

**RFP# C8012**  
**Children Come First**

**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 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:**

Children Come First is a strength-based wraparound program designed to minimize institutional placements for children (0-18) with a severe emotional disturbance. It is expected that the program will have a strong emphasis on supporting families through the utilization of natural supports and enhancement of family strengths, with less dependency on paid professional services and alternate care. Core program components include intensive case management coupled with the provision of individualized traditional and non-traditional mental health services for children. Children Come First (herein referred to as CCF) is designated as a Specialized Medicaid Managed Care Program by the State of Wisconsin Department of Health and Family Services. The state managed care contract is held by Dane County Department of Human Services. The CCF project vendor and the Department of Human Services each have program and administrative staff working within the Initiative.

Program responsibilities assigned to the CCF vendor include wraparound case management for children and families, the provision of family advocacy services and oversight of the Initiative's Medical Director. Administrative duties include provision of quality assurance and performance improvement functions, maintenance of the CCF provider network for both vendor and CYF managed portions of the Initiative, provision of provider network payment functions, and a variety of duties associated with program enrollment and disenrollment. The vendor also assists the Department of Human Services with utilization and outcome data collection and reporting for the State managed care contract.

It is important to note that the CCF vendor is funded via a capitated payment per child. The vendor will be paid the same capitation for each child enrolled in the initiative regardless of the child's treatment plan or current placement. All payment is based upon the monthly enrollment. The vendor will assume payment of all services provided to the child during his/her CCF enrollment including placement or hospitalization.

**B. Objectives:**

1. CCF provides intensive, time limited services for children with a severe emotional disturbance who are at imminent risk of institutional placement. The average enrollment is 18 months or less. Please describe your agency's experience working

- with this population, how your agency would propose measuring client stability and readiness to disenroll from CCF.
2. The foundation of CCF is the provision of strength-based wraparound services. Decreasing dependence on formalized service systems and increasing natural supports whenever possible is part of this wraparound philosophy. Please describe your agency's experience in the delivery of wraparound services as well what strategies your agency would employ to garner or increase natural supports for CCF enrollees.
  3. Dane County's Children Come First Program provides wraparound services within a managed care environment. Please describe your agency's experience in providing managed care services especially with a Medicaid population.
  4. CCF is a voluntary program, however all CCF enrollees are assigned to a Dane County Department of Human Services Children Youth and Families (CYF) Division Social Worker. In fact, the majority of CCF enrollees are on formal CYF Child Protective Services or Delinquency caseloads and involved in the Dane County Juvenile Court System. Please describe your agency's experience teaming with Dane County Department of Human Services CYF staff as well as any experience your agency has had in working the juvenile court system.
  5. Please describe what training and protocols you would put in place for case managers to ensure successful teaming with families, human services and other potential team members.
  6. CCF is charged with providing intensive case management for up to 105 children with a severe emotional disturbance. Please describe how your agency would staff this service including supervision and emergency response capabilities.
  7. The CCF vendor is required to provide family advocacy services (either contracted or in-house) for all family members. Please describe your agency's plan for provision of family advocacy services including staffing and types of duties assigned to the advocate(s).
  8. CCF serves families throughout Dane County. Please describe how your agency would ensure the delivery of culturally competent services to CCF enrollees.
  9. Ongoing Quality Assurance functions and Performance Improvement Projects are required for the Children Come First Initiative. Please explain your agency's experience in the area of Quality Assurance and Performance Improvement including specific tasks and strategies for monitoring quality programming. Please indicate if any of the quality assurance programs described served a Medicaid population.
  10. Please describe your agency's plan for (including proposed staffing) for the maintenance and billing of the Provider Network.

C. Needs/Expectations:

1. CCF case management staff ratios cannot have more than ten clients per case manager. The vendor may elect to subcontract for case management or may elect to provide this service directly. However, if the proposer elects to subcontract for case management, only one subcontracted agency may be utilized. All case management staff must meet minimum requirements for social work certification.
2. The CCF vendor must provide programming that allows for individually set service plans for each child. Service plans could potentially include traditional mental health services, non-traditional services, placement services, recreational services or other identified supports for the family.
3. The CCF vendor must ensure an adequate Provider Network to ensure service delivery for all enrollees. The Provider Network will subcontract for all wraparound services and traditional mental health services for Children Come First enrollees. The vendor will review and monitor all provider service contracts for both quality and Medicaid compliance issues. In addition the vendor will provide any needed orientation regarding their role within the CCF Initiative.

3. The CCF vendor must be able to work collaboratively with the Department of Human Services on all program, reporting and fiscal areas of the Initiative.
4. The CCF vendor must demonstrate adequate case management staff and Provider Network availability to accommodate the enrollment of up to 105 clients at any given time.
5. The CCF vendor must take measures to ensure that case management staff and network providers approach their work from a strength-based perspective that involves families in decision-making.
6. CCF Case management staff should have experience in directing teams of people and making decisions within a team environment.
7. The CCF vendor must maintain contact standards for case management staff that include at least weekly contact with clients by phone, at least one face-to-face contact per month and at least one team meeting per month.
8. The CCF vendor must have emergency response capabilities for families during and after business hours.
9. The CCF vendor must have at least two years of experience in the provision of quality assurance and performance improvement functions within either a government or non-profit environment.
10. The CCF vendor must designate a staff person to participate in Dane County Human Services weekly Administrative Review Board staffing on Tuesday afternoons and once monthly Transition Committee meetings.
11. The CCF vendor must have a computer system with a high-speed Internet connection accessible for all staff. In addition staff must be comfortable doing case documentation and data collection within a specialized database.
12. The CCF vendor must provide family advocacy services during program enrollment and have some form of advocacy service available to families after the enrollment period.
13. The CCF vendor must hire and oversee the CCF Medical Director. The Medical Director must be a Ph.D. level psychologist or psychiatrist. The Medical Director must sign off on treatment plans for all enrolled children at least every 90 days.
14. The CCF vendor must conduct adequate training and supervision needed to conduct Medical Assistance Crisis Stabilization services and billing.
15. The CCF vendor must pay for all services including placements (foster care, group home and residential care center placements) and psychiatric hospital costs for all CCF enrollees.

D. Current Operations:

The Children Come First contract with Dane County Department of Human Services is currently held by Community Partnerships, Inc.

E. Maximum funding available for this project is \$4,237,960.

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. Additional pages: The proposer may use up to six additional pages for the program description, program activities and experience and qualifications.

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

<b>Program Activities</b> (County Short Form Application, p. 2)	40%
<b>Quality assurance and quality improvement practices</b> (County Short Form Application, p. 2)	25%
<b>Experience and qualifications</b> (County Short Form Application, p. 4)	25%
<b>Program budget</b> (County Short Form Application, Appendix A, p. 12)	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:** Marykay Wills  
**Phone:** 608-242-6404  
**E-Mail:** wills.marykay@co.dane.wi.us

VI. **Timeline**

Consolidated Application Workshop and date of issue of the application:

**Friday, April 27, 2007, 9:00–10:00 a.m.**  
Dane County Human Services, Room 110  
1202 Northport Drive  
Madison, WI

Application due from vendors: June 8, 2007, 12 noon  
Notification of intent to award (est.): July 30, 2007

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

**Proposals are due no later than June 8, 2007, 12 noon.**