

**REVISED**

**RFP #A9015**

**Crisis Support Services - Crisis Homes, Recovery House and Crisis Stabilization Program - Adult Mental Health System**

**I. Introduction and Background**

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal and to inform them of basic requirements that the County uses as part of its standard contract process. *Your proposal should include the completed City-County Consolidated Application or County Short Form Application and information requested in Section III below.*

Standard contract requirements concerning Affirmative Action, the Americans with Disabilities Act, the County's Living Wage ordinance, contract termination and modification, etc. are included in the County's boilerplate contract. This contract is subject to change. For further information you can view a copy of the contract on our website at:

<http://www.danecountyhumanservices.org/becomeprovider.htm>

Contracts with the Department of Human Services limit administrative costs/expenses to a 15% ceiling.

**II. Scope of the Project:**

A. Project Description:

The service includes an array of services and supervised living arrangements referred to as crisis stabilization services that are for mental health consumers who are at risk of or continuation of psychiatric inpatient treatment. It also includes clinical supervision for MA Crisis Billing.

SPC 501, Crisis Intervention

The provision of services to individuals in the general public who are experiencing emergencies which require an immediate response by the human service system (including those activities necessary to prepare for responding to conditions which are an immediate threat to a person's life or well-being) for the purpose of removing or ameliorating these conditions and linking the individual with appropriate human services. Services to individuals include but are not limited to counseling/psychotherapy, supervision, general physical health, transportation, and referral. Includes supportive residential placements, designated certified/licensed supportive community homes, 24/7 supervision, 24 hour phone hot line, crisis response teams and extra staffing to provide additional services related to inpatient diversion.

SPC 702, Agency Systems Management

The performance of management functions which are directed at the creation and operation of an effective, efficient, accountable, and accessible service delivery system. Includes services whose main purpose is administrative such as monitoring all crisis stabilization services and associated MA billing; providing clinical supervision as required under HFS 34; employing a consumer workforce to provide outreach services and recruiting specialized service providers to meet specific consumer needs. The

services also include providing and overseeing an array of residential options primarily throughout the county.

B. Objectives:

Performance indicators include the number of people who receive crisis stabilization services in lieu of hospitalization; the amount of Medical Assistance funding generated through the billing of Medical Assistance for this service; and the estimated dollar savings compared to psychiatric hospitalization. In order to be eligible for this service, the consumer will be at least 18 years of age, a resident of Dane County and in need of a crisis stabilization intervention due to the risk of or continuation of psychiatric inpatient treatment.

C. Needs/Expectations:

Crisis stabilization services are provided as needed throughout the adult mental health system. These services are provided within both independent and supervised living arrangements at all levels. The services may be provided by the emergency/crisis program or by other programs/agencies primarily within Dane County. Clinical supervision is provided as needed per HFS 34 in order to access MA crisis revenue. There is no set capacity or waiting list except for consumers who are in psychiatric inpatient settings awaiting an aftercare placement. Court ordered consumers are prioritized for services. Proposals should emphasize recovery oriented approaches, including methods of peer support services.

D. Current Operations:

The current provider is the Crisis Stabilization Program through the Emergency Services Unit at the Mental Health Center of Dane County, Inc. The Crisis Stabilization Program includes the Recovery House, crisis homes, the outreach workers and the clinical supervision of these programs as well as of other programs providing services funded by MA crisis revenue. The Recovery House provides a residential placement and supportive services to consumers who are usually transitioning from an inpatient setting. The average length of stay is about two weeks. The Recovery House serves about 114 people at an annual cost of \$187,948. The crisis homes provide residential placements and support services to consumers, that vary from a few days to several months. These placements are designed for consumers who are transitioning from inpatient settings or are in jeopardy of returning to an inpatient setting. The Crisis Stabilization Program negotiates cost of care and monitors the placements with the crisis home providers. The crisis homes serve as many people as possible at an annual cost of \$667,765. The Crisis Stabilization Program includes outreach workers as well as clinical supervision of the outreach workers, the Recovery House staff, the crisis homes and as needed, other purchase of service agencies providing crisis stabilization services funded by MA crisis revenue. The Crisis Stabilization Program operates at an annual cost of \$494,343, serving as many people as possible.

E. Maximum funding available for this project is \$1,350,056. This amount may be revised based on contract negotiations. One or more programs could be awarded funds from this RFP.

The County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the County may negotiate a contract with the next highest scoring proposer.

### III. Request for Information in addition to the Application form (required):

- A. New applicants to a program are required to submit 3 references. References should be specific to the service offered. References should be from agencies you have done business with or those with whom you have collaborated.
- B. Collaborative Relationships: Describe any significant collaboration with other agencies/institutions that routinely contribute to your program's success. Include agencies that formally refer clients, provide complementary services or with which you have contractual agreements or share resources.
- C. Quality Assurance and Improvement: What mechanisms or processes are you using to assure the achievement of the outcomes you have identified under "Program Activities"?
- D. Maximizing Service Availability: The demand for this service is extremely high and the individuals who need services often have very challenging behaviors. Please describe program-specific ideas/innovations/efficiencies you will implement to maintain a high quality of service, to meet very complicated needs, while providing service access to new referrals. Describe the minimum number of consumers to be served, the minimum number of crisis homes/beds that will be provided and the minimum number of service hours provided. Describe the anticipated length of stay within all of the homes.
- E. Additional Information: There are specific technical requirements and expectations that an entity would need to know in order to respond appropriately to this RFP. Prior to any consumer placement, a crisis home must be certified or licensed by the State of Wisconsin as an Adult Family Home (either a 2 or a 4 bed home) or as a Community Based Residential Facility. Throughout the placement, providers must meet the requirements of HFS 34, Emergency Services and Wisconsin Medicaid billing standards.
- F. Additional Pages: Up to 10 pages of additional narrative are permitted.

### IV. Evaluation Criteria. Scoring from the consolidated application is as follows:

<b>Program Activities</b> (Consolidated Application, Program Description, p. 3, E. or County Short Form Application, p. 2)	40%
<b>Quality assurance and quality improvement practices</b> (RFP Section III. C.)	20%
<b>Experience and qualifications</b> (Consolidated Application, Org'l Profile, p.1 or County Short Form Application, p. 4)	20%
<b>Program budget</b> (Consolidated Application or County Short Form Application, Appendix A.)	10%
<b>Additional Information</b> (RFP Section III. E.)	10%

**V. Contact Information:** Please register your interest in this proposal with the contact person below. This will facilitate any additional information sharing with all interested parties. For clarifications or questions concerning this application, this is your contact.

**Contact:** Mary Grabot  
**Phone:** 608-242-6484  
**E-Mail:** grabot@co.dane.wi.us

**VI. Timeline**

Consolidated Application Workshop and date of issue of the application:

May 1, 2008  
2:00 PM to 3:15 PM  
Warner Park Community Center  
1625 Northport Drive

May 2, 2008  
9:00 AM to 10:15 AM  
Madison Senior Center  
330 W. Mifflin Street

Application due from vendors: June 6, 2008, 12 noon  
Notification of intent to award (est.): July 30, 2008

**Your completed proposal should include the following:**

- 1) A completed County Short Form application**
- 2) Additional information requested in Section III above.**

**Submit your completed proposal to:**  
**Dane County Human Services**  
**Attn: RFP # A9015**  
**1202 Northport Drive**  
**Madison, Wisconsin 53704**

**Proposals are due no later than June 6, 2008, 12 noon.**