

REVISED

RFP #A9016

Day Services in the 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:

Day services are a necessary component of a comprehensive community support system, that provides programming for individuals needing treatment, as well as encouraging members to become active participants in their services. The purpose of this contract is to provide a day program for people who have a serious and persistent mental illness, particularly if they are not receiving other core mental health services. Psychotropic medications may be provided on site for many of the consumers. Psychosocial rehabilitation services may be provided through group and individual activities. A primary emphasis of the programming may relate to providing supported employment opportunities for its members in real work sites. Case management services may also be a component provided to the members. Affordable meals may be another component of day service.

The intent is for members to receive assistance to better integrate into community services, which include but are not limited to the following: living arrangements, prevocational and vocational services, counseling, social services, nutrition through daily meals, clothing, shelter during daytime hours and in-house as well as community social and recreational activities.

SPC 601, Outreach

The provision of services that are designed to result in the locating of persons likely to have a problem that can potentially be alleviated by the delivery of human services. Services may include, but are not limited to: activities that better enable persons to locate human service resources that are appropriate to their needs such as the establishment of referral networks and the development and distribution of human

services resource directories and initial intervention efforts directed at motivating persons to obtain needed services.

SPC 604, Case Management

The provision of services by providers whose responsibility is to enable consumers and when appropriate their families to gain access to and receive a full range of appropriate services and informal community supports as needed, in a planned, coordinated, efficient, and effective manner. Services may include, but are not limited to: assessment/diagnosis; case planning, monitoring and review; advocacy; and referral.

SPC 615, Supported Employment

The provision of services for individuals who, because of their disability, need ongoing and/or intensive support services to find and perform work. Supported employment is limited to individuals with serious and persistent mental illness, for whom competitive employment has not traditionally occurred or individuals for whom competitive employment has been interrupted or intermittent as the result of the disability. It includes transitional employment and competitive work in an integrated work setting for persons with mental illness. Integrated work setting is defined as no more than eight people with a disability in one work area.

SPC 704, Day Treatment/Medical

A day treatment program (DTP) is a nonresidential program in a medically supervised setting that provides case management, counseling, medical care and therapies on a routine basis for a scheduled portion of a 24 hour day and a scheduled number of days per week. Services include individual, family and group counseling but not aftercare services as defined under s. HSS 61.51(1).

B. Objectives:

The goal of day service is to focus on individual needs of consumers to reduce their psychiatric symptoms in order for them to be able to lead more independent, healthy, successful and fulfilling lives in the community. A holistic approach should be utilized which is flexible in responding to individuals. The Provider should strive to provide a safe and comfortable setting for persons who have a serious and persistent mental illness and to encourage consumer participation in the direction of programming. The Provider should strive to promote models of peer supports.

Performance indicators may include consumer satisfaction surveys, system measurements including the reduction of inpatient and jail recidivism, paid work data, assurance that the most in need are prioritized for services, and through individual program assessments and outcomes as administered by the Provider.

Working together as a system of care will continue to be a high priority along with the promotion of cultural competency, recovery and consumer centered services with an emphasis on consumer involvement throughout the service delivery system.

Providers are encouraged to focus on models of peer support within their programming.

C. Needs/Expectations:

The target population is Adult Dane County residents who have a serious and persistent mental illness and who are needing social services and a safe, comfortable place to go

during daytime hours. The consumer will generally not be well connected with other human services and will have had at least one psychiatric hospitalization. Exceptions are as follows: Primary diagnosis of alcohol/drug abuse, personality disorders and persons with dementia.

D. Current Operations:

Day services may be quite varied. Though services are usually facility based, there may be some that are done within the community. Services may focus on outreach, vocational, therapeutic, supportive, recreational or case management functions.

Current providers include Yahara House of the Mental Health Center of Dane County, Inc. and Off The Square Club of Lutheran Social Services. Yahara House provides day services to 177 consumers at a cost of \$743,069, case management to 175 consumers at a cost of \$126,313 and supported employment services to 70 people at a cost of \$59,025. Off the Square Club provides outreach services to 157 people at an annual cost of \$29,490

E. Maximum funding available for this project is \$957,897. This amount may be revised based on contract negotiations.

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: 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.
- E. Additional Information: One or more projects could be awarded funds from this RFP. RFP responses should include the following: a description of any outside non-insurance revenues your agency would bring to the program to supplement county funding; description of medicaid and other insurance revenues that your program would be able to earn, and include an estimate of that revenue; number of people expected to be served and the expected number of units to be generated within this program.

F. Proposals should emphasize recovery oriented approaches, including methods of peer support services.

G. Additional Pages: Up to 5 pages of additional narrative are permitted.

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

Program Activities (Consolidated Application, Program Description, p. 3, E. or County Short Form Application, p. 2)	40%
Quality assurance and quality improvement practices (RFP Section III. C.)	20%
Experience and qualifications (Consolidated Application, Organizational Profile, p. 1 or County Short Form Application, p. 4)	20%
Program budget (Consolidated Application or County Short Form Application, Appendix A.)	10%
Additional Information (RFP Section III.)	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 #A9016
1202 Northport Drive
Madison, Wisconsin 53704

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