

Request for Proposal

Crisis Services for Children Network

GENERAL INFORMATION

Background

The Wisconsin Association of Family and Children's Agencies (WAFCA) is seeking a member agency to act as lead agency for a WAFCA Crisis Services for Children (CSC) network of services to provide crisis programming for children identified by county human services agencies in the fourteen county southern region of Wisconsin. The southern region counties include: Adams, Columbia, Crawford, Dane, Dodge, Grant, Green, Iowa, Juneau, Lafayette, Richland, Sauk, Rock, Vernon.

The county human services agencies' request for a network is in response to their intent to reduce the number of children admitted to the mental health institutes, because as of January 1, 2010, counties will be required to supply the match to federal Medicaid dollars supporting stays at the institutes. While this is the immediate goal, the southern region counties' long range goal is to create a stronger network of community-based services that support the initial and ongoing response to children in crisis.

Project Description

WAFCA is seeking a lead agency to develop and operate a single point of entry referral system to access services available from WAFCA agencies participating in the network. The project goal will be to serve the youth as close to their home community as possible. The agency must be available on a 24/7 basis to respond to county crisis workers' referral requests. The lead agency's role is to respond to the call of a county crisis worker who will have evaluated the situation and made a determination as to the type of service required. The lead agency will identify an appropriate service provider and will transport the youth to that service provider. Subsequently, the lead agency will follow-up with the provider and the referring county to: a) confirm that the service and client match is appropriate, and b) address questions or concerns. The lead agency will develop, monitor and maintain the functioning of the service network. The lead agency will respond to questions from counties and providers. Monitoring the quality of network services will also be the responsibility of the lead agency. The lead agency may provide services to network youth.

Target Population

The youth to be served will be males and females through age 17. The youth in the target group are those with significant mental and behavioral health issues, especially aggressive, suicidal, and self-mutilation behaviors. Many youth will be on multiple medications. It is estimated that 20 youth per day will require care from the network.

Services

The lead agency will be responsible for identifying and referring youth to a variety of services that promote care for youth in their home and/or community. Initially, the focus will be on avoiding hospitalization at the Mental Health Institutes. The longer range goal is to develop a full continuum of community-based services to support children in crisis.

The following services have been identified as key to responding to the needs of the target population:

- Out of Home Care (OHC) Stabilization in:
 - Residential Care Center (RCC)
 - Specialized TFC (TFC)
 - Group Home with specialized services (like TFC) added (GH)
- Ancillary Services, such as:
 - Psychiatric nursing (PN)
 - Monitoring (professional or paraprofessional to stay with youth up to 24 hours daily) (M)
 - Psychiatrist (P)
 - Licensed Mental Health Professionals (available to do assessments) (LMHP)
 - Transportation (from home to OHC placement) (T)

Additional services that may be helpful include: Shelter Care (SC) and Shift-staffed Foster Care (SSFC), Crisis Receiving Centers / Homes (CRCH), and voluntary hospitalization. The use of available SC and SSFC should be explored when appropriate for the youth and their circumstance. The establishment of CRCHs comprised of one to two-bed units in multiple, geographically disperse locations throughout the southern region should be pursued by the lead agency.

It would be ideal if all services could be immediately available throughout the fourteen county region. However, even for established services it is understood that some services will be less available in some areas. It is also understood that the lead agency will have to rely for some services on providers who are outside the WAFCA network.

Proposers should describe their ability to identify and access these services. Proposers should also describe their plan to develop a full range of services throughout all fourteen counties. The plan should include time line projections.

Contracts / Agreements

Each participating county will contract with the gatekeeper agency for the on-call, referral and network development services.

The lead agency will execute letters of agreement with the agencies providing services. The lead agency will develop a list of participating service agencies with their services. A brief (no more than two typed pages) summary of each agency involved in the program should be developed indicating that organization's client service history and their ability to provide services to this client population. The lead agency will also indicate its expectations of network and out-of-network providers.

As necessary, the lead agency will execute letters of agreement with non-WAFCA members to meet the needs of the children referred for service.

Services for youth will be provided under contracts executed between the referring county and the service provider. Contracts for services should be executed promptly. Responsibility for modifying or updating the treatment strategy should be addressed by the referring county and the service provider.

Funding

Proposers should identify the anticipated costs associated with providing the on-call, referral and network development services. Participating counties will pay a standardized, monthly fee to the lead agency for the on-call and referral service.

Service rates for network providers will be standardized and paid on a fee-for-service or per diem basis. Referring counties will be responsible for these fees. Referring counties will also be responsible for transportation costs which will also be paid on a fee-for-service basis. The lead agency will be responsible for billing counties for transportation services no matter who provides the service.

Proposers are invited to propose possible funding sources to assist in funding for network start-up and development or any of the other services described in this RFP.

Court/Case Service Responsibility

As youth referred for services are likely to be involved in the child welfare system and have court involvement, there is the strong possibility that continued court contact will occur during the lead agency and service provider's involvement with the youth. Court action and the documentation required for court action will be the responsibility of the county staff. The lead agency and service provider will be required to furnish the county staff with any information that is necessary in the preparation of court documents and make themselves available for court testimony when necessary.

Service Reconsideration

If the lead agency, a provider or a referring county find that a youth accepted into the program is not an appropriate candidate for the identified service, the three entities shall work together to identify more suitable services. Proposers should describe how they will manage circumstances where the designated crisis placement option and process is disrupted and alternative arrangements need to be made. Proposers should also describe the process by which service reconsideration will be formally tracked and managed so that service providers and referring counties have a mechanism for expressing concerns regarding appropriateness of referrals and/or service delivery dissatisfaction.

Governance and Partner Organization Inclusion

Proposers are encouraged to describe in detail how the network should be governed, including: its governing body, composition and structure. The description should identify how WAFCA and participating WAFCA members will be involved in governance. The same should be identified for participating Counties which will be both purchasers and partners in the network. The respective roles of the governing body, lead agency and participating agencies should also be addressed. A proposed corporate structure and any strategies for managing liability should also be described.

GENERAL PROPOSAL REQUIREMENTS

Organization Capabilities

- a. Describe your agency's experience and capabilities with similar services to those required. Be specific and identify projects, dates, and results.
- b. Identify and describe the types of challenging behaviors and acute needs your organization has worked with and will work with in this project.
- c. Describe the start up process and timeline for this project from the date you are notified of being the successful application to the date this project opens.
- d. Describe how you will provide the key elements of this service, including network development and maintenance, staffing and operating the crisis referral line, and

transportation. Identify whether you will subcontract for transportation or any other service element.

- e. Describe your quality assurance plan for the referral and network services.

Staff Qualifications

- a. Describe the number, types of staff, and the staffing pattern that will be used for the on-call and referral work, transportation and network development.
- b. Provide resumes describing the educational and work experiences for each of the key staff and the role of each key staff person who would be assigned to the project.

Proposer References

Proposers must include in their RFPs two to three organizations, including points of contact (name, address, and telephone number) that can be used as references for the work to be performed under this contract. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project. The results of the references will be provided to the evaluation team and used in scoring the written proposals.

State Licensure Requirements

- a. Provide a narrative about your experience and knowledge of Medicaid Crisis funded services under DHS 34 and other third party billing options.
- b. Explain your experience and knowledge of involuntary hospitalizations and civil commitments under DHS 51.
- c. Describe how you will assure that programs and facilities providing services are appropriately licensed and certified to deliver services to network youth.

PROPOSAL SELECTION AND AWARD PROCESS

Preliminary Evaluation

The proposals will first be reviewed to determine if minimum requirements are met, and if additional mandatory requirements are met. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all vendors do not meet one or more of the mandatory requirements, WAFCA and the partner counties (the Review Team) reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this RFP.

Proposal Scoring

Accepted proposals will be reviewed by the Review Team and scored against the stated evaluation criteria. This scoring will determine the ranking of vendors based upon their written proposals. If the team determines that it is in the best interest of the Review Team to require oral presentations, the highest ranking vendors will be invited to make such presentations. Those vendors that participate in the interview process will then be scored, and the final ranking will be made based upon those scores.

Right to Reject Proposals and Negotiate Contract Terms

The Review Team 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 Review Team may negotiate a contract with the next highest scoring proposer.

Evaluation Criteria

The evaluation and selection of a contractor and the contract will be based on the information

submitted in the proposal plus references and any required on-site visits or oral interview presentations. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

The proposals will be scored using the following criteria:

| <u>Description</u> | <u>Percent</u> |
|---|----------------|
| General Requirements | 45 |
| a. Organizational Capabilities | 10 |
| b. Staff Qualifications | 10 |
| c. Quality Assurance | 10 |
| d. Program Requirements | 15 |
| Technical Requirements | 35 |
| a. State Licensure requirements | 15 |
| b. Experience with the target population | 10 |
| c. Experience and knowledge of the human service system | 10 |
| Cost | 20 |
| TOTAL | 100 |

PREPARING AND SUBMITTING A PROPOSAL

Introduction

Proposer should provide a one page executive summary of the proposal submission.

A cover letter signed by the agency executive indicating a clear understanding of the program requirement and the intent to provide the services while conforming to state and county fiscal audit requirements and allowable cost policies.

Proprietary Information

All restrictions on the use of data contained within a proposal and all confidential information must be clearly stated on the attached "Designation of Confidential and Proprietary Information" form.

Incurring Costs

WAFCA is not liable for any cost incurred by proposers in replying to this RFP.

Supporting Information

Other material the organization feels should be considered in determining a contract provider for this service (i.e. previous experience with programs of this nature, presence in the various communities, existing relationships with schools or other entities in the multi-county area, etc.) not to exceed ten typed pages.

Elaborate proposals (e.g. expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

Cost Proposal/Budget

The cost proposal should be submitted in a separate document labeled **Cost Proposal**. Cost information should be submitted using the Annualized Project Budget form provided as Attachment C.

Calendar of Events

Listed below are specific and estimated dates and times of actions related to this RFP. In the event that it is found necessary to change any of the specific dates and times in the calendar of events listed below, that information will be posted on the WAFCA web site at www.wafca.org.

| DATE | EVENT |
|-------------------|--|
| January 4, 2010 | Date of issue of the RFP |
| January 11, 2010 | Last day for submitting written inquiries (4:00 p.m. Central Time) Supplements or revisions to the RFP posted on the WAFCA web site at www.wafca.org |
| January 29, 2010 | Proposals due from vendors Oral presentation by invited vendors, if needed |
| February 19, 2010 | Notification of intent to award sent to vendors |
| March 1, 2010 | Contract start date |

Deadline for Submissions

Proposers must submit their proposal by email and submit one hard copy no later than 4:00 pm on January 29, 2010.

Proposal submissions and questions regarding this proposal can be directed to:

John Burgess, Executive Director
Family & Children's Center
1707 Main Street
La Crosse, WI 54601
Phone: 608-785-0001
Email: jburgess@fccnetwork.org

| RFP COVER PAGE SIGNATURE AFFIDAVIT | |
|---|--|
| NAME OF AGENCY: | |
| STREET ADDRESS: | |
| CITY, STATE, ZIP | |
| CONTACT PERSON: | |
| PHONE #: | |
| FAX #: | |
| EMAIL: | |

In signing this proposal, we also certify that we have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the opening of proposals to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned, submitting this proposal hereby agrees with all the terms, conditions, and specifications required in this Request for Proposal, and declares that the attached proposal and pricing are in conformity therewith.

Signature

Title

Name (type or print)

Date

**Attachment B
Submit with RFP**

| Designation of Confidential and Proprietary Information | | |
|---|-------------|-------|
| <p>The attached material submitted in response to this Proposal includes proprietary and confidential information which qualifies as a trade secret, as provided in Sect 19.36(5), Wisconsin State Statutes, or is otherwise material that can be kept confidential under the Wisconsin Open Records law. As such, we ask that certain pages, as indicated below, of this proposal response be treated as confidential material and not be released without our written approval. Attach additional sheets if needed.</p> | | |
| | | |
| Section | Page Number | Topic |
| | | |
| | | |
| | | |

Check mark : _____ This firm is not designating any information as proprietary and confidential which qualifies as trade secret.

Prices always become public information when proposals are opened, and therefore cannot be designated as confidential.

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in Sect. 134(80)(1)(c) Wis. State Statutes, as follows: "Trade secret" means information, including a formula, pattern, compilation, program, device, method technique or process to which all of the following apply:

1. The information derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use.
2. The information is the subject of efforts to maintain its secrecy that are reasonable under the circumstances.

In the event the Designation of Confidentiality of this information is challenged, the undersigned hereby agrees to provide legal counsel or other necessary assistance to defend the Designation of Confidentiality.

Failure to include this form in the proposal response may mean that all information provided as part of the proposal response will be open to examination or copying. Other markings of confidential in the proposal document to be insufficient. The undersigned agree to hold the WAFCA and partners in the Crisis Services for Children Network harmless for any damages arising out of the release of any material unless they are specifically identified above.

Signature

Title

Name (type or print)

Date

Annualized Project Budget for March 1, 2010 to February 28, 2011 ATTACHMENT C

| | (1) | (2) | (3) | (4) |
|-------------------------------------|-----------------|-------------------|------------------|--------------------------------|
| | TOTAL BUDGET | COUNTY FUNDING | OTHER FUNDING | SOURCE FOR OTHER FUNDING |
| A. PERSONNEL | | | | |
| Salaries | | | | |
| Taxes | | | | |
| Benefits | | | | |
| Subtotal A | | | | |
| B. OPERATING | | | | |
| Insurance | | | | |
| Professional Fees | | | | |
| Audit | | | | |
| Data Processing | | | | |
| Postage, Office, & Program Supplies | | | | |
| Equipment/Furnishings | | | | |
| Depreciation | | | | |
| Telephone | | | | |
| Training/Conference | | | | |
| Food/Household Supplies | | | | |
| Auto Allowance | | | | |
| Vehicle Costs | | | | |
| Other1: | | | | |
| Subtotal B | | | | |
| C. SPACE | | | | |
| Rent | | | | |
| Utilities | | | | |
| Maintenance | | | | |
| Mortgage Interest, Depreciation | | | | |
| Property Taxes | | | | |
| Subtotal C | | | | |
| D. SPECIAL COSTS | | | | |
| Assistance to Individuals | | | | |
| Subtotal D | | | | |
| E. OTHER (Specify) | | | | |
| Other2: | | | | |
| Subtotal E | | | | |
| TOTAL A THROUGH E | | | | |