Request for Information
Department of Mental Health on
Program for Assertive Community Treatment (PACT) Services
2028-DMH-3031-01

The Department of Mental Health (DMH) is seeking to reprocure Programs for Assertive Community Treatment and Forensic Programs for Assertive Community Treatment - hereafter jointly referred to as "PACT". In preparation, DMH is seeking stakeholder input to support DMH's procurement planning activities by providing stakeholders opportunities to offer feedback and respond to topics of interest to DMH and specific to PACT. Stakeholders will have an opportunity to participate in (1) online feedback forums ("listening sessions"), and to (2) submit written feedback to DMH.

For additional details, see Intent to Post on COMMBUYS dated October 20, 2026:

PACT 2028-DMH-3031-01	BD-27-1022-DMH08-8220A-134612

I. PACT LISTENING SESSIONS

DMH will host three listening sessions via Microsoft Teams to solicit feedback in several key areas from (1) current PACT Providers; (2) persons receiving or having received PACT services; (3) family members and guardians of persons receiving or having received PACT services. Each forum will last approximately sixty (60) minutes. Listening session materials will be made available via COMMBUYS. DMH will not be responding to questions related to the re-procurement of PACT services during listening sessions. All listening session participants must register using the provided registration links below. Accommodation and/or interpretation requests must be made at the time of registration. DMH at its discretion may make additional listening sessions available in the future. Topics include, but may not be limited to:

A. PACT PROVIDER LISTENING SESSIONS

1. **Outcome Measurement and Data Collection:** PACT is designed as an all-encompassing service, spanning domains such as employment, housing, health and wellness, socialization, medication management, and care coordination. DMH currently collects quarterly data on numerous process and outcome components and is considering transition from program-level reporting to person-level reporting.

    - DMH is considering multiple tools to improve PACT data collection. What method or tool would best facilitate data collection and submission for persons enrolled in PACT services?
    - If your agency operates an Electronic Health Record (EMR), how would changes to the EMR be managed to provide additional reporting to DMH?

- How should DMH incorporate client satisfaction into PACT outcomes?
- What are the key outcomes measures indicating success for persons enrolled in PACT services?
- Following receipt of PACT data, DMH intends to develop reports or dashboards for analysis and quality improvement. What kind of format, analysis, or frequency of distribution by DMH would support PACT providers' ability to meet contractual expectations and improve the quality of services? Would accessing reports through a provider portal be helpful?
- DMH is considering collection of data on PACT's ability to meet persons' basic, daily needs (e.g. Social Drivers of Health/SDOH). Does your agency use a SDOH tool? If yes, what tool does your agency use? How could the data be integrated into PACT's initial and ongoing assessment process? Should DMH stipulate a standardized tool? What frequency of collection makes sense?

2. **Certification:** On November 1, 2025, MassHealth issued a regulation establishing requirements governing how non-forensic PACT programs may participate in MassHealth. On November 10, 2025, DMH issued guidance establishing criteria and a process for PACT programs to be certified by DMH as providers of such. DMH certification must be fulfilled for PACT providers to participate in MassHealth.

    - DMH is interested in recommendations to enhance alignment between DMH and MassHealth requirements, particularly affecting providers' ability to meet contractual expectations.

3. **Service Model:** PACT is an evidence-based model which serves persons meeting specific diagnostic criteria:

    a. Persons diagnosed with a serious and persistent mental illness including and especially schizophrenia, schizoaffective disorder, and bipolar disorder.

    b. Persons experiencing significant functional difficulties, such as an inability to perform the range of practical, daily living tasks necessary to meet nutritional needs, obtain medical care, avoid hazards, etc.

    c. Persons evidencing high service need, such as: high use of acute psychiatric care; co-occurring substance use disorder; inability to meet basic survival needs; or high risk of criminal justice involvement*.

*Required for enrollment in forensic PACT.

- DMH is interested in subpopulations served by PACT (e.g. young adults, older adults, non-English speakers, homeless, etc.) and potential adaptations or model enhancements necessary to better meet their needs.

4. **Listening Session Registration.** The PACT Provider Listening Session will be held at the following time:

PROVIDER REGISTRATION INFORMATION	DATE	TIME
https://www.surveymonkey.com/r/5LQZTRX	Wednesday October 28, 2026	11:30 AM to 12:30 PM EST

B. PACT FAMILY MEMBERS AND GUARDIANS LISTENING SESSION:

1. **Communication**
   - DMH is interested in how families see their role in relation to the care provided by the PACT Team, including involvement in the development of the Community Service Plan (CSP) which guides the goals and interventions for the person receiving PACT Services.
   - How frequently or under what circumstances should families communicate with PACT Teams? How frequently or under what circumstances should PACT Teams community with families?

2. **PACT Model:** PACT is designed to provide a comprehensive package of services, including services addressing employment, substance use, housing, medication management, peer support, and physical health.

   - DMH is interested in whether there are unmet needs for persons receiving PACT from the perspective of families, and if so, what they are and how they might be addressed.
   - DMH is seeking to refine data collection for PACT services. What are key measures or indicators of success for persons enrolled in PACT from the perspective of families? How could you tell if a person was ready to be discharged from PACT?

3. **Listening Session Registration.** The PACT Family Listening Session will be held at the following time:

FAMILY/GUARDIAN REGISTRATION INFORMATION*	DATE	TIME
https://www.surveymonkey.com/r/M9DTR8N	November 2, 2026	6:30 PM-7:30 PM

*Guardians of PACT participants who choose to participate in a DMH listening must provide consent via the above Family/Guardian registration form.

C. **ACT CLIENTS OR FORMER CLIENTS LISTENING SESSION:** Topics and sample questions include, but may not be limited to:

1. **Satisfaction**
    - What are the qualities that make a good service?
    - What are some of the ways in which PACT has helped realize your goals?

2. **PACT Services**
    - Do you feel like PACT will be able to help you reach all of your goals? If not, are there other services PACT could offer to help with this?
    - What have been the most helpful things PACT has helpful you with?

3. **Communication**
    - What is the right amount of contact from PACT?
    - What is the best way for PACT to contact you?
    - Have you ever had difficulty reaching PACT when you needed them?

4. **Listening Session Registration.** The PACT Client Listening Session will be held at the following time:

PACT CLIENT REGISTRATION INFORMATION	DATE	TIME
www.surveymonkey.com/share/043bad03-a7c5-4e26-a1ae-9e6bfcb1b68b	November 3, 2026	11:00 AM to 12:00 PM

II. **REQUEST FOR INFORMATION (RFI):**

Interested parties have the opportunity to submit written feedback on issues relevant to PACT not addressed in the online listening session or otherwise in need of elaboration. Written feedback is limited to three (3) pages per organization or three (3) pages per individual if the individual is not representing an organization. All feedback must be submitted using 12-point font and double-spaced. Written feedback may be submitted via COMMBUYS under BD-27-1022-DMH08-8220A-134617 COMMBUYS link to provide or by email to Michael.Stepansky@mass.gov. Feedback must be received by **Tuesday November 3, 2026 @ 3pm.**