

## RFP #A1006

### Comprehensive Community Support Program (CSP) to persons with serious and persistent mental illness in Dane County

#### 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:

Definition of SPC 509, Community Support Program: The provision of a network of coordinated care and treatment services to adults with serious and persistent mental illness and chronic alcoholic clients in a natural or supportive service setting by an identified provider and staff to ensure ongoing therapeutic involvement and individualized treatment in the community for the purpose of reducing the disabling effects of their mental illness or alcoholism and assisting clients to access and participate in the community. The service of case planning, monitoring and review as well as the activities involved in case management/service coordination are a required part of this program for every client. Services which must be available although not necessarily provided to each client are: assessment/diagnosis, eligibility determination, advocacy, education/training, counseling/psychotherapy, person locating, medical support, referral and transportation. Includes identifying persons in need of services, assisting with and training clients in all aspects of community functioning, crisis consultation, assistance with learning and performing daily living tasks, supervision of community work or educationally related activities, assistance with obtaining health care, assistance with acquiring and maintaining adequate housing, social/recreational activities, and coordinating services delivered by both CSP and other human service programs such as the Division of Vocational Rehabilitation, General Relief and Supplemental Security Income. Includes only activities delivered by designated CSP providers to persons with serious and persistent mental illness and chronic alcoholic persons and excludes these activities when delivered by other agency providers.

##### B. Objectives:

While the primary emphasis is to meet the mental health needs of consumers in this program, there are a variety of special needs that must be addressed including substance abuse services; primary health and physical care including infirmities of aging; developmental disabilities; hearing impairments; trauma based needs; basic needs such as food, clothing, and shelter; and other special needs as represented by

the people in the program. All of these services will either be provided directly within the program through a case management and team approach and/or will be coordinated in conjunction with other necessary collateral resources. The emphasis of this type of programming is on assertive community treatment, meaning that over fifty percent of staff time is spent outside of the office setting working directly with consumers.

The primary goals of this program are to provide comprehensive and continuous treatment services to assist consumers in their path towards recovery, employing a strengths-based approach. This program also assists in reducing hospitalization, supporting consumers to be as symptom free as possible, and assisting in furthering community integration by teaching community living skills.

Performance indicators are provided through consumer satisfaction surveys and system measurements that include the reduction of inpatient and jail days, paid work data, and other individual program assessments and outcomes as administered by the PROVIDER. Quarterly reports are sent to the COUNTY pertaining to the number of consumers involved in education, paid and/or volunteer work. Annual evaluation reports are submitted to the COUNTY on the outcome information for each program. All of the evaluation goals and tools to evaluate outcomes must be shared with and approved by the COUNTY. Working together as a system of care will continue to be a high priority along with the promotion of cultural competency, recovery, peer support programs and consumer centered services with an emphasis on consumer involvement throughout the service delivery system.

C. Needs/Expectations:

Target Population: The people who will receive services through this contract are Dane County residents, eighteen years of age or older who present with a serious and persistent mental illness. Persons may also have other special needs, including but not limited to substance abuse, physical or medical health care including infirmities of aging, developmental disabilities, trauma histories or homelessness.

It is expected that those most in need will be prioritized for services. While it is understood the PROVIDER will primarily determine who is appropriate for Community Support Program (CSP) services according to the HFS-63 guidelines, it is the desire of the COUNTY to see that those who are court ordered, require the most comprehensive services and manifest the highest need, receive the highest priority for placement into this program. Therefore, people who are at highest risk for psychiatric inpatient care and are court ordered to receive mental health treatment should be prioritized for this program.

D. Current Operations:

Currently, there is one provider, who operates four separate Community Support Programs through the Mental Health Center of Dane County, Inc., (Gateway, Blacksmith, Cornerstone and Community Treatment Alternatives - CTA.) All of these programs are certified under HSS-63, Wisconsin Administrative Code as a Community Support Program and as such are required to provide a comprehensive, interdisciplinary team approach and assertive community based treatment for persons with serious and persistent mental illness, who often have other special needs.

The current capacity of the CSP program is 337, which includes 69 people in a specialized CTA Community Support Program that focuses on people being diverted from the Dane County Jail or other forensic conditional release facilities. The CSP program also provides services to an additional 30 people with earmarked funding from

the State of Wisconsin. It is expected that the PROVIDER will make every effort to serve its full capacity at all times. Each PROVIDER maintains its own waiting list.

The Community Support Programs are expected to earn \$1,706,592 in third party Medicaid reimbursement, in order to receive the full \$3,538,983.

- E. Maximum funding available for this project is \$3,538,983.  
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):**

**New applicants to this program must complete A – C. If you are a current provider of this program proceed to D.**

- A. Submit 3 references. References should be specific to the service offered. References should be from agencies with whom you have done business or collaborated.
- B. Include your agency's mission statement. Also provide resumes of key staff and copy(s) of licenses, if applicable.
- C. If this is an existing program for your agency, please provide information of the demographics of your participants. If this is a new program for your agency what are your expectations of the participants' demographics when the program is up and fully operational.
- D. Quality Assurance and Improvement: What mechanisms or processes are you using to assure the achievement of the outcomes you have identified under "Program Activities"?
- E. Additional pages: The proposer may use up to **10** additional pages for program description, program activities, etc.
- F. Explain how your program will incorporate peer support models and how you will empower consumers.
- G. Explain how your program will minimize inpatient hospital/institutional/jail admissions and lengths of stay.
- H. Most people with serious and persistent mental illness need supportive services throughout their adult life. However, the nature and intensity of the needed service often changes. Describe your program's philosophy and approach when consumers are stable and doing well. Do you have a system for providing services at a less intense level and/or transitioning individuals to other less intensive support programs?
- I. Explain how your program will meet the special needs of consumers beyond serious and persistent mental illness, including but not limited to substance abuse, physical or medical health care including infirmities of aging, developmental disabilities, trauma histories or homelessness.

- J. Explain how you will diversify community support services to be relevant for mental health consumers involved with the criminal justice system and demonstrate positive program indicators, including reduced jail time and cooperation with treatment even after any legal requirement to do so have been fulfilled.

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

<b>Program Activities</b> (County Short Form Application, p. 2)	25%
<b>Quality assurance and quality improvement practices</b> (RFP Section III A-J or D-J as appropriate)	40%
<b>Experience and qualifications</b> (County Short Form Application, p. 4)	20%
<b>Program budget</b> (County Short Form Application, Appendix A.)	15%

**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, Adult Mental Health Community Services Manager  
**Phone:** 608-242-6484  
**E-Mail:** grabot@co.dane.wi.us

**VI. Timeline**

Application Workshop:

April 16, 2009  
11 a.m. – 12 noon  
Dane County Job Center Office, Ballroom  
1819 Aberg Avenue

Application due from vendors: May 29, 2009, 12 noon  
Notification of intent to award (est.): July 30, 2009

**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 #A1006**  
**1202 Northport Drive**  
**Madison, Wisconsin 53704**

**Proposals are due no later than May 29, 2009, 12 noon.**