center. • Stated that Center staff will present opportunities as invitations, honoring Participant’s decision while providing information on potential benefits of participation. • Bidder provided a detailed response indicating how they ensure voluntary engagement; mutual understanding and connection; support informed choices; foster a non-coercive culture by staff; and gradual engagement encouragement. • Stated that all Center staff, including volunteers and facilitators, will receive a training on how to maintain a non-coercive, Participant-centered approach, emphasizing an understanding of autonomy, avoiding directive language and reinforcement of mutuality in interactions. Timeframe for training (e.g., prior to working with Participants) was not described. • Stated that Center will provide multiple entry points and engagement levels for their activities, including informal drop-in conversations for structured group participation.
<ul style="list-style-type: none"> • Provided a detailed response that addressed how the Center ensures Participant-driven decision-making; strengths-based interactions; restorative practices for conflict resolution and community building; cultural humility and inclusivity; commitment to reflective and adaptive practices; and trauma-informed peer-led support.
E. Participant Self-help Activities
<ul style="list-style-type: none"> • Did not address E.1. • Bidder provided a response that referenced how they will ensure service provision without coercion and did not address Participant self-help activities.
<ul style="list-style-type: none"> • Bidder provided detail on Participant-centered feedback mechanisms, including: Center monthly open forums or focus groups where Participant feedback can be shared on current self-help activities; anonymous quarterly surveys that include questions on satisfaction with current activities, suggestions for new offerings and unmet needs; suggestion boxes; and staff observations and insight, including participation tracking and observation and documentation of qualitative feedback during the self-help activities. • Bidder indicated collaborative planning with Participants via quarterly Participant advisory committees and Participant co-design of activities.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. (MOCO), Area #4 - Waterville

DATE: 1/28/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

- Included information on regular evaluation and adjustment via biannual program reviews conducted by the Center every 6 months; and through pilot testing of new activities.
- Included that Participants would be informed of any changes to self-help activities and Center staff will provide the reasons behind each change for transparency.
- Stated that their Center will maintain an “open-door policy” for Participant feedback and ideas.
- Bidder included a description on how they will ensure their Self-help Activities’ review processes are in alignment with IPS principles.

F. Center Website, Social Media, and Outreach

- Bidder’s response to this item was a copy and paste of their prior response regarding process for regularly reviewing self-help activities with Participants.
- Elsewhere in the proposal, Bidder stated that they will ensure all Center communications are accurate, up-to-date and accessible (response to F.3.).

- Indicated that they intend to utilize a dynamic calendar that is interactive, including event details and ability to register for applicable offerings through the calendar.
- Stated that their center website will have a section dedicated to Center and local community newsletters, flyers and brochures.
- Stated that they will review and update the website regularly, frequency not described.

- Stated that they will conduct a quarterly comprehensive review of all website content, event calendars and brochures; and will update information immediately when events change or when new services or events are added.
- Provided an update workflow for website updates, brochure updates, event calendar updates and notification of changes to the Participant and community.
- Stated that they will have a designated staff person to oversee all content updates.

- Stated that Center policies will be in plain language and also available in multiple formats including as a downloadable PDF or via large print.
- Stated that they will review policies regularly (frequency not described) and update as needed, with a summary of changes highlighted in the updated uploaded versions.
- For on-site accessibility, Bidder also included signage or “wayfinding tools” indication on their website for those with vision or mobility challenges.
- Stated that they will include digital accessibility information on their website as well.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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DATE: 1/28/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Stated website will include instructions for accommodation requests, including contact information for inquiries.• Indicated that they will utilize a clearly labeled dedicated section of their website for accessibility policies and information that will be easily accessible from the Center’s website homepage, with key accessibility features (e.g., ADA ramp availability) also highlighted in relevant website sections (e.g., “About Us” or “Visit Us”).• Stated that they will invite the community and Participants to provide feedback on accessibility of Center policies, physical space and website.
<ul style="list-style-type: none">• Provided a description of proposed available Center opportunities for social, recreational, art and leisure activities.• Stated that they will collaborate with local organizations such as arts organizations, libraries and recreational centers to expand activities’ availability to Participants; and will encourage and support Participants to attend local art shows, community wellness events and festivals.• Stated that the organization’s experience and expertise from their Augusta-based Center will inform development and maintenance of similar opportunities at the proposed Waterville Center.• Stated that they will maintain detailed descriptions of available activities on their website, via brochures and through on-site postings.• Indicated intent to use regular feedback sessions to evaluate and enhance existing activities, and that Participants will have opportunities to suggest, design and lead activities.
<ul style="list-style-type: none">• Provided detailed response.• Stated that they have a longstanding presence in Waterville via their prior Waterville Center operation; group home ownership; oversight of “supervised apartments”; and listed example “key local organizations” that Bidder’s organization has strong relationships with.• Bidder stated that they intend to leverage their existing relationships in the community for community engagement, including targeted invitations.• Indicated they intend to utilize biannual community forums for Participants and community members to share experiences, provide feedback and discuss barriers.• Bidder stated that their biannual community forums will be offered in-person and virtually and will include staff-facilitated small group discussions and creative elements such as storytelling activities or art.• Bidder stated that feedback from their biannual forums will inform Center adjustments to programming, services and accessibility improvements.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/28/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

- Stated that feedback collection methods will include: utilization of online, in-person and partner organizations for conducting anonymous surveys; hosting of focus groups with specific populations to explore unique needs and barriers; and suggestion boxes placed at the Center and partner locations, such as the Lighthouse Soup Kitchen.
- Bidder stated that they will ensure feedback tools are available in plan language and other languages, as needed, with accommodations available such as sensory-friendly formats and interpreters.
- Bidder described their process for analyzing and implementing feedback, including data analysis; action plan development after each “engagement event”; and implementation and communication on updates made in response to feedback. Updates to be shared on Center’s website, newsletters and community announcements.
- Bidder provided an example of a barrier and how they would address such for transportation (plans to work with KVCAP and other partners).

G. General Requirements

- Bidder stated that the Participant training on privacy rights will cover the importance of confidentiality; Participant’s rights related to information sharing; potential risks and benefits of sharing information; and steps for them to revoke their release at any time.
 - Bidder stated that the training will be provided in an interactive format, including time for questions and discussions; with written materials summarizing key points to be provided in accessible plain language formats.
 - Stated that the form will clearly state information to be shared, who it will be shared with and the purpose for the information sharing.
 - Stated that Participants will be told that they are able to revoke their consent at any time before the 60-day limit.
 - Stated that all staff will receive ongoing training on IPS principles, confidentiality and process for handling information-sharing requests. Frequency of the ongoing training was not provided.
 - Stated that they will conduct periodic audits to ensure compliance with confidentiality policies and procedures, frequency of the periodic audits was not provided.
- Described how they will ensure an IPS-aligned approach for information requests.
 - Described their proposed process for information requests, including staff engaging with Participants in open discussion to understand reasoning for the

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. (MOCO), Area #4 - Waterville

DATE: 1/28/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<p>information sharing request, and ensure Participants have sufficient information to make an informed choice.</p>
<ul style="list-style-type: none"> • Provided Attachment 11 – Release of Information Form. • Header of the form indicates that the form is confidential. • Form includes specific categories to check off to indicate purpose of disclosure, including an “other (specify):” category to ensure accurate and precise information sharing. • Form includes specific categories for the type of information to be shared, also includes an “other (specify):” category. • Form includes a “consent and understanding” section that includes language reminding the Participant that they may revoke the consent at any time in writing. • The form has a 90-day-max-time-limit as opposed to the required 60-day max. Bidder’s narrative response also indicated commitment to a 60-day time-limit, reader assumes Bidder did not get a chance to update their Release of Information form. • Form also includes a witness signature line for Center staff to include their signature. • Form includes a section at the bottom for “Revocation of Authorization”, to account for instances where a Participant is revoking their information sharing consent ahead of the end-date indicated on the form.
<ul style="list-style-type: none"> • Provided a detailed response. • Bidder referenced their integration of IPS at their August-based Center. • Bidder indicated that their Center policies will be designed “with IPS principles at their core”. • Stated that Center policies will be co-created with Participant and staff input; including regular policy reviews with Participant feedback to ensure alignment with IPS values. • Stated that IPS principles will guide all Center activities.
<ul style="list-style-type: none"> • Stated that restorative practices will be used for addressing conflicts. • Stated that staff will receive ongoing training in order to address biases and ensure equitable Participant treatment, frequency of the ongoing training and when it would be initially completed was not described. • Stated that staff will be trained in restorative practices, did not include a description on when this training would occur. • Stated that Participants would be informed of their rights, timeframe for Participant training was not described. • Stated that they would utilize a restorative approach to protecting rights.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/28/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Referenced work done at their Augusta-based Center.
<ul style="list-style-type: none">• Bidder stated that they will include visual aids, such as icons, diagrams and infographics to ensure clarity on “complex ideas”.• Stated that their materials will also have clear headings, bullet points and adequate spacing to ensure readability.• Stated that they will share draft materials “with a diverse group of Participants for feedback”. Description on this process was not provided.• Stated that materials needing higher language complexity (e.g., up to eight grade reading level) will also include additional methods to ensure understanding of materials, including supplementary explanations and offering visual or verbal presentations with the written materials.• Stated that they will design online materials for easy navigation, including interactive elements like text-to-speech and expandable FAQs in order to enhance accessibility.
<ul style="list-style-type: none">• Met requirement, indicated that they will utilize remote interpretation services (phone or video) for immediate language access.
<ul style="list-style-type: none">• Referred reader to Attachment 12 – Center Procedure Manual.• Included the following sections: mission and values; governance and organizational structure; operational procedures; program offerings and group facilitation; feedback and continuous improvement; accessibility and inclusion; conflict resolution and Restorative Practices; health and safety protocols; staff training and development; and launch and implementation plan.• Bidder stated that they would utilize their weekly community meetings, suggestion box and surveys for Participant feedback, with feedback reviewed monthly and updates shared through bulletin boards and during Community Meetings.• Although Participant feedback mechanisms were described the decision-making model was a little unclear and undetailed.• Bidder listed 3 steps for their conflict resolution process, including restorative circles and restorative practices.• Indicated that staff would receive cultural competency training, timeframe for completing said training was not described. Also stated staff would receive “core trainings” on trauma-informed care, IPS and restorative practices, with timeframe for completing said trainings not described.• Stated that Naloxone will also be readily available on-site, and they will offer regular harm reduction workshops and Narcan training sessions, frequency of workshops and training not described.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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DATE: 1/28/25

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<ul style="list-style-type: none"> • In Bidder’s included “Launch and Implementation Plan” section, under their “Pilot Phase” item, stated that they would have the Center open for limited hours to test operations and gather feedback, with procedures adjusted based on feedback from the “pilot”. Stated that during “Full Launch” they will implement their “finalized operational procedures and expand hours and program offerings”, including hosting of a “grand opening event”. • Did not address 6.,6a. nor 6b. • Did not address use of IPS virtual modalities.
<ul style="list-style-type: none"> • Referenced work done at their Augusta-based Center. • Provided detailed response, including documentation of efforts taken before requesting a Participant to leave. • Indicated use of facilitated restorative dialogues or circles, if the incident impacted others.
<ul style="list-style-type: none"> • Stated that their creation and maintenance of collaborative relationships will include cultural, social and recreational organizations; in addition to building and maintaining collaborative relationships with mental health service providers, housing support agencies and employment and vocational resources. • Stated that they will identify and compile a directory of available local resources, events and opportunities for Participant Meaningful Activities’ participation. • Stated that they would utilize restorative practices and IPS principles to assist Participants with building relationships within the community. • Stated that their MOUs will outline shared goals, roles and expectations, while also ensuring flexibility to adapt to Participant needs. • Bidder provided some examples of anticipated MOU collaborations, including agreements with housing agencies, employment services and cultural and recreational organizations.
<ul style="list-style-type: none"> • Bidder included an Attachment 13 but indicated in writing that there are currently no MOUs.
<ul style="list-style-type: none"> • Provided a detailed response. • Aside from peer-led outreach and community partnerships, Bidder stated that they would use accessible and inclusive marketing materials for outreach, including flyers, posters and social media campaigns. • Bidder listed a couple example organizations serving marginalized groups that they would build and maintain relationships with. • Indicated plan to host restorative circles as part of their outreach events.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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| <ul style="list-style-type: none">• Stated that their annual review of policies and procedures with Center staff and Participants would be conducted through focus groups or advisory committees.• Stated that they would explore other similar platforms, in addition to 2-1-1 Maine, to enhance accessibility and ensure a broader reach.• Stated that their Center staff will utilize IPS principles to empower Participants with identifying and accessing needed resources and would provide follow-up support to ensure resources are meeting needs and offer additional assistance, as needed. |
| <ul style="list-style-type: none">• Provided detailed response.• Bidder listed some organizations that support marginalized groups that they would engage with: Mid-Maine Homeless Shelter, Lighthouse Soup Kitchen, Waterville Creates, and KVCAP.• For engagement with community organizations serving and/or representing marginalized communities, Bidder stated that they would conduct initial meetings with relevant organizational leaders for discussion on shared goals, community needs and to identify opportunities for collaboration.• Stated that they would participate in local coalitions, councils and events to establish an active presence within the community and strengthen connections.• Bidder indicated that for collaborative marketing strategies, they would co-host community events (e.g., resource fairs, workshops and open houses); collaborate with partners on shared communication platforms; and would develop inclusive marketing materials that “reflect the diversity of the community and are available in multiple languages and accessible formats, including “culturally responsive visuals”.• Stated that they would also engage in peer-led outreach, with peer staff leading outreach efforts, sharing personal stories and successes, and attending partner-organization-hosted events and gatherings to connect directly with potential Participants.• Indicated methods for continuous engagement and feedback with partner organizations, including collaborating with partner organizations to gather feedback on outreach efforts and how services can be improved.• Stated that they would actively seek input from marginalized communities for programming co-creation.• Stated that they would work with partner organizations to identify and address barriers that may make accessing Center services difficult for marginalized groups, e.g., transportation or language support. |

H. Participant Engagement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/28/25

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- Stated that they would host a series of facilitated planning sessions with Participants and staff within the first 3 months to introduce Center’s mission and values, share their planning framework and invite input on Center initial policies and priorities.
- Stated that Participants will be invited to co-create their initial policies and procedures manual, in collaboration with staff,
- Stated that they would establish a Participant Advisory Committee (PAC) to act “as a central voice in decision-making and policy reviews” and that the PAC will include “diverse representation from the Participant community and trained staff”. Aside from general overview on makeup of the PAC, Bidder did not include detail on how many Participants would be included versus other PAC members.
- Stated that Participant input on budget oversight and financial decisions, and input on hiring practice and staff performance reviews would be completed by the aforementioned PAC.
- Bidder did not indicate reviewing Center policy on the budget process with Participants (1.a.ii.), nor did they include Participant review on policy related to the general Peer review process (1.a.vii.), not solely limited to process for returning to the Peer community.
- Indicated quarterly review of policies.
- Stated that Center goals would be established during strategic planning sessions that are co-led by Center staff and Participants.
- Did not describe ensuring Participant involvement as it pertains to planning and decision-making processes for Center governance, operations and any other Center policies.
- Bidder did not address providing opportunities for Participants to actively engage in the creation of the Center budget.
- Stated that “all significant decisions will be made through consensus”, however, did not describe what they would consider as “significant decisions” for the Center, nor did the Bidder describe what they would consider as “consensus” (e.g., how many Center Participants must be present, and how voting would occur (e.g., if consensus would be made via ‘majority’ approval, or another method)).
- Stated that they will share updates on policy changes, financial decisions and other key developments through Participant meetings, newsletters and through postings at the Center.
- Stated that they would conduct educational workshops on budgeting, consensus-building and restorative practices.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/28/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Stated that upon award, if awarded, they will immediately engage with Participants in co-creating their Center policies, operations and goals. Also indicated they intend to conduct open forums, surveys and one-on-one conversations to inform their initial planning.• Indicated that “Over time” (timeframe not indicated) Bidder intends on the Center transitioning “more decision-making responsibilities to Participants”. No additional detail provided regarding which Participant “decision-making responsibilities” would be in existence at inception, versus “over time”.
<ul style="list-style-type: none">• Provided Attachment 13 – Expectations of Conduct.• Bidder included a section indicating that disruptions to the Center would be addressed through Restorative Practices; including specific action steps.• Although action steps for when disruption occurs or corrective action is needed are in a numbered order, it is unclear if all steps are followed for every Center disruption, or if only some steps are taken, as applicable.• Bidder’s attachment includes a place for Participants to sign the form indicating Center staff have gone over the form with the Participant and that the Participant agrees to uphold the standards. It is unclear if this form is only applicable for Center Participants, or if it applies to Center staff as well as the attachment refers to “Our Shared Expectations” at the top of the form.
<ul style="list-style-type: none">• Stated that they would host workshops for Participant input on interview questions; with finalization of interview questions to occur collaboratively with Participants and staff (specific process for finalization not described).• Stated that Participants would have the opportunity to review redacted, deidentified job applications. Details on how participant feedback on applications would be garnered was not provided.• Stated that Participants involved in the job application review process “will receive training on how to objectively evaluate applications” based on Center needs and values. Specific process for Participant inclusion (e.g., how many Participants will be included in the job application review) was not included.• Stated that after Participant review of job applications, they will meet with staff to discuss their evaluations and note strengths and potential concerns for each applicant.• For interviewing, stated that they would provide Participants with training on conducting effective interviews and will also emphasize use of IPS principles during interviews.• Stated that Participants would be included on interview panels with Center staff and Participants will provide structured feedback after the interviews. Specific

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/28/25

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<p>process for Participant inclusion (e.g., how many Participants will be included on the panel) was not included.</p>
<ul style="list-style-type: none"> • Stated that they would establish a Participant Advisory Hiring Panel where Bidder would invite Participants to join a dedicated hiring panel for collaboration with Center staff during the employment selection process. • Stated that Participants will contribute with drafting policies that outline their role in hiring. • Stated that they would document participant feedback and evaluations and include it as part of the hiring record. • Stated that after hire, Participants will provide feedback on the new hire’s interactions. • Stated that they will have regular evaluations of the hiring process led by Participants and staff, frequency/timeframe for the regular evaluations was not indicated.
<ul style="list-style-type: none"> • Stated that they would establish and utilize “a transparent and inclusive recruitment process”. • Stated that agendas would be co-created by the board members, Center staff and Participants. • Stated that meeting outcomes, decisions and updates from board meetings will be shared to Participants and staff through the Center’s website, newsletters and bulletin boards. • Stated that the board will assist with developing and revising the Center’s policy and procedure manual, with input from Participants and staff incorporated into all policy updates.
<ul style="list-style-type: none"> • Stated that they will provide the anonymous quarterly survey in-person and digitally, and will also have staff provide assistance, as needed, while maintaining confidentiality (e.g., if a Participant asks for questions to be read aloud). • Stated that they will compile the data into a report that summarizes key findings, trends and areas for improvement. • Stated that Participants will also have opportunities to join in feedback sessions where survey results will be shared; with insights from the discussions being used for co-creation of action plans to address identified needs. • Stated that all survey data will stay anonymous, with only aggregated data shared with the Department to protect Participant confidentiality.
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Stated that staff will support Participants with identifying opportunities, however, activities will be chosen and attended independently by Participants.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 1/28/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

- Stated that staff will facilitate leisure planning discussions during group workshops or one-on-one sessions to help Participants with exploring community options.
- Stated that local event calendars and community resource guides will also be provided. Also indicated that staff will maintain an up-to-date directory of local opportunities.
- Stated that they would connect Participants to opportunities including events hosted by Waterville Creates, KVCAP and free or low-cost activities that are offered by recreation centers, libraries or cultural institutions.
- Stated they will have clear guidelines and documentation regarding funding.
- Will have a dedicated staff member oversee fund usage tracking, including maintenance of receipts and documentation for accountability.
- Stated will engage in outreach efforts to ensure non-Center-affiliated individuals are informed of eligibility and are supported with accessing the funds.

- Plan to collaborate with partner organizations already utilized by the Augusta-based Center to for outreach on funding.
- Plan to use accessible brochures, postures and digital content to educate on eligibility and how to apply for the funding, with materials distributed through providers, online platforms and public spaces.
- Plan to host periodic information sessions in local venues regarding purpose, eligible activity examples and application process navigation.
- Plan to develop a user-friendly application process mirroring the one at the Augusta-based Center and staff will offer support through direct assistance or accessible formats.
- Plans to ensure non-Center individuals can apply through direct outreach from the organization's staff or through referrals from local mental health providers.
- Plans to assign staff to guide individuals through their activity selection and planning.
- Plans to build on existing partnerships in Augusta and provide tools including event calendars and resource directories.
- Plans to collect feedback regarding accessing and utilizing funds to refine and improve future outreach.

J. Staffing

- Stated that they would prioritize candidates with direct Lived Experience; however, the RFP requires all center staff be individuals with direct Lived Experience. Unclear if Bidder intends to hire staff without direct Lived

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/28/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<p>Experience. The job descriptions for Center staff (Center Coordinator and CIPSS) both include the requirement of Lived Experience.</p> <ul style="list-style-type: none"> ● Bidder included Restorative Practices as a method they would utilize in creating a supportive environment for staff. ● Plans to provide access to workshops, conferences and advanced CIPSS training. ● Plans to encourage staff to take leadership roles with developing Center activities and training new hires. ● Noted that they would strictly monitor compliance on CIPSS requirements. ● Indicated that they would integrate IPS principles in all staffing aspects, ensuring staff also “embody the values of connection, mutual learning and empowerment”.
<ul style="list-style-type: none"> ● Stated that if they have no current staff with the required training at hire, they will prioritize hiring a candidate willing to complete the Restorative Practices training as soon as possible.
K. Performance Measures
<ul style="list-style-type: none"> ● Met requirement, included detailed response.
L. Reports
<ul style="list-style-type: none"> ● Met requirement, provided detailed response.
2. Staffing
<p>a. Provide position titles and job descriptions, including minimum qualifications, for all project staff including the project lead (include as Attachment 15).</p>
<ul style="list-style-type: none"> ● Provided separate attachments and job descriptions for: Certified Intentional Peer Specialist, Peer Program Manager and Waterville Center Coordinator. ● Certified Intentional Peer Specialist, Center Coordinator and Peer Program Manager positions all only require a high school diploma or equivalent at minimum, ensuring minimal barriers to hiring quality peer staff. ● The Certified Intentional Peer Specialist and Center Coordinator job descriptions indicate that they must be able to obtain provisional CIPSS certification within 6 months of hire and full certification within 12 months; the Peer Program Manager position also requires full certification within 12 months (requirement of provisional within 6 months was not indicated).
<ul style="list-style-type: none"> ● Bidder wrote N/A.
<ul style="list-style-type: none"> ● Provided, indicated .4 FTE for Peer Program Manager, 1 FTE for “Peer Coordinator” (assume, though unclear, if this is the same as the “Center Coordinator” position), 1 FTE for two “Peer Center Staff”, and .5 FTE for two “Peer Center Staff”.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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- Also included .125 FTE for “Relief”, unclear if “Relief” is the name of the position, a separate job description for this position was not provided and no additional detail provided on this position aside from amount of FTE and amount of hours to be worked during the week.
- Bidder included a staffing schedule table for the week, the “Relief” position is not included on this staffing schedule table as working any of the indicated days.
- Bidder’s provided job descriptions include one for “Certified Intentional Peer Specialist”; however, this position is not referenced in the staffing plan. Instead, the only positions not aligned with the provided job descriptions are the “Relief” position and the “Peer Support Staff” position. Reader assumes that the “Peer Support Staff” is a synonymous term for “Certified Intentional Peer Specialist”, however, this is unclear and not specified.

3. Implementation - Work Plan

- Provided Attachment 17 – Implementation Plan
- Bidder provided a narrative response on specific development and implementation tasks, but also included a separate Gantt Chart for their implementation timeline that mirrors their narrative response via a higher-level broad overview of general tasks (with additional details provided in narrative response).
- All target tasks were indicated by month.
- Bidder did not indicate the person/position responsible for each task.
- Included a community survey task to be completed in September 2025 for input on desired programs and group offerings.
- Indicated plan to have a “soft launch” of the Center in December 2025, and plans to start enrollment for initial Participants in December 2025 as well.
- Plans to have their “official grand opening event” in January, 2026, with the first Community Meeting hosted in February.
- Tasks were comprehensive and covered all months up to June 2027.
- Bidder also included a list of “Key Milestones by June 30,2027”.
- Did not include tasks related to creation of their governing board.

Part IV, Section IV. Cost Proposal and Budget Narrative

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Bidder has over 40 years working with individuals with sever and prolonged metal illness and related disabilities• Bidder indicates that their services emphasize empowerment, independence and inclusion.• Bidder runs the LINC Center which exemplifies commitment to recovery oriented and peer driven services.• Bidder indicates they are eager to reestablish a presence in Waterville.• Bidder indicates they integrate DEI principles across all programs.• Bidder has a vision for expansion in Waterville• Bidder indicates that they provide culturally competent and responsive services.• The Bidder indicated that the approach that they used in completing this proposal ensured that the lived experiencing and insights of participants shaped its content and direction.• Bidder indicated that while responding to this proposal, they had participant led conversations, administered surveys and informal feedback, held workgroups focused on expansion and integrated participant voices.• The Bidder indicates they involve recipients of mental health services in programs and decision making through participant driven programming, participant committees and leadership roles, peer employment opportunities, participant engagement in decision making, feedback tools, representation on Governance, Leadership Development.• Project One- Project One-LINC Center- LINC Peer Run Recovery Center- A Hub for Mutual Aid, Empowerment, and Community Connection. This project aligns with the following peer run values, Mutual aid and Empowerment, Community Connection, and Inclusivity and Trust• Project Two- United Way Kennebec Valley – partnered with IMPACT2032, to achieve ten-year goals in health, education, and financial stability.• Project Three- Family Medical Institute- Foot Clinic-A Partnership with Family Medical Institute Residents. This project aligned with the peer run values of Mutuality and Connection, Empowerment and Respect, and Community and Inclusion.
2. Subcontractors

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • None Identified
3. Organizational Chart
<ul style="list-style-type: none"> • The Bidder provided a Motivational Services Organization Chart. However, it did not identify the project team proposed to meet the requirements, the bidder's decision-making process with an emphasis on how Participants are involved
4. Litigation
<ul style="list-style-type: none"> • Provided 4 litigation. All are closed/settled out of court
5. Financial Viability
<ul style="list-style-type: none"> • Provided statements from Ouellette and Associate for June 30, 2021 and 2020, June 30, 2022 and June 2021, and June 2023 and June 2022
6. Certificate of Insurance
<ul style="list-style-type: none"> • Yes, until 7/1/2025

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Bidder proposes to establish and operate a MHPSC in Waterville, Maine • Administrative offices will be a 71 Hospital Street Augusta Maine and will serve as a Hub for administrative support. Will be open Monday-Friday 8am-4:30pm • Did not address the exclusion of State Holidays • Bidder ran a successful Peer Center in Waterville prior to 2016 • Bidder indicates they will prioritize responsiveness to the Waterville community.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement
<ul style="list-style-type: none"> • Bidder indicates meeting objectives will be; contract management, operational updates, collaborative problem-solving, feedback exchange. • Bidder indicates a commitment to a transparent and collaborative relationship with the Department.
<ul style="list-style-type: none"> • Bidder indicated they will keep a centralized tracking system to document all requests, responses, and resolutions. • Bidder indicates a primary and secondary point of contact to ensure all Department communications are addressed promptly.
<ul style="list-style-type: none"> • Bidder indicated adherence to examples of the following CIPSS Code of Ethics: • #3 Within the peer relationship, Maine CIPSS will strive for mutual respect always

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • #10- Maine CIPSS will respect the privacy and confidentiality of information shared in the relationship. This shall be reflected in any and all formal documentation • #2 Maine CIPSS support freedom from intimidation and discrimination in all forms. • #4- Maine CIPSS will strive to build mutually supportive relationships where power and responsibility are shared and negotiated. • Did not appear to address #1, #5, #6, #7, #8, #9, #11
<ul style="list-style-type: none"> • The Bidder provided a great deal of detail in this response.
<ul style="list-style-type: none"> • Bidder does not appear to have completed this section.
<ul style="list-style-type: none"> • Bidder indicated use of the following core activities, Peer Support Circles, Life Skills Workshops, Recreational Activities, Community Engagement Activities • Bidder indicates they will provide services in -person and online and will incorporate Intentional Peer Support and Trauma Informed Practices.
<ul style="list-style-type: none"> • Bidder provided Attachment 7 as a Center Safety Plan, not titled Participant Safety Plan. In #7 of the plan, the section titled Training and Practice, discusses shared drills which they indicate will ensure collective confidence and readiness. The Bidder does not seem to indicate that fire drills will be completed, twice a year, including EXIT signage and maintaining a log of fire drills.
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder met this requirement with great detail. • Within the identification of ineligibility, the bidder indicates they will do an eligibility criteria, and if the participant does not meet eligibility, they will use compassionate Communication in conversation with them. • Through a referral process, the staff will complete a needs assessment, resource mapping, and personalized referrals with the ineligible participant. • The Bidder will follow up with the individuals to return to the center if they need further assistance.
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Bidder did not provide a document titled Data Securing Plan or Attachment 8. • Bidder did provide a document titled Plan for Keeping Waterville Center - Proposed Safety Plan for Waterville Peer Support Center.
<ul style="list-style-type: none"> • Bidder did not provide an Attachment 9 or a document titled Identity and Access Management Plan. • It was not clear where or if the Bidder addressed tracking unduplicated de-identified participant attendance.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> • Bidder indicates they will meet and exceed the required 2,080 annual hours of service delivery. • Bidder provided examples of Group Topics to be offered such as, Wellness and Recovery, Trauma-informed Practices, Peer Leadership Development, Substance Use Recovery, Life Skills Training • Bidder indicated groups will be facilitated by those who are certified in IPS. • Bidder indicated they will provide delivery methods that include both in person and online services. • There will be daily offerings at the Center. • Attendance Records will be kept related to Participant Attendance.
<ul style="list-style-type: none"> • Bidder indicated they will meet the requirement. • Bidder provided a document that was titled Attachment 10, Proposed Structured group Support Model for Watherville Peer Support Center. • Bidder did not complete d) in a way that discussed the language stating “must be designed to teach personal responsibility, self-management and problem-solving strategies.” • Instead, Bidder used language such as Encourages workforce participation and skill-building for recovery, celebrates diverse recovery pathways and fosters mutual support, promotes emotional regulation and resilience, addresses the unique needs of individuals with dual diagnosis.
<ul style="list-style-type: none"> • Bidder indicated, with detail, how they will meet the requirement. • Bidder indicated they will provide a mix of groups to include CIPSS led groups, Co-Facilitate Groups, and Volunteer on Non-CIPSS Led Groups. • Bidder indicated that Center Participants will have access to one-on-one IPS opportunities. • Bidder indicated they will provide Participant Centered Flexibility as it relates to freedom to choose group formats.
<ul style="list-style-type: none"> • Bidder provided a detailed orientation plan for non-Center staff and volunteers. They did not indicate that they would provide orientation procedures to the Department for review within 30 business days of the start of initial period of performance. • Bidder indicates that orientation will address such content as Introduction to the Center, Code of Ethics and Confidentiality, Roles and Expectations, Peer-Oriented Conflict Support, Cultural Competency and Diversity and Administrative Procedures. • Bidder does not indicate that they will ensure that all changes/revisions are reviewed and approved by the Department prior to implementation.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Bidder provided a detailed orientation process that they indicate they will use.
<ul style="list-style-type: none"> • Bidder indicated that they would meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will provide materials in multiple languages, where applicable. • Bidder indicated to potential use of digital screens at the Center that will display rotating schedules and announcements.
<ul style="list-style-type: none"> • Bidder addressed a-c in this section. Bidder does not appear to have addressed. information and privacy.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicated that they will have individualized conversations with Participants and Explore goals with them. • Bidder indicated they will develop a Comprehensive Resource Directory through resource mapping and information sharing. • Bidder indicates they will provide warm hand offs and proactive follow up with Participants.
<ul style="list-style-type: none"> • Bidder indicates that they will provide voluntary engagement and build trust through relationships using mutual understanding and connections.
<ul style="list-style-type: none"> • Bidder provided a detailed response to how they will meet this requirement.
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Bidder did not share what opportunities for Participants to engage in self-help activities and to work productively on their personal wellness to live a self-directed life and strive to reach their full potential. • Bidder did not address how they will ensure mutual informal, non-structured, support groups are available as requested by participants or b.i in this section.
<ul style="list-style-type: none"> • Bidder provided a detailed description on how they indicate they will meet this requirement.
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Bidder did not meet this requirement. The response to this section discussed a Process for regularly reviewing self help activities with participants.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Bidder indicates that the will meet this requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Alice Preble

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<ul style="list-style-type: none"> • Bidder indicates that they will handle requests through the building of mutual trust, use a participant led process, and focus on possibilities. • Bidder provided the process of implementing the process in a new space and the steps in doing this by providing a list of implementation activities. It is not clear to the evaluator how this will be completed through an IPS lens.
<ul style="list-style-type: none"> • The Bidder did not provide a document Attachment 11. Bidder provided Waterville Peer Center Release of Information form but did not label it as attachment 11.
<ul style="list-style-type: none"> • Bidder indicated they will integrate IPS Principles into policies by using participant-centered policies and collaborative policy development. • Bidder indicates they will implement IPS Practices through comprehensive IPS training, Peer Leadership Activities • Bidder indicates they will integrate IPS in Participant Engagement through participant led activities and empowering interactions.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates they will ensure materials are at a 6th grad reading level, and no higher than an 8th grade reading level “when necessary”. The Bidder does not indicate in this response how they will ensure this.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement. • Bidder did not provide a response to this section.
<ul style="list-style-type: none"> • Bidder did not provide a document that was identified as Attachment 12. They did provide a document titled Proposed Procedure Manual for Waterville Per Run Recovery Center. • Bidder did not indicate the use of IPS virtual modalities In the document provided.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder did not provide Attachment 13. They provided one sentence on a piece of paper that states “There are no MOUs at this time.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<p>H. Participant Engagement</p> <ul style="list-style-type: none"> • 1, b-Bidder indicated involvement in governance. This evaluator did not see where the Bidder mentioned fiscal, personnel. • 1c was not addressed. - Bidder did indicated that over time the Center will transition more decision making responsibilities to the Participants. • Bidder did not address d. i-ii

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services, Inc. Area #4 (Waterville)

DATE: January 10, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • Bidder provided Attachment 14 titled Expectations of Conduct. Attachment 14 included information required in this section.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder did not provide a response to c. i-iv
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
I. Community Activity Fund
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement,
<ul style="list-style-type: none"> • The Bidder describes how these funds will be marketed. It is not clear to this bidder how individuals outside of the Center will have and obtain access to these funds.
J. Staffing
<ul style="list-style-type: none"> • Bidder indicates that they will meet these requirements.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
K. Performance Measures
<ul style="list-style-type: none"> • Bidder indicates that they will meet and exceed the Performance Measures outlined in Table 1. Bidder provided detailed explanation on how these will be met.
L. Reports
<ul style="list-style-type: none"> • Bidder indicates that they will use third party data sources to support submitted performance metrics. • Bidder did not indicate that it would provide all information in table 2 and 3 as required.
2. Staffing
<ul style="list-style-type: none"> • Bidder did not provide a document titled Attachment 15 • Bidder did provide job descriptions for Certified Intentional Peer Support Specialist, Waterville Center Coordinator, Peer Program Manager,
<ul style="list-style-type: none"> • none
<ul style="list-style-type: none"> • Bidder did provide a document titled Attachment 16, Waterville Center Staffing Plan which included the required information.
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Bidder did not provide a document titled Attachment 17. The did provide a document title Waterville Peer Center Implementation Plan. • The work plan was not displayed in a timeline chart • The document does not describe the person or position responsible for each task.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Motivational Services, Inc. Area #4 (Waterville)

DATE: January 10, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

Part IV, Section IV. Cost Proposal and Budget Narrative
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services – Waterville- Area 4

DATE: 2/6/2025, 2/10/2025, 2/11/2025

EVALUATOR NAME: Kelly Ann Staple

EVALUATOR DEPARTMENT: OBH/DHHS

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • P -MOCO/LINC 40 years • P – Agency has Trauma informed inclusive spaces • P - Utilized participant voice from LINC in development of this proposal, participant-led conversations, workgroups and surveys • N - No indication that consumers in Waterville contributed to the vision of this RFP • P -History of addressing systemic barriers that often prevent marginalized individuals from accessing care. • Q – Identifies as incumbent because bidder previously had a mental health peer center in Waterville • P -1 program they currently have is LINC, in Augusta, a MH Peer Center • Q- the other two programs identified were singular events for the LINC center, not programs. They included collaboration with the United Way of Kennebec Valley, and collaboration with the Family Medical Institute • I – Didn't describe the Peer Support program they manage at Riverview
2. Subcontractors
<ul style="list-style-type: none"> • None
3. Organizational Chart
<ul style="list-style-type: none"> • Chart shows the LINC peer center and staff, • Peer Support program at Riverview Psychiatric Center is not included • The proposed center is not on the chart
4. Litigation
<ul style="list-style-type: none"> • N -4 cases, settled, whistleblower and discrimination related
5. Financial Viability
<ul style="list-style-type: none"> • Met Requirement – audits were included
6. Certificate of Insurance
<ul style="list-style-type: none"> • Met Requirement – current policy was included
Part IV, Section III. Proposed Services
1. Services to be Provided
a.
Part II
<ul style="list-style-type: none"> • Facility and Operational Standards

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Motivational Services – Waterville- Area 4

DATE: 2/6/2025, 2/10/2025, 2/11/2025

EVALUATOR NAME: Kelly Ann Staple

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • N - Bidder states The Center will operate as a fully accessible administrative and direct service office, but then states the administrative offices will be at 71 Hospital Drive in Augusta, those hours are 8am-4:30pm • N – Bidder does not identify a location for The Center • Meets- Bidder states The Center will be open a minimum of 40 hours per week, excluding state holidays and administrative closings. To accommodate diverse participant schedules, the Center will have flexible hours, potentially to include evenings and/or weekends, informed by community feedback and identified needs.
<ul style="list-style-type: none"> • Meets Requirements – bidder stated they will have a center specific phone that includes the required outgoing message
<ul style="list-style-type: none"> • Bidder agrees to meet with the Department • Q- Bidder states they will designate the participants
<ul style="list-style-type: none"> • Bidder Agrees • P -Bidder will develop a tracking system to track all communication
<ul style="list-style-type: none"> • Bidder states they will embed the CIPSS Code of Ethics into every facet of the Center’s operations
<ul style="list-style-type: none"> • Meets -The Center will provide virtual peer support sessions, workshops, and community meetings • Meets -The Center will be located in a space that complies with ADA requirements
<ul style="list-style-type: none"> • Says “James” in the space allotted, Doesn’t meet Requirement
<ul style="list-style-type: none"> • Meets – Center staffed by CIPSS • Meets - Participants will play an active role in shaping the Center’s operations • I - Center will draw from the LINC Center’s successful practices while tailoring its services to the unique needs of the Waterville community. • Meets -Peer Support Circles, Life Skills Workshops, Recreational Activities • P - Community Engagement Initiatives: Opportunities for participants to connect with local organizations, volunteer, or engage in advocacy efforts.
<ul style="list-style-type: none"> • Meets – Proposed safety plan attached • P -AED devices will be available • Q - Controlled entry systems monitored by Seacoast Security • P- Naloxbox access and Narcan training • Meets – Staff will be trained to be trauma informed
<ul style="list-style-type: none"> • Participant Eligibility
<ul style="list-style-type: none"> • Meets Requirement – bidder agrees to provide services at no cost and described their orientation process

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Kelly Ann Staple

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Meets -Will meet with prospective participant and clarify what services they are seeking • I - Staff will encourage individuals to return to the Center if additional support is needed after accessing referred resources.
C. Participant Tracking
<ul style="list-style-type: none"> • Did not respond
<ul style="list-style-type: none"> • Physical sign in sheets will be utilized and then transposed to a spreadsheet • Q – Are people who go to the center able to read the daily sign in sheet? • P – Participants can sign in with a pseudonym
<ul style="list-style-type: none"> • Meets Requirement – plan was included and described their process
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> • Meets Requirement – bidder agrees to offer at least 2,080 hours of center hours, including 180 hour of structured group support
<ul style="list-style-type: none"> • Meets – bidder shared process of garnering feedback from participants and agrees to offer required classes • P -Bidder will maximize opportunities for shared learning and support by integrating some Structured Group Support services across the Waterville and LINC Centers
<ul style="list-style-type: none"> • N- Bidder does not demonstrate that this document was created with input from the Waterville community • Meets – provided answers to a-d
<ul style="list-style-type: none"> • Meets - Advisory committees composed of interested Participants will meet quarterly to review feedback and data, discuss emerging needs, and recommend changes to group schedules and content. • Meets – Surveys, Suggestion box, feedback sessions will be utilized • P- A formal review of all Structured Group Support offerings will occur every six months, incorporating input from Participants, staff, and the advisory committee.
<ul style="list-style-type: none"> • Meets Requirement • P – Training will be provided to volunteers so they have an understanding of IPS
<ul style="list-style-type: none"> • Meets Requirements – bidder will submit to the department within 30 days and will insure that volunteers and non-center staff will receive this orientation
<ul style="list-style-type: none"> • P – 1:1 orientation, in person or virtual, group orientation will also be available • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement – bidder outlined the training and policies in alignment with IPS values and practices

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Motivational Services – Waterville- Area 4

DATE: 2/6/2025, 2/10/2025, 2/11/2025

EVALUATOR NAME: Kelly Ann Staple

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> Meets Requirement – bidder identified use of website, fliers, brochures and emails as means of communicating
<ul style="list-style-type: none"> 6a M-Participants will have the opportunity to provide input on budget-related decisions through advisory boards or budget planning sessions. Q- Will participants make final decisions? 6b-d. Meets requirements
<ul style="list-style-type: none"> Meets Requirement – bidder agrees to meet these expectations
<ul style="list-style-type: none"> P – Bidder will maintain comprehensive resource directory N- For successful linkages, bidder states they may call providers on behalf of the Participant and attend the first appointment with them. This is beyond the scope of center based work N- Staff will advocate for Participants when addressing housing-related challenges, This is not in alignment with IPS values and practices.
<ul style="list-style-type: none"> Meets Requirement – Bidder described an engagement process that would not be co
<ul style="list-style-type: none"> Meets Requirement – bidder described Restorative Practices that will be utilized at the center as well as empowerment principles
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> N -the answer appears to be for question 9 Meets - Community meetings, suggestion boxes, surveys, will pilot new groups and assess their success
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> N – Answer was a cut and paste from the above answer, did not answer the question Meets Requirement – bidder is in agreement and has a plan to implement this Meets Requirement – bidder agrees to meet this requirement Meets Requirement Meets Requirement Meets Requirement
<p>G. General Requirements</p>
<ul style="list-style-type: none"> Meets Requirement Meets Requirement N- Has a 90 day expiration, rather than the required 60 day N- Does not include check box indicating participant has participated in an information and privacy rights training Meets Requirement N- DEI lacked detail

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Kelly Ann Staple

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement – lacks detail
<ul style="list-style-type: none"> • N – Bidder did not address
<ul style="list-style-type: none"> • N -Policy manual does not address virtual modalities
<ul style="list-style-type: none"> • N-It is unclear how long suspensions may be and how that is determined
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Attachment states there are no MOU's
<ul style="list-style-type: none"> • N-outreach to marginalized communities is limited
<ul style="list-style-type: none"> • P – Designated staff member will oversee the process of keeping center information up to date on 211
<ul style="list-style-type: none"> • N – Identified marginalized communities is limited
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirements • Q is this board the same as the PAC (Participant Advisory Committee) mentioned earlier in the application
<ul style="list-style-type: none"> • Meets Requirement
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • P -Dedicated staff member will oversee the tracking of funds
<ul style="list-style-type: none"> • Meets Requirement
<p>J. Staffing</p>
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement
<p>K. Performance Measures</p>
<ul style="list-style-type: none"> • Meets Requirement
<p>L. Reports</p>
<ul style="list-style-type: none"> • Meets Requirement
<p>2. Staffing</p>
<ul style="list-style-type: none"> • Q – Bidder indicates certification will be attained within 12 months, Will new hires be expected to have already completed the core training? • Q- Peer Program Manager oversees LINC, Riverview program and Waterville, it is unclear how many hours will be dedicated to the Waterville program. This role provides supervision for all MOCO CIPSS

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EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none">• Q – Center Coordinator oversees the daily operation of the center, but application states the number of their hours will vary
<ul style="list-style-type: none">• N/A
<ul style="list-style-type: none">• Meets Requirement
3. Implementation - Work Plan
<ul style="list-style-type: none">• N -Advisory Board is not included in work plan• N – Missing the person responsible for each task

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place Peer Run Recovery Center

DATE: 1/30/2025

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Incumbent bidder • Notes history as a social club when established in 1981, transitioning to peer run recovery center in 2017. • Notes experience with state contracts • Does not address experience addressing needs related to DEI • Does not address experience with culturally competent and responsive services • Notes consulting participants in multiple phases in the development of the RFP response, such as identifying gaps in service, recommending enhancements, and reviewing proposal drafts • Notes including recipients of mental health services through collaborative decision-making in weekly/monthly meetings, leadership opportunities in peer-led recovery groups, skill development programs through initiatives like the 2nd Street Diner, and ongoing feedback via open lines of communication • Project 1 – Bangor Public Health and Community Services – Jan 2022 to Dec 2025, Center as community-based recovery access point in partnership • Project 2 – Northern Light Acadia Hospital – Jun 2023 to May 2024, Center develop and deliver trauma-informed destigmatizing training in cooperation with Northern Light Health • Project 3 – Food AND Medicine – Feb 2024 to present, Resource Fairs hosted by both entities to connect community members with essential resources
2. Subcontractors
<ul style="list-style-type: none"> • N/A – Bidder left blank
3. Organizational Chart
<ul style="list-style-type: none"> • Met requirement
4. Litigation
<ul style="list-style-type: none"> • Did not address – Bidder left blank
5. Financial Viability
<ul style="list-style-type: none"> • Presents as financially viable
6. Certificate of Insurance
<ul style="list-style-type: none"> • Valid and current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place Peer Run Recovery Center

DATE: 1/30/2025

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Notes open evenings and weekends for dedicated events and services through the year • Does not define dedicated events, unclear if dedicated events are based upon community needs
<ul style="list-style-type: none"> • Notes phone line gives warmline phone number as well as other services in the Bangor area, does not indicate what other services are • Notes phone system was recently upgraded to provide better service
<ul style="list-style-type: none"> • Commits to this requirement • Notes monthly participation in a meeting series that the department also attends
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Notes staff have a copy of the code of ethics and are required to comply • Does not describe how operations are in adherence to the CIPSS code of ethics
<ul style="list-style-type: none"> • Notes access to in-person and online services • Notes access to ramp and zoom participation
<ul style="list-style-type: none"> • Notes comprehensive insurance, does not identify if insurance is as outlined in State of Maine IT-Service Contract • Commits to obtaining any necessary coverage
<ul style="list-style-type: none"> • Notes that participants can engage in at least three structured groups. • Notes one-on-one support from staff is available, does not provide detail • Notes that creative activities are integrated throughout the day • Notes that services are delivered with a participant-centered framework, does not provide details
<ul style="list-style-type: none"> • Notes environment is free from violence and threats. • Notes existence of a Conflict Resolution Committee (CRC), does not provide details • Notes participants are encouraged to honor each other's confidentiality and right to privacy and safe services. • Notes relationship with area psychiatric hospital to receive education on trauma response • Notes fire drills are completed quarterly and logged. Exits are marked.
B. Participant Eligibility

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place Peer Run Recovery Center

DATE: 1/30/2025

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Notes participants give information on services and a tour • Notes use of a membership form
<ul style="list-style-type: none"> • Notes process is different between youth and adult referrals • Provides examples of organizations referrals sent to • Notes use of a detailed assessment of individual's stated needs, does not provide name of assessment • Notes follow up when possible, does not describe what that entails
C. Participant Tracking
<ul style="list-style-type: none"> • Does not address participant tracking • Does not address if bidder electronically collects sensitive information • Does not address if all state and federal laws regarding the protection of confidential and/or sensitive information will be complied with • Does not address if confidentiality requirements outlined in State of Maine IT-Service Contract will be complied with • Does not address use of participant pseudonyms • Notes that all participant data, whether electronic or paper-based is confidential and will not be shared externally without consent
<ul style="list-style-type: none"> • Plan provided • Does not describe de-identified format
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Missing Hearing Voices Group(s) and Wellness Recovery Action Plan (WRAP) • Notes unique educations features, 2nd Street Diner dynamic learning environment • Response lacks detail for items a – d
<ul style="list-style-type: none"> • Notes participant involvement in selection of model/curriculum is via weekly member meetings, decision making to occur within group • Group titles and descriptions provided • Does not address justifications for each group • Does not address if model/curriculum of structured group support is designed to teach personal responsibility, self-management, and problem-solving strategies
<ul style="list-style-type: none"> • Notes process to include weekly member meetings, informal feedback after group sessions, and the center monitoring trends • Response lacks detail
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Describes orientation process for visitors, lacks detail in how process is in alignment with IPS values
<ul style="list-style-type: none"> • Notes training and continuing education • Does not address how training alone will meet this requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Unclear what monthly member meetings entail • Did not address opportunities for education on Behavioral Health consumer/survivor/ex-patient movement and advocacy
<ul style="list-style-type: none"> • Met requirements
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Lacks detail
<ul style="list-style-type: none"> • Notes use of individual recovery plans
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Met requirements
<ul style="list-style-type: none"> • Process for review outlined to include weekly meetings and informal discussion • Notes a continuous feedback loop
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to all website requirements • Does not address social media
<ul style="list-style-type: none"> • Notes website information updated as needed • Does not address updates to brochures and event calendars
<ul style="list-style-type: none"> • Notes plan to post on center website
<ul style="list-style-type: none"> • Notes description of opportunities is outlined on flyers distributed throughout the community and on website and social media platforms
<ul style="list-style-type: none"> • Met requirement
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Commits to requirement
<ul style="list-style-type: none"> • Describes process from initial request to release of information • Notes preferred communication to be if the participant is available that they engage directly with requesting party
<ul style="list-style-type: none"> • Check box not present indicating participation in information and privacy rights training at the time of signature • Does not indicate 60 day expiration
<ul style="list-style-type: none"> • Response lacks detail
<ul style="list-style-type: none"> • Met requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Together Place Peer Run Recovery Center

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EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Commits to these requirements • Identifies departmental suggestion of the Flesch Reading Ease Test and the Flesch-Kincaid grade level test.
<ul style="list-style-type: none"> • Commits to engaging in on-demand interpreter services via telephone or electronic means
<ul style="list-style-type: none"> • Notes work to update handbook, does not describe process for update • Does not address items a-c • Conflict Resolution manual included
<ul style="list-style-type: none"> • Center offers opportunities to resolve conflict via the Conflict Resolution Committee (CRC). • CRC is comprised of members and is intended to resolve conflicts and assist with re-entry plans • Participants are made aware that they may write their own re-entry plan
<ul style="list-style-type: none"> • Commits to all requirements
<ul style="list-style-type: none"> • One (1) MOU provided • Does not contain any participant information
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Notes various fairs and events that the bidder participates in • Volunteers in local drug court programs • Partners with local organizations for internships and collaborations
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • Participants involved in decision-making via weekly participant meetings • Unclear if “Consensus-Based Decision-Making” is a separate meeting from the weekly participant meeting. • Did not address: a. v.-vi. • Participants noted to “play a role” in creation and oversight of budget via discussing funding priorities and resource allocation during weekly meetings • Notes participants are involved in the hiring practices and performance reviews for all staff, as legally allowable, does not describe • Commits to sending policy manual and policy updates to the department as required • Does not address how the center will provide education to participants regarding implementation
<ul style="list-style-type: none"> • Consequences of alcohol/drug use are clearly outlined in expectations of conduct • Bidder plans to use a Conflict Resolution Committee (CRC) and attaches CRC Manual, describing actions to be taken

**STATE OF MAINE
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<ul style="list-style-type: none"> • Response lacks detail • Does not describe the process for developing interview questions • Notes inviting participants to review, does not describe how or when • Does not describe the process for interviewing applicants
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Plans to meet requirement
<ul style="list-style-type: none"> • Plans to meet requirement
I. Community Activity Fund
<ul style="list-style-type: none"> • Response lacks detail • Unclear funds are used for member retention and recruitment
<ul style="list-style-type: none"> • Education on availability of funds occurs through orientation, Center website, Facebook page, and presentations and community events • Plan to follow process to access funds developed by MAPSRC
J. Staffing
<ul style="list-style-type: none"> • Describes plan for recruitment of individuals with lived experience • Commits to requirement for newly hired staff to obtain CIPSS certification • Commits to requirement for co-reflection and continuing education requirements
<ul style="list-style-type: none"> • Met requirement
K. Performance Measures
<ul style="list-style-type: none"> • Commits to submission of quarterly report and participant survey
L. Reports
<ul style="list-style-type: none"> • Commits to meeting this requirement
2. Staffing
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • N/A
<ul style="list-style-type: none"> • Met requirement
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Implementation plan ends after month 6

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none"> • Did not address cost proposal • Budget narrative provided • Budget narrative describes labor costs and other expenses, accounts for inflation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 2/4/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Indicates staff training as CIPSS• Indicates some groups delivered as part of current contract as incumbent provider• Indicates Center began as a social club in 1981 following the Consent Decree• Indicates agency name as Maine Mental Health Connections, doing business as Together Place Peer Run Recovery Center• Response does not address DEI or provision of culturally competent services• Indicates both monthly and weekly meeting where ‘members’ contribute to center policy, initiatives, and programming. Specifics related to these contributions are not given.• Indicates center members were consulted multiple times during the development of this response, specifically referencing the identification of priorities, program design, gaps in services, and program enhancements• Indicates several key aspects of participant inclusion, briefly describing each of the following:<ul style="list-style-type: none">➤ Collaborative decision making among members➤ Leadership opportunities for members➤ Skill development programs, specifically naming the 2nd street diner, although the connection between this diner and the center is unclear➤ Ongoing participant feedback and program adaptation• Project 1 – Bangor Public Health – Overdose Response Team – a partnership with OPTIONS program – relevant to proposal• Project 2 – Northern Light Acadia Hospital – anti-stigma training to support transition between services – somewhat related to proposal• Project 3 – Food AND Medicine – community resource fair hosted at Center – relevant to proposal
2. Subcontractors
<ul style="list-style-type: none">• Subcontractor section blank
3. Organizational Chart
<ul style="list-style-type: none">• Organizational Chart presented in a word document rather than a chart• Org chart indicates relevant leadership positions, including board, Executive Director, Program Director, and CIPSS• Chart does not indicate the number of staff

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Chart does indicate that 2 board members are center participants •
4. Litigation
<ul style="list-style-type: none"> • Litigation section left blank
5. Financial Viability
<ul style="list-style-type: none"> • Included Independent Accountant's report for 2020-2021, 2021-2022, 2022-2023 which appear to suggest financial viability.
6. Certificate of Insurance
<ul style="list-style-type: none"> • Included and current

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Indicates administrative hours are 8am-5pm m-f, and center hours are 8am-4pm mon-fri. It is unclear from the response if they are in the same location or different. • Indicates center is open evenings and weekends for dedicated events and services throughout the year.
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Indicates commitment to meeting this requirement
<ul style="list-style-type: none"> • Indicates each employee has a copy of the Code of Ethics and is required to comply with the ethical standards. • Offers no detail about incorporating these into the Center's operation. • Does not meet requirement.
<ul style="list-style-type: none"> • Response lacks detail.
<ul style="list-style-type: none"> • Response lacks detail
<ul style="list-style-type: none"> • Indicates a minimum of 3 structured groups daily • Indicates one-on-one peer support • Indicates creative activity opportunities • Indicates that services are delivered within a participant centered framework using Intentional Peer Support principles
<ul style="list-style-type: none"> • Response indicates plan to continue relationship with Northern Light Acadia Hospital to provide trauma response education • Response address fire drills • Safety plan included in attachment 7

**STATE OF MAINE
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B. Participant Eligibility
<ul style="list-style-type: none"> • Indicates all service are free for participants • Indicates orientation begins with participant volunteer providing information on center and tour of center • Prospective members receive an optional membership form that includes the participant code of conduct. • Additional volunteers and center staff are available to support the orientation process
<ul style="list-style-type: none"> • Includes specific resources for referring youth under age 18 • Indicates referrals based on individuals' stated needs, and provides several examples and resources • Indicates follow up when possible
C. Participant Tracking
<ul style="list-style-type: none"> • Response met requirement • Attachment 8, data security plan, meets requirement • Response and attachment meet requirement
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> • Response lacks detail • Indicates bidder exceeds operational hours required • Met requirement
<ul style="list-style-type: none"> • Indicates participants are actively engaged in the planning of the structured groups offered at the center • Indicates a number of core groups offered, but excludes Hearing Voices • Indicates several additional groups • Response uses a passive voice, describing what is currently offered, but does not indicate plans moving forward. It is unclear to this evaluator if I should infer that these will be continued if awarded while that is not clearly stated.
<ul style="list-style-type: none"> • Attachment titles Group Support plan includes a number of structured groups, a brief summary and justification of each • Response does not include Hearing Voices, a required structured group • An additional document attached seems to address participant involvement, and though this does not provide significant details, meets the requirement. However, as the attachments are not numbered and appear out of sequence, it is unclear to this evaluator if the document was meant for this section, as it seems to be an exact copy and paste of the written response to the next section.
<ul style="list-style-type: none"> • Met requirement

**STATE OF MAINE
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<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement • Does not overtly name IPS, but rather 'core values' of center
<ul style="list-style-type: none"> • Met requirement • Greetings by volunteer – unclear if this is a participant volunteer or other
<ul style="list-style-type: none"> • Indicates training in IPS is sufficient to meet this requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement • Indicates Maine Mental Health Connections, Center parent agency, maintains to center member seats
<ul style="list-style-type: none"> • Indicates in-house vocational opportunity through 2nd St Diner, where members can gain skills in for preparation, cooking, and serving • Indicates collaboration with Vocational Rehabilitation, Eastern Maine Development Corp, and the local Career Center
<ul style="list-style-type: none"> • Met requirement • Names collaborative partnerships with Acadia Hospital MH services, BARN, Bangor Housing, and community health and counseling services
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Indicates that each member is encouraged to have a personalized recovery plan and receive support from staff on the development and execution of this plan • Indicates groups and activities offer participants opportunities for personal growth, self, advocacy • Indicates center operated in alignment with restorative practices, but offers no detail • Response lacks detail
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Response lacks meaningful detail
<ul style="list-style-type: none"> • Indicates weekly meetings to share upcoming events and solicit feedback from members • Meets requirement • Response lacks detail
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Indicates center website, Facebook page, and bulletin board updated daily • Indicates center provides calendar of activities to local providers and businesses

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Indicates center is currently soliciting bids for a provider to redesign website for improved accessibility • Response lacks detail, indicating only that the bidder will comply. Offers no specifics
<ul style="list-style-type: none"> • Response lacks detail
<ul style="list-style-type: none"> • Committed to meeting requirement
<ul style="list-style-type: none"> • Indicates calendars of events updated regularly and distributed in the community, but offers no specifics as to where
<ul style="list-style-type: none"> • Indicates Center will host bi-annual community meetings for both participants and potential participants – does not describe outreach activities to ensure potential participants attend these activities • Indicates use of surveys to collect and analyze feedback to make listening opportunities more actionable • Indicates ongoing collaboration with local providers to ensure center services align with community needs
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Member application information stored in locked cabinet • Met requirement
<ul style="list-style-type: none"> • Met requirement • Indicates preferred method or information request it to connect requesting entity directly with the participant
<ul style="list-style-type: none"> • Attached ROI does not indicate duration limited to 60 days • Attached ROI does not include indication that participant has participated in privacy rights training
<ul style="list-style-type: none"> • Response lacks detail • Indicates reliance on groups, one-on-one support, and activities and events
<ul style="list-style-type: none"> • Response commits to meeting each requirement here, but lacks detail on operationalizing
<ul style="list-style-type: none"> • Indicates commitment to meeting this requirement • Indicates no operational detail
<ul style="list-style-type: none"> • Indicates commitment to meeting this requirement
<ul style="list-style-type: none"> • Indicates center staff and members are actively working on Center Handbook, meant to be a 'living document' intended to adapt to members' needs through regular review. • The conduct section includes reference to vague expectations, raising questions from this evaluator about challenges with understanding,

**STATE OF MAINE
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EVALUATOR DEPARTMENT: DHHS/OBH

<p>enforcement, and accountability. An example is “wear sufficient clothing and footwear”.</p> <ul style="list-style-type: none"> • The conflict resolution section of Center Handbook does not include Restorative Practices.
<ul style="list-style-type: none"> • Does not meet requirement • Response does not indicate willingness or process for reporting such incidents. • Directs evaluator to Conflict Resolution section of Center Handbook • The conflict resolution section of Center Handbook does not include Restorative Practices.
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Response lacks detail • Met requirement
<ul style="list-style-type: none"> • Met requirement
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Does not meet requirement • Does not include reference to restorative practices
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Indicates Program Director has final say with member participation in the process as a component
<ul style="list-style-type: none"> • Indicates current member board evolve to meet these requirements • Member Board will meet monthly, exceeds requirement
<ul style="list-style-type: none"> • Indicates commitment to meeting this requirement
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<p>J. Staffing</p>
<ul style="list-style-type: none"> • Response meets requirement • Indicates that there are currently more than one staff meeting this requirement
<p>K. Performance Measures</p>
<ul style="list-style-type: none"> • Commits to meeting these requirements
<p>L. Reports</p>
<ul style="list-style-type: none"> • Commits to meeting these requirements
<p>2. Staffing</p>
<ul style="list-style-type: none"> • Provided descriptions for the following positions, including minimum qualifications

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">➤ Executive Director➤ CIPSS Program Director➤ CIPSS➤ Administrative Assistant• Executive Director position is not required to have lived experience or to be certified CIPSS• All positions except for the Executive Director require a high school diploma of equivalent (GED)
<ul style="list-style-type: none">• Response is vague and does not indicate any specific subcontractor or consultant, nor does it address any specific work for which a consultant might be engaged
<ul style="list-style-type: none">• Staffing plan indicates 6 positions totaling 4.375 FTE's• Staffing plan does not include executive director role
3. Implementation - Work Plan
<ul style="list-style-type: none">• work plan includes a narrative along with a simple Gantt chart• Plan details multiple tasks and includes staff position responsible• Plan does not include timelines or dates of activities• Plan references subcontractors for 2 tasks, but no specifics given to who they might be• Gantt chart seems outdated, spanning January 1, 2024, and July 1, 2024, and only covers 6 months where the initial agreement period is 24 months• Does not meet requirement

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Together Place, Area #4

DATE: 1/31/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Organization was created in 1981 as a Social Club via a state contract, with additional programs, including an employment program, added later.• Stated that they became a Peer Run Recovery Center in 2017, and have also changed their d/b/a to Together Place Peer Run Recovery Center (specific date for d/b/a change was not indicated). • Did not address experience related to issues of Diversity Equity and Inclusion.• Did not address experience with culturally competent and responsive services.
Incumbent, Participant voice integration
<ul style="list-style-type: none">• Stated that “members” were consulted in multiple “phases, providing feedback on “priorities and program design”.• Stated that involvement included gap identification enhancement recommendation and reviewing of draft proposals.• Lacked detail concerning exact feedback and implementation methods for Participant voice integration for the submitted proposal.
Mental health services’ recipients’ involvement in organization decision-making
<ul style="list-style-type: none">• Indicated some “key aspects of inclusion”• Unclear if Bidder’s response is all inclusive in regard to organizational involvement of mental health services recipients, or response is solely related to recipient involvement for the Center.
Project 1
<ul style="list-style-type: none">• Collaborated with Bangor Public Health on creation of the Penobscot/Piscataquis County Overdose Response team with OPTIONS at the Community Health and Counseling Center.• Stated that their Center acts as a community-based recovery access point through this partnership.• This reader is a little unclear on the project intent, aside from the Center being labelled as a community-based recovery access point. Further description not included.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: Office of Behavioral Health

Project 2

- Referred to project with Northern Light Acadia Hospital where they developed and delivered trauma-informed training in cooperation with Northern Light.
- Purpose was to cooperatively develop pathways for “smooth transition of care and improved access”.
- Unclear of this project’s relevancy to the RFP and project description lacked detail.

Project 3

- Referred to resource fairs hosted at the Center by “Food AND Medicine” that works to connect community individuals with essential resources, including healthcare, housing, employment opportunities and food security programs.
- Stated that the fairs include local organizations and service providers.
- Stated that the Center tables at the resource fairs and helps “Food AND Medicine” access, recruit and retain resources from around the state.
- Indicated “Food AND medicine” also collects participant comments in order to improve their resource fairs quality and to track participation.

2. Subcontractors

- Bidder’s proposal included two (2) subcontractor forms, both blank.

3. Organizational Chart

- Did not provide information in an organization chart, and provided a bulleted-out response instead
- Organizational chart is not enterprise-wide and only consists of positions related to the Center.
- Included a description of their decision-making process.
- Indicated that they have two Center “members” that are on the organization’s board.

4. Litigation

- Bidder’s proposal included two (2) litigation forms, both blank.

5. Financial Viability

- Provided financial statements for June 30,2021; June 30, 2022; and June 30, 2023.

6. Certificate of Insurance

- Provided, included commercial general liability; automobile liability; workers compensation; and professional liability.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 1/31/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Stated that their administrative office is open from 8am-5pm, address not provided. • Indicated that their Center is open 8am-4pm, address not provided. • Did not indicate what days of the week the Center is open to ensure operations for a minimum of forty (40) hours per week. • Stated that they are open evenings and weekends for dedicated services throughout the year, and they accommodate community recovery groups and “civic meetings” on evenings, weekends and weekdays. • Bidder did not address 1.a., operating according to community needs, to accommodate Participant schedules.
<ul style="list-style-type: none"> • Did not specifically reference ensuring their dedicated phone line is available during business hours.
<ul style="list-style-type: none"> • Response lacked detail. • Did not address ensuring all awarded Bidder’s staff, identified by the Department, meet with the Department monthly. Instead, Bidder solely stated that they would “schedule any and all necessary Department meetings as specified in the contract”.
<ul style="list-style-type: none"> • Met requirement.
<ul style="list-style-type: none"> • Response lacked detail. • Aside from staff having a copy of the Code of Ethics, and indication that they must comply with such, Bidder did not address how they would operate the Center in adherence to the Maine CIPSS Code of Ethics. • Indicated staff are required to comply by the code, but did not describe how the Center would ensure such.
<ul style="list-style-type: none"> • Stated all Participants have access to all services provided, including their in-person ramp at the Center. • Bidder did not address ensuring Participants have access to accommodations, as needed and requested by the Participant.
<ul style="list-style-type: none"> • Stated that they have maintained comprehensive insurance, and “will add any necessary coverage if [they] do not currently have it.”
<ul style="list-style-type: none"> • Described activities to be provided at Center, at least three (3) structured groups per day; one-on-one support; “arts and activities”. • Stated services are delivered in a participant-centered framework and stated that the Center uses IPS principles.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Response lacked detail.
<ul style="list-style-type: none"> • Stated that their Center resolves conflict through their Conflict Resolution Committee. No additional detail provided relating to their Conflict Resolution Committee. • Stated that they have and will continue to work with Northern Light – Acadia for education on trauma response and care “to staff and any volunteers’, it is unclear if Bidder would be ensuring this education is available to Participants as well. • Included an Attachment 7 – Participant Safety Plan, but did not label the attachment making it a little difficult to find. • Submitted Participant Safety Plan seems to refer to Center conduct requirements as opposed to a description of Center safeguards for Participants.
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Indicated that all individuals entering the Center are welcomed by a volunteer Participant that gives information on Center services, provides a tour of the Center and also gives “prospective members” a non-mandatory membership form with “member-authored” Center rules of conduct indicated on the back. • Stated that the volunteer will also seek help from another Participant or staff member, as needed. • Did not address ensuring Center services are provided to Adults with SMI and/or Co-occurring Disorders, including those who self-report. • Did not address ensuring the orientation process is provided by the third visit to the Center, in alignment with IPS values and principles.
<ul style="list-style-type: none"> • Stated that their process includes tailored referrals based on individual need and circumstances. • Bidder included some examples of referrals they might provide to adults and youth. • Indicated “tailored resource matching”. • Stated that, when possible, Center staff will follow up to ensure the individual is able to successfully connect with the recommended resource.
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Stated that “membership” is voluntary, with services available to all Participants “without requiring membership”. Stated that individuals choosing to provide personal information for “membership” are informed of intended data use and their data privacy rights. Aside from data sharing, detail regarding the difference between a “Participant” versus a “member” is unclear.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Indicated Center staff and volunteers receive training on confidentiality policies and ethical standards, including mandatory reporting and safeguarding of sensitive data. Timeframe for training (e.g., prior to Participant interaction/service provision) was not described.
- Stated that when hard copies are utilized, the hard copies are securely stored and then shredded when no longer needed.
- Indicated Participants must provide informed consent prior to data collection, process for ensuring and confirming informed consent was not indicated.
- Stated individuals retain their right to modify, access or request deletion of their personal data.
- Stated that their data security plan is annually reviewed and updated, as necessary, to reflect changes in regulation, technology and organizational needs.
- Provided their Data Security Plan, but did not label as Attachment 8.
- Did not address C.1., nor C.1.a, c-d.
- Indicated that, in the event of a data breach or unauthorized access, they will notify potentially affected Participants within 72 hours, as required by state regulations, and indicated they would notify the Department, if necessary. It is unclear when Bidder would consider it necessary to notify the Department on a data breach or unauthorized access.
- Intended solution for Participant data tracking is unclear.
- Data Security Plan included sections on data security policy; data collection and storage; data access controls; data sharing and disclosure; training and education; incident management and breach response; data retention and disposal; regular review and updates; and compliance with state regulations.
- Indicated access control and data encryption when electronically transmitting data.
- Stated that they use a secure electronic database for Participant data storage. Specific database software utilized was not indicated.
- Indicated that they will only collect the minimum necessary participant information needed to meet program requirements and that excess data is not collected nor retained.
- Indicated that their system logs all access and participant data modification, with logs reviewed regularly for detection of unauthorized access, and to ensure internal policy compliance.
- Indicated that all subcontractors, consultants and third parties with Participant data access will be required to sign confidentiality agreements. It is unclear what other third parties outside of the Center would have access to Participant

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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data, and for what purpose. Bidder did indicate Participant data would not be shared with any outside entity without explicit consent of the Participant, it is unclear if Bidder's subcontractors, consultants and third parties would also be considered as "outside entities". Of note, Bidder did not indicate in their proposal response that they would be utilizing subcontractor/consultant for provision of this service.

- Stated all staff, volunteers and contractors receive annual training on data security policies and procedures. It is unclear if Bidder intends on utilizing contractors for provision of this service as the submitted proposal did not include any subcontractors/consultants.
- Stated that they would retain Participant data "only for as long as necessary to meet regulatory requirements", with data securely deleted or destroyed afterwards. Stated that electronic records would be deleted via methods that ensure the data is unable to be retrieved.
- Stated that they will conduct ongoing data security practice monitoring, including internal audits. Frequency and process for such was not described.
- Stated that they employ a multi-layered Identity and Access Management (IAM) system for participant data security and unduplicated de-identified attendance tracking.
- Stated that physical "membership forms" are stored in a locked file cabinet in a secure locked office, with keys issued to designated staff members, only. Also indicated that access logs are maintained for purposes of accountability.
- Indicated that their online Participant database is hosted on a pass-word protected platform, only accessible via password-protected computers at the Center.
- Indicated use of role-based access control.
- Stated attendance is recorded via a "de-identified format", with further detail on how attendance would be recorded in a "de-identified format" not provided.
- Stated that they have an established response plan for data security incidents, including immediate isolation of affected systems, risk assessment and notification to impacted individuals and stakeholders, as required.
- Stated that their IAM plan is reviewed periodically to incorporate updated security measures and in order to respond to regulatory requirements or evolving threats. Frequency of periodic review not described.
- Provided an Identity and Access Management Plan, but did not label with an Attachment number.
- Contents of the provided Identity and Access Management Plan match the narrative response provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none">• Met requirement.• Stated that Participants are “actively involved” with identifying, developing and agreeing to the Structured Group Support curriculum schedule. Did not further describe method in which Participants would be “actively involved”.• Bidder included SMART Recovery, SMART Recovery for Family and Friends, “Budgeting Basics” and “Recovery For-U” in their list of offered core groups, in addition to the RFP’s required groups.• Indicated that they will also have creative and community-building activities at the Center, including “afternoon art sessions and Walk and Talk”.• Described an example of a “unique educational feature” offered by the Center via the “2nd Street Diner”.• Stated that the “2nd Street Diner” includes training on obtaining ServSafe Food Handling Certification and ServSafe Management Certification for interested individuals; with all activities are supervised by a staff person with ServSafe Management Certification.• Indicated that their Structured Group Support services also include additional areas identified by Participants, including Community-building Restorative Practices and “creative recovery programming”.• Bidder did not address ensuring access and opportunities for education and groups on project planning, fundraising, physical health and wellbeing topics, food purchasing, nutrition and self-advocacy skills, as directed by Participants.
<ul style="list-style-type: none">• Provided Structured Group Support Model/Curriculum, but did not label with an attachment number.• Indicated that they would use their “weekly member meetings” as an open forum for discussion on the current Structured Group Support schedule and for Participant feedback on relevance and effectiveness of existing groups.• Stated that suggestions are collectively reviewed (frequency and process not described) and that Participants decide on modifications or additions to Center programming.• Stated that Participants are also encouraged to provide informal feedback during and after group sessions, with feedback communicated to staff who incorporate such into planning processes.• Specific decision-making mechanism after feedback collection was not described.• Stated that their Center regularly monitors recovery need trends and incorporates Participant-requested groups.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 1/31/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none">• Stated that new offerings are piloted per Participant interest, with adjustments made after evaluation, specific evaluation process utilized was not described.• Provided title and description for previously listed groups, although did not include a title and description for SMART Recovery for Family and Friends nor for “Budgeting Basics”.• Bidder also included titles and descriptions for the following additional groups: Pathways to Recovery; “Moving Forward, Living Without Depression”; “Creative Writing”; “Peer Support Group”; “Stinking Thinking”; “Anger Management”; “Good Grief”; “What’s Brewing”; “Music Support” and “Present Together Mindfulness”.• Bidder did not provide a justification for each group.
<ul style="list-style-type: none">• Indicated that they would use their “weekly member meetings” as an open forum for discussion on the current Structured Group Support schedule and for Participant feedback on relevance and effectiveness of existing groups.• Stated that suggestions are collectively reviewed (frequency and process not described) and that Participants decide on modifications or additions to Center programming.• Stated that Participants are also encouraged to provide informal feedback during and after group sessions, with feedback communicated to staff who incorporate such into planning processes.• Specific decision-making mechanism after feedback collection was not described.• Stated that their Center regularly monitors recovery need trends and incorporates Participant-requested groups.• Stated that new offerings are piloted per Participant interest, with adjustments made after evaluation, specific evaluation process utilized was not described.
<ul style="list-style-type: none">• Stated that groups requiring peer support expertise are led by CIPSS and groups not requiring formal education are facilitated or co-facilitated by Center members or volunteers.• Indicated Participants are encouraged to take an active role in group facilitation, per personal comfort and interest.
<ul style="list-style-type: none">• Stated that they will develop a comprehensive written orientation policy collaboratively with Center “members” and staff; including clear guidance on Center mission, Participant engagement, confidentiality, boundaries and safety protocols.• Described their orientation procedure, including specification on volunteer training components, including guidance on recognizing and respecting Participant autonomy.

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<ul style="list-style-type: none">• Stated that their orientation policy will be reviewed regularly and revised to incorporate evolving best practices and feedback from “members”, staff and volunteers. Frequency of the regular review was not indicated.• Stated that the end of their orientation procedure will include volunteers signing an acknowledgement form confirming they have completed orientation and that they understand Center policies and expectations.
<ul style="list-style-type: none">• Stated that they will ensure every individual visiting the Center receives a “welcoming and informative orientation”, aligned with IPS values.• Provided their step-by-step orientation process.• Orientation to be completed by a volunteer and includes introduction of Center services and a tour of the Center.• Stated that “membership” is not mandatory, however the volunteer providing the orientation will encourage completion of the membership application form for individuals interested in accessing services. Membership application form includes details regarding the Center’s policies and code of conduct. The difference between a Participant choosing membership or not is unclear.• Previously, Bidder stated that services can be accessed without membership, however, language in response to this section makes it unclear if “membership” is required for accessing Center services.
<ul style="list-style-type: none">• Stated that all Center staff receive training in peer support and engage in their required co-reflection and continuing education in order to ensure interactions with Participants align with IPS principles.• Response lacked detail, aside from referencing professional CIPSS certification requirements (required for all Center staff), Bidder did not describe how they will ensure Center staff interactions with Participants align with IPS.
<ul style="list-style-type: none">• Indicated use of on-site bulletin board, website, social media, printed materials, and outreach and networking for purposes of informing Participants and the local community.• Stated that the Center actively engaged in earned and unearned media outreach for community awareness of Center services, including local media coverage, press releases and outreach to community organizations.• For printed materials, Bidder indicated they have a trifold brochure that describes the Center and services provided, and includes an updated calendar and detailed descriptions of groups offered. Stated that they update this brochure regularly as events and schedules change.• Stated that their trifold brochure is available at the Center for distribution. Unclear if Bidder intends on actively distributing this brochure as well, or if it is solely available at the Center.

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<ul style="list-style-type: none">• State Participants are provided with Center budget updates during weekly and monthly member meetings, with “members” encouraged to ask questions and contribute ideas. It is unclear if Participants are also provided with educational opportunities on the Center’s budget, prior-to and/or outside of budget updates.• Opportunities on self-sufficiency and self-advocacy will be provided through workshops and discussions during group sessions.• Stated Participants are involved in Center decision-making processes, detail on such not provided.• Stated that their overarching organization provides opportunities to engage directly in advocacy efforts, including via inclusion of two (2) “members” on their Maine Mental health Connections board.• Stated that they embed information and privacy education within Center orientation and ongoing workshops.• Did not address providing educational opportunities on the behavioral health consumer/survivor/ex-patient movement.
<ul style="list-style-type: none">• Stated that they also offer vocational services through their Center-based 2nd Street Diner to support learning on food preparation, cooking, POS cash register system and for purposes of obtaining a food handling ServSafe certification.• Stated Participants receive one-on-one support for job application refinement and job interview preparation.• Stated that their Center connects Participants to “key local resources”, including to the local Career Center, Vocational Rehabilitation services (through referral process), Eastern Maine Development Corporation (EMDC), and the Maine Can Work group.• Stated the Center provides Participants with information on local volunteer opportunities.
<ul style="list-style-type: none">• Stated that they all Center “members” seeking assistance will be connected to requested services.• Bidder listed organizations they have partnership with, including: Community Health and Counseling Services (CHCS); Bangor Area Recovery Center (BARC); Bangor Housing Authority; and Acadia Hospital Mental Health Services.
<ul style="list-style-type: none">• Stated participation in Center services “is entirely voluntary”, with no requirement to engage in any Center groups or activities.
<ul style="list-style-type: none">• Stated that they encourage each “member” to have a recovery plan, including personal goal setting.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Stated a Center commitment to providing services in alignment with empowerment principles and Restorative Practices, in order to foster autonomy and self-determination.
- Stated that staff and fellow “members’ offer support through helping Participants with accessing requested resources.
- Stated their Center offers groups, activities and events that are designed to give opportunities for personal growth, skill-building and self-advocacy.
- Description of how services will be provided in alignment with empowerment principles and Restorative Practices was not included.

E. Participant Self-help Activities

- Listed their self-help and wellness opportunities, including creative working workshops and participation in the Periscope Creative Writing Contest; music support groups; art activities, including participation in the Downtown Bangor Art Walk; “Walk and Talk”; and Narcotics Anonymous is suggested as a resource, when appropriate.
- Stated that their Center offers mutual informal support groups based on Participant request.

- Stated they have weekly Friday morning “What’s Brewing” meetings that members are encouraged to attend.
- The weekly Friday morning “What’s Brewing” meetings include opportunities for Participants to request and suggest new groups, services and events that they’d like to see offered.
- Stated they make daily announcements to remind members about their weekly meeting and to encourage feedback if unable to attend in person.
- Stated staff and volunteers are available for suggestions and comments from Participants throughout the day.

F. Center Website, Social Media, and Outreach

- Stated that their Center website, Facebook and Center bulletin board are updated daily.
- Stated they regularly list special Center events on local calendars and websites, and provides flyers to stakeholders, partner organizations, and local businesses for posting.

- Stated their Center website is separate from their agency website, and that it “will abide by all state requirements”.
- Stated they are currently securing bids for purposes of a website redesign to make their website more user-friendly and accessible.
- Aside from stating that their Center website “will abide by all state requirements”, Bidder did not address 2.

**STATE OF MAINE
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<ul style="list-style-type: none"> • Stated all website information will be updated as changes are made. • Did not address updating information on the Center website, within brochures and on event calendars quarterly, at minimum.
<ul style="list-style-type: none"> • Stated Center policies and accessibility-related-items will be posted on their Center website. • Did not reference ADA ramp on-site in response.
<ul style="list-style-type: none"> • Stated they maintain opportunities description at the Center, but did not describe where these are maintained. • Stated that the Center creates and distributes flyers within the Center and throughout the community. Description on information included in the aforementioned flyers was not included. • Stated they actively update their Center website and social media platforms to ensure easy access to details on Center offerings. Unclear if the website and/or social media platforms will also include opportunities available in the broader community.
<ul style="list-style-type: none"> • Stated they would host bi-annual listening sessions for community member and Center Participant feedback and ideas on Center offerings. • Stated that they will develop and distribute feedback forms during their listening sessions, with a focus on identifying barriers to access, services gaps and potential improvement areas. • Stated that they will analyze the feedback to identify specific community needs and recurring themes. • Stated that their Center actively attends and hosts community events. • Although Bidder described collecting and analyzing feedback, Bidder did not include description on how feedback analysis would then be implemented at the Center, as appropriate.
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Stated all personal information is securely stored, with member paper applications behind a locked office door, filed in a locked cabinet. Unclear if securing personal information is only limited to member paper applications, or if this is all inclusive of any collected Participant information.
<ul style="list-style-type: none"> • Described their process for information sharing requests. • Indicated that if an external individual or agency contacts the Center to request information on a Participant, the Center will first refer the request to their Program Director or to a trained supervisor/staff person. • After information request receipt, stated that staff will then verify if the Participant has a signed release of information form.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Indicated that, if the Participant is available, Center prefers that the Participant engages directly with the requesting individual or agency by phone or in person, in order to ensure the Participant maintains control on the information shared.• Stated that if the Participant is not available, Center staff will proceed per the available release form, only sharing information explicitly agreed upon, per the release form.• Bidder did not describe process if there isn't a signed release of information form available.
<ul style="list-style-type: none">• Provided their Authorization to Release Information form, but did not label with an attachment number.• Authorization to Release Information form indicates "documents to be released" as opposed to "information".• Form includes language indicating ability to revoke authorization at any time through "written, dated communication", but does not describe the specific process for revoking authorization (e.g., who the Participant needs to submit this written, dated communication to).• Form includes a "witness" signature line.• Form does not indicate a sixty (60) calendar day limit to information sharing, instead, it only includes a space to write in the end-date for information sharing.• Form does not include a check box confirming that the Participant has participated in an information and privacy rights training at time of signature.
<ul style="list-style-type: none">• Stated all staff are trained in IPS principles and staff engage regularly with members on collaborative learning practices and in developing healthy and non-fearful relationships through groups, one-on-one support, activities and events.• Response lacked detail on how the Bidder will ensure integration of IPS principles and practices in policy and day-to-day activities, outside of indicating that staff are trained in IPS principles.
<ul style="list-style-type: none">• Stated they are committed to creating a welcoming, non-judgmental environment which values diversity, equity and inclusion.• Stated that, in alignment with IPS principles, their Center supports self-determination, autonomy and empowerment.• Indicated Participants are encouraged to express their ideas and behaviors, so long as it does not harm others.• Stated the Center provides trauma-responsive services in group and one-on-one support.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Stated that their Center adheres to the Rights of Recipients, ensuring all individuals are aware of their rights and are supported with understanding them. Stated they provide each staff and member with access to a copy of the Rights of Recipients, and Center offers support for reading and interpreting said rights, if needed.• Aside from stating a commitment, Bidder did not describe how they will ensure 3.a-c.
<ul style="list-style-type: none">• Stated they will assess and amend Center materials to meet the grade level requirements, “including but not limited to department suggestions of the Flesch Reading Ease Test, Flesch-Kincaid grade level test and other available resources”.
<ul style="list-style-type: none">• Stated they will engage an on-demand interpreter service that’s available electronically or via telephone.• Did not address 5.a.
<ul style="list-style-type: none">• Stated that their staff and members are working on updates to their Center handbook “and will update upon completion”. Bidder indicated that their included attachment is what “they have come up with so far” for their Center handbook.• Stated that their handbook is “a living document intended to adapt to member needs through regular review by members and staff”.• Provided Center Handbook, not labeled with an attachment number.• Handbook includes Centers’ hours of operations and contact information for the front desk and program director.• Handbook includes a table of contents and the sections included are: “Your Rights and Responsibilities”; “Member Safety Plan”; “Member Application”; “Ethical Rules of Conduct”; “Data Security”; and “Conflict Resolution Committee”.• Section on Rights and Responsibilities includes indication that Participants have the right to raise any unresolved issues or concerns through use of their Center grievance policy and conflict resolution form that is located at the Center’s front desk.• The “Member Safety Plan” refers to guidelines for the Center, including personal boundaries and maintain a substance and weapon-free environment.• The included “Membership Application” form includes giving the parent organization permission to display the person’s “image and voice (photo, video, audio)” while at the Center or when participating in community activities sponsored by the Center. As presented in this application form, formal ‘membership’ suggests that Participants must consent to sharing of their image

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<p>and voice in order to become a “member”. It is unclear to this reader why this would be required for “membership”, and whether Participants would have the ability to opt out of the parent organization and Center sharing their image and voice.</p> <ul style="list-style-type: none">• The “Membership Application” form also includes language indicating Participant confirmation that they have a “mental health and/or substance use challenge, or that I live with a neurological challenge”, this is outside of the scope of eligibility requirements for this service. As this statement is included on the “Membership Application” form, it is also unclear how Bidder intends on validating service eligibility, should a Participant not be interested in membership or in completing the “Membership Application” form.• The “Membership Application” form also asks if the individual has had medical conditions causing seizures and/or fainting. It is unclear why this question is has been included.• Provided Handbook does not describe the difference between a Participant who is considered as “member” and a Participant not interested in becoming a “member”.• Although the Handbook’s table of contents referenced a “Conflict Resolution Committee” section, this was not included. Instead, Bidder included a “Conflict Resolution Manual” in their proposal submission.• The provided “Conflict Resolution Manual” includes sections for “Incident Reports: Definition and Criteria”; “Notification: Mailing”; “Suspension: Immediate Suspension”; and “Policy and Procedure”. Although “Policy and Procedure” was indicated as a section in the table of contents section of this manual, language for this section was not included in the attachment.• Under the “suspension” section, Bidder indicated that they also have a “take a walk clause”, separate from the suspension policy.• Response did not address a)-c).
<ul style="list-style-type: none">• Stated all members receive a membership application and are asked to acknowledge member-created conduct requirements, offered a copy of such and are assisted with reading and understanding the form.• Stated they use their member-filled Conflict Resolution Committee to resolve conflicts and assist with re-entry plans.• Bidder referred to their Conflict Resolution Committee handbook in their Center handbook attachment, reader assumes this is the “Conflict Resolution Manual”.• Did not address 7, including 7.a.-d.
<ul style="list-style-type: none">• Met requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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<ul style="list-style-type: none">• Included one (1) MOU that the Center has with the Acadia Hospital Corp. d/b/a Northern Light Eastern Maine Medical Center (“Acadia”) and Eastern Maine Medical Center d/b/a Northern Light Eastern Maine Medical Center (“NL-EMMC”).• As it pertains to the Center, MOU indicates that the organizations will work on referral procedures and also indicates that \$10,000 in grant funding would be provided to the Center in order to support recruitment, training and retention of recovery coaches and peer support professionals.• Unclear if Bidder intends on having recovery coaches at the Center, or if this is related to a separate programming run by Bidder.
<ul style="list-style-type: none">• Stated their outreach includes regular outreach to resource centers and shelters, and participation in community events, panels and resource fairs.• Stated that their Center handbook is created and maintained annually by their members.
<ul style="list-style-type: none">• Bidder stated their efforts to foster relationships and increase visibility in the broader community include presentations and events; Center volunteering in local drug court programs; Center partnership with local agencies for internships; Center active involvement in a local Recovery Palooza event; and other outreach opportunities, including participation in health fairs, job fairs and resource events.• Stated that they also have ongoing collaboration with local agencies, including Community Health and Counseling Services, Bangor Area Recovery Center and the Acadia Hospital.• Bidder’s response seems to be focused on the SUD community.
H. Participant Engagement
<ul style="list-style-type: none">• Stated Participants are involved in hiring process, including performance reviews, but did not describe how they are involved.
<ul style="list-style-type: none">• Bidder stated that their Center members developed a Conflict Resolution Committee, made up of Center members, for resolving conflict and procedure of expectations.• Provided Expectations of Conduct, but did not label as Attachment 14. Also included an additional copy of their “Conflict Resolution Manual”.• Expectations of Conduct are indicated for “members” and guests.• The Expectations of Conduct include language stating “I take pride in membership”, it is unclear if this is a doc requiring signage, and if guests and non-members are also required to sign/indicate-acknowledgement of Center Expectations of Conduct.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none"> • Bidder’s conflict resolution process includes the ability for the member to have an advocate present during their Conflict Resolution meeting, with a Release of Information form necessary in order for the advocate to attend. • Conflict resolution processes for the Center include a mailed notification on the final decision of the Center’s Conflict Resolution Committee, noting that the member will have the opportunity to write a re-entry plan, if necessary; and indicates that the member may appeal the Conflict Resolution Committee’s decision in writing, to be sent to the Executive Director within seven (7) business days after the Conflict Resolution Committee hearing. • Did not specifically address alignment with Restorative Practices.
<ul style="list-style-type: none"> • Stated Participants contribute to interview questions’ development, did not specify process for Participant contribution. • Stated Participants are invited to review redacted and de-identified job applications, process for such not described. • Stated Participants sit on interviews and provide feedback on applicants, specific process not described.
<ul style="list-style-type: none"> • Stated members will be invited to sit in on hiring interviews, “or, if desired, participate with the Program Director” in reviewing prospective hires’ resumes, qualifications and “other relevant portfolio components”. As stated, language is unclear if Participants would only be able to either sit in on hiring interviews, or, participant in resume and job application review, exclusively. • Stated that their Program Director will take all information, concerns, questions or advice from members for consideration in staff hiring, process for such was not described. • Response lacked detail.
<ul style="list-style-type: none"> • Stated they already have a functioning governing board, but will reformat their board to align with required criteria. • Stated they are committed to holding new “elections” for leadership ahead of contract start date and are structuring their board to better meet Participant and organizational needs. • Stated that their updated governing board structure will be in place prior to the start of resulting contract.
<ul style="list-style-type: none"> • Stated they will submit data with their quarterly Center reports.
<p>I. Community Activity Fund</p> <ul style="list-style-type: none"> • Response lacked detail. • Stated they would ensure Community Activity Funds do not exceed one hundred dollars (\$100.00) per individual, per year, but did not describe how they would ensure such (e.g., tracking).

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Did not address ensuring linkage to advocacy opportunities (I.1.a).
<ul style="list-style-type: none"> • Stated they will have an established application process developed by the Maine Association of Peer Support Recovery Centers (MAPSRC) for Community Activity Fund' eligible individuals not associated with the Center. • Stated their Center educates the community on Community Activity Fund availability through their orientation process; Center website and Facebook page, including instructions on how to apply; and through presentations and community events.
J. Staffing
<ul style="list-style-type: none"> • Stated that they will expand their outreach for recruitment through local job boards, community organization partnerships and through Lived Experience support networks.
<ul style="list-style-type: none"> • Stated they currently have more than one (1) staff who has completed Restorative Practice training.
K. Performance Measures
<ul style="list-style-type: none"> • Met requirement.
L. Reports
<ul style="list-style-type: none"> • Met requirement.
2. Staffing
<ul style="list-style-type: none"> • Provided job descriptions for executive Director; CIPSS Program Director; CIPSS; and Administrative Assistant. • The CIPSS Program Director position does not have CIPSS certification nor Lived Experience as a position requirement, as required by the RFP. • The CIPSS Program Director position also lists the role of serving "as direct supervisor of recovery coaches housed at [the Center]". Proposal did not indicate inclusion of recovery coaches at the Center, and no job description was provided for "recovery coaches". This expected role for this position is unclear. • The Administrative Assistant job description does not include a direct Lived Experience requirement, nor does it include a CIPSS certification attainment requirement. Per RFP Part IV, Section III, all Center staff must identify as individuals with direct Lived Experience and must obtain and maintain annual CIPSS certification, with exceptions to CIPSS allowed on a case-by-case basis through Department review and approval. • The CIPSS Program Director, CIPSS and Administrative Assistant positions all only require a high school diploma or equivalent at minimum, ensuring minimal barriers to hiring quality peer staff.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Mental Health Peer Support Centers Services

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<ul style="list-style-type: none">• Bidder’s submitted organization and qualifications file 2 attachment did not include any subcontractor/consultants to be used. However, Bidder provided a response in this section indicating that they work with subcontractors and consultants to enhance their services and effectiveness of programming.• Bidder included a response stated their oversight and management process for subcontractors and consultants.• As bidder did not indicate intended subcontractor(s)/consultant(s) in their twice-submitted blank Subcontractors form, the intended subcontractors/consultants to be used by Bidder is unclear.• Bidder’s response to this item did not indicate the agency(/ies) they would utilize for subcontracting/consultation.
<ul style="list-style-type: none">• Provided staffing plan.• Staffing plan does not include the Administrative Assistant position that was included in job descriptions. The Administrative Assistant’s job description states that they would be working at the Center.• Included three (3) part time CIPSS positions, two (2) that are 25hrs/week and one (1) that is 10 hours per week.• Stated that they have two staff that are working toward their CIPSS certification.• Bidder’s staffing plan seems to include language that has been cut off, intent of unfinished sentences is unclear.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided a narrative response with specific tasks for each month (up to “Month 6”, not inclusive of the full first contract period), including positions responsible for the task.• Bidder’s narrative response includes “Subcontractor Tasks”, with two (2) external consultants listed – one (1) for purposes of Program Development Assistance and one (1) for Community Health Consultation purposes.• Bidder also included two (2) weekly and monthly ongoing tasks. Weekly tasks are Peer Support Groups, Recovery Meetings and one-on-one peer support and monthly tasks encompass staff and volunteer training sessions. Bidder did not include their quarterly policy review nor quarterly board meetings in this section.• Bidder also displayed their workplan information in a Gantt chart.

Part IV, Section IV. Cost Proposal and Budget Narrative

<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place Peer Run Recovery Center Area #4

DATE: January 11, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Employs 5 peer support specialist who work at the center • All staff are Certified in IPS or working toward certification. • Staff members have been trained or facilitated groups in Alternatives to Suicide and Pathways to Recovery. • Provide groups in Smart Recovery and Smart Recovery for Family and Friends. • Together Place Social Club was created in 1981. • Together Place became Together Place Peer Run Recovery Center in 2017. • Bidder is an incumbent and consulted members in multiple phases to offer feedback on priorities and program design related to this RFP. • Bidder indicates they use Collaborative Decision Making, Leadership Opportunities, Skill Development Program and Ongoing feedback and adaptation. • Project One- Bangor Public Health and Community Services- collaborated to create the Penobscot/Piscataquis County Overdose Response Team with the Options team at CHCS. • Project Two- Northern Light Acadia Hospital-Develop and deliver trauma informed training and develop pathways between NLH and community peer support services. • Project Three- Food AND Medicine- Resource fairs held at Together Place. • Bidder did not specifically address a-b in this section related to Diversity, Equity, and Inclusion and with culturally competent and responsive services.
2. Subcontractors
<ul style="list-style-type: none"> • Bidder does not indicate any subcontractors.
3. Organizational Chart
<ul style="list-style-type: none"> • Bidder provided a list of positions, roles, and key responsibilities. • Bidder provided a Decision-Making Process with 5 actions to the process.
4. Litigation
<ul style="list-style-type: none"> • Bidder does not indicate any litigation.
5. Financial Viability
<ul style="list-style-type: none"> • Bidder provided financial statements from Edwards Faust, and Smith dated June 30, 2021, June 30, 2022, June 30, 2023
6. Certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place Peer Run Recovery Center Area #4

DATE: January 11, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

- | |
|---|
| <ul style="list-style-type: none"> • Yes, until 10/20/2025 |
|---|

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement, the only item not addressed in the response is state holidays.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Daily groups • 1:1 support • Arts and Activities • Use a participant centered framework
<ul style="list-style-type: none"> • Bidder did not provide a document labeled Attachment 7. They provided a document titled Participant Safety Plan. • A-c are addressed in the narrative portion of the proposal, not in the safety plan itself and the portions typed in blue cannot be read.
B. Participant Eligibility
<ul style="list-style-type: none"> • Bidder indicates they will provide Center services at no cost. • It was not clear to this evaluator in an orientation process will be provided to any individual by their third visit to the Center.
<ul style="list-style-type: none"> • Bidder indicates they will provide youth and/or adult referrals as needed for participants found not to meet the eligibility criteria for center services. • Bidder indicates they will provide tailored resource matching. For adults, the center directs individuals to the organizations that they know are providing complementary mental health or recovery services. • Bidder indicates they will provide collaborative follow up.
C. Participant Tracking
<ul style="list-style-type: none"> • Bidder did not provide a document identified as Attachment 8. They did provide a document titled Data Security Plan. • Bidder indicates that they are committed to safeguarding the privacy and security of data through robust data security measures. It is not clear if the

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place Peer Run Recovery Center Area #4

DATE: January 11, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<p>provider has a specific policy to ensure confidentiality of all participant data. There are tasks identified, but not a specific policy.</p> <ul style="list-style-type: none"> • It is not clear to this evaluator if there is policy requirements in place to ensure bidder is in compliance with data security
<ul style="list-style-type: none"> • Bidder did not provide a document labeled Attachment 9. They did provide a document titled Identity and Access management Plan. • Bidder indicates they will meet this requirement.
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • Bidder indicates they consistently maintain 40 hours per week of accessibility for participants. • Bidder does not indicate they will provide a minimum of 520 hours of Center services quarterly.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder submitted a Structured Group Support Model/Curriculum and did not label it as Attachment 10 in the proposal response. • Bidder completed a-b in this section. • Bidder did not complete c-d as bidder did not provide justification for each group and id does not identify that the support is designed to teach personal responsibility, self-management and problem solving.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that a comprehensive written orientation policy will be developed collaboratively by center members and staff.
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Bidder indicates they will ensure this occurs.
<ul style="list-style-type: none"> • Bidder indicates their plan to use on site communication, website, social media, printed materials and outreach and marketing.
<ul style="list-style-type: none"> • The Bidder did not address 6c in their response to this section of the proposal.
<ul style="list-style-type: none"> • The Bidder indicates they offer access to local Career Centers, Vocational Rehabilitation Services, Eastern Maine Development Corporation and other local organizations.
<ul style="list-style-type: none"> • Bidder indicates that they will meet the requirement of this section.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they are committed to providing services in alignment with empowerment principles and restorative practices.
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Bidder indicates that they will meet the requirement of this section

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place Peer Run Recovery Center Area #4

DATE: January 11, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<i>Describe the process to regularly review the Center's Self-help Activities with Participants, ensuring current offerings address Participants' needs.</i>
<ul style="list-style-type: none"> • Bidder indicates that they will meet the requirement of this section.
F. Center Website, Social Media, and Outreach
<ul style="list-style-type: none"> • The Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will have a separate website and are presently securing bids for a website redesign.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates that they will meet this requirement.
G. General Requirements
<ul style="list-style-type: none"> • Bidder indicates that they will meet the requirement of this section.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder provided Attachment 11, Authorization to Release Information.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder indicates they will meet this requirement.
<ul style="list-style-type: none"> • Bidder will use Flesch Reading Ease Test, Flesh Kincaid grade level test, and other available resources.
<ul style="list-style-type: none"> • Bidder will engage an on-demand interpreter service via telephone or online options.
<ul style="list-style-type: none"> • Bidder does not provide a written response to 6- or a-b
<ul style="list-style-type: none"> • Bidder did not provide attachment 12 Center Policy and Procedure Manual. There was a Handbook provided and it is unclear if this it meant to be the Policy and Procedure Manual.
<ul style="list-style-type: none"> • The Handbook does not appear to address a-c
<ul style="list-style-type: none"> • The Bidder indicates a-d is addressed in the Handbook provided by the Bidder as an attachment.
<ul style="list-style-type: none"> • Bidder indicates that they will meet the requirements of this section.
<ul style="list-style-type: none"> • Bidder provided MOU and labeled it Amendment 1.
<ul style="list-style-type: none"> • Bidder did not address 9.d in this section.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
H. Participant Engagement
<ul style="list-style-type: none"> • <i>Bidder indicates that they will meet this requirement.</i>
<ul style="list-style-type: none"> • Bidder did provide Expectations of Conduct, not labeled as Attachment 14
<ul style="list-style-type: none"> • Bidder provided a separate Conflict Resolution Manual that addressed what happens when a disruption to the Center occurs.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place Peer Run Recovery Center Area #4

DATE: January 11, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • Bidder met the requirement of this section.
<ul style="list-style-type: none"> • Bidder indicated that they will meet this requirement.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder indicates they will submit collected survey to the Department with the Quarterly Center Report.
I. Community Activity Fund
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder indicates these funds will be available through an established application process developed by the Maine Association of Peer Support Recovery Centers.
J. Staffing
<ul style="list-style-type: none"> • Bidder indicates Center staff are provided with ongoing support and development throughout their training and certification process through mentorship and access to peer support.
<ul style="list-style-type: none"> • Bidder indicates there is currently more than 1 staff person who have completed Restorative Practice training.
K. Performance Measures
<ul style="list-style-type: none"> • Bidder met requirement.
L. Reports
<ul style="list-style-type: none"> • Bidder met requirement
2. Staffing
<ul style="list-style-type: none"> • Bidder did not provide a document labeled Attachment 18 but did provide separate job descriptions for Executive Director, CIPSS Program Director, CIPSS, Administrative Assistant
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Bidder did not provide a document labeled attachment 18, and did submit a one page staffing plan that indicated position title and time allocation.
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Bidder did not provide a document labeled Attachment 17, however, did provide a separate document titled Implementation Work Plan.
<ul style="list-style-type: none"> • This was not provided in a timeline chart

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 2/17/2025, 2/19/2025, 2/20/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • N -Missing Vendor Code • P – Opened in 1981 as a social club and transitioned to a Peer Run Recovery Center in 2017 • P -Members were consulted in multiple phases of the development of the RFP • N - Projects listed are focused on resources, not the delivery of peer support • Project 1 is a community collaboration related to substance use • Project 2 lacks description • Project 3 is a resource fair that brings together programs under the Together Place roof
2. Subcontractors
<ul style="list-style-type: none"> • None Listed
3. Organizational Chart
<ul style="list-style-type: none"> • Attached • Not in the form of a chart
4. Litigation
<ul style="list-style-type: none"> • None
5. Financial Viability
<ul style="list-style-type: none"> • Meets Requirement
6. Certificate of Insurance
<ul style="list-style-type: none"> • Meets Requirement

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Bidder does not identify the location of the Peer Support Center • Meets - Administrative offices are open 8am-5pm, the center operates 8am-4pm • Meets - Center is open evening and weekends to accommodate dedicated events and services
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Bidder agrees to meet the requirement – lacks detail

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 2/17/2025, 2/19/2025, 2/20/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Bidder agrees to meet the requirement – lacks detail
<ul style="list-style-type: none"> • N -Bidder agrees to meet this requirement, did not describe beyond stating that the staff have copies of the code of ethics and are required to comply with it.
<ul style="list-style-type: none"> • N - Bidder states they provide in-person access and online is only offered upon request • Description lacks detail
<ul style="list-style-type: none"> • N - Bidder states they have insurance and will add more if necessary. Bidder did not describe the insurance they have or how it relates to the IT-Service Contract.
<ul style="list-style-type: none"> • Bidder shared there are three groups available per day, 1:1 support and arts and activities. • Staff provide guidance and supervision while encouraging participants to take active roles • Bidder state they use IPS but did not describe
<ul style="list-style-type: none"> • P - Fire drills are completed quarterly • N- Northern Light provides trauma response training to staff and volunteers, there was no mention of training participants • Center has a Conflict Resolution Committee to resolve conflict • Participant Safety Plan attached, not numbered • N -a, b and c are not addressed in the attached safety plan
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Bidder states that visitors are welcomed by a volunteer participant who gives information about the center and a tour. They are then given a membership form that has the center rules on the back. It is unclear to this reviewer if this is considered an orientation.
<ul style="list-style-type: none"> • Bidder describes the resources they would refer people to, response lacks detail
<p>C. Participant Tracking</p>
<p>N - Bidder did not respond to this question</p>
<ul style="list-style-type: none"> • N -Attachment not referred to in the body of the RFP, and is not numbered • Attachment meets requirements
<ul style="list-style-type: none"> • N – Bidder provided answer in space on RFP response, did not note that there was an attachment. The plan was attached, but it is not numbered. • N -Plan does not describe tracking unduplicated participation • Q- Plan states it will be updated periodically to incorporate security updates, this reviewer is unsure how often that would be

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 2/17/2025, 2/19/2025, 2/20/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

•
D. Groups, Trainings, and IPS for Participants
• Meets Requirement
• P – Bidder states participants are involved in the planning process • N- Bidder did not include Hearing Voices groups
• N -Attachment included, was not numbered • P – Weekly meetings are held where participants can make suggestions and give feedback • N - Attachment had a title and description of each group, but not a justification • N – Attachment didn’t make mention of “teaching personal responsibility, self-management and problem solving strategies.”
• N – Bidder states weekly meetings and informal feedback to staff are available for input. Bidder did not describe a process of reviewing and decision making
• P -Participants are encouraged to take active roles in group facilitation
• Meets Requirement
• Meets Requirement lacks detail on how it is in alignment with IPS values
Center staff are trained and certified in IPS, description of staff interactions lacks details
• P -Facebook updated daily
• Two members are on Maine Mental Health Connections Board • Did not address Consumer/Survivor/Ex-patient movement • Unclear if members can make budget decisions
• Meets Requirement
• Linkages to community resources is limited
• Meets Requirement
• Limited details
E. Participant Self-help Activities
• Meets Requirement
• Opportunities are limited to weekly meeting and informal conversations with staff • 40 mini at bottom of response?
F. Center Website, Social Media, and Outreach
• P – Website, Facebook page and bulletin board are updated daily
• The center has a website separate from the rest of the agency • Does not meet requirement - Bidder did not answer questions a-i
• N – bidder states these materials are updated when changes occur. They did not state if this happens at least quarterly

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 2/17/2025, 2/19/2025, 2/20/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Bidder states they will meet this requirement, no description included
<ul style="list-style-type: none"> • Meets requirement, lacks detail
<ul style="list-style-type: none"> • Meets - Bidder shared they will host bi-annual listening sessions that community members and participants will be invited to. • N - Bidder did not describe a process for reaching out to community members • N – Bidder did not describe process for analyzing and implementing local community feedback
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Meets requirement lacks detail
<ul style="list-style-type: none"> • N - Bidder describes a process that states any request would first be directed to the supervisor or director. Utilizing an IPS lens, the first step should be to notify the individual who is being asked about. This does not meet participant autonomy • Q -Bidder states they will determine if a ROI has already been filled out. With an IPS lens, ROI's should only be initiated when requested.
<ul style="list-style-type: none"> • N - ROI is attached, is not numbered • N- ROI does not include a check box indicating the participant has received privacy and rights training • N -ROI does not state it is limited to 60 days
<ul style="list-style-type: none"> • N - Bidder states each member of staff is trained in IPS and engage each member in collaborative practices that are healthy and non fearful, description lacks detail. • N – Bidder does not identify how IPS principles are integrated into policy
<ul style="list-style-type: none"> • Bidder states their services meet a-d. Their description lacks detail
<ul style="list-style-type: none"> • Meets Requirement– Bidder will assess and amend materials utilizing the Flesch Reading Ease Test and Flesch-Kincaid grade level test and other available resources
<ul style="list-style-type: none"> • Meets Requirement -lacks detail
<ul style="list-style-type: none"> • Not answered
<ul style="list-style-type: none"> • Bidder stated they were attaching their current handbook • N – Membership application that is included in handbook, includes a neurological challenge as qualifying for participation • N-Participants must be free from body odor • Q – No food or drink on furniture – does that include tables? • N- “No Bum” rule is not in alignment with IPS practices • N – Document does not address Restoratives Practice • N – Document does not address IPS virtual modalities

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 2/17/2025, 2/19/2025, 2/20/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • N – Bidder does not indicate that they will report incidents to the Department within 24 hours • N - Bidder attached a Conflict Resolution Committee Handbook that does not address a-b
<ul style="list-style-type: none"> • Does not meet requirement, description lacks detail • In this response the bidder directs us to see Attachment 13 for further details. There is no document numbered 13. • In this response the bidder references an MOU with the City of Bangor, no such MOU is attached
<ul style="list-style-type: none"> • An amendment to an MOU, not signed by the bidder, is included. This document is not numbered as attachment 13
<ul style="list-style-type: none"> • Meets Requirement, lacks detail
<ul style="list-style-type: none"> • Examples in the description are limited and predominately seem targeted to unhoused populations and people who struggle with substances. There is no mention of the LGBTQ+ community, people of color or the immigrant community
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • Center offers a weekly meeting to review programs and policy • Does not meet requirement - bidder states that policies are reviewed in consultation with staff, but does not describe the process. • Does not meet requirement - The response states that participants are involved in the hiring process, but does not describe the process. • Meets requirement - Response states the policy manual is reviewed by the department annually
<ul style="list-style-type: none"> • Conflict Resolution Committee handbook attached, not numbered • P – Incident reports should not be used in place of natural attempts to resolve conflict • Q – response indicates the participant will receive a mailing after the conflict resolution meeting has occurred. There is no indication how this is addressed if someone is unhoused. • N -Restorative practices are not addressed in this response • Q – Unclear why a release of information form would be utilized if a person wants an advocate with them for the meeting
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Does not meet requirement – While participants can give input, the final decision is made by the Program Director
<ul style="list-style-type: none"> • Meets Requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 2/17/2025, 2/19/2025, 2/20/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • P - Has an existing member board, will make adjustments to be in compliance with these requirement prior to the start of the contract • P -Board meets monthly which exceeds the quarterly requirement
<ul style="list-style-type: none"> • Meets – bidder has Appendix J and agrees to submit with quarterly report
I. Community Activity Fund
<ul style="list-style-type: none"> • Bidder agrees to all of these requirements, but did not describe in detail
<ul style="list-style-type: none"> • P -Bidder has an established application • Q – Is this application utilized for everyone desiring to access these funds? • Q- Bidder mentions an orientation process, but does not describe it • P -Bidder shares that information is available on their Facebook page and Website • Q - Bidder states they do presentations about the community funds but did not describe the process or share where these presentations are held.
J. Staffing
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement
K. Performance Measures
<ul style="list-style-type: none"> • Bidder agrees to supply the reports, does not address increasing participation
L. Reports
<ul style="list-style-type: none"> • P -Bidder has hired a new accountant to assist in timely submissions
2. Staffing
<ul style="list-style-type: none"> • Meets Requirements , was not numbered
<ul style="list-style-type: none"> • Bidder states they work with subcontractors, though there were no subcontractors mentioned in this response • Meets requirements- bidder described how subcontractors and consultants interact with the organization and included oversight and quality assurance
<ul style="list-style-type: none"> • There is not a document labeled staff plan or labeled Attachment 16 • The chart attached shows the Program Director and CIPSS and the hours they are allocated • Chart does not include hours allocated to the Executive Director or the Administrative Assistant
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Workplan attached, not labeled as Attachment 17 • Workplan only covers the first six months of the contract period • Document titled Workplan time line for program implementation is attached and in chart format, it is unclear and dated for the January 1, 2024-July 1, 2024 • Board development is not included in the plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Together Place, Area #4

DATE: 2/17/2025, 2/19/2025, 2/20/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

Part IV, Section IV. Cost Proposal and Budget Narrative
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: AMHS, Area #5

DATE: 2.5.2024

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Established in 1964• Describes experience in providing both mental health and substance use services• 30 years experience providing peer recovery center services• Bidder engages diversity, equity, and inclusion through consumers• Sixty-one (61) percent of board directors have been consumers of behavioral health services• Peer Advisory Committee (PAC) is 100% consumers of behavioral health services• Bidder demonstrates culturally competent and responsive services through complying with orientation and training requirement to be a Certified Community Behavioral Health Clinic (CCBHC)• Policy for interpreter services assure individuals have access to a translator to support obtaining services• Electronic Health Record (EHR) tracks demographics such as gender, ethnicity, etc.• Notes that level of data guides design of treatment plan – are members of peer center receiving a treatment plan?• Provided example of participant engagement regarding the RFP• Involves recipients of mental health services in decision-making via the PAC• Project 1 – Mental Health Peer Support Centers Services – 1996 to Present, provides two (2) consumer-operated mental health support center locations.• Project 2 – Substance Use Peer Centers – 2018 to Present, offers four (4) substance use recovery support centers• Project 3 – Adult Behavioral Health Home – 2016 to Present, provides care coordination, mental health peer services and medical overview to coordinate care of community integration service for adults with SMI
2. Subcontractors
<ul style="list-style-type: none">• N/A – no subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Organizational chart present• Project team identified• Notes one peer support specialist in each center

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: AMHS, Area #5

DATE: 2.5.2024

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

4. Litigation
<ul style="list-style-type: none"> One ongoing case presented, information confidential
5. Financial Viability
<ul style="list-style-type: none"> Presents as financially viable
6. Certificate of Insurance
<ul style="list-style-type: none"> Current and appropriate

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> Two (2) locations listed, both open a minimum of 40 hours per week Staff accommodates activities outside of normal business hours Notes use of van to support transportation for external community activities
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Commits to requirement
<ul style="list-style-type: none"> Commits to requirement
<ul style="list-style-type: none"> Posts code of ethics in each Center's common room IPS principles are discussed no less than twice per week in meetings Incorporates Code of Ethics into both structured and non-structured groups
<ul style="list-style-type: none"> Examples of accommodations provided Remote access is available
<ul style="list-style-type: none"> Commits to this requirement
<ul style="list-style-type: none"> Notes modeling Intentional Peer Support (IPS), using three principles and four tasks Notes use of training in CIPSS, to both staff and participants
<ul style="list-style-type: none"> Met all requirements
B. Participant Eligibility
<ul style="list-style-type: none"> Provides orientation process Notes that orientation is customized to meet the needs of each potential participant
<ul style="list-style-type: none"> Describes using directory kept on hand of healthcare and social service organizations to refer prospective participants to, will offer additional support and advocacy only if requested by the individual
C. Participant Tracking
<ul style="list-style-type: none"> Met requirements
<ul style="list-style-type: none"> Plan not titled

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: AMHS, Area #5

DATE: 2.5.2024

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Sample documents included in plan
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Timing and considerations described • Process not described
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Describes typical format for orientation • Adjusts orientation process to customize to potential participants' needs • Notes that Center locations "stay curious" to learn how best to tailor orientation process to potential participants
<ul style="list-style-type: none"> • Notes ensure Peer Principles by modeling IPS values in interactions • Staff emphasize that they are growing along with participants • Reinforce skills through partnerships with MAPSRC, co-reflections, and ongoing training
<ul style="list-style-type: none"> • Notes use of "key locations in the community," though does not describe
<ul style="list-style-type: none"> • Description of meetings lack detail • Behavioral health consumer/survivor/ex-patient movement and advocacy education is offered through YouTube Premium playlist • Information and privacy is covered during orientation and as reminders during meetings and groups
<ul style="list-style-type: none"> • Outlines Maine Can Work curriculum • Links with Maine Medical Center's Vocational Services • Participants as volunteers at the center
<ul style="list-style-type: none"> • Defined what a successful linkage would look like
<ul style="list-style-type: none"> • Notes use of CIPSS Code of Ethics Value 1 • Notes approach to activities
<ul style="list-style-type: none"> • Met requirement
E. Participant Self-help Activities
<ul style="list-style-type: none"> • Notes variety of self-help activities • Notes mutual support groups support participant needs • Examples provided
<ul style="list-style-type: none"> • Review occurs monthly, feedback documented, and quarterly feedback is reviewed • Changes made by participant consensus

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: AMHS, Area #5

DATE: 2.5.2024

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

F. Center Website, Social Media, and Outreach
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Plans to have an easy to location section dedicated to Centers' policies and accessibility related items
<ul style="list-style-type: none"> • Plans to post in-house and on websites
<ul style="list-style-type: none"> • Described two separate events the Center will participate in once per year • Described setting up a table with activities and swag to engage interest • Plans to issue brief anonymous survey during events
G. General Requirements
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Described empowering participant to express their concerns directly aligns with developing mutuality and shared power • Described discussing potential barriers to self-advocacy with participant • Described supporting the participant to write down what they wanted to discuss as well as being present with the participant on a phone call or in person during the conversation with the clinical provider
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Embedded through role-modeling, training, self-reflections, using real-life scenarios, building mutual connections, and sustaining the practice through co-reflection while acting trauma-informed
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Plan to review materials to achieve a minimum of an 8th grade reading level • Notes planned use of Flesch Reading East Test or Microsoft Office 365 platform
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Bidder's response lacks detail
<ul style="list-style-type: none"> • Notes numerous collaborations • Notes use of passenger vans to support outings in the community • Plans to develop MOUs as needed without using identifying participant information
<ul style="list-style-type: none"> • N/A – no MOUs
<ul style="list-style-type: none"> • Outreach and engagement efforts include distribution of monthly calendar of activities on Center website, social media accounts, and through peer advisory committee

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 2.5.2024

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Plans to create manual outlining policies and procedures regarding equity and inclusion, and review annually • Commits to ensuring contact information is updated in 2-1-1 annually and as needed • Notes ability to assist with needs within twenty-four (24) hours due to connection with behavioral health and mobile crisis services
<ul style="list-style-type: none"> • Plans to share calendars and provide invitations for participation in internal/external activities
H. Participant Engagement
<ul style="list-style-type: none"> • Commits to all requirements
<ul style="list-style-type: none"> • Expectations of conduct do not specifically indicate alignment with Restorative Practices
<ul style="list-style-type: none"> • Notes that developing interview questions and reviewing redacted and deidentified job applications will occur during a weekly meeting • Notes plan for participants to select 1-2 participants from the group to become part of the interview process
<ul style="list-style-type: none"> • Notes plan to have participants involved in interview process rejoin the larger group and share their feedback from the interviews with facilitation from staff • Plan to have participants select their first and second options for candidates and the Center Manager, Program Director, and Human Resources Dept will take that feedback into consideration for the selection and hiring process.
<ul style="list-style-type: none"> • Response lacks detail • Commits to this requirement
I. Community Activity Fund
<ul style="list-style-type: none"> • Commits to these requirements
<ul style="list-style-type: none"> • Notes plan for Center Manager to provide education to partners about the Community Activity Funds at least twice per year
J. Staffing
<ul style="list-style-type: none"> • Commits to all requirements • Commits to this requirement
K. Performance Measures
<ul style="list-style-type: none"> • Commits to meeting these requirements
L. Reports
<ul style="list-style-type: none"> • Commits to all requirements
2. Staffing
<ul style="list-style-type: none"> • Met requirements • N/A – no subcontractors

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Met requirement
3. Implementation - Work Plan
<ul style="list-style-type: none">• Events out of order, not in timeline format• Tasks described, month it will be carried out, and person responsible

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">• Salary and fringe appear appropriate• Planned for annual increases to expenses• Indirect rate letter included

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: AMHS – Area 5

DATE: 2/14/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Agency has been providing BH since 1967, currently offering both MH and SUD service to more than 5,500 annually • Serves Aroostook, Hancock and Washington County with 27 service locations • Indicates 30 years’ experience providing Peer services <ul style="list-style-type: none"> ➤ Indicate prior operation or social clubs, which do not meet the definition of Peer service in this RFP – Services from 2016 to current constitute provision of Peer Services that meet this definition • Indicates the operation of four (4) SUD recovery centers • Indicates AMHC’s board is comprised of 61% people with lived experience or as affected others. Exact percentages are unable to be determined based on the information shared. • Indicates operation of a Peer Advisory Committee, comprised of consumers of BH services, who meet monthly and provide feedback on services • Indicates participant involvement central to several initiatives, including as an incumbent service provider • Indicates history of employing individuals who had once been recipients of services provided by agency • Indicates training through Relias in culturally responsive practices, as well as trainings delivers by local indigenous tribes • Indicates participants were involved in reviewing requirements for this RFP and provide specific feedback from participants on two (2) requirements that are now to the incumbent provider • Project 1 – MH Peer Center – incumbent provider – relevant to RFP • Project 2 - Recovery Community Center – Peer services with SUD focus – relevant to RFP • Project 3 – Behavioral Health Home – peer services – relevant to RFP
2. Subcontractors
<ul style="list-style-type: none"> • Indicates no subcontractors to be used
3. Organizational Chart
<ul style="list-style-type: none"> • Organizational chart is enterprise wide showing from Board of Directors to project – • Does not indicate relationship to, or involvement of, participants or the Peer Advisory Committee referenced earlier in this section

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

•
4. Litigation
• One case reported – case ongoing
5. Financial Viability
• Included Independent Accountant’s report for 2021-2022, 2022-2023 which appear to suggest financial viability.
6. Certificate of Insurance
• Included and current at time of submission (expired 1/5/25)

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Indicates 2 proposed locations, currently in operation <ul style="list-style-type: none"> ➤ Caribou Mental Health Peer Support Center at 43 Hatch Dr, Caribou ME, and. ➤ Madawaska Mental Health Peer Support Center at 272 Main St, Madawaska ME • Each location provides both administrative and direct services • Indicates flexibility for programming outside of normal hours of operations, listed as 8am-4pm M-F • Indicates full kitchens with dining areas
• Met requirement
• Met requirement
• Indicates commitment to meeting this requirement
<ul style="list-style-type: none"> • Indicates the Code of Ethics is posted in each Center’s common room • It indicates that during weekly meetings, staff and participants discuss one of the 4 tasks of IPS and how the selected task connects to the Code of Ethics • Provides example of how one ethical standard is incorporated into an activity at the center
<ul style="list-style-type: none"> • Provides examples of accommodations made related to lighting and scent. • Indicates access to online programming
• Indicates commitment to meeting this requirement
<ul style="list-style-type: none"> • Indicates the integration of IPS principles and tasks, participant leadership, and CIPSS training as methods for meeting this requirement • Response lacks detail
• Meets requirement

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INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: AMHS – Area 5

DATE: 2/14/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

B. Participant Eligibility
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Meets requirement
C. Participant Tracking
<ul style="list-style-type: none"> • Response narrative meets requirement • Attachment 8 met requirement
<ul style="list-style-type: none"> • Meets requirement • I – Center application form asks for community counselor name. It is unclear why this information is collected, how it is pertinent to application, or how it is used as no detail related to this is provided
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> • Comits to meeting this requirement
<ul style="list-style-type: none"> • Indicates required groups, such as Hearing Voices and Alt2Su are currently offered and will continue to be available to participants • Indicates final schedule of groups will be determined by participants • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement • Provides an example of introduction and approval by participants for a structured support group.
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement • Indicates curiosity about individuals' unique needs during orientation to customize experience
<ul style="list-style-type: none"> • Response indicates this is met through staff training • Provides one example of modeling mutuality • Response lacks detail
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Indicates MOU between agency and Maine Medical Center's Vocational Services Dept since 2008 • Met requirement
<ul style="list-style-type: none"> • Process described is person centered
<ul style="list-style-type: none"> • Reference CIPSS ethical standard number one (1) • Response describes options for available activities should a participant opt not to partake in structured groups

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EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Meets requirements • Provides relevant examples of how these principles and practices are present in Center
E. Participant Self-help Activities
<ul style="list-style-type: none"> • Response includes reference to several formal and informal groups • Met requirement
<ul style="list-style-type: none"> • Indicates both monthly and quarterly opportunities and processes for participant review and determination of group offerings • Met requirement
F. Center Website, Social Media, and Outreach
<ul style="list-style-type: none"> • Met requirement • Indicates multiple methods of distributing Center information through various modalities
<ul style="list-style-type: none"> • Indicates a dedicated website for each center to be developed • Indicates websites will include required information • Indicates plan to comply with IT requirements, and reports past experience meeting this requirement • Meets requirements
<ul style="list-style-type: none"> • Indicates center calendars updated monthly • Meets requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Response is unclear as to whether the bidder plans to include activities in the community, at the center, or both
<ul style="list-style-type: none"> • Response indicates two (2) specific events each center will participate in annually and the methods for engaging community members at each event • Meets response
G. General Requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Indicates preference for supporting direct participant/provider communication and advocacy, in line with IPS • Describes process and method for Center staff communication with outside provider, in line with IPS
<ul style="list-style-type: none"> • Attachment 10, model release of information, met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Response met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Meets requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> Attachment 12 includes excerpts from Center Policy and Procedure Manual related to a)-c) and meets requirement
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Met requirement Indicates agency and each center maintain multiple collaborative relationships and referral networks, includes several examples Indicates new relationships will be pursued at participant direction
<ul style="list-style-type: none"> Indicates no formal MOU's currently, but refers to agency wide collaborative relationships
<ul style="list-style-type: none"> Met requirements
<ul style="list-style-type: none"> Includes examples of outreach partners for each center Met requirement
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> Met requirement Indicates policy review quarterly Indicates budget review monthly
<ul style="list-style-type: none"> Some of the conduct expectations seem open to interpretation, and may be challenging to enforce
<ul style="list-style-type: none"> Indicates participants will share in the development of interview questions, application review and initial selection of candidates, and the interview process Met requirement
<ul style="list-style-type: none"> Indicates that after a facilitated discussion of the candidates, participants will select first and second choices for hiring new staff
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Commits to meeting requirement
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> Commits to meeting requirement
<ul style="list-style-type: none"> Indicates center staff will provide education on the Community Activity fund to a number of named partners at least twice annually
<p>J. Staffing</p>
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Commits to meeting requirement
<p>K. Performance Measures</p>
<ul style="list-style-type: none"> Commits to meeting this requirement
<p>L. Reports</p>
<ul style="list-style-type: none"> Commits to meeting all requirements in section L

**STATE OF MAINE
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EVALUATOR DEPARTMENT: DHHS/OBH

2. Staffing
<ul style="list-style-type: none">• Attachment 15 includes job description for Program Director, Peer Center manager, and Peer Center staff – descriptions include minimum qualifications and responsibilities• Program Director position does not indicate Lived Experience is a requirement• Center Manager and Center staff include lived experience and CIPSS certification as requirements.
<ul style="list-style-type: none">• Indicates no subcontractors intended
<ul style="list-style-type: none">• Staffing plan includes name, role/title, and level of effort dedicated to project• Staffing plan does not indicate number of hours dedicated to project, so this evaluator is unable to determine the total FTE's represented in this plan.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Work plan includes relevant activities, individual(s) responsible, and date of completion or duration of work, including elements which are already in place

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services, Inc. and Area #5

DATE: 2/6/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Stated they have been a provider of behavioral health and related services since 1964, providing such to adults, children and families in rural Maine.• Stated that they started offering substance use-related services in 1974.• Described current programming in the organization in Aroostook, Hancock and Washington Counties.• Stated they were awarded the SAMHSA Certified Community Behavioral Health Clinic (CCBHC) grant in 2021.• Stated they have more than thirty (30) years of experience providing peer recovery center services, with their first Center originally called The Drop-In Center (owned by another entity, requested Bidder to take ownership in 1994).• Stated they opened their Harvest Inn Social Club in Caribou in 2000, relocated the Center in 2014 and renamed the Center in 2016.• Stated that they opened four (4) substance use recovery centers in 2018 and 2019 in Aroostook and Washington Counties. <p>Experience addressing DEI needs</p> <ul style="list-style-type: none">• Stated their organization’s board of directors is made up of 61% of individuals, or their immediate family, who have been consumers of behavioral health services.• Stated they have a Peer Advisory Committee (PAC) made up of 100% of consumers of behavioral health services that provides regular peer participant input. Their current PAC chair is the manager of one of their Centers, with Center participants regularly recruited to attend PAC meetings.• Stated they also get consumer input from those involved in grass roots efforts to support those with substance use challenges in the form of volunteer groups.• Stated their Centers have operated under the Consumer Operated Service Provider (COSP) model, with formal structured input on Center operations completed through regularly scheduled Center meetings.• Stated their community outreach efforts include participating in community events and provided examples such as recovery events with Passamaquoddy tribal leaders in Washington County and Narcotics Anonymous with the Aroostook Band of Maliseets.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Aroostook Mental Health Services, Inc. and Area #5

DATE: 2/6/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

- Stated they have a strong history of employing former or current consumers of behavioral health services across their organization and programming, including at their substance use recovery support centers.
- Stated they were designated as a Recovery Friendly Employer in 2022

Experience with culturally competent and responsive services

- Stated that, as a CCBHC, they are required to demonstrate cultural and structural competency through their staff orientation and training.
- Stated that all new staff receive cultural competency training within sixty (60) days of hire, and annually thereafter through Relias. Indicated the training includes expectations to work with and for diverse cultures.
- Also offer other non-Relias trainings to staff throughout the year including: organization's staff participating in cultural competency trainings offered by the Passamaquoddy tribal leaders to Washington County community stakeholders; and a similar training offered to organizational staff in Aroostook County by the Mi'kmaq Health Center in "2023/4".
- Stated that the Office of Civil Rights also provided two (2) trainings to their staff on federal requirements and standards for cultural competence.
- Stated their organization has a specific policy for interpretation services, including for those that are "hearing impaired".
- Stated their Certified Clinical Consultant (CCS) team also emphasizes culturally competent and responsive services through their ongoing staff clinical consult.
- Stated that they developed identity tracking measures within their electronic health record that tracks items such as gender, ethnicity, spoken language, religion, sexual orientation, employment, education, medical and legal background and homelessness.
- Stated that their electronic health record allows them to use a strong integrative approach for complex co-occurring cases.

Incumbent – integration of Participant voice in proposal creation

- Stated that Center Managers invited Participants from each Center to review and offer feedback on "any new State requirements".
- Bidder provided examples of Participant input.
- Aside from Bidder garnering input from Participants regarding feedback on "any new State requirements", it is unclear how Bidder integrated Participant voice in the actual creation of their proposal.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 2/6/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

Mental health services recipients' organizational involvement

- Stated their organization's Peer Advisory Committee (PAC) is 100% comprised of consumers and/or providers with mental health and/or substance use-related lived experience, with PAC meeting monthly for service feedback provision and current PAC chair is the Madawaska Center Manager.
- PAC promotes the Center and services, and monthly meetings regularly include subject matter expert presentations to educate and support Participants and Center activities.
- Stated they regularly recruit Center Participants to attend PAC meetings, and most participants in attendance are from their two (2) Centers, with ten (10) or more Participants in regular attendance that bring information back to Centers.
- Stated PAC meeting agendas and decisions "made visible to members monthly".
- Since 2022, their PAC has improved their satisfaction survey; reviewed satisfaction data; and reviewed and offered feedback on a new substance use disorder website and their organization's annual strategic plans.
- Referenced a 2024 survey to peers for feedback and stated Peers indicated transportation to and from services was a significant challenge.

Project 1

- Bidder referred to their Mental Health Peer Support Centers Services work for their two (2) Centers in Aroostook County, one (1) in Caribou and one (1) in Madawaska; and described services provided at the Centers.
- Stated that both Centers adhere to the Consumer Operated Service Provider (COSP) model; and both Centers are active members of the Maine Association of Peer Support and Recovery Centers (MAPSRC) organization.
- Stated that each Center is integrated in the business district of each town, with easy access to shops, resources, and the Madawaska Police and Fire Department for the Center located in Madawaska.
- Stated they have a 12-passenger van to ensure access to the Center and transport Center Participants to desired outings and activities.

Project 2

- Bidder referred to their four (4) substance use recovery support centers work.
- Described services provided at their four (4) recovery centers, noted they were opened in "2018/2019 and are centrally located in their respective downtown/business districts with close access to the town office, library, post office, police and fire departments, shops, and restaurants".

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

- Stated that one (1) of their Mental Health Peer Support Centers and one (1) of their recovery centers regularly collaborate on group activities due to being in close proximity.
- Described weekly lunch collaboration with Adult Behavioral Health Home participants in Calais.

Project 3

- Referred to their Adult Behavioral Health Home (ABHH) program, that provides care coordination, mental health peer services, and medical overview for purposes of coordinating community integration services “for adults with Severe Mental Illness (SMI)”.
- Stated that services are provided through a team of staff comprised of Health Home Coordinators, a Clinical Team Lead, a Nurse and a Peer Support Specialist.
- Provided some examples of services provided by their Peer Support Specialists in the ABHH program.
- Stated that their ABHH program is located in their Caribou Outpatient Office, which is located in the same building as their Caribou Mental Health Peer Support Center.
- Described twice a month collaboration with their Caribou Center.

2. Subcontractors

- Stated “N/A – No subcontractors”.

3. Organizational Chart

- Provided, did not include an emphasis on how Participants are involved.

4. Litigation

- Indicated one (1) ongoing case, stated case # is “unknown”.

5. Financial Viability

- Provided financial statements for September 30, 2023, and 2022; and September 30, 2022, and 2021.

6. Certificate of Insurance

- Provided, included insurance for commercial general liability; automobile liability; workers compensation and employers liability; and professional liability.
- Some insurance lapsed at time of review; insurance was effective at time of proposal due date.

Part IV, Section III. Proposed Services

1. Services to be Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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BIDDER NAME: Aroostook Mental Health Services, Inc. and Area #5

DATE: 2/6/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Stated they operate two (2) Centers, Caribou Mental Health Peer Support Center located on 43 Hatch drive in Caribou; and their Madawaska Mental Health Peer Support Center, located on 272 Main Street in Madawaska. • Stated staff are available during business hours, forty (40) hours per week, Monday through Friday from 8:00a.m. to 4:00p.m; and indicated accommodations are made for desired activities outside of regular Center. • Stated Centers are centrally located for easy access to local services, businesses and first responders, and has access to free parking. • Centers have handicap accessibility; fully equipped kitchens and small dining areas; an office and storage areas; formal dining areas, also used for group activities, hobbies and center meetings; and living room areas used for socializing and as an additional space for hobbies and group activities. • Stated that activities are proposed during their weekly peer meetings and Participant consensus is used for agreement to participate. • Stated that they give notice to the community and Participants on all activities, through their Center monthly calendars, Center Facebook pages and on their Center bulletin board located outside of the building and/or on the front door. Information will also be on each Center's new website. • Stated that the Center has a van to support transportation for external-to-Center community activities.
<ul style="list-style-type: none"> • Stated they also include the 9-8-8 number for behavioral health crisis. • Outgoing message indicates calls will be returned within twenty-four (24) business hours.
<ul style="list-style-type: none"> • Did not address ensuring all awarded Bidder's staff, identified by the Department, are in attendance at the monthly meeting.
<ul style="list-style-type: none"> • Met requirement.
<ul style="list-style-type: none"> • Stated Center staff ensure they operate according to the CIPSS Code of Ethics; with Code of Ethics posted in each Center's common room. • Hold at least two (2) meetings per week to speak on IPS principles and one of the four tasks related to conduct and discuss how it is tied to the Code of Ethics. • Stated that their structured and non-structured groups follow the CIPSS Code of Ethics, and provided an example of following CIPSS Code of Ethics through a "coping skills" group at each Center that incorporates the Code of Ethics.
<ul style="list-style-type: none"> • Provided an example of accommodating Participant requests – where the Center changed lighting and selected cleaning supplies to support sensitivities.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services, Inc. and Area #5

DATE: 2/6/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none"> • Stated that they will seek to obtain and maintain the indicated insurance requirements.
<ul style="list-style-type: none"> • Stated that they practice the three (3) IPS principles and four (4) tasks. • Stated all Participants have a voice in their decision-making process and desired format for decision-making, with an example included. • If Participants choose a formal representative decision-making process for Participant input, when an elected officer format is chosen, there is a Participant nominating process and a vote is conducted. • Stated Participants are offered the opportunity to access CIPSS training, additional details not provided. • Stated staff conduct community outreach, collaborate with community partners, provide advocacy for Participants, provide recovery support, and assist with establishing and maintaining relationships. • Response lacked detail as it pertains to Center operating structure, activities and service delivery methods.
<ul style="list-style-type: none"> • Provided Attachment 7 – Participant Safety Plan. • Includes a section on trauma-responsive atmosphere, indicating how they would ensure such, including safeguards for and related to Participants (e.g., no physical restraint-type contact with participants will be permitted, except in extenuating circumstances). • Included explicit language regarding no coercion. • Included interacting in a trauma-informed manner with Participants, also explicitly stated exclusion of any verbal communication that would create a climate of intimidation or Participant re-traumatization, by staff or Participants. • Stated Center staff and Participants receive ongoing education on trauma-responsive safety; “Comfortability Agreements (meeting the needs of Participants to support their learning process)”; and “restorative practices in the Center’s trauma-informed and responsive Community Building Circles”. • Stated that their safety education can also include supporting Participants with managing fire drill discomfort – e.g., discussion coping skills for managing stress during the fire drill. • Stated Centers will include visible maps of emergency egress.
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Stated they conduct orientation typically during the first visit and no later than the individual’s second visit to the Center. • Described typical format of their orientation, done in a confidential, non-judgmental and safe environment, that includes welcome and introductions; tour of the Center; overview of the Center including mission and values; the

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<p>IPS model; explanation of offered services; review of their membership packet and monthly activity calendar; and an invite to the next group and/or Participant meeting.</p> <ul style="list-style-type: none">• Stated they customize their orientations to meet the needs of the potential Participant (e.g., accommodating mobility, communication, literacy and/or other challenges).
<ul style="list-style-type: none">• Centers have a directory of local healthcare and social service organizations and will utilize 211 as needed for purposes of referrals.• Stated that Center staff will only offer support and advocacy to the individual if requested, when contacting the provided community resource.
C. Participant Tracking
<ul style="list-style-type: none">• Stated their tracking form includes name, including preferred nickname; contact information; date of attendance; activity(/ies) participated in; and arrival and departure date.• Use a spreadsheet to track participation in each session; number of group sessions attended; and the number of Participants who completed the group.• Will maintain a spreadsheet to track the number of de-identified Participants referred to other services, including behavioral health and vocational services.• Aside from stating that they comply with DHHS' Privacy policies through not tracking PHI or sensitive information, Bidder did not address C.1., a-d.• Provided Attachment 8 – Data Security Plan.• Center ensures their Participant tracking method complies with their organization's Data Security Policy, and that information is not shared outside of the Center, with data de-identified when reporting to the State.• The provided Data Security Plan seems to be the overarching agency's Data Security Policy, it is unclear if the Centers use their own Data Security Plans or just utilize the one for their overarching organization.• Data Security Plan includes data security guidelines (e.g., not leaving computer unattended) and sections on software security; hardware security; off-site and mobility security; e-mail use and security; and internet use and security.• Data Security Plan attachment is not specific to the Center; and does not include specific details regarding how the Centers will ensure confidentiality for Participant data and tracking (e.g., specific measures for ensuring security and confidentiality of tracking spreadsheets).
<ul style="list-style-type: none">• Provided Attachment 9 – Identity and Access Management Plan.• Bidder outlined their process for Participant tracking.• Process indicates Participants can use preferred name, nickname, or can utilize a 'sub-name' for de-identification purposes.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Bidder stated that their tracking sheet has a space for sign-in and sign-out time, which is an optional field.
- Weekly, use a new sign-in sheet, and record numbers, track information and document numbers in a password protected Excel spreadsheet at end of week.
- Stated they don't track or document digitally any Participant names.
- Sign-in sheets are stored in a locked filing cabinet in their Center Manager's office, is locked when staff are not present in the office, with keys only available to Center staff.
- Stated they do not collect any other Participant information aside from information collected on their Participant membership form with information used only in the event of an emergency.
- Stated Participant and volunteer applications are in hard copy only and are also stored in the locked file cabinet in the Center Manager's office.
- Provided a copy of their "Mental Health Peer Support Center Application/Volunteer Form", Bidder's response referred to this as their "Participant's membership form", however, full purpose of the form is unclear. Also unclear whether Participants are required to fill out this form in order to participate in services.
- Center Application Form requests a lot of information, including education; medical condition(s); and whether the individual has a community support counselor, and support counselor's name. It is unclear if this information is required or optional as it is not indicated on the form. These categories of information are unnecessary as it pertains to service eligibility.
- Center Application Form also requests address and telephone information; emergency contact information; permission to call an ambulance in an emergency, including reason for denial, if denying; information on who completed the form, if alone, with assistance or someone else; and has space for "accommodations requested". Although helpful information, this information is not required for service eligibility and may be a barrier to Center services, if prospective Participants are required to respond to each item.

D. Groups, Trainings, and IPS for Participants

- Stated that they have a van to support transportation to community activities.
- Stated their monthly calendars will be emailed to internal and external providers and will be posted in "key community locations".
- Stated their Structured Group Support will be "recovery-focused".
- Bidder provided examples of opportunities at their Centers, including traveling to local animal shelters for pet therapy and annual corn maze trips. Included example of traveling to Houlton for Lunar Eclipse in 2024.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Did not address ensuring Structured Group Support services are designed to teach self-determination, personal responsibility and problem-solving strategies. • Did not address ensuring access and opportunities for education and groups on self-advocacy skills, as directed by Participants.
<ul style="list-style-type: none"> • Provided Attachment 10 – Structured Group Support Model – Curriculum. • Weekly “peer meetings” for Participant feedback on existing groups. • Participants are invited to provide feedback on meetings for the next monthly calendar of activities. • New group offerings are introduced to Participants for discussion and feedback. • Groups are reviewed quarterly to assess if they are meeting Participant goals. Should Participants agree a group no longer meets their needs, they will work together to identify appropriate group(s) for Participant/community needs. • Did not provide a title and description for the Maine Can Work group. • Provided “justification” is a list of overarching reasons that are supposed to apply to each group, as opposed to a specific justification for each group. • Did not address ensuring the model/curriculum of Structured Group Support is designed to teach self-management.
<ul style="list-style-type: none"> • Within their first three (3) months of operation under the new contract staff will “undertake a process with Participants to obtain input and recommendations regarding modifications, if any,” on existing structured activities and groups, or input and recommendation on new activities, due to time of year. • Changes will be made to their monthly calendar of events and posted on the Center websites and social media pages. • Bidder did not address process for regular review of Center’s Structured Group Support with Participants, ensuring current offerings address Participant needs.
<ul style="list-style-type: none"> • Weekly, monthly and quarterly opportunities for Participant input on Structured Group Support offerings. • Included an example of a Participant voted-on group they added to the Center. • Met requirement.
<ul style="list-style-type: none"> • Stated any individual visiting their Centers will receive “several similar orientation elements noted in B.1.a”. • Typical format includes welcome and introductions; tour; overview of the Center and the IPS model; membership packet and monthly activity calendar review; and invite to the next Center group and/or Participant meeting. • Details regarding membership packet were not included. • Orientations are customized to meet needs, including accommodations for literacy, mobility, communication or other needs.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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<ul style="list-style-type: none"> • Stated staff ensure “Peer Principles” are followed in their interactions with Participants through modelling IPS values; response lacked detail.
<ul style="list-style-type: none"> • IPS groups and other activities will be included in their monthly calendar, printed and posted at each Center and at “key locations” in the community, on Center social media pages, and on newly developed Center websites. • Detail informing the local community on available Center services was lacking.
<ul style="list-style-type: none"> • Hold meetings to review Center budget and the activities it is able to support. Frequency of meetings was not described. • Participants sign off on Ed Tech grants to ensure consensus on Center purchases. • Provide educational meetings on self-sufficiency and self-advocacy as part of their weekly “Motivational Mondays and Wellness Wednesdays”. • Engage in quarterly meetings with Disability Rights of Maine. Further detail not provided, including intent, and unclear if the quarterly meetings are hosted at the Center or elsewhere. • Behavioral health consumer/survivor/ex-patient movement and advocacy education is offered through their YouTube Premium playlist and reviewed in peer-to-peer meetings. Frequency and Participant access to the YouTube Premium playlist was not described. • Bidder did not address if there are other opportunities for education on information and privacy, outside of the initial orientation and reminders.
<ul style="list-style-type: none"> • Provided a detailed description of the Maine Can Work curriculum. • Volunteer opportunities at Center, e.g., leading monitoring kitchen duties. • Aside from referrals to Maine Medical Center’s Vocational Services, Bidder did not address 7.a.i. – 7.c.
<ul style="list-style-type: none"> • Stated each Center works with Participants seeking community service; with questions asked to determine the most helpful resource. • Only as requested by the Participant, Center staff will offer support and advocacy when the individual calls the community resource. • Stated they keep a directory of local healthcare and social service organizations, which is used in helping to identify local resource options.
<ul style="list-style-type: none"> • Stated each Center follows every aspect of the Maine CIPSS Code of Ethics, including value 1 that describes voluntary service provision. • Maine CIPSS Code of Ethics values are mentioned during orientation and emphasize such minimally at least twice per week during meetings. Specific meetings where this is emphasized were not indicated. • Center has other activities available for those choosing not to participate: access to the Center laptop for vocational work or schoolwork; games; puzzles;

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 2/6/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<p>music; books; or, if requested, “a group worksheet focused on their needs for that day”.</p> <ul style="list-style-type: none"> • Indicated Center also has art supplies for grounding or as art therapy; Center library has self-help books; and games.
<ul style="list-style-type: none"> • Review elements of the Maine CIPSS Code of Ethics and IPS Principles at least twice a week during their peer meetings. • Stated Center staff will utilize themselves as a role-model for listening skills and modelling of acceptance and validation attitude and behaviors. • Decisions on Center hours of operation, space, décor, activities, and rules and enforcement processes are determined by Participants. • Participants are encouraged to lead decisions regarding programming. • Stated each Center Manager or Peer Support Specialist will also intervene with sensitivity, awareness and discretion, per trauma-informed practices policies, when supporting Participants with connecting to chosen supports/resources.
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Included examples of Self-Help Activities: anger management; managing stress; interpersonal effectiveness; learning about boundaries and setting limits; and healthy approaches to conflict resolution.
<ul style="list-style-type: none"> • Review Center’s Self-Help Activities with Participants once a month during their “peer-to-peer mid-month meetings”. • Participant feedback on Self-help Activities is garnered during their mid-month meetings. • Participant feedback is documented and reviewed every quarter with Participants and staff, with changes made through Participant consensus. • Stated changes to programming are implemented with notifications made throughout their internal and external communication channels.
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Information about Center activities will be provided through monthly calendars distributed via print, social media and on the new websites. • Flyers, newsletters and brochures are distributed in the community, at health fairs and at other community outreach events.
<ul style="list-style-type: none"> • Stated they will develop a website with its own URL for each Center • Bidder did not address ensuring Center-based resources, including the phone number to the Peer Support Line, are included on the Center websites (part of 2.b.ii.). • Stated they will comply with the requirements in 2.c.i.-v. • Stated that each Center website will also meet their organization’s standards that were used when their organization recently updated their website.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Stated each Center follows their organizations compliance standards regarding data, with all data de-identified prior to Department-permitted sharing. • Did not specifically address 2.d-2.e. • Stated their Centers' current Facebook pages will be used to supplement their website, with Centers' websites as the main resource hub for the Centers.
<ul style="list-style-type: none"> • Stated their Center calendars are updated monthly and reflect any new programming and changes.
<ul style="list-style-type: none"> • Stated each website will have a section dedicated to their Centers' policies and accessibility related items, and stated this section will be easy to locate. • Bidder did not specifically address ensuring ADA ramp on-site.
<ul style="list-style-type: none"> • Bidder did not address ensuring the description of available community opportunities includes social, recreational, art and leisure activities.
<ul style="list-style-type: none"> • Caribou Center will attend the Cary Medical Center's Health Fair in the fall and attend at least one of the Thursdays on Sweden Street events in the summer. • Madawaska Center will participate in the Out of Darkness Walk in the fall and the Acadian Festival in the summer. • Stated that each Center will set up a table with activities and "swag" to engage interest. • During the outreach events, each Center will also provide visitors with a list of current Center services and ask them to complete a brief anonymous survey for feedback; with survey also posted online on social media and websites. • After survey data collection, staff will collate responses and share the feedback with Participants for consideration. Bidder did not indicate how long they would keep their surveys open for, prior to collecting the survey information.
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Stated their information and privacy rights training is reviewed during orientation and again when information sharing requests are made. • Once training is complete, staff invite the Participant to complete the release of information form, only if the Participant requests to move forward with that step.
<ul style="list-style-type: none"> • Bidder indicated that their Center believes that Participants have the power to advocate for themselves and requesting a peer supporter to act as a messenger could potentially result in a problematic power dynamic. • When individuals ask "peer support" to convey information, they offer Participants an opportunity to "hone their own power" by: discussing with the Participant what they want to express or request and the barriers they see in doing so directly; assisting the Participant with writing down thoughts for reference during the conversation; and being present during their conversation with the provider, but not speaking for the Participant.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 2/6/25

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<ul style="list-style-type: none">• Staff support Participants with expressing concerns directly, in alignment with developing mutuality and shared power.• Stated that in instances where the Participant is frightened or unaware of how to do so, their staff use caution when advocating on someone’s behalf and will only do so if the Participant is present and has requested such.• After staff assistance, they conduct a debrief with the Participant on what they learned from the engagement, including how things can be improved.
<ul style="list-style-type: none">• Provided Attachment 11 – Release of Information Form.• Includes specific conditional language indicating that the information sharing is time limited to sixty (60) days from date of signage, with no specific section to indicate the end date of the permission. Unclear if Participants would be able to choose a shorter timeframe.• Form includes a check box for “reason for communication”, in case an explanation is desired.• Form includes a witness signature line.• Form also has a check box for rescinding the information release, including a signature and date line.
<ul style="list-style-type: none">• Embed IPS principles and practices in Center policy and day-to-day activities through: role-modeling and daily IPS practice; training and education; self-reflection; working through IPS principles and tasks through real-life scenarios; building mutual connections; and through sustaining their practice through Co-reflection, while being trauma-informed with both staff and Participants.• Response lacked detail.
<ul style="list-style-type: none">• Will continue to operate in accordance with the Consumer Operated Service Program (COSP) model.• Stated they provide services that promote diversity, equity and inclusion through creation of a welcoming environment for Participants and education through modelling and awareness activities, to ensure adherence to Center non-discrimination practices.• Stated that staff orientation includes education on rights of recipients, cultural diversity and ethical conduct.• Promote and model a trauma informed response through adherence to IPS Principles, and Center staff also follow the organization’s policy on trauma-informed services; and included an excerpt/quote from their organization’s manual in regard to trauma-informed service provision.• Organization’s Organizational Plan for provision of trauma-informed care is SAMHSA principles and included a quote of such. Bidder also included a SAMHSA URL that is currently not active.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Center services are “vetted” by their organization’s Program Director and by Center Managers to ensure services enhance and protect service recipients’ rights, per the Rights of Recipients requirements (14-193 CMR Ch. 1).• Centers also adhere to their organization’s Service Recipient Handbook, which contains information on “client/peer” rights for the organization.• Stated that they keep copies of the Rights of Recipients and their organizations’ handbook ready for distribution to any service recipient. Unclear if are only available upon request, or if Participants are able to access such on their own at the Center.
<ul style="list-style-type: none">• Did not address the requirement that all materials are no higher than a sixth (6th) grade reading level, with reading levels no higher than eight (8th) grade reading level for materials unable to achieve a sixth (6th) grade reading level. Instead, Bidder solely indicated all materials will be no higher than eighth (8th) grade reading level.
<ul style="list-style-type: none">• Stated their organization, including Centers, has specific policy for interpreter services, “including those who are hearing impaired”, to ensure access.
<ul style="list-style-type: none">• Provided an example of Center policy superseding organizational policy, indicating how Center staff wear attire matching Participant attire, as opposed to the organization’s dress code policy of business casual attire.• Provided Attachment 12 – Center Policy and Procedure Manual.• Stated that decisions will be made with “majority rules” through a voting system; however, they will have support available for any Participant that disagrees with the decision.• Center operational schedules are subject to change, per Participants’ decision.• Participants will decide regarding whether to use a formal structure of Participant leadership, or something different.• Regular practice of using Participant decisions for activities, meetings times and formal leadership structure.• Stated Participants will also be provided “the opportunity to create leadership roles tied to specific center functions”.• Will have two (2) Participants from the Center on their Advisory Committee and will utilize a voting process to select the specific Participant representatives.• Participants choose establishment of recovery-focused groups and activities and will be involved in group, activity and schedule planning.• Center staff “will adhere to the restorative mindset when conflict or grievances occur”.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 2/6/25

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<ul style="list-style-type: none">• When conflicts occur, they will seek the Center’s community to determine “victims’ needs” and the “offenders” responsibilities to repair harm. Unclear if this process is used in all cases, or only when consented to by the “victim”• Indicated methods for harm reparation include reflection sheets; restorative reflection; restorative dialogue; daily check-ins; and support circles.• Use Zoom account for those unable to attend in-person activities.• Included process to ensure only Center Participants access the meeting.• Those without internet access can connect via telephone or TTY.• When the Center is unable to secure a phone line, Participant is notified, and it is up to the Participant whether they would like to proceed.
<ul style="list-style-type: none">• If a Participant is asked to leave, they will provide a report to the Department within twenty-four (24) hours, “outlining items a.-d. above”.• Will address minimal disruptions through a Restorative Practice lens.
<ul style="list-style-type: none">• Organization and Centers both have access to a local, regional and State collaborations to support Participants with achieving recovery goals.• Use IPS principles for self-autonomy in supporting Participant requests for service connection.• Partnerships include local hospitals and medical practices; universities and schools; the Aroostook Community Action Program (ACAP); Homeless Services of Aroostook; the Aroostook Area Agency on Aging; Valley Home Health; Life By Design; and Northern Maine General.• Organization has an MOU with Maine Medical Center’s (MMC) Department of Vocational Services to support referrals to employment services; and this service is located in the same building as their Caribou Center.• Stated they will foster and support self-determination with Participants regarding where Participants choose to seek services.• Stated both Centers will continue to foster existing collaborative relationships and will build new ones as their Participants identify Meaningful Activities that they would like to pursue.• Stated Participants are encouraged to identify interests “for individual and group use of Community Activity Funds”. The RFP requires that Community Activity Funds be disbursed directly to Participants, unclear if “group use of Community Activity Funds” is appropriate, as described.• Centers have passenger vans that can be used for community outings to reduce or eliminate access barriers.• Have current established collaborations with community partners which has allowed their Participants access to a variety of recreational activities, with examples provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Centers are near local Adult Education facilities. • Centers have also joined together for specific outings to increase their Participant network and relationships. Due to distance, this collaboration activity only happens occasionally.

<ul style="list-style-type: none"> • Provided Attachment 13. • On their attachment, Bidder indicated applicable MOUs were “Not Applicable at this time”. Bidder stated their organization has agency-wide collaborative partnerships and referral networks that are also available to Cetner Participants. • Their organization will develop MOUs specifically for the Centers, as needed.

<ul style="list-style-type: none"> • Will distribute their monthly calendar of activities on each Center’s website (once developed); on existing social media accounts, their organization’s agency-wide Facebook and Instagram; promotion through the organization’s PAC; and will provide education to external and internal stakeholders, including education to organization’s staff regarding Center opportunities. • Stated each Center’s policies and procedures manual includes information about equity and inclusion of Participants.

<ul style="list-style-type: none"> • Engagement activities lacked detail. • Bidder referenced some example partnerships in Caribou and Madawaska.

H. Participant Engagement

<ul style="list-style-type: none"> • Stated they will utilize a quarterly meeting for purposes of reviewing Center “key policies and practices”; and will also review such with new Participants during orientation. Stated that their “key policies and procedures minimally cover those noted in a.i.-vii.” • Bidder solely addressed Participant involvement in goal setting for the Center and did not address ensuring Participant involvement in the planning and decision-making processes for Center governance, personnel, operations and any other Center policies. • Participants will be given Center budget overview and create a plan for funding allocation at their monthly scheduled peer budget meetings. • Stated budget decisions will be made based on majority vote, and provided an example of Participant-led budget decision-making with their Ed Tech grant fund usage. • Stated Participants are involved in the hiring and evaluation of Centr staff. • Stated for staff annual evaluation, Participants will be invited to fill out and return an anonymous form to share feedback on the staff member; and will be notified that the forms will be used as part of their staff evaluation process. • Center policy changes will be addressed during weekly Center meetings.
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Participants will assist with how and when a policy change will be implemented, with any changes made sent to the State in that quarter.• Stated that should either Center have a change or new process for implementation, staff will educate Participants on such during a weekly meeting. Education will include the process(es) to be implemented and will allow for Participant input during the meeting.• Staff will support Participants with ongoing education on policy changes.• Unclear if Bidder intends on providing education on Participants regarding Participant input processes during every weekly Center meeting, or only when the Center has a desired change or new process to implement.
<ul style="list-style-type: none">• Provided Attachment 14 – Expectations of Conduct.• Included their Standards and Norms and included mechanisms for managing disruption or harm at the Center.• Stated Participants must free of “mind-altering substances” when at the Center, when participating at off-Center activities and in the Center van.• Stated Participants must refrain from “engaging in belligerent behavior or to “set up” or falsely accuse another participant because of a personal dislike or gain”. It is unclear to this reader what would be considered as “belligerent behavior”.• Stated Center staff will “adhere to the “right to due process”” in regard to grievances, “as stated in the Rights of Recipient of Mental Health Services in all cases of suspension”.• Stated that they will address any harm or disruption timely, within twenty-four to forty-eight (24-48) hours, by those that were affected, Participant witnesses, the individual harmed and/or by the witnessing staff. It is unclear if this requirement is suggesting, if a person is harmed, that the person is required to notify of the harm within twenty-four to forty-eight (24-48) hours, and whether there would be related consequences or lack of action should this notification be provided after forty-eight (48) hours.• Center staff will engage in a confidential conversation with the Participant that caused disruption/harm to review the incident; and may include one (1) or more Participants, as appropriate, especially when Center staff were not present during the incident.• After the confidential conversation is held with the Participant, they will be provided with the appropriate outcome or process for reintegration, and included detail related to “reintegration”.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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<ul style="list-style-type: none"> • Under reintegration, indicated that if the affected Participant is unable or unwilling to participate in the reintegration process, Center staff may advocate or stand in for the affected Participant, as appropriate. • Did not explicitly address alignment with Restorative Practices.
<ul style="list-style-type: none"> • Stated that when they have a staff vacancy at a Cener, Participants will be invited to participate in the hiring process during their weekly meeting. • All interested Participants will be invited to assist interview questions' development, and staff will provide education on allowed questions. • Group of interested Participants that participated in interview question development will be invited to review deidentified, redacted job applications to provide feedback on candidates they would like to select for interview. • Participants will then select one (1) or two (2) Participants from this group to participate in their interview process. • Center Manager and Participants will prepare for the interview, and, if the Participant(s) are interested in doing so, determine who will ask each question.
<ul style="list-style-type: none"> • Once interviews are complete, Participants that supported the interview process will then be invited to come back to the full group to share feedback. • Center staff will assist in facilitating discussion around the qualities that Participants seek from a Center staff person, and which of the applicant(s) best match the desired qualifications. • Stated Participants will either be asked individually or as a group, per Participant choice, to select a first option and a second option. • Feedback on candidate options will be provided to the Center Manager, the organization's Program Director and the organization's Human Resources as part of their selection and hiring process. • Unclear if the Center then moves forward with the Participant choice(s), or if the feedback is taken into consideration, with final decision made by the Center Manager, organization's Program Director and organization's Human Resources.
<ul style="list-style-type: none"> • Indicated plan to create a governing board for each Center. • Stated Participants will have input on the individuals invited to participate. Specific feedback mechanism for this input was not described. • Did not address ensuring a minimum of eight (8) and a maximum of fourteen (14) individuals are on the governing board.
<ul style="list-style-type: none"> • Met requirement.
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Will establish a tracking system for Community Activity Fund allocation.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services, Inc. and Area #5

DATE: 2/6/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none"> • Did not address ensuring activity opportunities include short-term recreational, social, art and leisure activities.
<ul style="list-style-type: none"> • Center Managers at each Center, in collaboration with other local programs, will provide education to partners on the Funds at least twice a year. • Bidder provided examples of local programs in Caribou and Madawaska that they would collaborate with. • Aside from education provided to the partner organizations, Bidder did not address how they will ensure individuals will be educated on Community Activity Fund availability.
J. Staffing
<ul style="list-style-type: none"> • Met requirement.
<ul style="list-style-type: none"> • Met requirement and will ensure such for each Center.
K. Performance Measures
<ul style="list-style-type: none"> • Met requirement.
L. Reports
<ul style="list-style-type: none"> • Met requirement.
2. Staffing
<ul style="list-style-type: none"> • Provided Attachment 15 – Job Descriptions. • Job descriptions were provided for the following positions: Program Director; Peer Center Manager – Mental Health (MH); and Adult Peer Support Specialist (Mental Health). • Peer Center Manager – Mental Health (MH) and Adult Peer Support Specialist (Mental Health) positions only require a High School Diploma or equivalent, ensuring minimal barriers for hiring qualified staff.
<ul style="list-style-type: none"> • Stated they have “no subcontractors in this proposal”.
<ul style="list-style-type: none"> • Provided Attachment 16 – Staffing Plan. • Indicates Program Director will spend 10% FTE for the Caribou Center and 10% FTE for the Madawaska Center. • Included “education/experience qualifications” information for each of their current staff. • Indicates plan to continue with current staffing via one (1) “Mental Health Peer Recovery Center Manager” 100% FTE and one (1) Peer Support Specialist 100% FTE position in each Center, in addition to the 10% FTE by the organization’s Program Director. • Indicated their current Center Managers both have a bachelor’s degree and are MHRT-1s.
3. Implementation - Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services, Inc. and Area #5

DATE: 2/6/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

- Provided Attachment 17 – Implementation – Work Plan that was detailed and comprehensive.
- Work plan includes “In place” for some items included in their workplan under the “Month/Year” column.
- Indicates plan to develop and launch websites from July to December 2025, with processes’ development for updates to occur July to September 2025.
- Plan to develop processes for IPS principles in policy December 2025.
- Indicated plan to establish process for their ongoing quarterly Participant planning and decision-making meetings by September 2025, with same timeline indicated for establishing the process for Participant decision-making for setting Center goals and objectives, and for process establishment of Participant involvement in Center budget and hiring practices.
- Plan to establish process for Participant consensus September 2025.
- Plan to establish weekly meetings for Participant education on Participant input process July 2025.
- Create their governing board by January 2026 and have their process for distributing the anonymous quarterly Participant survey by September 2025.
- Create process for Community Activity Fund use by September 2025.
- Plan to establish approved Restorative Practices training for at least one staff member for each Center in June 2026.

Part IV, Section IV. Cost Proposal and Budget Narrative

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services, Inc.

DATE: January 11, 2025 and January 12, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• AMHC has provided a variety of services to adults, children and families since 1964.• AMHC has been offering substance use specific services since 1974.• AMHC expanded to Washington and Hancock counties in 2009 when AMHC acquired Washington County Psychotherapy Associates.• AMHC employs 350 staff and services up to 5,500 individuals per year.• AMHC is a long time MaineCare Provider• AMHC maintains a Substance Abuse Agency License.• Bidder provides services regardless of if someone can pay.• AMHC is the largest behavioral healthcare provider in Aroostook, Hancock and Washington Counties with 27 service locations.• AMHC has 8 outpatient offices that offer substance use, mental health, residential facilities, two mental health peer support centers, and four substance use peer recovery centers.• AMHC has the Center for Integrated Neuro-Rehab which supports people with brain injury.• Was awarded SAMHSA grant in 2021 to become a CCBHC.• AMHC has provided peer recovery center services for more than 30 years.• In 1994 AMHC assumed the management of The Drop-In Center.• Opened Harvest Inn Social Club in Caribou in 2000• Opened four substance use recovery centers in 2018-2019• AMHC has a Peer Advisory Committee (PAC) that is made up of 100% consumers of behavioral health services and regularly meet and gather input specific to DEI.• AMHC has volunteer groups that have been instrumental in providing feedback and support around all aspects of programming.• Participants input and involvement in daily operations has been at the foundation of center philosophy and practice.• AMHC has a history of employing current and former Center participants.• As A CCBHC, AMHC is required to demonstrate cultural and structural competency through staff orientation and training.• Within 60 days of hire, all new staff receive cultural competency training• AMHC has a policy for interpreter services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • Bidder is an incumbent. They provided a detailed explanation of their experience with integrating Participant voice in the creation of the proposal and how participants were involved in the development of the response to the RFP. • A significant avenue of regularly scheduled peer participant input is provided through the PAC, which meets monthly and has consistently 10 or more members attend. • Project One-Mental Health Peer Support Services- Harvest Inn Peer Run Recovery Center in Caribou and Valley Peer Run Recovery Center in Madawaska. • Project Two- Substance Use Peer Centers- 4 substance use recovery support centers, 2 in Aroostook County and two in Washington County. • Project Three- Adult Behavioral Health Home-
2. Subcontractors
<ul style="list-style-type: none"> • Bidder indicates no sub contractors
3. Organizational Chart
<ul style="list-style-type: none"> • Bidder provided an AMHC org chart as well as an org chart for Mental Health Peer Support Center Services proposed for Area 5. • The org chart does not include the bidder's decision making process, with an emphasis on how Participants are involved.
4. Litigation
<ul style="list-style-type: none"> • Provided one litigation that is ongoing and indicated the outcome information is confidential.
5. Financial Viability
<ul style="list-style-type: none"> • Provided financial information completed by Chester M Kearney for September 30,2023 ,2022 and 2021
6. Certificate of Insurance
<ul style="list-style-type: none"> • Yes, until 1/15/2025, other than workman's comp which is active until 5/6/2025

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Bidder indicates that they operate two direct service locations, one in Caribou and one in Madawaska. Both locations offer administrative and direct services. • Bidder indicates both locations have staff available 40 hours a week from 8am-4pm • Staff accommodate requests by participants for activity outside of normal business hours.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: January 11, 2025 and January 12, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder indicated that they will seek to obtain and maintain the insurance requirements as outline in the IT Service Contract.-requirement met
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Orientation is customized to meet the needs of each potential participant, which allows additional support for those who may not be able to read or have challenges with mobility, communication, or other challenges.
<ul style="list-style-type: none"> • Response indicates that the Center keeps a directory of local healthcare and social service organizations at the center and will use 2-1-1 as needed.
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Bidder discussed how they will provide data security of mobile devices such as laptops, cell phones, smartphones and jetpacks.
<ul style="list-style-type: none"> • Bidder provided a very detailed Data Security Plan
<ul style="list-style-type: none"> • Bidder met this requirement.
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • Bidder indicated that they will encompass EBP structured groups as outlined in Attachment 10
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder referred to Attachment 10 to see the current process for providing Structured Group Support
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder provided an orientation process that they is “to ensure a consistent process that helps any visitor understand the purpose, mission, opportunities and benefits of each Center.
<ul style="list-style-type: none"> • There was no indication related to alignment with IPS values.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder shared the key steps in the employment journey

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • AMHC has had an MOU with and served as a host agency for Maine Medical Center’s Vocational Service. • For participants who do not feel ready to enter the workforce with paid employment are offered volunteer opportunities in the community around the participant’s interests.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder shares the IPS Code of Ethics during orientation and emphasizes them at minimum, twice weekly during meetings.
<ul style="list-style-type: none"> • Bidder says that they ensure each Center aligns all services through the lens of empowerment principles and Restorative Practices. The example given for this is that elements of Maine CIPSS Code of Ethics and IPS Principles are reviewed in peer meetings. It is not clear to this evaluator how services are aligned through the lens of Restorative Practices.
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • 6a. The Bidder indicates they will collect information through a survey and that staff will collate data and share it with participants. It is not clear to this evaluator. how the data will be analyzed.
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder indicates they will use Flesch Reading East Test or Microsoft Office 365 platform.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met this requirement in detail.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • Bidder indicates this is not applicable at this time.
<ul style="list-style-type: none"> • Bidder met this requirement.
<ul style="list-style-type: none"> • Bidder indicated they will continue with the organizations that they presently partner with to market services.
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • a. Bidder referred to Attachment 17, implementation Work Plan • B. Bidder indicated that Participants develop monthly calendar of activities. • C. Decisions for how to budget funds are made by majority vote.
<ul style="list-style-type: none"> • Bidder met requirements.
<ul style="list-style-type: none"> • Bidder indicates that existing staff will educate participants who want to help with the interview questions regarding what is allowed and not allowed to be asked in an interview. • Participants of the Cetner will select one or two participants from the group to participate in interview questions.
<ul style="list-style-type: none"> • Bidder indicates that after interviews are completed, the participants who interviewed will go back to other participants and share their feedback. Staff will provide a facilitated conversation to discuss qualities participants are looking for and which applicant best match those qualities.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement
<p>J. Staffing</p>
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<p>K. Performance Measures</p>
<ul style="list-style-type: none"> • Bidder met requirement.
<p>L. Reports</p>
<ul style="list-style-type: none"> • Bidder indicates All reports to the Department will be password protected • Bidder indicates All reports to the Department will be submitted through a File Transfer Protocol system • Bidder indicates AMHC will assist the Department in conducting an annual assessment using the Department approved Fidelity tool.
<p>2. Staffing</p>
<ul style="list-style-type: none"> • Bidder provided job descriptions for the following positions; Program Director, Peer Center Manager, Adult Peer Support Specialist

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none">• Bidder indicates no subcontractors.
<ul style="list-style-type: none">• Bidder met requirement.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Bidder met requirement.

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services

DATE: 2/24/2025, 2/26/25, 2/28/25

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Has been a continuous provider of behavioral health services since 1964 • Began operating Mental Health Peer Centers in 1994 and 2000 • 61% of the board is comprised of people who have been consumers of behavioral health services or they are family members. • P -Bidder has a Peer Advisory Committee (PAC). 100 percent of members are consumer of behavioral health services • Q - PAC Chair is center manager • N -Bidder states they operate as a COSP model, if that was true, there would not be an umbrella organization. • P-Within 60 days new hires are trained in cultural competency • There are weekly and monthly meetings where participant voice is elicited • In the development of this there were a few concerns voiced by participants about the contractual requirements • Project #1 is two existing Mental Health Peer centers with one manager • Project #2 are 4 existing recovery support centers • Project #3 is a Behavioral Health Home, some of the described tasks performed by Peer Support Specialist on the team are not in alignment with IPS values and practices
2. Subcontractors
<ul style="list-style-type: none"> • None
3. Organizational Chart
<ul style="list-style-type: none"> • Does not include a board or participants for the mental health peer centers
4. Litigation
<ul style="list-style-type: none"> • One case pending
5. Financial Viability
<ul style="list-style-type: none"> • Meets Requirement
6. Certificate of Insurance
<ul style="list-style-type: none"> • Meets Requirement

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services

DATE: 2/24/2025, 2/26/25, 2/28/25

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Each center operates an administrative and direct service location. Which includes administrative staff, a center manager and a peer support specialist. 43 Hatch Drive Caribou and 272 Main Street Madawaska. • Organization chart did not identify someone as administrative staff at each center • Centers are available 40 hours per week • When participants express interest in an activity outside of regular business hours this is accommodated by staff • Each center has a van to accommodate community activities, this contract is for center-based activities. Participants should be supported to participate in the community independently
<ul style="list-style-type: none"> • Meets Requirements
<ul style="list-style-type: none"> • Bidder states point of contact and other AMHS leadership as needed will meet with the Department. The Department will determine who should be at the meetings
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Bidder states that at least two weekly meetings they speak about the principles and tasks of IPS as it is related to conduct and the Code of Ethics. The Code of Ethics is related to staff working under the COE, it is unclear if the meetings are to discuss conduct of staff or participants
<ul style="list-style-type: none"> • Participants have remote access to both meetings and groups via phone or zoom • Accommodations have been made to the center space including changing light in the spaces and cleaning products they use
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • The centers practice IPS and training is offered to participants • Decision making structure periodically changes based on the decisions of the participants • Lacks detail
<ul style="list-style-type: none"> • No weapons allowed- weapons are not defined
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Orientation is on the first or at the least the second visit • Meets requirement
<ul style="list-style-type: none"> • Meets requirement, lacks detail
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Bidder states they can use a nickname, does not address use of a pseudonym

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 2/24/2025, 2/26/25, 2/28/25

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> Does not address complying with U.S. Department of Health and Human Services, HHS Privacy policies and the Department’s Privacy and Security of Health Information.
<ul style="list-style-type: none"> Meets Requirement
<ul style="list-style-type: none"> Application asks for too much personal information for participants Applications asks for name of Community Support Counselor (if they have one) this is not in alignment with IPS values and practices It is not clear if sign in sheet is visible to other participants and visitors Tracking is not done electronically
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> Meets requirements for hours of center services and group time Bidder identifies transportation to community activities, this is not in alignment with IPS values and practices
<ul style="list-style-type: none"> Meets Requirement, lacks detail Bidder highlighted various outings and activities that are not in alignment with IPS values and practices, this contract is for center-based activities
<ul style="list-style-type: none"> Participants are involved in selection in weekly, monthly and quarterly meetings Description of Alternatives to Suicide groups uses the phrase “suicidal ideation” - a phrase that is not in alignment with Alt2Su and would not be used by facilitators of that group The description of Hearing Voices Network states the group is for individuals who “hear voices” and their advocates. HVN is inclusive of extreme experiences that can include seeing things that others do not see. Additionally people attend individually, not with their advocates.
<ul style="list-style-type: none"> Within three months of the new contract staff will undertake a process to obtain input from participants to obtain input and recommendations to existing schedule Bidder does not describe the process
<ul style="list-style-type: none"> Meets requirement Bidder described a recent request by a participant. It is unclear which center this happened at
<ul style="list-style-type: none"> Meets Requirement
<ul style="list-style-type: none"> Meets requirement Appears to be a copy and paste from question B1
<ul style="list-style-type: none"> Staff emphasize they are growing with the participants and have mutual relationships that benefit both people Description lacks detail

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INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • Notification is limited
<ul style="list-style-type: none"> • It is unclear how much access participants have to the budget, bidders response indicates they can work together to budget purchases made for cooking • YouTube Premium is accessed for learning opportunities
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets requirement • Note- advocacy is not in alignment with IPS values and practices
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Decisions at the center regarding hours or operation, décor and activities are determined by the participants • Bidder does not address Restorative Practices • Bidder states psycho-educational activities are available, this is not in alignment with IPS values and practices
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement, lacks detail
<ul style="list-style-type: none"> • Bidder agrees to meet this requirement, response lacked detail
<ul style="list-style-type: none"> • Engagement activities are limited to community gatherings and are not dedicated to garnering community input • Bidder plans to have surveys available at community events to offer feedback on what is currently offered and give suggestions for other activities, the survey will also be available on the website
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Participant will be present when center staff speak to clinical providers • Bidder described the release of information only related to clinical providers
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Response lacks detail • Statement in response is confusing “while acting trauma-informed”
<ul style="list-style-type: none"> • A. bidder states operate in accordance with COSP, if COSP then the centers would not be under the umbrella of a mental health organization

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • B. DEI description lacks detail • C. Bidder describes trauma informed agency policy, does not describe how the center specifically is trauma responsive • D. Center services are vetted by program directors and center managers (not participants), • D. AMHC has their own handbook in addition to Maine DHHS right of recipients
<ul style="list-style-type: none"> • Bidder will use the Flesch Reading “East” Test or Microsoft Office 365 to assure materials are at a minimum an 8th grade reading level, not the required 6th grade
<ul style="list-style-type: none"> • Meets Requirement, lacks detail
<ul style="list-style-type: none"> • Example given for center policy superseding agency policy – regarding dress code
<ul style="list-style-type: none"> • Decisions are a “majority rules” • There will be two center participants who will serve on the advisory committee • Restorative practices described • Only center participants have access to zoom groups • Center policy and procedure manual is limited to including the topics of a,b,c
<ul style="list-style-type: none"> • Bidder agrees to meet this requirement • Center policy manual does not have a section related to participant conduct and expectations
<ul style="list-style-type: none"> • A. Partnerships include local hospitals and medical practices, schools and universities, Aroostook Community Action Program (ACAP), Homeless Services of Aroostook, Aroostook Area Agency on Aging, Valley Home Health, Life By Design, Northern Maine General, etc. • B – meaningful activities described are dependent on the center
<ul style="list-style-type: none"> • None attached • In section D7 and G8 - bidder stated the agency has an MOU with Maine Medical Center’s Vocational Services
<ul style="list-style-type: none"> • A. outreach is limited in nature • B. Each center will have a manual
<ul style="list-style-type: none"> • Outreach is limited in nature
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • A. Bidder states all “key policies” will be reviewed, expectation is that all policies will be reviewed by participants • C. Participants will be provided an overview of their respective Center’s budget and create a plan for how funds will be allocated. It is unclear if they will have access to the full budget for the center.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services

DATE: 2/24/2025, 2/26/25, 2/28/25

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

<ul style="list-style-type: none"> • C. anonymous feedback will be given for annual reviews of staff. It is unclear who will read the feedback.
<ul style="list-style-type: none"> • Center is open to anyone who “self identifies” - unclear what they self identify as • Unclear what “sufficient clothing” means • Any harm or disruption will be addressed within 24-48 hours • Unclear what is considered a weapon • It is unclear what would lead to an individual being asked to leave the center • Center staff offers support both to the person who has been harmed and the person responsible for the disruption/harm • Elements of restorative practices are not fully included in this proposal
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Participants who are part of the interview process will share feedback to the community who will then make their first and second choice • Feedback will be provided to the Center Manager, AMHC Program Director, and AMHC Human Resources as part of the selection and hiring process. • Description doesn’t describe if the position is for the Center Manager • It doesn’t appear that center participants make the final decision for who will be hired
<ul style="list-style-type: none"> • Bidder does not address a.i. • Response to c. i-iv is limited
<ul style="list-style-type: none"> • Meets requirement
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement, lacks detail
<p>J. Staffing</p>
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Bidder agrees to meet this requirement
<p>K. Performance Measures</p>
<ul style="list-style-type: none"> • Meets requirement
<p>L. Reports</p>
<ul style="list-style-type: none"> • Meets requirement
<p>2. Staffing</p>
<ul style="list-style-type: none"> • Center positions required to be certified within 9 months of date of hire
<ul style="list-style-type: none"> • No sub-contractors
<ul style="list-style-type: none"> • Meets requirement
<p>3. Implementation - Work Plan</p>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Aroostook Mental Health Services

DATE: 2/24/2025, 2/26/25, 2/28/25

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT: OBH/DHHS

- | |
|---|
| <ul style="list-style-type: none">• Plan is not in a time line• There are sections that should include participants, but don't- for example, establishing eligibility guidelines and orientation |
|---|

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia, Area # 5

DATE: 2.6.24

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Community Health Coalition since 2001• Over 20 years experience managing grants• Provided peer services to SUD population since 2017• Notes experience with recovery coaching• Describes other related work with grants• Notes experience managing a peer center since 2021• Bidder states response to RFP is due to feedback from participants, other agencies/organizations, and service providers, as well as due to survey results• Notes having an advisory team consisting of individuals identifying as in recovery, recipients of mental health services, and/or affected friends and family members• Provides examples of providing services based on participant feedback• Provides quotes regarding feedback about the program• Project 1 – Healthy Acadia INSPIRE Center & INSPIRE Warming Center – 2021 and 2022 to present, opened SUD peer recovery center and provided a warming center for individuals to remain safe• Project 2 – Healthy Acadia ME Recovery Core/Maine Alliance for Recovery Coaching – 2017 and 2018 to present, programs provide for the training and coordination of individuals to become Recovery Coaches• Project 3 – Healthy Acadia Safe Harbor – 2020 to present, recovery residence for women and children
2. Subcontractors
<ul style="list-style-type: none">• N/A – no subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Organizational chart provided with titles, indicating direct reports• Project team highlighted• Decision making process indicated
4. Litigation
<ul style="list-style-type: none">• No litigation
5. Financial Viability
<ul style="list-style-type: none">• Presents as financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Appropriate and current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia, Area # 5

DATE: 2.6.24

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Describes operating peer support and recovery center during normal business hours • Describes operating a warming center outside of normal business hours
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Response lacks detail
<ul style="list-style-type: none"> • Met all requirements
B. Participant Eligibility
<ul style="list-style-type: none"> • Commits to all requirements
<ul style="list-style-type: none"> • Plans to make referrals, “likely closely located and available Healthy Acadia services” • Plans to provide individuals with printed Downeast Resource Guides as well as online versions
C. Participant Tracking
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Met all requirements
D. Groups, Trainings, and IPS for Participants
<ul style="list-style-type: none"> • Details service delivery from different roles • States individual and/or structured group support opportunities will be available during all hours of operation • Does not specifically commit to 180 hours of Department-approved evidence-based and/or promising practices Structured Group Support
<ul style="list-style-type: none"> • Various opportunities for participants to provide suggestions and feedback regarding the selection of group offerings • Commits to required groups • Provides access and opportunities for education in the identified areas • Does not specifically state that Structured Group Support is designed to teach self-management strategies by incorporating various skill-building opportunities that cultivate self-directed care

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia, Area # 5

DATE: 2.6.24

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Describes both formal and informal processes
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to these requirements
<ul style="list-style-type: none"> • Plans to invite potential participants to attend an orientation session within three days of their first visit. • Outlines material in orientation packet
<ul style="list-style-type: none"> • Staff will be supported with formal co-reflections as well as support within the CIPSS team • Center staff will also participate in ongoing professional development and training
<ul style="list-style-type: none"> • Calendar is posted to website and Facebook pages • Printed copy of calendar will be shared with partner organizations
<ul style="list-style-type: none"> • Plan for Community Health & Supports Director to educate participants on center budget on a quarterly basis • Self-sufficiency and self-advocacy opportunities will be provided by connecting people to in-house Healthy Acadia opportunities and external partner opportunities • Plans to provide one-page document regarding behavioral health consumer/survivor/ex-patients movement and advocacy • Information and privacy education will be provided to participants who request information sharing
<ul style="list-style-type: none"> • Plans to support participants in vocational preparedness through experienced staff and partnership with EMDC for individuals seeking 6 to 10 week work opportunities • Maine Can Work curriculum will be delivered at the Center frequently, does not indicate how frequently • Plan to share volunteering opportunities on the website
<ul style="list-style-type: none"> • Center staff will support with referrals to various resources • Downeast Resource Guides are also available online and in print
<ul style="list-style-type: none"> • Notes that all Center programming is available but not required
<ul style="list-style-type: none"> • Bidder plans to follow the 5 Rs of Restorative Practice and the 3 Es. • Noted in the Center Expectations of Conduct • Plan to involve participants in all decisions that affect the Center and their individual person
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Plan to offer three 12-Step groups

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Plan to learn about and incorporate peer support groups for people with SMI or CD
<ul style="list-style-type: none"> • Feedback can be submitted by completing surveys, verbal/written requests to staff members or the members of the Governing Board. • Description of review process lacks detail
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Plan to work with Healthy Acadia Communications Department to regularly and frequently update the Center website to provide relevant and up-to-date information about the Center
<ul style="list-style-type: none"> • Plans to launch standalone website for Center that will include the event calendar, links to community, social service, and health resources, as well as descriptions of various opportunities • Does not specifically say that it will list hours of operation and contact information, or phone number to peer support line • Does not indicate plan to comply with State’s MaineIT Policies and Standards • Plans to protect information collected from community members through the website • Plans to not release information without written approval from the department • Plans to de-identify all information prior to releasing it
<ul style="list-style-type: none"> • Commits to this requirement
<ul style="list-style-type: none"> • Notes ramp and accessible bathroom • Notes in-house Spanish Language interpretation and partnership • Notes exploring ASL interpreter services • Plans to post onsite and online
<ul style="list-style-type: none"> • Communications Director through Healthy Acadia works with program and administrative teams to convey programming and activities • Notes visibility across a spectrum of platforms, including local print, television, radio, online outlets, and social media • Center staff will ensure partners have updated printed materials on a regular basis
<ul style="list-style-type: none"> • Plans to hold community forums, listening sessions, and outreach events in order to obtain data from community and participants • Information will be de-identified and shared with Center staff team
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Center Manager will maintain confidential records and note what information to share/not share per participant preference

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia, Area # 5

DATE: 2.6.24

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> • Center staff will seek guidance from Center Manager for all requests for information • Notes all information sharing will be directed by the participant and shall not exceed 60 days • Information and Privacy Rights Training will be provided to all participants requesting information sharing, includes use of ROI
<ul style="list-style-type: none"> • Participant has full control of what, when, how much, and to whom their information is shared. • Staff will provide participant with explanation regarding requests that could be harmful or are beyond what the participant may have meant, and request confirmation that they want information released
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Described how services are recovery-oriented, person centered, voluntary, relationship-focused, and trauma informed
<ul style="list-style-type: none"> • Met all requirements • Notes use of SAMHSA identified principles for providing Trauma Informed Care (TIC)
<ul style="list-style-type: none"> • Plans to use Flesch-Kincaid Grade Level, Hemingway Editor, and Microsoft Word Readability Tool
<ul style="list-style-type: none"> • Plans to use in-house translation in person or via Zoom along with partnership with external service • Plans to use Google Translate if other services are unavailable • Notes exploring ASL interpretation services • Plans to establish connections ahead of time
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Met all requirements
<ul style="list-style-type: none"> • Notes monthly facilitation of meeting with collaborative partners • Notes collaboration will enhance engagement in independence activities such as housing, employment, education, and/or treatment • Notes that MOUs do not contain any participant information
<ul style="list-style-type: none"> • Fourteen (14) MOUs provided
<ul style="list-style-type: none"> • Plans to use existing partnerships to support with outreach and engagement activities • Review process lacks detail • Plans to update contact information • Does not describe assisting participants within 24 hours of identifying as needing support

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia, Area # 5

DATE: 2.6.24

EVALUATOR NAME: Stephanie Farquhar

EVALUATOR DEPARTMENT: DHHS OBH

<ul style="list-style-type: none"> Plans to use existing collaborations to establish referral pathways
H. Participant Engagement
<ul style="list-style-type: none"> Response lacks detail
<ul style="list-style-type: none"> Met requirement
<ul style="list-style-type: none"> Commit to this requirement
<ul style="list-style-type: none"> Plan to offer multiple opportunities to engage
<ul style="list-style-type: none"> Commits to these requirements
<ul style="list-style-type: none"> Commits to this requirement
I. Community Activity Fund
<ul style="list-style-type: none"> Commits to these requirements
<ul style="list-style-type: none"> Outreach materials will be available at the local public library, hospitals, primary care offices, behavioral and mental health offices, and other locations as advised by Center participants.
J. Staffing
<ul style="list-style-type: none"> Plans to use the National Council for Behavioral Health/Mental Wellbeing guidelines for inquiring about an individual's experience with the mental health system
<ul style="list-style-type: none"> Notes that all staff working under contract will be able to earn and maintain CIPSS certification per requirements
<ul style="list-style-type: none"> Plans to have Center Manager and potentially other Center staff attend a Community Volunteer Training through a partnership
K. Performance Measures
<ul style="list-style-type: none"> Commits to all requirements
L. Reports
<ul style="list-style-type: none"> Commits to all requirements
2. Staffing
<ul style="list-style-type: none"> Met all requirements
<ul style="list-style-type: none"> N/A
<ul style="list-style-type: none"> Met requirement
3. Implementation - Work Plan
<ul style="list-style-type: none"> Met all requirements
Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none"> Training/education expense amount appears low for two year period

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia Area 5

DATE: 2/24/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none"> • Community Health Coalition in operation since 2001 • Current programming focus includes Basic Needs, Health Equity, Substance Prevention and Recovery, Strong Beginnings, Healthy Aging, Active and Healthy Environments, Healthy Food for All, and Health Promotion and Management. • Providing peer services (recovery coaching) under contract with the SOM since 2017 • Delivers recovery coach training • Operates Recovery CORE program, recruiting, training, and supporting peer recovery coaches across northern Maine • Operates INSPIRE recovery community center, where CIPSS was implements to better meet the needs of participants • Indicates commitment to DEI, stating that by designing services to center the voices and needs of the most affective, they foster an inclusive and supportive community for all • Indicates response to this RFP is a direct response to the needs and wants expressed by participants at the INSPIRE Center • Indicates other providers have provided feedback in support of adding MH peer support at the INSPIRE Center • Includes reference to a recent evaluation conducted by the Cutler Institute, sharing that the report indicates participants feel safe and welcome, and highlighting the desire for more programming with MH focus – several deidentified participant responses are included • Indicates existence of an advisory team comprised of individuals with lived experience and family members, but does not indicate exact composition • Project 1 – INSPIRE and Warming Center – relevant to RFP • Project 2 – Maine Recovery Core/Maine Alliance for Recovery Coaching – partially relevant • Project 3 – Safe Harbor recovery residence -
2. Subcontractors	
	<ul style="list-style-type: none"> • Indicates not applicable
3. Organizational Chart	
	<ul style="list-style-type: none"> • enterprise-wide organizational chart

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia Area 5

DATE: 2/24/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • The organizational chart includes key project staff and stakeholders, including center participants • Organizational chart includes decision making graphic identifying elements of process and key values of collective decision making and shared power
4. Litigation
<ul style="list-style-type: none"> • Litigation section indicates not applicable
5. Financial Viability
<ul style="list-style-type: none"> • Included Independent Accountant's report for 2020-2021, 2021-2022, 2022-2023 which appear to suggest financial viability.
6. Certificate of Insurance
<ul style="list-style-type: none"> • Included and current

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Indicates Center address as 24 Church St, Ellsworth • Indicates current admin staff available m-f 8am-4pm, but it is unclear if these are the hours of operation of the center as well • Indicates warming center operates 7pm-6:30am at same location 7 days a week, with limited extended weekend hours
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Indicates commitment to meeting this requirement
<ul style="list-style-type: none"> • Indicates adherence to values, mission and legal requirements of CIPSS certification standards, and names ethical standards • Indicates these standards are reflected in Center programming and policies • Indicates collaborative decision making process is based on CIPSS values and restorative practices
<ul style="list-style-type: none"> • Indicates why accessibility is an important factor in Center delivery method • Indicate Center meets Americans with Disabilities Act (ADA) accessibility requirements • Names multiple other accessibility supports including connection to transportation, language supports, several online platforms, and support navigating online access if needed
<ul style="list-style-type: none"> • Commits to meeting this requirement
<ul style="list-style-type: none"> • Indicates staffing structure

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia Area 5

DATE: 2/24/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Indicates participant-centered service delivery methodology • Indicates numerous groups and activities, as well as one-on-one peer support, telephone support, and online/virtual support • Indicates participants choose the method that works best for them
<ul style="list-style-type: none"> • Indicates emotional safety is achieved through application of the 4 tasks of Intentional Peer Support which are named in the safety plan • Indicates physical safety is achieved through application of trauma informed physical design with emphasis on transparency and shared, open space • Addresses fire drill logs and fire exits
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Indicates CIPSS staff or intern will conduct orientation for new participants, offering accommodations as needed to fully understand material • Met requirement
<ul style="list-style-type: none"> • Met requirement • Indicates agency delivered and partner agency services, as well as local resource guide • Does not address how staff might solicit from individuals needed referrals, but indicates willingness to make referrals
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Narrative response meets requirement • Attachment 8 meets requirement • Attachment 9 meets requirements
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • Identifies Center Manager as position responsible for ensuring delivery of program hours • Indicates group and individual programming available during all operating hours, a minimum of 40 per week. • Indicates additional group hours offered 4 evenings per week, and occasional activities on weekends
<ul style="list-style-type: none"> • Indicates multiple opportunities for participants to provide suggestions and feedback on programmatic offerings, including survey responses, participation in advisory council, and periodic assessment of groups • Indicates a minimum of 14 hours of structured groups, including those required by this RFP, weekly • Plans additional groups including for the topics required in this RFP and other general wellness groups
<ul style="list-style-type: none"> • Attachment 10 is detailed and meets all requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia Area 5

DATE: 2/24/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Plans continuation of periodic assessment of group offerings • Plans to work with advisory council to develop a formal process for regular review of groups and soliciting feedback on new topics, including asking new participants during orientation
<ul style="list-style-type: none"> • Plans to begin co-facilitating SMART recovery with two participants, whom staff recently purchased training packages for • Identifies Sunrise Opportunities as an example of outside partner delivering group opportunities • Indicates opportunities for individual IPS and recovery coaching
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement • Identifies two agency staff as restorative justice resources to serve the center staff and participants
<ul style="list-style-type: none"> • Met requirement • Includes plan to solicit suggestions for additional outreach avenues from participants
<ul style="list-style-type: none"> • Community Health and Support’s Director and Finance Director will develop quarterly budget training for participants, to include creation of Center budget and its oversight • Overview of educational opportunities on consumer/survivor movement identifies 4 key goals of movement
<ul style="list-style-type: none"> • Identifies multiple partners and opportunities for supporting participants preparation for employment
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Identifies the 5 R’s and 3 E’s of restorative practices as guiding principles • Indicates participants to be involved in all decisions related to center operations and individual
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Identifies several relevant groups • Met requirement
<ul style="list-style-type: none"> • Met requirement
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Identifies agency’s Communication Department as resource for meeting this requirement • Identifies multiple media

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 2/24/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Identifies agency Communications Director as resource for meeting this requirement
<ul style="list-style-type: none"> • Indicates accessible entry (ramp) and bathroom, on-sight Spanish interpreter, partnership with Mane en Mano, and plan for ASL interpreter • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Indicates even when a release of information is in place, center staff will confirm details of information sharing with participant to ensure mutual understanding and shared responsibility
<ul style="list-style-type: none"> • Detailed release of information included as attachment 11
<ul style="list-style-type: none"> • Identifies the 4 principles of recovery focused peer principles as driving factors in center operations
<ul style="list-style-type: none"> • Identifies internal Health Equity Team, agency developed trainings, and community outreach and equity coordinator position as resource for meeting this requirement • Identified SAMHSA Treatment Improvement Protocol 57 on trauma informed care as guiding principle of agency service delivery method
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Indicates large network of collaborative providers and agency resource navigators to support the achievement of this requirement
<ul style="list-style-type: none"> • AMHS • Northern Light Blue Hill Hospital • Bucksport Regional Health Center • Community Health and Counseling Services • Ellsworth General Assistance Office • Downeast Community partners • Downeast Restorative Justice • Ellsworth Adult and Community Education • Eastern Maine Development Corporation • Families First Community Center

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia Area 5

DATE: 2/24/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

<ul style="list-style-type: none"> • H.O.M.E. Inc • Mount Desert Island Hospital • Northern Light Maine Coast Hospital • Sunrise Opportunities • All MOU's include insurance of peer principles, trauma informed care, and DEI principles
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Indicates development or referral process with 14 partners serving diverse populations and marginalized communities, each with MOU's related to Center proposal, to facilitates engagement of potential participants
H. Participant Engagement
<ul style="list-style-type: none"> • Response does not specifically name the topics in 1a-e, be states participants will be included in 'all policy' and programming decisions
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Planning interviews, final decision on hiring decisions
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Commits to meeting requirement
I. Community Activity Fund
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
J. Staffing
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Met requirement
<ul style="list-style-type: none"> • Indicates MOU partner, downeast restorative justice currently offers RJ for Healthy Acadia programming
K. Performance Measures
<ul style="list-style-type: none"> • Met requirement
L. Reports
<ul style="list-style-type: none"> • Met requirement
2. Staffing
<ul style="list-style-type: none"> • Met all requirements • Community Health and Support Director, Center Manager, Center Staff , Center intern – all positions require lived experience and CIPSS
<ul style="list-style-type: none"> • Indicates no subcontractors to be used
<ul style="list-style-type: none"> • 2.6 FTE,
3. Implementation - Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia Area 5

DATE: 2/24/25

EVALUATOR NAME: Mike Freysinger

EVALUATOR DEPARTMENT: DHHS/OBH

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| <ul style="list-style-type: none">• Detailed response meets all requirements |
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Part IV, Section IV. Cost Proposal and Budget Narrative
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| <ul style="list-style-type: none">• |
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia and Area 5

DATE: 2/11/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 501(c)(3) nonprofit organization; and a community health coalition that has been working since 2001.• Current focus areas are: basic needs; health equity; substance prevention and recovery; “Strong Beginnings”; healthy aging; active and healthy environments; healthy food for all; and health promotion and management.• Stated over twenty (20) years of experience with grant and personnel management; convening of diverse partnerships; programming implementation; progress tracking; deliverable reporting; conducting of evaluation processes; and with working within budgets.• Have provided peer services via a Recovery Coaching contract with the State in Washington and Hancock Counties, since March 2017.• Stated they augmented their Recovery Coaching service in 2018 through addition of an AmeriCorps Maine Recovery Corps program.• Included information regarding management of multiple federal grants to support recovery-related programs, with detail provided. Indicated they are currently managing two (2) grants from SRA, with detail provided.• Used their office space in Ellsworth to create their recovery center in 2021; and included data regarding annual individuals served by the recovery center.• Stated they partner with and facilitate collaboration among “diverse individuals and organizations” for creation of sustainable changes to policies and systems that advance equity, diversity, inclusion, reduce bias and address social determinants of health. Response related to experience with diversity, equity and inclusion lacked detail.• Stated they recognize the importance of accessible, compassionate and culturally responsive services, but did not describe their experience on such. <p>Stakeholder engagement in proposal development</p> <ul style="list-style-type: none">• Stated they submitted a proposal due to expressed needs by the community.• Indicated they had original started their recovery center to provide space to support individuals with SUD, but based on the participant population utilizing the Center, they have found that there is also a high need for services for individuals with “SMI alongside SUD”. Thus, they developed this proposal as an answer to their participants’ expressed needs, desires and goals.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Stated they also receive and respond to feedback from other agencies, organizations and service providers in the region, which has been overwhelmingly supportive of Bidder’s plan to add peer mental health supports to their recovery center.
- Stated there are no other locations in their region that offers the responsive, individualized, low-barrier support services available at their recovery center.
- Indicated the Catherine Cutler Institute had recently conducted an evaluation including their recovery center Participants, which indicated a need for more programming and more warming center operational hours. Bidder stated that, if funded, they will expand programming at the recovery center and as a result of Center service availability, warming center participants will also have more service options available as well.

Mental health service recipients’ involvement in programming and decision-making

- Stated their offered peer support services are based on Participant feedback.
- Stated currently have an advisory team comprised of individuals in recovery, mental health service recipients, and/or affected others. Indicated that this advisory team informs programmatic offerings and maintains “a strong voice in the operations of the [Center]”.
- Stated Participants at their Center voiced a need for a warming center in Ellsworth and their organization operationalized a warming center in 2022 that is co-located at the Center as a result.
- Stated their organization partners with the Catherine Cutler Institute, and stated they work collaboratively with their Substance Use Research and Evaluation team for dissemination of surveys to Center Participants. Bidder included a few quotes from the survey responses.
- Indicated their Center has a suggestion box available for feedback that is reviewed bi-weekly, with changes made accordingly.
- Bidder solely addressed items related to Center involvement of Participants, and did not address such for their organization as a whole.

Project 1: Referred to their Center and their co-located warming center.

- Stated they received pilot funding from the State to restructure their office on Church street into the Center in 2021; with an original main focus on SUD recovery. Unclear if this Center is intended to be a Mental Health Peer Support Center, or SUD-focused.
- Stated they had support from local and state partners in opening their warming center in 2022.

Project 2: Referred to their Maine Recovery Core/Maine Alliance for Recovery Coaching work

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Program provides training and coordination to become Recovery Coaches. • Indicated many program participants are current or former service recipients, and that some have gone onto higher level positions within their organization and partner organizations. <p>Project 3: Safe Harbor, Recovery Residence for Women and Children</p> <ul style="list-style-type: none"> • Stated programming includes a wraparound approach to support women with SUD as they navigate services. • Stated that this is the only MARR-certified residence in Washington County and is one of the only residences in Maine that houses children.
2. Subcontractors
<ul style="list-style-type: none"> • Stated "N/A".
3. Organizational Chart
<ul style="list-style-type: none"> • Included a dedicated page showing how Participants are involved in the decision-making process; with "Guiding Values" and specific "Participant Engagement Mechanisms" included.
4. Litigation
<ul style="list-style-type: none"> • Stated "N/A".
5. Financial Viability
<ul style="list-style-type: none"> • Financial statements provided for September 30, 2021; September 30, 2022; and September 30, 2023.
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided, includes commercial general liability; automobile liability; umbrella liability; and workers compensation and employers' liability.

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Center is at 24 Church Street, described expanding this Center to become an overnight warming center in 2023 (organizational qualifications and experience response indicated this occurred in 2022, correct date is unclear). • Center will be open Monday through Friday, 8am-4pm, encompassing 40 hours/week; and warming center operates 7pm-6:30am, every day of the week, and 8am-6pm on select weekends. • Stated they have established practices and an approach that is driven by community needs, and provided additional examples including food and coffee offering, social activities, group meals, support meetings, recovery coaching and resume support.

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<ul style="list-style-type: none"> • Stated they will continue to ensure all services are centered and driven by community needs through ongoing regular feedback from Participants. • Did not address 1.a.
<ul style="list-style-type: none"> • Stated they will provide lists of resources that can be accessed during Center off-hours through their outgoing phone messages, door signage, 2-1-1, and distribution of their Recovery Resources guide.
<ul style="list-style-type: none"> • Met requirement.
<ul style="list-style-type: none"> • Met requirement, and indicated they have systems in place to absorb work during staff leave or vacation time in order to ensure a response within the appropriate timeframe.
<ul style="list-style-type: none"> • Stated they hold priorities that align with CIPSS Code of Ethics, and they reflect such in their programming, policies and practices. • Stated their decision-making process is based on “guiding values” of restorative justice, empowerment, dignity, self-sufficiency, hope, independence and self-reliance.
<ul style="list-style-type: none"> • Stated they ensure accommodations are tailored to individual needs and requests. • Indicated Center is in an ADA accessible place; they have connections to transportation resources to assist with getting to the Center; have quiet/sensory-friendly spaces; include access to online remote services; provide remote support via phone, Zoom and Google Hangout; provide technical support for navigating any online challenges to accessing services; and have cultural and language accommodations through translation services and connection to supportive services.
<ul style="list-style-type: none"> • Stated their organization’s HR and Operations Director has reviewed the insurance requirements and the Bidder will obtain and maintain all insurance requirements.
<ul style="list-style-type: none"> • Indicated Center is designed to provide Participant-centered services through a strengths-based approach. • Stated their Center Intern and CIPSS are supported by their Center Manager who is in turn supported by their organization’s Community Health and Supports Director. • Described activities and programming offered at the Center, including parent education; internship opportunities; recovery coaching; volunteer opportunities; educational placement opportunities; “Fun Friday” recreational activities; food security support; clothing support; access to basic needs items; “tele-support”; navigation services; re-entry support, peer support, vocational support and peer-led mental health support groups.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Indicated their service delivery is provided through in-person, telephone and video conferencing; with best service delivery method used for each Participant decided through Participant choice, including the option to 'blend' methods.
<ul style="list-style-type: none">• Provided Attachment 7 – Participant Safety Plan.• Indicated Participants would be engaged through utilization of the four (4) tasks of IPS.• Stated all Participants and staff will be provided quarterly educational opportunities on trauma-sensitive safety.• Stated their physical Center setting supports trauma-informed approach through openness, shared spaces and transparency.• Stated staff will conduct daily checklists at the end of every day to ensure the Center is a clean and safe environment, including well-maintained equipment.• Stated their egress plan for emergencies is available to all staff, Participants and volunteers.
B. Participant Eligibility
<ul style="list-style-type: none">• Stated they operate with a strengths-based client focused model.• Stated they will expand their services to offer more supportive group and individual support.• Stated their Center Manager and CIPSS will track new Participants and ensure orientation is provided by their third visit, although indicated this the plan to provide such “generally within the first two”.
<ul style="list-style-type: none">• Stated their referrals to appropriate services will likely include closely located and available services from their organization for recovery and basic needs, and connections to other partners that support the community.• Stated staff will also provide individuals with a printed copy of the “Downeast Resource Guides” and will also direct them to the online version.
C. Participant Tracking
<ul style="list-style-type: none">• Stated their organization is currently fully compliant with the US DHHS privacy policies and the Department’s Privacy and Security of Health Information policy.• Stated their systems are HIPAA-compliant and receive regular review to ensure they remain HIPAA-compliant.• Stated if awarded, they will use an electronic tablet for Participant tracking.• Stated they will work closely with their IT department to ensure data security and confidentiality compliance, per Maine IT-Service Contract requirements.• Stated their IT department will implement risk assessment and vulnerability scanning policies that meet State of Maine Standards, at minimum.• Did not address C.1.d., use of pseudonym or nickname for Participant tracking.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- Provided Attachment 8 – Data Security Plan.
- Stated their Executive Director is responsible for oversight of the organization’s data security practices, their Technology Manager is responsible for implementation and maintenance of the policy’s technical aspects, and program managers are responsible for ensuring their staff adhere to policy.
- Stated all data collected and handled by their organization is considered confidential and treated as such.
- Bidder also included information related to access controls; data storage and transmission; incident response; training and awareness; and compliance and audit.
- Indicated all staff and volunteers must complete data security training within thirty (30) days of their start date; and their organization will provide regular updates on data security best practices and potential threats through monthly all-staff meetings and newsletters.
- Bidder’s Data Security Plan seems to be specific to the organization, rather than the Center. Did not address a) for the Data Security Plan.

- Provided Attachment 9 – Identity and Access Management Plan
- Indicated plan to use unique participant IDs that will be unique and randomly generated for Participant tracking purposes.
- Indicated PII will not be included in their Participant attendance tracking.
- For Participant registration and attendance logging, they will anonymize all PII utilizing industry-standard cryptographic techniques.
- Indicated each Participant’s attendance will be logged via use of their unique Participant ID, and Participants will check in using this ID.
- Stated the only information they will retain in their system is the Participant ID; session information including date, time and location; and attendance – whether present or absent.
- Stated their system will also include automated checks to confirm no Participant is registered more than once for any session, ensuring attendance data is accurate and unduplicated.
- Bidder also included detail regarding the organization’s overall Identity and Access Management plan.

D. Groups, Trainings, and IPS for Participants

- Stated their Community Health and Support Director has led and provided oversight on their Center since its inception and will remain in this role going forward. Bidder also included a description of this role, the Center manager role, the CIPSS role and the Center Intern role.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Stated individual and/or Structured Group Support will be available during all operational hours.• Stated they are open for night meetings four (4) times a week and host weekend special events, as needed. Bidder indicated they are eager to host more evening and weekend meetings, with Participant and community partner support.• Did not specifically address ensuring one hundred eighty (180) hours of Structured Group Support opportunities in this response; however, Bidder's response to D.2. indicates a plan to provide at least fourteen (14) hours of Structured Group Support per week. Bidder's workplan also indicates a plan to provide one hundred eighty (180) hours of Structured Group Support, quarterly.
<ul style="list-style-type: none">• Indicated Participant feedback can be provided through survey response; verbal or written requests to a staff person or a member of their Advisory Council Governing Board; participation in their Advisory Council; and through periodic feedback assessments on existing groups. Frequency of feedback assessments not indicated.• Stated their Center Manager will develop and maintain a calendar of available services, with a minimum of fourteen (14) hours of Structured Group Support offered weekly.• Indicated, aside from the required and as needed Structured Group Support opportunities, they will also offer Recovery Dharma.• Indicated they plan to also include any other offerings that they learn about from Participants, staff, volunteers, partners or "others".• Indicated they also provide parenting education and Tai Chi.• Regularly invite partner organizations to provide workshops or other programming; and included their Ellsworth Community Music Institute partnership as an example.• Bidder referred reader to their Implementation Work Plan for more detail on activities; Bidder's workplan addresses 2. and 2.b.• Did not address 2.a.• Did not address ensuring access and opportunities for education and groups on project planning, fundraising, artistic expression, and self-advocacy skills.
<ul style="list-style-type: none">• Provided Attachment 10 – Structured Group Support Model/Curriculum.• Stated their Governing Board "will play a lead role in selecting models and curriculums of groups for the center", and indicated it is thus difficult to predict what their Governing Board will identify as priorities.• Stated they will offer the required Structured Group Support opportunities, with description and justification provided for each.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Indicated some other groups they may add in the future, based on Governing Board, Participant and community member feedback. Description and justification for each of these was not provided.• Indicated Participant input may occur through survey responses; verbal and written communication to staff or Governing Board member; participation in the Governing Board; and through periodic feedback assessments on existing groups, frequency of such not indicated.• Bidder included a list of characteristics that their Structured Group Support Services will include, including “clear, peer-identified expectations”.• Stated that all individuals involved in the selection, scheduling and launch of their Structured Group Support services will be provided with online resources, training and live in-person mentoring.• Referred to the University of Kansas’ Community Tool Box service as a support tool for creating and facilitating peer support groups.
<ul style="list-style-type: none">• Stated they engage with Participants at the Center informally for feedback on Structured Group Support offerings, and Participants are invited to provide feedback via satisfaction survey completion and use of their anonymous suggestion box.• Indicated their Advisory Council will work with staff in order to create a more formalized process for Participant feedback.• Stated their team members are engaged in Maine’s recovery and behavioral health communities and when learning about new program ideas, they will bring such to the Advisory Council for discussion.• Plans to incorporate feedback opportunities into their Center orientation when reviewing current Center offerings.• Indicated plan to glean and incorporate feedback from their Quarterly Center Participant survey.
<ul style="list-style-type: none">• Indicated they have four (4) organizational staff trained in facilitating SMART Recovery and have recently had two (2) Participants who have indicated interest in becoming facilitators for SMART Recovery. Based on this interest, their organization purchased facilitation training packages for the two (2) Participants.• Bidder referenced their Parenting in Recovery support group that is facilitated by a trusted partner organization; and indicated the group is open to Participants and community members to assist in navigating recovery while raising children. Bidder did not include this Structured Group Support opportunity in their Attachment 10 – Structured Group Support Model/Curriculum.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Stated they currently have a Volunteer Orientation process, including folder of materials; and, if awarded, their Center staff will revise materials to encompass all values of the Mental Health Peer Support Center model.
<ul style="list-style-type: none">• Provided a list of what will be contained within their orientation packet, including a list of Center staff and Advisory Council members, and the grievance process.• Stated intent to make their orientation an interactive experience that's built on mutual respect.• Stated orientation will also include an invite for the individual to be a part of planning, volunteering and/or "supporting the effort".• Stated their orientation session goal is to forge a connection, invite self-determination, introduce resources and provide information on the Center and "how it works".
<ul style="list-style-type: none">• Stated staff will adhere to the three (3) principles and four (4) tasks of IPS in all Participant interactions; and will be given opportunities to debrief and reflect after any challenging interactions or situations.• Stated two of their organization's staff are on the Downeast Restorative Justice board and will be available to support harm repair and relationship restoration, as needed; with these employees also available to support the Center team, as needed.• Stated staff will also participate in ongoing professional development and training to ensure skills sets for interacting within the IPS framework.
<ul style="list-style-type: none">• Stated they produce a monthly printed and online calendar of Center activities, available on their organization's website and on their Center's Facebook.• Stated they will promote their calendar on the to-be-created standalone Center website.• Will continue to provide their partner organizations with printed calendar copies and will seek input from Participants on other methods of spreading awareness on Center programming.
<ul style="list-style-type: none">• Stated their organization's Community Health and Supports Director will provide quarterly educational opportunities on the Center's budget, including its creation and oversight. Indicated this Director will also have the organization's Finance Director available for support on what to include in the training.• For education on self-sufficiency and self-advocacy, they will connect Participants to their organization's "in-house" education opportunities, and to external community partners to assist in fostering independence, autonomy and personal growth. Bidder provided some examples of these opportunities.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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| <ul style="list-style-type: none">• Indicated their organization will publish a one (1) page document that includes information on “CAMHPRO” and its goals, including “Liberation from Mental Health System”; development of self-help programs; refusing to accept the “mental illness” label; and overcoming the assumption that “they would never recover”.• Indicated “among other resources”, they may choose to also provide a viewing of the slideshow that was linked in the RFP or will contact the author of the PowerPoint “to request her consulting and presentation services”.• Participants requesting to share their information will receive a Center staff facilitated information and privacy rights training that includes discussion on Participants’ rights to their personal information, confidentially and privacy and the implications of sharing personal information.• Bidder did not address ensuring educational opportunities on information and privacy, aside from when Participants request to release information. |
| <ul style="list-style-type: none">• Stated they frequently support individuals with job search efforts, including application completion, resume creation and interview preparation through role play.• Stated staff assist Participants with choosing appropriate interview clothing from their Center’s Clothing Closet.• Indicated they partner with “EMDC” as a host site for individuals seeking six to ten (6-10) week work opportunities.• Indicated they will deliver the Maine Can Work curriculum at the Center frequently (frequency not indicated) and will complement their ongoing skill building and group working sessions offered weekly.• Stated topics for their Maine Can Work curriculum will include resume writing, interview skills and applying for positions.• Stated once a Participant has identified employment goals within their recovery plan, staff at the Center and/or partner agencies will work with the Participant one-on-one or in a group setting to provide support with their employment goals.• Indicated opportunities to build experience through volunteering will be shared with Participants at the Center and on the Center website, with some examples included, including notation of “internal options”.• Although Bidder referenced delivery of the Maine Can Work curriculum, Bidder did not address ensuring utilization of the Maine Can Work curriculum as the foundation of the Center’s vocational services (7.a.).• Did not address providing Successful Linkage to Vocational Rehabilitation Services (7.b.). |

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Stated staff have access to online and printed applications that they can provide to Participants.• Stated Downeast Resource Guides that contain local resources and contact information are available online and in print to all Participants,
<ul style="list-style-type: none">• Met requirement and stated they value independence, dignity and self-reliance.
<ul style="list-style-type: none">• Stated Center staff will observe and practice the “5 Rs of Restorative Practice” and the “3 Es” and listed such. Also indicated Expectations of Conduct are in alignment with Restorative Practices and empowerment principles.• Stated services will be provided to support personal growth, independence and self-efficacy.• Stated Participants will be involved in decision-making for all decisions that affect the Center and their person; with Participant voice valued in all decisions.• Stated “whenever harm is done”, their staff will focus on harm repair and relationship restoration goals.
E. Participant Self-help Activities
<ul style="list-style-type: none">• Stated they currently offer three (3) 12-Step groups, all as a result of Participant requests, with an example provided.• Bidder also referred to another example of a Participant-requested group that was added, “Mommy and Me”.• Stated they work with interested Participants to find a time that works best for all in the group; and as Participants express interest or need for other self-help groups, Center will include them on the calendar.• Indicated a potential self-help group their Center might pursue to support individuals with “SMI or CD”, Connection Recovery Support Groups.• Although Bidder referenced current self-help support groups available at the Center, Bidder did not address 1a.-1b.
<ul style="list-style-type: none">• Stated Participants will be invited to provide feedback on self-help activities through survey completion and verbal or written requests to staff or members of their Governing Board. Frequency of surveys for feedback not described.• Stated their Center staff will review survey results and feedback and determine any needed modifications.
F. Center Website, Social Media, and Outreach
<ul style="list-style-type: none">• Center Manager will work with their organization’s Communications Department to update the Center website.• Stated they will also provide outreach through their organization’s newsletter, their Center Facebook page and through their organization’s website.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia and Area 5

DATE: 2/11/25

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EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none"> • Plan to circulate printed flyers for special events or new program or Structured Group Support offerings. • Stated they will circulate a printed calendar monthly with times, dates and descriptions for each activity. Locations for circulation not indicated.
<ul style="list-style-type: none"> • Stated all Center activities and offerings are currently promoted through their organization's communication department through their website, newsletter, press releases, social medias, brochures, flyers and PSAs. • Indicated Center also maintains a separate Facebook page. • Stated plan to create and launch a standalone website for the Center as a priority during the first (1st) quarter of the contract. • Indicated once the Center website is live, they will continue to work closely with their organization's communications department to ensure Center activities are still included in the organization's newsletters, flyers, brochures and social media; and indicated they will ensure all information sources are regularly updated. • Did not address 2.b.i., 2.c., 2.e. nor 2.f., including 2.f.i. • Bidder did not address ensuring their website includes Center-based resources and the phone number to the Peer Support Line (part of 2.b.ii.).
<ul style="list-style-type: none"> • Indicated their Center Manager will work closely with the organization's Communication Director to communicate any needed updates to Center website and other publications, including brochures and event calendars. • Stated meetings between their Center Manager and Communications Director will occur quarterly, at minimum, and more often, as needed.
<ul style="list-style-type: none"> • Indicated commitment to equal access and opportunity to service provision for all, and stated their Center has a ramp and an accessible bathroom. • Indicated their organization has in-house Spanish language interpretation, and a partnership with Mano en Mano. • Stated they are exploring ASL interpreter services offered by Pine Tree Society. • Stated in addition to Center website publication of Center policies and accessibility-related resources, they will also have this information available in-person at their Center. • Indicated they sometimes also receive donated equipment such as walkers or wheelchairs that are available for distribution.
<ul style="list-style-type: none"> • Stated their organization's Communication Department uses local print, television, radio, online outlets and social media for public outreach on available programming, to include the Center.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Healthy Acadia and Area 5

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<ul style="list-style-type: none"> • In addition to organizational-level outreach, the Center website will also contain listings and descriptions of available activities in the broader community and at the Center. • Plan to work with their organization’s Communications Director for updates. • Center staff to ensure their partners have updated printed materials, regularly.
<ul style="list-style-type: none"> • Indicated plan to hold community forums, listening sessions and outreach events to obtain qualitative and quantitative data from the community and current and potential Participants. • Plan to de-identify the feedback, and share the feedback with Center staff, volunteers and current Participants to finalize methods to implement changes.
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Indicated Center Manager will be responsible for records management; and staff to seek guidance from the Center Manager for information requests. • All information sharing will be directed by the Participant, in alignment with the IPS framework.
<ul style="list-style-type: none"> • Staff will prioritize choice, trust and respect for information sharing requests. • Stated the Participant will have “full control over what, when, how much and to whom their information is shared.” • When a Release of Information (ROI) has been signed but there is concern from Center staff that a specific request may result in harm or be outside what Participant intended, staff will explain the situation to the Participant and ensure confirmation from the Participant regarding the information release. • Bidder plans to handle all requests for information with care and attention paid to the Participant and their specific needs and wants.
<ul style="list-style-type: none"> • Provided Attachment 11 – Release of Information. • Release of Information (ROI) form includes language at the top of the form indicating its purpose. • Form includes a section on information for the individual disclosing information that requests date of birth, home address and telephone number information; unclear why this information is needed for the form if the Participant chooses not to share such. • ROI form includes specific check box options for type of information to be shared, including an “Other (Please specify):” section; and also includes a section for “purpose of sharing”, including “Other (Please specify):”. • ROI form also has a specific section where Participants must check boxes indicating they understand their rights regarding personal information; confidentiality and privacy potential risks; and the implications for sharing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia and Area 5

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EVALUATOR NAME: Anna Ko

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<p>information; in addition to a checkbox indicating completion of the Information and Privacy Rights training.</p> <ul style="list-style-type: none">• ROI form is time-limited for sixty (60) days but does not include an option for a shorter time period, if desired by the Participant.• Form includes contact information on the last page should an individual wish to revoke consent or request a copy of the Center's privacy policy.
<ul style="list-style-type: none">• Stated their Center has operated following "Peer Principles" since the Center's inception; and their organization holds two Recovery Coaching programs, both predicated on "Peer Principles".• Stated current services are recovery-oriented, person-centered, voluntary, relationship-focused and are trauma-informed.• Bidder provided descriptions on how their Center is recovery focused, person-centered, voluntary and relationship focused.• Indicated they make "instantaneous referrals" for any person interested in recovery coaching.
<ul style="list-style-type: none">• Stated their organization formed an internal Health Equity Team in 2020 to examine policies, practices and programs through a diversity, equity and inclusion (DEI) lens; and stated they are currently in the process of finalizing their first Health Equity Strategic Plan for the organization.• Indicated they had recently provided a training in Ellsworth titled "Strengthening Relationships with Cultural Competency: Increasing Understanding of the Passamaquoddy Tribe", which included members of their team, the community and staff from partner organizations; with the plan to offer this training at least two (2) more times.• Stated their organization recently added a Community Outreach and Equity Coordinator that works closely with their Mano en Mano partners; and also recently added a "Navigator" that is dedicated to serving mothers of the Passamaquoddy Tribe with SUD.• Bidder stated they adhere to the SAMHSA's 2005 identification of the sixteen (16) principles of trauma-informed care (TIC); with regular trainings provided to staff and interns on the principles and practices of TIC provision, and they review this at team meetings "as often as needed". Frequency of regular training was not indicated. Bidder also listed the SAMHSA principles.• Stated all individuals will receive services in accordance with 14-193 C.M.R. Ch.1.• Did not address 3.a.; and minimal response as it pertains to ensuring Center and service provision promotes Diversity, Equity and Inclusion (3.b.).

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Stated they will utilize a “plain language approach” for all materials and will keep reading levels at or below a sixth (6th) grade reading level.• Indicated they will use simple language, clear formatting and accessibility tools, with three (3) accessibility/reading-level tools indicated.• Stated they will develop feedback mechanisms to ensure all materials meet Participant and potential Participant needs, “including those with low literacy, limited English proficiency, and those with disabilities”.
<ul style="list-style-type: none">• Bidder indicated intent to also include interpretation services for those with “hearing impairments”.• For Spanish language interpretation, referred to their organization’s in-house interpretation services, where they will have a staff person able “to translate in person or via Zoom” through their organization’s partnership with Mano en Mano.• Stated that when their interpretation resources are not available, they will utilize Google Translate instead.• Indicated they are currently exploring the ASL interpretation services that are offered through the Pine Tree Society.• Stated they will compile a resource list and establish contact with other video and telephone interpretation services, including paid services, for less common languages or when Google Translate is not sufficient.• Did not address 5.a.
<ul style="list-style-type: none">• Provided Attachment 12 – Center Policy and Procedure Manual.• Indicated in their attachment that the document is a “DRAFT” of Center policies and procedures; with the plan to have their Advisory Council review, revise and adopt such at a later date.• Included language stating that all Center policy, procedures and processes are subject to their ongoing quarterly review of such by their Advisory Council, Participants and/or Department staff; and indicated they will do an annual review of their policy and procedure manual, “with the goal of increasing equity and representation for marginalized Center Participants with regard to Center operations”.• Did not address 6.a-b.• Included a section on their Center governing board, the Advisory Council, including its role; and staff role in relation to the Advisory Council.• Stated their Advisory Council will be trained in a “consensus model” for decision-making; with decisions requiring input from and acceptance by each Advisory Council member.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">• Described, should the Advisory Council not be able to reach consensus, they will utilize a “Consensus with Fallback model”; where the Advisory Council will create a pre-determined course of action should a decision not be made “within an appropriate amount of time”, after which, “the decision will be made by a fallback individual chosen by the Council” who takes all Council member feedbacks into consideration.• Indicated availability of virtual service provision.• Stated callbacks for messages left on their voicemail will be placed the next business day, “if not sooner”.• Described process for initiation of request for peer support.• Included specific description of privacy versus confidentiality, and indicated staff will be trained and expected to adhere to both.• Bidder included language describing their peer support management system.• Stated under grievance process that they will adhere to the Maine DHHS Grievance policy, and will ensure the process and information is available and reviewed by their Advisory Council, “all peers”, Participants and staff.• Bidder did not address use of Restorative Practice.
<ul style="list-style-type: none">• Stated their Center has developed and implemented protocols on conduct and expectations; and they ensure Participants fully understand why their conduct led to a specific outcome.• Stated they will thoughtfully consider all situations and will try and have the Participant remain at their Center, when appropriate.• Indicated if there is a need to leave the Center, they will provide clear instruction on when they can return, and if they do, the expectation upon their return.• Stated their organization’s staff will train their new Center staff on their protocols around incident reporting.• Stated they “will follow the Restorative Justice practice of Fair Process”.• Did not address 7.b. nor 7.d; and unclear if Bidder will include 7.a. in their reporting to the Department.
<ul style="list-style-type: none">• Stated their organization convenes and facilitates the Downeast Substance Treatment Network monthly, a Hancock County-focused collaborative that includes individuals from across Maine and attendees from Washington D.C. and also indicated that their organization launched and run a Clinical Advisory Committee, which includes clinicians and other interested individuals across Washington and Hancock County.• Bidder referred to other programs their organization oversees; and indicated that their Center benefits from their organization’s collaborative relationships.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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<ul style="list-style-type: none">• Stated their “team” (unclear if organization, or specific to Center) has a “firm, vast understanding” of available resources and how to connect Participants to such.• Did not address 8.b.
<ul style="list-style-type: none">• Included Attachment 13 – Applicable MOUs.• Included 14 MOUs between the organization and the following agencies: Aroostook Mental Health Services, Inc; Northern Light Blue Hill Hospital; Bucksport Regional Health Center; Community Health and Counseling Services; City of Ellsworth’s Office of General Assistance; Downeast Community Partners; Downeast Restorative Justice; Ellsworth Adult and Community Education; Eastern Maine Development Corporation; Families First Community Center; H.O.M.E. Inc.; Mount Desert Island Hospital; Northern Light Maine Cost Hospital; and Sunrise Opportunities.• MOUs were for purposes of ensuring participation as a “key stakeholder”; creation of referral pathways; and participation as a “Participant resource” for successful linkage. MOUs also indicate Participants to be included in decision making processes.
<ul style="list-style-type: none">• Stated their organization’s Communications Director works across programs for programs’, resource and opportunity information to share on their organization’s website, social media, newsletter, press releases, television and radio PSAs, flyers and brochures.• Stated their “team members” staff tables at community events for outreach.• Stated Center activities and services will be promoted through the Center standalone website and will be included in their organization’s “slate of programs and offerings” that the organization puts into the community.• Stated they have relationships with community organizations serving marginalized communities and organizations focused on wellness, community building and economic development.• Stated their Center manual will be included in the annual policy review by the organization’s Equity Team, whose work is focused on equity, representation, access and inclusion.• Stated their Center staff will ensure 2-1-1 is updated as often as needed.• Did not address ensuring Center’s contact information in 2-1-1 is updated annually.• Did not address ensuring Center Participants seeking support are connected with 2-1-1 or similar community resource need within twenty-four (24) hours.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia and Area 5

DATE: 2/11/25

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- Bidder included a list of the agencies they are partnering with for MOUs, including a CAP agency and two (2) agencies that provide services to the unhoused population.
- Stated they will establish referral pathways from their partner organizations for individuals to join the Center as Participants, if desired.

H. Participant Engagement

- Indicated their original intent was to provide a resource to those with SUD and are now expanding their scope, work and mission due to Bidder's awareness of SMI prevalence in the community, and lack of available resources for this population.
- Indicated they will make all policies named in the contract available to anyone in the Center wishing to review the policies.
- Center Manager to organize and host quarterly opportunities for Participants to engage in policy review and planning sessions. During these quarterly opportunities, all policies will be distributed, explained and discussed, and Participants will have the opportunity to provide feedback.
- Indicated, should policy changes be proposed, they will present the suggestions to their Advisory Council for consideration. Dependent on the "nature of the proposed change", they may also include their organization's staff (e.g., HR or finance) to weigh in on the proposed change as well.
- Stated their Advisory Council will converse with staff and interested Participants to review and determine whether the Center will implement the change, with proposed change sent to the Department quarterly, at minimum.
- Participants will be given information and reminders on how to provide input on Center policy and programming during their weekly Center meetings.
- Response lacked detail.

- Provided Attachment 14 – Expectations of Conduct.
- Included sections on "Safe Environment" (conduct expectations); "Restorative Culture" (description of Center's restorative culture, and expectations of conduct' alignment with the five (5) principles of restorative practice); "Fair Process and Reintegration" (describing subsequent actions should a "rule" be broken); and "Restorative Practices Continuum" (summarized description of restorative practices at the Center).
- Detail response provided in relation to alignment with Restorative Practices when corrective action is needed.

- Indicated "search committees" will include a combination of Center staff, Advisory Council, Participants and representatives from partner organizations, when appropriate.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia and Area 5

DATE: 2/11/25

EVALUATOR NAME: Anna Ko

EVALUATOR DEPARTMENT: Office of Behavioral Health

<ul style="list-style-type: none"> • Plans to offer group sessions for Participants to engage with interview question drafting. After initial brainstorming, staff and Participants will rate the interview questions and come to a consensus decision on which interview questions to utilize. Plan to incorporate the Participant-created questions into their core set of questions asked of each candidate. • Indicated finalists for the positions will participate in group meetings with Participants where Participants will have the opportunity to ask questions and then provide the search committee with their thoughts on the candidates. • Did not address ensuring Participants are involved in reviewing redacted and deidentified job applications (b).
<ul style="list-style-type: none"> • Bidder referred to their previous response and stated Participants will have opportunities to engage at various points in their hiring process. • Response was minimal.
<ul style="list-style-type: none"> • Stated their Advisory Board will strategize with the organization and the Center on increasing recovery sustainability and recovery capital internal and external to the Center. • Stated Advisory Council will assist with creation and maintenance of person-centered programs and services. • Stated they will have a designated Center staff person to act as a liaison between the Advisory Council and the organization and Center. • Indicated their board will be given an annual activities and programming budget to manage for programming. • Indicated plan to meet quarterly for policy review. • Did not address c.
<ul style="list-style-type: none"> • Plans to provide survey to Participants on the last month of each quarter.
<p>I. Community Activity Fund</p>
<ul style="list-style-type: none"> • Focus will be working with their Advisory Board to develop criteria and process for handling Community Activity Fund requests and distributing such. • Stated they will work with partner organizations to ensure Fund availability to those without access to the Center. • Did not address providing activity information, leisure planning and advocacy to individuals for Community Activity Fund use. • Response lacked detail.
<ul style="list-style-type: none"> • Referred to prior organizational experience with various funding and indicated they have systems in place for awareness creation and management of funds. • Plans to have Community Activity Fund outreach materials at the local public library, hospitals, primary care offices, behavioral and mental health offices and at other locations, per Participant input.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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DATE: 2/11/25

EVALUATOR NAME: Anna Ko

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- Indicated their materials will include “clear” information on fund availability, eligibility criteria and information on how individuals can apply for the funding.
- Center Manager to work with organization’s Communications Department for deployment of an online application through Google Forms.

J. Staffing

- Will make the direct Lived Experience requirement explicit in job postings and will ask questions surrounding when interviewing. Bidder referred to the National Council for Behavioral Health/Mental Wellbeing on guidelines for asking about Lived Experience for hiring purposes.
- Indicated all staff under the resulting contract will “be able to earn and maintain” their CIPSS certification per requirements indicated.

- Plan to have their Center Manager, and potentially other Center staff, attend the Downeast Restorative Justice’ Community Volunteer Training. Bidder referenced that their MOU partner, Downtown Restorative Justice, currently offers their organization Restorative Practices training; reader assumes the “Community Volunteer Training” referenced includes or is the title of the Restorative Practices training referenced, however this is unclear.

K. Performance Measures

- Met requirement.

L. Reports

- Met requirement.
- Indicated their Center Manager will have support from the organization’s Community Health and Supports Director to meet reporting requirements.

2. Staffing

- Provided Attachment 15 – Job Descriptions.
- Job descriptions provided for: Community Health and Supports Director; Mental Health Peer Support Center Manager; Certified Intentional Peer Support Specialist; and Mental Health Peer Support Center Intern.
- The Community Health and Supports Director position requires the individual to identify as a Peer with lived experience; with all other positions requiring the same as well.
- Minimum educational experience qualification for the Certified Intentional Peer Support Specialist and Center Intern positions is a high school diploma or equivalent, ensuring minimal barrier to quality staff.
- Center Intern position must obtain and maintain CIPSS.

- Indicated “N/A”.

- Provided Attachment 16 – Staffing Plan.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

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- Staffing plan includes positions currently hired, and information regarding each position/staff person in the position. Also included list of qualifications for each.
- Indicated experience with interns starting as Participants, becoming volunteers and then moving into a staff role at the Center; and stated interns often become full staff at their organization or a partner organization.

3. Implementation - Work Plan

- Provided Attachment 17 – Implementation – Work Plan.
- Information provided as requested, with specific sections for different task categories (e.g., section on Center website, outreach and social media; and section on self-help activities).
- Work plan is comprehensive and detailed, with relevant partner-ed MOU agencies included, as applicable.
- Plan to launch standalone Center website December 2025.
- Plan to develop and convene their Advisory Council between July and August 2025.
- Plan to have at least one (1) staff member complete Department-approved Restorative Practice training by January 2026.
- Twice a year community engagement to occur in September and April each year.
- Plans to launch and administer Community Activity Funds and criteria; create outreach materials on Funds; and collaborate with partner organizations to ensure availability of funds to non-Participants from July 2025 - September 2025.

Part IV, Section IV. Cost Proposal and Budget Narrative

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia Area #5

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Healthy Acadia is a nonprofit organization• Is a Community Health Coalition working since 2001• Programs are available to anyone, with a focus on most vulnerable, and at risk• HA has been providing peer services to individuals with SUD since March 2017• Indicates HA trained 849 peer coaches across Maine.• Became CCAR registered trainers in 2016• The program has coordinated 92 coaches across 282 sites which have served over 1300 individuals• Added AmeriCorp program, Maine Recovery Corp in 2018• Maine Recovery Corp has placed 64 Recovery Coaches in paid positions across behavioral health sites since July 2021.• Implemented SAMHSA MAT Expansion Grant from 2018-2021.• Implemented a HRSA Rural Health Opioid Program grant from 2017-2020.• HA has 4 PROSPER peer navigators who work with women with substance use disorder who are either pregnant or parenting.• Opened INSPIRE Center in 2021 (In Support of People in Recovery)• HA staff provide approximately 4000 peer support interactions annually.• Bidder indicated the response to the RFP was developed “completely as an answer to the expressed needs, desires, and goals of our participants.”• HA has an advisory team made entirely of individuals with lived experience and/or affected friends and family members.• HA is providing warming center services for a third year based on expressed need from participants. • Project One- Healthy Acadia- INSPIRE Center Warming Center (First season they served 91 unique individuals with 1277 cumulative bed stays. Second season they served 106 unique individuals with over 2700 cumulative bed stays. They opened for their third season November 2024 and will stay open until April 30, 2025.• Project Two- Healthy Acadia- Maine Recovery Core/Maine Alliance for Recovery Coaching- Training and coordination of individuals to become recovery coaches.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none"> • Healthy Acadia- SAFE HARBOR-Recovery Residence for Women and Children in 2020, supports women with substance use disorder.
2. Subcontractors
<ul style="list-style-type: none"> • None indicated
3. Organizational Chart
<ul style="list-style-type: none"> • Bidder provided Attachment 3, Healthy Acadia Organizational Chart and Supervisory Structure. The Bidder used a Key to identify the project team proposed as well as wrote a sentence on the chart related to supervisory structure. • Bidder also provided an Organizational Chart of the Shared Decision Making Process.
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Provided reports completed by Edwards, Faust, and Smith dated September 30, 2021, September 30, 2022, and September 30, 2023.
6. Certificate of Insurance
<ul style="list-style-type: none"> • Yes, until 10/1/2025

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Facility and Operational Standards
<ul style="list-style-type: none"> • Bidder indicates administrative staff are available M-F 8am-4pm and that the warming center operates 7pm-6:30pm, 7 days a week and 8am-6pm on select weekends. (? What is a select weekend?)
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met request.
<ul style="list-style-type: none"> • Bidder specifically identified the following from the Code of Ethics #1, 2,3,4,9,10,
<ul style="list-style-type: none"> • Bidder indicates that the Center provides an ADA accessible space, connections to transportation resources to help get to the center, quiet/sensory friendly spaces, access to remote, online services, a variety of online platforms, phone support and translation resources
<ul style="list-style-type: none"> • Bidder met requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR NAME: Alice Preble

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<ul style="list-style-type: none"> • Bidder referred back to attachment 3, the organizational chart which outlines the leadership hierarchy. • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder indicated they would support individuals who did not meet eligibility criteria by making appropriate referrals and provide individuals with printed Downeast Resource Guide as well as access to the online version
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Bidder addressed (from above) 6.1. a i-ii, b, c in attachment 8 • Bidder submitted Attachment 8- Data Security Plan and indicates all data must be stored on secure servers, with encryption and access controls in place.
<ul style="list-style-type: none"> • Bidder met requirement with great detail.
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder provided Attachment 10, Structured Group Support Model/Curriculum • Bidder provided a title and justification for the groups required in the RFP. • Bidder indicated it is difficult to predict what the Board will identify as priorities for other groups. • Bidder Identified 3 groups they may add in the future, did not provide a description or justification for those 3 groups, or how they will teach personal responsibility, self-management and problem-solving strategies.
<ul style="list-style-type: none"> • Bidder indicates they have multiple avenues through which participants provide feedback and requests. • Bidder indicates the advisory group will work to create more formalized processes for participants to provide information.
<ul style="list-style-type: none"> • Bidder met requirement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder will provide orientation pack that includes policies and procedures, expectations of conduct, current monthly calendar of activities, description of SGS, list of staff and advisory council members, and grievance process.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder does not indicate linkage to VR Services in this section.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> Bidder does indicate that they partner with EMDC as a host site for individuals seeking 6-10 week work opportunities.
<ul style="list-style-type: none"> Bidder met requirement.
<ul style="list-style-type: none"> Bidder met requirement.
<ul style="list-style-type: none"> Bidder indicated they will provide services in alignment with the 5 Rs of Restorative Practices and identified what they are. Bidder indicated they will provide services in alignment the 3 Es of Empowerment and identified what they are.
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> Bidder indicates that beyond the opportunities they presently provide, they will incorporate other self help groups as participants express interest in or need for.
<ul style="list-style-type: none"> Bidder indicates a process to review activities and does not indicate when or how often this happens.
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> Bidder met requirement.
<ul style="list-style-type: none"> Bidder indicates they will develop a standalone website and will be a priority for the first services quarter. Bidder does not indicate that the website will provide bi. center based resources, Bidder Does not address c i-v specifically Bidder did not address. C e. Bidder did not address c.f.i specifically
<ul style="list-style-type: none"> Bidder indicated that they will meet or exceed this requirement.
<ul style="list-style-type: none"> Bidder met requirement.
<ul style="list-style-type: none"> Bidder met requirement.
<ul style="list-style-type: none"> Bidder indicated that information gathered will show where they have been successful and where there is room for improvement and inform programmatic changes. Bidder did not provide a specific process for analyzing and implementing local community feedback.
<p>G. General Requirements</p>
<ul style="list-style-type: none"> Bidder met requirement.
<ul style="list-style-type: none"> Bidder met requirement.
<ul style="list-style-type: none"> Bidder included ROI as attachment 11.
<ul style="list-style-type: none"> Bidder indicates current services are recovery focused. Bidder indicates current services are person Centered.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: January 13, 2025

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EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none"> • Bidder did not indicate that they will ensure integration of IPS principles and practices in policy and day to day activities.
<ul style="list-style-type: none"> • Bidder indicates that they developed a Health Equity Team in 2020. • Bidder indicates they are in the process of finalizing their first Health Equity Strategic Plan for their organization. • Bidder indicated that they recently provided a training “Strengthening Relationships with Cultural Competency; Increasing Understanding of the Passamaquoddy Tribe.” • Bidder indicates that they adhere to SAMHSA’s 16 principles of trauma-informed care.
<ul style="list-style-type: none"> • Bidder indicates they will use tools such as Flesch-Kincaid Grade Level, Hemingway Editor, and Microsoft Word Readability Tool. • Bidder indicates they will develop feedback mechanisms to ensure that all materials meet needs of all participants, and future participants.
<ul style="list-style-type: none"> • Bidder indicates they will use platforms such as in person translation via zoom, partnership with Mano en Mano, Google Translate. • Bidder indicates that they are currently exploring ASL interpretation services through Pine Tree Society. • Bidder did not specifically address 6 a-b in writing here.
<ul style="list-style-type: none"> • Bidder provided a DRAFT Center Policy and Procedure as Attachment 12. • Bidder indicates this was submitted as a draft to allow for it to be reviewed, revised, and adopted by the Advisory Council.
<ul style="list-style-type: none"> • Bidder referred to Expectations of Conduct they identified in Attachment 14 in relation to how they follow the Restorative Justice practice of Fair Process.
<ul style="list-style-type: none"> • Bidder indicates that monthly they convene and facilitate the Downeast Substance Treatment Network. (Hancock County focused) • Bidder indicates they launched and run the Clinical Advisory Committee. (clinicians and other interested parties from Washington and Hancock Counties) • Bidder indicates they have provided 14 signed MOUs in the proposal which do not contain any participant information.
<ul style="list-style-type: none"> • Bidder provided 14 MOUs related to existing support networks and included them in Attachment 13.
<ul style="list-style-type: none"> • Bidder indicated that their Policy and Procedures manual will be included in an annual policy review by Healthy Acadia’s Equity Team. • Bidder did not indicate that participants who self-identify as needing support are assisted within 24 hours.
<ul style="list-style-type: none"> • Bidder indicated they have MOUs with 14 diverse partner groups.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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H. Participant Engagement
<ul style="list-style-type: none"> • Bidder met requirement.
<ul style="list-style-type: none"> • Bidder provided Expectations of Conduct as Attachment 14. • Bidder spelled out the 5 Rs of Restorative Practices in Attachment 14. • Bidder provided fair process and reintegration as well as restorative practice continuum.
<ul style="list-style-type: none"> • The bidder indicates that this will be a new process for hiring. • Bidder indicates Center participants will brainstorm interview questions and will have a consensus decision making process on which core set of questions will be used when hiring. • Bidder indicates that finalists for positions will participate in group meetings with Center participants.
<ul style="list-style-type: none"> • Bidder refers to response to previous section for their response to this section.
<ul style="list-style-type: none"> • Bidder indicates that 100% of Board members will identify as having lived experience. • Bidder also indicates that the Board will be made up of community members, participants and BH professionals. • Bidder did not address 2.c ii-iii
<ul style="list-style-type: none"> • Bidder met requirement.
I. Community Activity Fund
<ul style="list-style-type: none"> • Bidder indicates they will work with the Advisory Board to develop criteria and a process for handling requests and awarding these funds. • Bidder did not address 1.c.
<ul style="list-style-type: none"> • Bidder indicated they would put outreach materials in may locations with clear information about the availability of funds, eligibility criteria, and how individuals can apply.
J. Staffing
<ul style="list-style-type: none"> • Bidder indicated that they refer to The National Council for Behavioral Health/Mental Wellbeing’s guidelines for inquiring about lived experience and other questions designed to assess their relationship to the work. • Bidder indicates that their MOU partner, Downeast Restorative Justice currently offers Restorative Practices at Healthy Acadia.
K. Performance Measures
<ul style="list-style-type: none"> • Bidder met requirement.
L. Reports
<ul style="list-style-type: none"> • Bidder met requirement for Table 2 and Table 3.
2. Staffing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia Area #5

DATE: January 13, 2025

EVALUATOR NAME: Alice Preble

EVALUATOR DEPARTMENT: DHHS/CBHS/OBH

<ul style="list-style-type: none">• Bidder provided Attachment 15 which included the following job descriptions; Community Health and Supports Director, Mental Health Peer Support Center Manager, Certified Intentional Peer Support Specialist, and Mental Health Peer Support Center Intern.
<ul style="list-style-type: none">• none
<ul style="list-style-type: none">• Bidder provided a staffing plan included as Attachment 16.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Bidder provided Attachment 17, titled Year One and Two Work Plan. This document provided i-ii in great detail.

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia

DATE: 3/2/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT OBH/DHHS

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none"> • Community coalition working together since 2001 • In 2021 opened the INSPIRE Center that was originally for just people living with SUD, wants to add mental health peer support to the program • Center participants have asked for mental health peer support to be available at the INSPIRE center • Individuals utilizing the INSPIRE center requested the development of a warming center • Project 1 - Bidder is in their third season of providing a warming center November -April • Project 2 - Maine Recovery Core/Maine Alliance for Recovery Coaching – mentors people and provides a low barrier entry point to employment • Project 3 – Safe Harbor Recovery Residence •
2. Subcontractors	
	<ul style="list-style-type: none"> • None
3. Organizational Chart	
	<ul style="list-style-type: none"> • Included participants in the organizational chart • Shared a document showing their shared decision making process that showed participants, staff and advisory board
4. Litigation	
	<ul style="list-style-type: none"> • None
5. Financial Viability	
	<ul style="list-style-type: none"> • Meets requirements
6. Certificate of Insurance	
	<ul style="list-style-type: none"> • Insurance document not signed

Part IV, Section III. Proposed Services	
1. Services to be Provided	
Part II	
A. Facility and Operational Standards	
	<ul style="list-style-type: none"> • It appears the proposed program will operate within the already existing INSPIRE center and the warming center • Admin and program hours are at 24 Church Street, Monday-Friday 8am – 4pm

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

RFP TITLE: Mental Health Peer Support Centers Services

BIDDER NAME: Healthy Acadia

DATE: 3/2/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT OBH/DHHS

<ul style="list-style-type: none"> • Does not address state holidays • Warming center operates 7pm-630am, 7 days a week and 8am-6pm on select weekends
<ul style="list-style-type: none"> • It is not clear if there will be a center specific phone • Will put Peer Support Line information on their outgoing message
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Meets Requirement
<ul style="list-style-type: none"> • Bidder states they have always adhered to the values, mission and methods of the CIPSS Code of Ethics • Q – The program has historically utilized Recovery Coaches who have a different code of ethics
<ul style="list-style-type: none"> • Meets requirements • Bidder provided a number of accommodations that will be provided
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Shared decision making process with staff, participants and advisory board • Some activities are not in alignment with IPS values and practices • Response lacks details
<ul style="list-style-type: none"> • A. lacks details • B. not addressed • C .meets requirement
<p>B. Participant Eligibility</p>
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirement, lacks detail
<p>C. Participant Tracking</p>
<ul style="list-style-type: none"> • Participants will sign in on a tablet • Does not identify using a pseudonym or nicknames
<ul style="list-style-type: none"> • Meets requirements • Staff and volunteers will complete data security training within 30 days of hire
<ul style="list-style-type: none"> • Meets requirements
<p>D. Groups, Trainings, and IPS for Participants</p>
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Participants will be involved in the selection of model/curriculum through Survey responses, Verbal or written request to a staff member or member of the Governing Board, Participation in the Governing Board , Periodic feedback assessments of existing groups

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Healthy Acadia

DATE: 3/2/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT OBH/DHHS

<ul style="list-style-type: none"> • Description for Alternatives to Suicide uses the phrase “suicidal ideation” which is not in alignment with IPS values and practices • All individuals who are involved in the selection, scheduling, and launch of Structured Group Support services will be introduced to online resources and training and live, in-person mentoring with peers who have more experience
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Currently have a volunteer orientation process that will be revised to reflect the values of a mental health peer support center
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Staff interactions with participants lacks detail • Two Healthy Acadia staff members are on the board of Downeast Restorative Justice and are available as needed to support harm repair and relationship restoration
<ul style="list-style-type: none"> • Distribution is limited
<ul style="list-style-type: none"> • Access to the centers budget is limited • Strong community connections to organizations that can teach about self sufficiency and self advocacy • Bidder may consult with Gayle Bluebird regarding CSX • Bidder will create a document based on the CAMHPRO materials
<ul style="list-style-type: none"> • Meets requirement • INSPIRE staff well versed in supporting participants in all aspects of vocational preparedness • Partnership with EMDC as a host site for resume building 6-10 week work opportunities
<ul style="list-style-type: none"> • Meets requirement, lacks detail
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement, lacks detail
<p>E. Participant Self-help Activities</p>
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Participants will be invited to submit their feedback on self-help activities by completing surveys, verbal or written requests to staff members or to members of the Governing Board. Center team will review these results and determine any modifications that need to be made
<p>F. Center Website, Social Media, and Outreach</p>
<ul style="list-style-type: none"> • Meets requirement, lacks detail for outreach
<ul style="list-style-type: none"> • 2.b.i not addressed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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BIDDER NAME: Healthy Acadia

DATE: 3/2/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT OBH/DHHS

<ul style="list-style-type: none"> • 2.c. not addressed • 2.f.i not addressed
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirements,
<ul style="list-style-type: none"> • Meets requirements lacks detail
<ul style="list-style-type: none"> • Healthy Acadia will hold two forums, forums should be held by the INSPIRE program
<p>G. General Requirements</p>
<ul style="list-style-type: none"> • Bidder states Information sharing will be in alignment with the IPS framework, but does not detail that process
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement • Note- notes and progress should not be documented, therefore would not be released
<ul style="list-style-type: none"> • Does not address IPS, policies or day to day activities in this response
<ul style="list-style-type: none"> • Agency has health equity strategic plan • Agency provides “regular” training to staff and interns in the practice of trauma informed care • d. lacks detail
<ul style="list-style-type: none"> • Will use simple language, clear formatting, and accessibility tools such as Flesch-Kincaid Grade Level, Hemingway Editor, and Microsoft Word Readability Tool • Will develop feedback mechanisms to ensure that all materials are meeting the needs of all Participants and potential Participants
<ul style="list-style-type: none"> • For Spanish language, Healthy Acadia has in-house capacity to translate in person or via Zoom along with a partnership with Mano en Mano • Bidder is exploring ASL interpretation services offered through the Pine Tree Society • Will compile a resource list of and establish contact with other telephone and video translation services, including paid services, for cases of less common languages or other barriers that Google Translate can not overcome.
<ul style="list-style-type: none"> • Did not address
<ul style="list-style-type: none"> • The Council will be trained in a consensus model for making decisions • Participant feedback and decision making is not addressed • Restorative practices not addressed • Virtual modalities not addressed
<ul style="list-style-type: none"> • Does not address notifying the department within 24 hours.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202410184

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DATE: 3/2/2025

EVALUATOR NAME: Kelly Ann Staples

EVALUATOR DEPARTMENT OBH/DHHS

<ul style="list-style-type: none"> • Does not address what will be included in the report
<ul style="list-style-type: none"> • Bidder has a history of collaborative relationships • Response lacks detail in terms of Meaningful Activities
<ul style="list-style-type: none"> • 14 attached MOU's • MOU's are broad and not individualized per organization • Is unclear the specific purpose of each MOU
<ul style="list-style-type: none"> • Bidder is reliant on agency communications and outreach infrastructure, it is unclear how INSPIRE staff and participants will be engaged in this outreach process • Policy manual will be reviewed by Healthy Acadia's equity team, it is unclear if there will be collaboration between the equity team and the center participants • Meets requirements regarding 211
<ul style="list-style-type: none"> • Bidder has ongoing collaborations with a diverse group of partners • Description of engagement lacks detail
<p>H. Participant Engagement</p>
<ul style="list-style-type: none"> • Participants will be provided policies to review every quarter. If policy changes are proposed during these sessions, those suggestions will be presented to the Advisory Council for consideration. Depending on the nature of the proposed change, additional Healthy Acadia staff (such as HR or finance) will be asked to weigh in. The Advisory Council, in conversation with staff and interested Participants, will determine if a policy change is both warranted and reasonable. • It is unclear if participants and the advisory board will make final decisions on policy, or if Healthy Acadia leadership will. • The budget process was not addressed in this response
<ul style="list-style-type: none"> • Response does not define what is considered a weapon • Restorative Practices was extensively addressed
<ul style="list-style-type: none"> • Interview questions will include questions developed by participants • Additional "routine questions" that the agency asks of all employees will be utilized, this is not in alignment with a Consumer Operated program • "Further into the hiring process, finalists for positions will take part in group meetings with Center Participants" – it is unclear what "further into the process means • Participants can provide their thoughts about the top candidates • Bidder did not address reviewing job applications • Finalists for positions will meet with center participants, it is not clear if participants will interview candidates.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT OBH/DHHS

<ul style="list-style-type: none"> Bidder referred to previous answer, it is unclear if participants will have a final say in determining who will be hired.
<ul style="list-style-type: none"> A designated INSPIRE staff member will serve as a liaison between the council and Healthy Acadia/INSPIRE Meets requirements Meets requirements
I. Community Activity Fund
<ul style="list-style-type: none"> Meets requirement, lacks detail It is unclear if participants will have input into this process.
<ul style="list-style-type: none"> It doesn't appear the program will be administered by the Applications will be available online on google forms. It is unclear if there will be other ways for people to apply.
J. Staffing
<ul style="list-style-type: none"> Bidder states the National Council for Behavioral Health/Mental Wellbeing offers guidelines for inquiring about an individual's experience with the mental health system Bidder states staff will meet the requirements, they do not describe the process. Bidder plans to meet this requirement
K. Performance Measures
<ul style="list-style-type: none"> Meets requirement
L. Reports
<ul style="list-style-type: none"> Meets requirement
2. Staffing
<ul style="list-style-type: none"> Q -requirement on job description includes "Hearing and vision adequate for interaction with guests, staff, volunteers, and the public" Under Education and Experience -Center manager required to have a Bachelor's degree or equivalent experience, minimum qualifications states there is a minimum requirement of a high school diploma/GED N/A Meets requirement
3. Implementation - Work Plan
<ul style="list-style-type: none"> Meets requirement

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">

APPENDIX K

State of Maine
Department of Health and Human Services
Office of Behavioral Health
NOTICE OF INTENT TO BID
RFP# 202410184
Mental Health Peer Support Centers Services

Proposed Target Area	<input checked="" type="checkbox"/> 1 York and Cumberland, excluding Brunswick
	<input type="checkbox"/> 2 Androscoggin, Franklin, and Oxford
	<input type="checkbox"/> 3 Waldo, Lincoln, Knox, and Sagadahoc, including Brunswick
	<input type="checkbox"/> 4 Somerset, Kennebec, Penobscot, and Piscataquis
	<input type="checkbox"/> 5 Washington, Hancock, and Aroostook

Bidders must submit a separate Notice of Intent for each target area they intend to bid on.

Bidder's Organization Name:		Commonspace	
Chief Executive - Name/Title:		Brian Townsend/Executive Director	
Tel :	207-272-0429	E-mail:	briant@commonspacemaine.org
Headquarters Street Address:		PO Box 17705 (103 India St.)	
Headquarters City/State/Zip:		Portland/ME/04112	
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:			
Tel :		E-mail:	
Street Address:			
City/State/Zip:			

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.

Commonspace has operated the previous iterations of a Mental Health Peer Support Center in Cumberland County for several decades, in partnership with DHHS, OBH, and numerous community partners and peers. Our Peer Support and Recovery Center that was located at 66 State Street in Portland was among the original, contracted Social Clubs and Peer-Run Recovery Centers in Maine. Now located at 103 India Street in Portland, our Peer Support and Recovery Center continues to evolve with the community of peers with whom it is co-constructed, adapting to the emergent realities of the opioid epidemic, homelessness, hunger, and other challenges now faced by adults in our community who experience severe mental illness and co-occurring disorders.

There are several factors beyond experience with similar contracts that suggest our ability to perform the work activities associated with this proposed effort. These factors include our broader experience with engaging with and adapting to the unique realities of severe mental illness and co-occurring disorders as they manifest within the landscape of Greater Portland. In this target area, the population of adults who face challenges related to SMI or co-occurring disorders and trauma is not only large in number, but also overlaps to a significant degree with the dishearteningly high number of individuals experiencing homelessness, hunger, legal system involvement, and other major impediments to recovery and stability. The challenge of holding a Mental Health Peer Support Center in a manner that simultaneously welcomes all eligible peers, while maintaining that space as a safe, welcoming, peer-guided, and recovery-focused program, is a challenge that an agency must welcome and embrace in this landscape.

Commonspace has for a long time been living within and has evolved with this challenge and has a very clear and hard-earned plan of how to balance all of these obligations to our diverse population of peers in a way that is true to peer principles, supports all eligible peers, maintains authentic peer involvement in programming, and upholds our contract with integrity. We have been painstakingly working on the answer to the question "How can a peer support center provide a recovery-focused and intentional environment without resorting to tactics of exclusion and 'othering' which have left our most vulnerable peers marginalized for years?" As the agency in this area that has been asking that question and working on the answer, day after day, together with our peers for these last many, challenging years, we are best positioned to maximize the impact of this new programming for and with the peers with whom we will hold it.

Another factor is our position as a long-standing partner and leading stakeholder in multiple relevant collaborative community engagements and efforts. The work activities proscribed in this RFP include the ability to connect peers to needed community resources. Over the last several years, Commonspace has become a recognized leader in this community on collaborative community issues that impact our peers. This leadership includes our role on the executive committee of the Emergency Shelter Assessment Committee, our seat on the United Way of Southern Maine's Thrive2027 Goal 3 cabinet, and our position on the executive council of the Greater Portland Addiction Collaborative, to name a few.

This stakeholder engagement is conducted in the name of strengthening our awareness of and connection with the community's system of supports, while amplifying the voices

and influence of peers within community decision-making and priority-setting spaces. A net result of this high level of community involvement is Commonsense's ability to effectively create partnerships and agreements that support the diverse needs of the peers with whom we engage, and to thoughtfully navigate peers to appropriate and accessible resources beyond what our Center and other programs offer.

Finally, we can point to our long-standing and still-evolving status as a peer-led and peer-support defined agency in a state where few such models exist and operate. Commonsense is a peer support agency. The Executive Director and Associate Executive Director identify as peers. The agency's diverse array of programs are all defined by peer support. Our Rapid Rehousing program is the only such program in the state, to our knowledge, to have created CIPSS positions within the team. Our supported housing programs are run by individuals with their own lived experience of challenges such as SMI, co-occurring disorders, trauma, and homelessness. Our re-entry program is led by individuals with their own experience of legal system involvement. Our substance use-focused recovery centers are led by individuals in recovery. Our Emergency Food and Shelter programs are staffed by individuals who have been emergency shelter guests and recipients of food program resources. Commonsense is therefore in a strong position to not only run a Mental Health Peer Support Center with integrity and impact, but to hold a central role in continuing to evolve and strengthen the State of Maine's currently narrow understanding and development of peer support as an industry and model.

Signature of person authorized to enter into the contract with the Department:

Name (Print): Brian Townsend

Title: Executive Director

Authorized Signature:



Date: 12/2/2024

APPENDIX K

State of Maine
Department of Health and Human Services
Office of Behavioral Health
NOTICE OF INTENT TO BID
RFP# 202410184
Mental Health Peer Support Centers Services

Proposed Target Area	<input type="checkbox"/> 1 York and Cumberland, excluding Brunswick
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	<input type="checkbox"/> 4 Somerset, Kennebec, Penobscot, and Piscataquis
	<input type="checkbox"/> 5 Washington, Hancock, and Aroostook

Bidders must submit a separate Notice of Intent for each target area they intend to bid on.

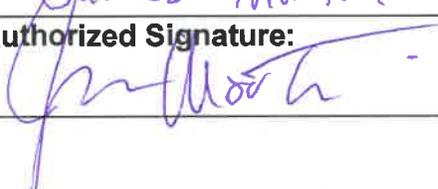
Bidder's Organization Name:		Community Concepts, Inc.	
Chief Executive - Name/Title:		Jim Martin, Chief Executive Officer	
Tel:	(207) 739-6553	E-mail:	jmartin@community-concepts.org
Headquarters Street Address:		240 Bates Street	
Headquarters City/State/Zip:		Lewiston, ME 04240	
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:		Jessica LeBlanc, Director of Behavioral Health	
Tel:	(207) 240-7701	E-mail:	jleblanc@community-concepts.org
Street Address:		240 Bates Street	
City/State/Zip:		Lewiston, ME 04240	

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.
<p>On October 1, 2024, Oxford County Mental Health Services (OCMHS) merged as a department of Community Concepts, Inc. (CCI). CCI is licensed by the State of Maine, Department of Health and Human Services, as a Mental Health and Substance Abuse agency. The department of OCMHS provides a full array of behavioral health services, including individual counseling, substance use treatment, dialectical-behavioral therapy (DBT) skills groups, behavioral health home (BHH) and community integration services (CIS), private non-medical institution (PNMI), overdose prevention through intensive outreach (OPTIONS), mobile crisis services and operates a five (5) bed crisis residential unit (CRU).</p> <p>The department of OCMHS has provided administrative, clinical, and fiscal support to the Beacon House Peer Recovery Center for the past seventeen (17) years. The Beacon House Peer Recovery</p>

APPENDIX K (CONT.)

Center has been in operation for over twenty-five (25) years, utilizing peer support to promote self-management, self-efficacy, education, and support vocational opportunities within the Greater Rumford Community. The Beacon House Peer Recovery Center is a peer-run, recovery-focused peer center that provides intentional peer support and community inclusion to adults experiencing challenges with serious mental illness (SMI), and Co-occurring substance use disorder (SUD). The Beacon House has experienced staff and upholds the core values and principles of the intentional peer-support (IPS) model.

Founded in 1965, CCI is a Community Action Agency and a 501c(3) non-profit organization providing resources and support services to help individuals and families meet immediate basic needs and increase their self-sufficiency. CCI's mission is to provide pathways to a healthy life for and with those most impacted by inequities in Western Maine through programs, partnerships, and advocacy. Primarily serving Maine's Androscoggin, Franklin, and Oxford Counties, CCI serves more than 13,000 people each year through programs focused on housing and energy, services for children and families, financial resources and coaching, behavioral and mental health services, and the work of the Maine Resiliency Center, supporting those impacted by the October 25th, 2023 tragedy in Lewiston.

Signature of person authorized to enter into the contract with the Department:	
Name (Print): James Martin	Title: CEO
Authorized Signature: 	Date: 11/27/24

State of Maine
Department of Health and Human Services
Office of Behavioral Health
NOTICE OF INTENT TO BID
RFP# 202410184
Mental Health Peer Support Centers Services

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	<input type="checkbox"/> 4 Somerset, Kennebec, Penobscot, and Piscataquis
	<input type="checkbox"/> 5 Washington, Hancock, and Aroostook

Bidders must submit a separate Notice of Intent for each target area they intend to bid on.

Bidder's Organization Name:		Sweetser	
Chief Executive - Name/Title:		Jayne Van Bramer, President & CEO	
Tel:	207-294-4651	E-mail:	jvanbramer@sweetser.org
Headquarters Street Address:		50 Moody Street	
Headquarters City/State/Zip:		Saco, Maine 04072	
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:		Alaina Knox, Director – Recovery Services	
Tel:	207-298-6843	E-mail:	aknox@sweetser.org
Street Address:		50 Moody Street	
City/State/Zip:		Saco, Maine 04072	

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.

Founded in 1828 as an orphanage, Sweetser has since evolved into a leading provider of behavioral health services for youth and adults across Maine, building on nearly two (2) centuries of experience and dedication to community well-being. Sweetser has built a robust infrastructure and extensive community partnerships that uniquely position it to support the development and sustainability of a Mental Health Peer Support Center. As a long-standing provider of mental health services for both youth and adults, Sweetser has continually adapted its services to meet the needs of Maine communities.

Through established and expanding partnerships with healthcare providers and community organizations, Sweetser has community connections that enhance its capacity to deliver resources

efficiently and effectively. This collaboration will enable Sweetser to operate a Mental Health Peer Center that is responsive to community needs and is driven by evidence-based practices. Additionally, Sweetser's experience in training and supervising peer support staff ensures that Mental Health Peer Center staff will receive ongoing professional development and supervision to maintain the highest level of peer support. All leadership working in Sweetser's Recovery Services Department have completed Intentional Peer Support training from the State of Maine. Sweetser encourages continuing education opportunities that will support ongoing professional growth and skill development.

Sweetser has successfully provided peer support services for over nineteen (19) years. In 2005, Sweetser responded to a state RFP to offer peer support for adults experiencing mental health or substance use challenges in hospital Emergency Departments, allowing them the option to meet with a trained Peer Support Specialist. This program continues to serve participants at Mercy Hospital, Central Maine Medical Center, St. Mary's Regional Medical Center and Eastern Maine Medical Center. This program has enhanced Sweetser's connection to peer support in those communities and assisted participants in accessing resources to support their continued growth and wellness.

Building on this foundation, Sweetser expanded its peer services in 2010 by responding to a state RFP to establish a statewide Peer Support Line (PSL), providing telephonic peer support to residents across Maine. Since then, Sweetser has operated the PSL, a toll-free line available 24/7, where adults aged eighteen (18) and older can connect with a Certified Intentional Peer Support Specialist for support when they are experiencing mental health challenges.

Starting in 2016, Sweetser successfully integrated Peer Support Specialists into various teams including Behavioral Health Homes, Certified Community Behavioral Health Clinics, and most recently the Child ACT team. Sweetser's integrated peer support teams collaborate with clinical staff and case management to assist participants in gaining access to community-based resources, ensuring that they are receiving the least restrictive treatment available. With five (5) Behavioral Health Homes and three (3) Certified Community Behavioral Health Clinics, the integrated support model brings together clinical, non-clinical, and peer support services, reinforcing a more comprehensive approach to mental health and substance use support.

Sweetser's Peer Training Network offers a range of training opportunities to individuals working in peer support roles throughout Maine. Collaborating closely with the Office of Behavioral Health, the Peer Training Network ensures that continuing education opportunities are readily accessible to all peer support specialists. Training sessions are coordinated, monitored, documented, and assessed by a Recovery Services staff member with lived experience, fostering an inclusive approach to learning. The Network's Advisory Committee, comprised of individuals with lived experience with mental health challenges and/or substance use, review attendee evaluations to identify areas for improvement that align training with the program's mission.

In summary, Sweetser is uniquely qualified to establish and operate a Mental Health Peer Support Center that aligns with peer support fidelity standards and the Certified Intentional Peer Support Specialist Code of Ethics. Leveraging strong community partnerships and strong internal peer support infrastructure, Sweetser is equipped to provide evidence-based, individualized support designed to meet the diverse needs of participants. Through the Peer Training Network and consistent supervision, staff receive ongoing support to deliver high-quality, culturally responsive care. Sweetser's resources, expertise, and dedication to peer-driven services will empower individuals to access meaningful and sustainable support.

Signature of person authorized to enter into the contract with the Department:	
Name (Print): Jayne Van Bramer	Title: President & CEO
Authorized Signature: 	Date: 12/2/24

State of Maine
Department of Health and Human Services
Office of Behavioral Health
NOTICE OF INTENT TO BID
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Mental Health Peer Support Centers Services

Proposed Target Area	<input type="checkbox"/> 1 York and Cumberland, excluding Brunswick
	<input type="checkbox"/> 2 Androscoggin, Franklin, and Oxford
	<input type="checkbox"/> 3 Waldo, Lincoln, Knox, and Sagadahoc, including Brunswick
	<input checked="" type="checkbox"/> 4 Somerset, Kennebec, Penobscot, and Piscataquis
	<input type="checkbox"/> 5 Washington, Hancock, and Aroostook

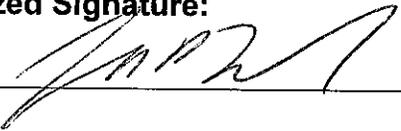
Bidders must submit a separate Notice of Intent for each target area they intend to bid on.

Bidder's Organization Name:		Motivational Services, Inc.	
Chief Executive - Name/Title:		John Zarrilli / Executive Director	
Tel:	207-626-3465	E-mail:	john.zarrilli@mocomaine.com
Headquarters Street Address:		71 Hospital Street	
Headquarters City/State/Zip:		Augusta, ME 04330	
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:		April Blanchard / Controller	
Tel:	207-626-3465	E-mail:	ablanchard@mocomaine.com
Street Address:		71 Hospital Street	
City/State/Zip:		Augusta, ME 04330	

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.

Motivational Services, Inc. (MoCo) has successfully operated LINC Center for over 40 years. The program started as the first social club in Maine. In 2013 LINC transitioned to a Peer Run Recovery center. The center is now a well-established COSP model with a warm and welcoming environment, safe, sober space that allows people from all recovery backgrounds to come together to socialize, attend a workshop/group, look for a job on-line and so much more. The Peer principle of shared experiences are based in reciprocity and mutuality, with relationships built on the foundations of equality and mutual acceptance. LINC offers a variety of groups and activities based on the IPS (Intentional Peer Support) principles.

APPENDIX K Continued

Signature of person authorized to enter into the contract with the Department:	
Name (Print): John Zarrilli	Title: Executive Director
Authorized Signature: 	Date: 11/21/2024

State of Maine
Department of Health and Human Services
Office of Behavioral Health
NOTICE OF INTENT TO BID
RFP# 202410184

Mental Health Peer Support Centers Services

Proposed Target Area	<input type="checkbox"/> 1 York and Cumberland, excluding Brunswick
	<input type="checkbox"/> 2 Androscoggin, Franklin, and Oxford
	<input type="checkbox"/> 3 Waldo, Lincoln, Knox, and Sagadahoc, including Brunswick
	<input checked="" type="checkbox"/> 4 Somerset, Kennebec, Penobscot, and Piscataquis
	<input type="checkbox"/> 5 Washington, Hancock, and Aroostook

Bidders must submit a separate Notice of Intent for each target area they intend to bid on.

Bidder's Organization Name:		Together Place Peer Run Recovery Center	
Chief Executive - Name/Title:		Amy Roeder	
Tel:	207-941-2907	E-mail:	amy.togetherplace@gmail.com
Headquarters Street Address:		2 Second Street	
Headquarters City/State/Zip:		Bangor, ME 04401	
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:		Jacqueline Wilks, Program Director	
Tel:	207-941-2935	E-mail:	jacquie.togetherplace@gmail.com
Street Address:		2 Second Street	
City/State/Zip:		Bangor, ME 04401	

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.

Together Place Peer Run Recovery Center (TP-PRRC) has a warm welcoming environment that is responsive to the needs and goals of all its members including but not limited to One-on-One Peer Support, Self-Help, and Recovery groups. TP-PRRC has included all their members in all aspects of their operation by showing respect, compassion, and acceptance, and working together to ensure all voices are heard and peers are included in the day-to-day operations and decision-making of the Center. Throughout the years we have shown that we can perform all the services outlined in the RFP. TP-PRRC consistently meets or exceeds all of the standards set forth in this and prior RFP's.

Signature of person authorized to enter into the contract with the Department:

Name (Print): <p style="text-align: center;">Amy Roeder</p>	Title: <p style="text-align: center;">Executive Director</p>
Authorized Signature: 	Date: <p style="text-align: center;">11/18/24</p>

APPENDIX K

State of Maine
Department of Health and Human Services
Office of Behavioral Health
NOTICE OF INTENT TO BID
RFP# 202410184
Mental Health Peer Support Centers Services

Proposed Target Area	<input type="checkbox"/> 1 York and Cumberland, excluding Brunswick
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	<input type="checkbox"/> 4 Somerset, Kennebec, Penobscot, and Piscataquis
	<input checked="" type="checkbox"/> 5 Washington, Hancock, and Aroostook

Bidders must submit a separate Notice of Intent for each target area they intend to bid on.

Bidder's Organization Name:		Aroostook Mental Health Services, Inc.	
Chief Executive - Name/Title:		Ellen Bemis, CEO	
Tel:	207-554-2352	E-mail:	ebemis@amhc.org
Headquarters Street Address:		180 Academy Street, Suite 3	
Headquarters City/State/Zip:		Presque Isle, ME 04769	
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:		Debra Jacques	
Tel:	207-554-2352	E-mail:	djacques@amhc.org
Street Address:		180 Academy Street, Suite 3	
City/State/Zip:		Presque Isle, ME 04769	

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.
<p>Intent to Bid for Madawaska Mental Health Peer Support Center, Madawaska, Maine.</p> <p>Aroostook Mental Health Services, Inc. (AMHC) has been a continuous provider of behavioral health (BH) and related services to adults, children, and families in rural Maine since 1964 and has more than 30 years' experience providing peer recovery center services. The agency's first peer recovery center was originally called The Drop-In Center. It was created in 1985 by the Valley Alliance for the Mentally Ill in Madawaska. In 1994, at the organization's request, AMHC assumed management of The Drop-In Center and renamed Valley Social Club; in 2016 it was renamed Valley Peer Center.</p> <p>In 2000, AMHC opened Harvest Inn Social Club in Caribou. The club's original site was not centrally located and to increase accessibility, in 2014 it was relocated to the same building as AMHC's Caribou Outpatient Office in downtown Caribou. Currently, this building houses the full gamut of</p>

outpatient services which has further enhanced access to the peer center. In 2016, the center was renamed Harvest Inn Peer Center.

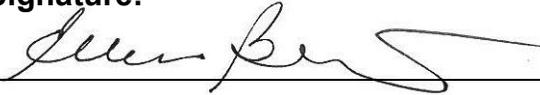
As demonstrated above, due to its long history of offering an array of behavioral health services, including mental health peer centers, AMHC is uniquely qualified to continue to offer Mental Health Support Center services in Area 5. This proposal allows for the two current peer center locations to be maintained in Aroostook County.

Signature of person authorized to enter into the contract with the Department:

Name (Print): Ellen J. Bemis, CPA

Title: CEO

Authorized Signature:



Date: November 25, 2024

APPENDIX K

State of Maine
Department of Health and Human Services
Office of Behavioral Health
NOTICE OF INTENT TO BID
RFP# 202410184
Mental Health Peer Support Centers Services

Proposed Target Area	<input type="checkbox"/> 1 York and Cumberland, excluding Brunswick
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	<input type="checkbox"/> 4 Somerset, Kennebec, Penobscot, and Piscataquis
	<input checked="" type="checkbox"/> 5 Washington, Hancock, and Aroostook

Bidders must submit a separate Notice of Intent for each target area they intend to bid on.

Bidder's Organization Name:		Aroostook Mental Health Services, Inc.	
Chief Executive - Name/Title:		Ellen Bemis, CEO	
Tel:	207-554-2352	E-mail:	ebemis@amhc.org
Headquarters Street Address:		180 Academy Street, Suite 3	
Headquarters City/State/Zip:		Presque Isle, ME 04769	
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:		Debra Jacques	
Tel:	207-554-2352	E-mail:	djacques@amhc.org
Street Address:		180 Academy Street, Suite 3	
City/State/Zip:		Presque Isle, ME 04769	

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.
<p>Intent to Bid for Caribou Mental Health Peer Support Center, Caribou, Maine.</p> <p>Aroostook Mental Health Services, Inc. (AMHC) has been a continuous provider of behavioral health (BH) and related services to adults, children, and families in rural Maine since 1964 and has more than 30 years' experience providing peer recovery center services. The agency's first peer recovery center was originally called The Drop-In Center. It was created in 1985 by the Valley Alliance for the Mentally Ill in Madawaska. In 1994, at the organization's request, AMHC assumed management of The Drop-In Center and renamed Valley Social Club; in 2016 it was renamed Valley Peer Center.</p> <p>In 2000, AMHC opened Harvest Inn Social Club in Caribou. The club's original site was not centrally located and to increase accessibility, in 2014 it was relocated to the same building as AMHC's Caribou Outpatient Office in downtown Caribou. Currently, this building houses the full gamut of</p>

outpatient services which has further enhanced access to the peer center. In 2016, the center was renamed Harvest Inn Peer Center.

As demonstrated above, due to its long history of offering an array of behavioral health services, including mental health peer centers, AMHC is uniquely qualified to continue to offer Mental Health Support Center services in Area 5. This proposal allows for the two current peer center locations to be maintained in Aroostook County.

Signature of person authorized to enter into the contract with the Department:

Name (Print): Ellen J. Bemis, CPA

Title: CEO

Authorized Signature:



Date: November 25, 2024

APPENDIX K

State of Maine
Department of Health and Human Services
Office of Behavioral Health
NOTICE OF INTENT TO BID
RFP# 202410184
Mental Health Peer Support Centers Services

Proposed Target Area	<input type="checkbox"/> 1 York and Cumberland, excluding Brunswick
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	<input type="checkbox"/> 4 Somerset, Kennebec, Penobscot, and Piscataquis
	<input checked="" type="checkbox"/> 5 Washington, Hancock, and Aroostook

Bidders must submit a separate Notice of Intent for each target area they intend to bid on.

Bidder's Organization Name:		Healthy Acadia	
Chief Executive - Name/Title:		Elspeth Flemings	
Tel:	(207) 667 - 7171	E-mail:	elsie@healthyacadia.org
Headquarters Street Address:		77 Beechland	
Headquarters City/State/Zip:		Ellsworth ME 04605	
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:		Paige Johnston, Community Health and Supports Director	
Tel:	(207) 412 - 2288	E-mail:	paige@healthyacadia.org
Street Address:		24 Church Street	
City/State/Zip:		Ellsworth ME 04605	

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.
<p>Healthy Acadia is a 501(c)(3) nonprofit organization, dedicated to our mission to empower people and organizations as we build healthy communities together. We are a community health organization, working since 2001 with hundreds of partners and thousands of individuals to address a wide range of public health needs. We build partnerships, coordinate programs, provide education, and improve policies and environments to create lasting positive changes to the health of our communities. Our current focus areas are: Substance Prevention and Recovery, Strong Beginnings,</p>

Healthy Aging, Active and Healthy Environments, Healthy Food for All, Health Promotion and Management, Basic Needs, and Health Equity. We serve Washington and Hancock counties, and we provide additional community health support and leadership across Maine.

Our programs are available to everyone, while focusing on our most vulnerable, underserved, and at-risk community members. Our approach is collaborative, creative, and community-based. We have a strong track record of success in engaging community members and partners to identify and take action on community health challenges in order to improve the health of individuals and families across the region.

Healthy Acadia has over twenty years experience with managing grants and personnel, convening diverse partnerships, implementing programming, tracking progress, reporting on deliverables, conducting evaluation processes, and working within budgets.

Healthy Acadia intends to bid for the RFP# 202410184 Mental Health Support Centers Services to support our INSPIRE Community Center, based in Ellsworth, Maine, and serving populations throughout Hancock County and beyond. Since 2021, the INSPIRE Center has served hundreds of community members facing mental health and recovery supports needs, and helping community members meet their health, recovery, and life goals. The work at Healthy Acadia's INSPIRE Center currently includes resource navigation, partner collaboration to meet participants' needs, community programming, support groups, community events, and broad supportive services.

Four staff members are registered to attend Peer 101, the required CIPSS pre-training curriculum. Most staff have completed the Recovery Coach Academy, which complements the CIPSS approach. Due to the high level of mental health needs presenting at the INSPIRE Center, we have determined that the best approach to meeting the needs of our community requires increased engagement in the CIPSS model. If funded, we would be able to increase the availability of Structured Group Support Services available to our consumers. Though INSPIRE has thus far been funded as a recovery center, we increasingly serve individuals with co-occurring mental health needs, as well as primarily or exclusively mental health needs. By expanding the INSPIRE Center to include Mental Health Support Center Services, we will be able to better meet the broad range of needs and goals of community members, and be able to more effectively build healthy communities for all in our region.

Signature of person authorized to enter into the contract with the Department:

Name (Print): Elspeth Flemings

Title: Executive Director

Authorized Signature:



Date: 11/27/24



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202410184
RFP TITLE: Mental Health Peer Support Centers

I, Stephanie Farquhar, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

DocuSigned by:
Stephanie Farquhar
5092DD8122C14C5
Signature

Jan-06-2025
Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202410184
RFP TITLE: Mental Health Peer Support Centers**

I, Michael Freysinger, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signed by:

Michael Freysinger

E442AEB303C7470...

Signature

Jan-06-2025

Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202410184
RFP TITLE: Mental Health Peer Support Centers

I, Anna Ko, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signed by:


533CF4ABF8C2423
Signature

Jan-06-2025

Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202410184
RFP TITLE: Mental Health Peer Support Centers

I, Alice Preble, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signed by:
Alice.Preble@maine.gov
300E447E66EE463...
Signature

Jan-06-2025
Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202410184
RFP TITLE: Mental Health Peer Support Centers**

I, Kelly Staples, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signed by:
Kelly Staples
21346B19B47442C...
Signature

Jan-06-2025
Date