

**COMPONENT: EXPERIENCE AND EXPERTISE OF THE FIRM AND KEY PERSONNEL**

**OFFEROR'S NAME:**

**Crisis Response Network, Inc.**

Proposals are evaluated based on the Offeror's distinctive approach, method, and strategy for providing specialized services and requirements detailed in the Contract. The Offeror shall include Arizona experience, if applicable, in any response which requests the Offeror's experience, as well as any other responses where experience is presented.

EXPERIENCE AND EXPERTISE OF THE FIRM AND KEY PERSONNEL	TOTAL RANKING
Substantiate the Offeror's experience and expertise to provide the services detailed in the Scope of Work. The Offeror's response should include experience working with diverse populations and understanding their unique needs. [5 page limit]	1

**RATIONALE:**

Major Observations:

- The Offeror is the current SMI Eligibility Determination Contractor and comprehensively detailed its experience successfully implementing the program operating in Arizona since 2013.
- The Offeror stated their SMI Eligibility program is fully staffed, with low staff turn-over. Many staff have been employed since the inception of the program (2013). All staff members are located in Arizona, some are bilingual and all have extensive industry-specific experience with Arizona's behavioral health system.
- Clinical staff who render SMI decisions are all Psychologists and exceed minimum credential requirements cited in contract.
- The Offeror's Chief Medical Officer (CMO) has led the team since the inception of the program (2013), and has extensive experience with SMI Eligibility Determinations and various populations. The Offeror's CMO has existing relationships with AHCCCS Managed Care Organization (MCO) CMOs and behavioral health provider clinical staff. The lead Psychologist has been with the program since inception and has 10+ years' experience with evaluating individuals for SMI services.
- The Offeror's Grievance and Appeals team has extensive behavioral health experience and demonstrated program success. The majority of the team has been with the program since 2015 and the Grievance System Administrator has extensive industry-specific experience and specializes in Arizona's Court Ordered Treatment and SMI Eligibility Determination processes.
- The Offeror demonstrated a strong commitment to working with Arizona's diverse populations and addressing their unique needs.
- The Offeror has preexisting relationships with several Tribes in Arizona who participate in the SMI Eligibility program. The Offeror's Tribal Liaison has extensive Arizona behavioral health experience (11 years) and has worked with the Offeror since 2015.

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**OFFEROR'S NAME:** FasPsych, LLC

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EXPERIENCE AND EXPERTISE OF THE FIRM AND KEY PERSONNEL	TOTAL RANKING
Substantiate the Offeror's experience and expertise to provide the services detailed in the Scope of Work. The Offeror's response should include experience working with diverse populations and understanding their unique needs. [5 page limit]	<b>2</b>

<b>RATIONALE:</b>
<p><u>Major Observations:</u></p> <ul style="list-style-type: none"> <li>• The Offeror detailed extensive experience working in the behavioral health (BH) sector in 17 different States, including experience working with the BH system in Arizona; however, the Offeror did not detail direct SMI Eligibility Determination experience since 2008.</li> <li>• The Offeror appropriately identified all key staff, which meet contractual personnel requirements and are based in Arizona.</li> <li>• Behavioral health experience is well demonstrated by the Contractor with specific experience working with SMI populations. Additionally, the Offeror cited experience working with diverse populations and demonstrated an understanding of their unique needs.</li> <li>• The Offeror's CMO has 15 years' experience in Arizona in various settings and with various populations, including SMI Eligibility experience.</li> <li>• The Offeror's Chief Executive Officer (CEO) has RBHA experience and direct involvement in the SMI Eligibility Determination process in Arizona, prior to 2008.</li> <li>• The Offeror detailed experience working with Tribes and rural communities in Arizona and hospitals and BH crisis systems in other States.</li> <li>• The Offeror did not adequately detail the experience or qualifications of Qualified Clinicians utilized to render SMI Eligibility Determinations.</li> </ul>

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**OFFEROR'S NAME:** Maximus Health Services, Inc.

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EXPERIENCE AND EXPERTISE OF THE FIRM AND KEY PERSONNEL	TOTAL RANKING
Substantiate the Offeror's experience and expertise to provide the services detailed in the Scope of Work. The Offeror's response should include experience working with diverse populations and understanding their unique needs. [5 page limit]	<b>3</b>

RATIONALE:
<p><u>Major Observations:</u></p> <ul style="list-style-type: none"> <li>• The Offeror thoroughly detailed its national and international experience and is currently contracted to render SMI Eligibility Determinations in 11 States. This experience does not include Arizona.</li> <li>• The Offeror's staffing plan includes utilizing separate staff for program development and program implementation. Program development staff are highly qualified and have extensive experience; however, the Offeror does not adequately detail how the implementation team will function, how long they will be involved in the program, and where those staff will be located.</li> <li>• The majority of contractually required key staff positions are not named in the Offeror's response. Only two positions identify Arizona based staff members. The Offeror did not sufficiently detail organization structure, nor detail support staff structure outside of contractually required positions and shared corporate resources.</li> <li>• The Offeror provided a detailed recruitment plan and proposed to use an Arizona based recruiting firm to identify qualified staff.</li> <li>• The Offeror stated its commitment to ensuring highly trained and culturally competent staff; however, the Offeror's response was general and lacked expected detail.</li> <li>• The Offeror stated its experience rendering SMI Eligibility Determinations in all environments including in urban and rural settings, and with Tribal nations; however, specific details were not included.</li> <li>• The Offeror did not adequately detail the experience or specific qualifications of Qualified Clinicians utilized to render SMI Eligibility Determinations.</li> </ul>

**COMPONENT: EXPERIENCE AND EXPERTISE OF THE FIRM AND KEY PERSONNEL**

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- The Offeror generally discussed its experience working with diverse populations and understanding their unique needs.