



SHEBOYGAN COUNTY

Ann M. Wondergem

Health and Human Services Director

August 29, 2008

TO: Mental Health Substance Abuse Providers

RE: Request for Proposal/Request for Information (RFP/RFI)
Community Residential Support Services

The Sheboygan County Health and Human Services Department is seeking proposals from agencies interested in providing recovery-oriented community residential supports to adults with mental illness and/or substance abuse disorders. This Request for Proposal/Request for Information (RFP/RFI) contains two levels of supports:

- Psychosocial rehabilitative supports that meet the requirement of Comprehensive Community Services and;
- Supportive home care services.

An interested agency may submit a proposal for one or both components. Creativity is encouraged.

The information regarding the process for submitting a proposal can be obtained at the Sheboygan County Web Site:

<http://www.co.sheboygan.wi.us/>

Timelines and required information are available at that site.

Bidding process and administrative questions can be addressed to:

Joan Ketterman, Manager, Division of Community Services and Elder Services
920-459-3892 or kettejkh@co.sheboygan.wi.us

Clinical questions:

Tom Dodge, Supervisor
920-459-3171 or dodgetld@co.sheboygan.wi.us

Thank you for your consideration of this proposal.

Telephone (920)-459-6400
or 1-(800)-596-1919
Facsimile (920) 459-4353
TTD (920) 459-3258

Health and Human Services Building
1011 North 8th Street
Sheboygan, WI 53081

humsrv@co.sheboygan.wi.us
www.co.sheboygan.wi.us

Request for Proposal/Request for Information (RFP/RFI) for Recovery-Oriented Residential Supports For Adults with Mental Illness

Introduction:

The Sheboygan County Health and Human Services Department is seeking proposals from agencies interested in providing recovery-oriented community/residential services and supportive activities to adults with mental illness and substance abuse disorders. Adults are defined as individuals 18 years of age and older. This Request for Proposal/Request for Information (RFP/RFI) contains two levels of services:

- medical and remedial services and supportive activities that meet the requirement of Comprehensive Community Services, and
- supportive home care services.

An interested agency may submit a proposal for one or both components. Creativity is encouraged.

Philosophy:

Sheboygan County Health and Human Services is committed to a system of services and supports for adults with mental illness and substance abuse disorders that is recovery based and consumer driven. There are multiple pathways to recovery, based on an individual's unique strengths and resiliencies, as well as his or her needs, preferences, experiences, and cultural background in all of its diverse representations. The recovery process must be self-directed by the individual, who defines his or her own life goals and designs a unique path toward those goals. Services and supports will provide the most benefit if they are based on this underlying philosophy.

Purpose and Scope:

The purpose of this proposal is to address how your agency proposes to provide recovery-oriented community/residential services and supportive activities. It should address the level of service your agency is able to provide:

- Psychosocial Rehabilitative Service/Supports to comply with the requirements for Comprehensive Community Services (CCS) as outlined in HFS 36 and/or
- Supportive Home Care services.

Sheboygan County currently serves an average of 115-125 adults. Adults served have a diagnosed mental illness and/or a substance abuse disorder. The parameters of this proposal are limited to individuals referred by Sheboygan County Health and Human Services.

Services Requirements:

Psychosocial Rehabilitative Supports include:

- Specific skill training in communication, interpersonal skills, problem solving and conflict resolution
- Support, training and assistance related to functional living skills and activities of daily living
- Assistance in developing internal compliance in adhering to scheduled medications.
- Provision of services is based on a recovery plan.
- The capacity to assist consumers with transportation to appointments and community activities.

These psychosocial rehabilitative support services must be provided by staff who have received recovery based training and are under the supervision of a licensed therapist. Documentation of time must be submitted on a daily charge log. The objective of the service must be related to the recovery plan, documented, and submitted to the Sheboygan County Health and Human Services Department. Services must meet the requirements of Health and Family Services (HFS) Administrative Code 36. http://dhs.wisconsin.gov/mh_bcmh/CCS/HFS36.htm

Proposals should address the integration and hiring of trained Peer Support Specialist as part of this service model.

Monthly CCS documentation will be completed and received by Health and Human Services **no later** than the 10th day of each following month (e.g. January monthly log must be received by Health and Human Services by February 10).

Supportive Home Care Services include:

- Observation of the individual to ensure safety
- Direct assistance with chores or personal care
- The capacity of assisting consumers with transportation to appointments and community activities.
- Medication monitoring.

Supportive Home Care Services must be provided by staff that is familiar with recovery principles. They are supportive in nature. The expectation is supportive home care services will be reimbursed at a lower rate than psychosocial rehabilitative support services.

The services must be operational year-round, and the contract is issued on a calendar-year basis January through December.

Staff schedules must be flexible to meet the needs of the consumers, including early morning hours, evening hours, and occasional weekends.

The provider must agree to conduct an annual record review collaboratively with Sheboygan County Health and Human Services. At least 10% of records will be reviewed annually. The results will be reported to the Health and Human Services with a plan to correct any deficiencies. The agency/organization proposal must provide information on the agency/organization or staff experience in collaborative reviews.

Staff and Supervision

Psychosocial Rehabilitative Support Services.

- All staff will meet the Caregiver Background Check requirements.
- All staff will be in compliance with HFS 36 for training, educational requirements, and licensing.
- The agency will employ a director who holds the necessary credentials for billing under HFS 36.
- The director will have a system of supervision that provides support for all staff and meets the requirements of HFS 36.

Supportive Home Care Services

- All staff will meet the Caregiver Background Check requirements.
- All staff will receive training in mental illness and substance abuse and specific training in the needs of the adults they are serving.

PROPOSAL CRITERIA

All proposals must address and will be evaluated on the following areas:

- 1) The agency's qualifications in providing recovery-oriented community/residential services and supportive activities for adults who have mental illness and/or substance abuse disorders.
 - a) How do the proposed services relate to the mission of the agency?
 - b) What is the agency's experience in providing these types of services?
 - c) Provide the following information for the administrative and management personnel who will be associated with these services
 - i) Name
 - ii) Title
 - iii) Address
 - iv) Phone Number
 - v) Email Address
 - vi) Licensure/Certification
 - vii) Percentage of FTE associated with this service
 - viii) Describe the strategies the agency will employ to assure individualized recovery-based services to consumers
 - d) What process will be used for the development of recovery plans?
 - e) How will the agency develop, implement, and monitor services specific to the individual's recovery plan?
 - f) How will the services promote community integration for the participants?
- 2) Sufficient and qualified staff
 - a) Identify the number of adults with mental illness and/or substance abuse disorders you are anticipating servicing under this proposal.
 - b) Provide a copy of the agency's proposed staffing pattern. Identify current staff and proposed staff needed for expansion.
 - c) What are the required qualifications of direct care staff and services supervisor?
 - d) Provide the name and qualifications of the individual who will provide initial and ongoing training to Services staff.

3) Assure that quality services are provided

- a) How will the agency monitor the delivery of day-to-day services?
- b) How will outcomes be evaluated?
- c) How will consumer satisfaction be measured?
- d) The agency/organization must include in their proposal a process for at least a semi-annual evaluation of the effectiveness of their services, including, but not limited to, any survey or review instruments to be used in the evaluation. The results will be reported to Health and Human Services with a plan to correct any deficiencies identified during the review.
- e) How will information collected per items a. through d. be used to improve the services and communicate to significant other persons, including consumers, recovery team members, and Sheboygan County Health and Human Services Department?

4) Minimum protection standards

- a) Provide a copy of the agency's procedure for initial and ongoing background checks of staff.
- b) How will the agency monitor staff to ensure that consumers are protected from neglect, physical and sexual abuse, and financial exploitation
- c) Provide a copy of the agencies grievance procedure.

5) Compliance with HFS 36 for those agencies seeking to provide those services

- a) How will the agency demonstrate the ability for staff compliance with HFS 36 for training, educational requirements, and licensing.
- b) How will the agency demonstrate the ability to employ staff who hold the necessary credentials for billing under HFS 36?
- c) Provide a description of the proposed system of staff clinical supervision to meet the requirements of HFS 36.
- d) How will your agency ensure monthly CCS documentation and billing will be completed and received by Health and Human Services **no later** than the 10th day of each following month.

6) Sheboygan County Health and Human Service Department requires an audit of all providers who receive a contract of greater than \$75,000. Please include a copy of your most recent audit with this proposal.

7) Consideration will be given to proposals that include subsidizing program operational costs of services either through fund raisers, organizational contributions and/or in-kind donations.

BUDGET REQUIREMENTS

INSTRUCTIONS:

1. Submit a budget for the proposal utilizing the attached Sheboygan County format for calendar year 2009.
2. List separately all staff positions and number of FTEs in each position, including salary ranges.
3. List in detail present contracts or proposed contracted supports/services, including the name of the contract organization and dollar amounts of the contract.
4. Identify sources and revenue that subsidize program operational costs of services either through fund raisers, organizational contributions and/or in-kind donations.
5. A sample contract with Sheboygan County Health and Human Services outlining insurance, audit and reporting requirements is available upon request and will be posted on Sheboygan County's website.

TIME LINES

September 2, 2008 ~ RFI is issued and mailed or emailed to prospective providers.

September 12, 2008~ Prospective providers email Sheboygan County Health and Human Services as to their intention to respond to the RFI/RFP. Emails should be sent to HUMSRV@co.sheboygan.wi.us.

September 18, 2008 ~ Questions and Answers opportunity with Sheboygan County Health and Human Services Staff.

October 17, 2008 ~ RFI/RFP is received by Sheboygan County Health and Human Services by 5:00 PM local time. Mailed proposals should include **8 copies** of the entire proposal. Proposals can be emailed rather than mailed and should be emailed to HUMSRV@co.sheboygan.wi.us.

October 30, 2008 ~ Oral presentations will be presented by (if needed and determined by Sheboygan County Health and Human Services).

November 7, 2008 ~ Sheboygan County Health and Human Services notifies agency or agencies of the County's intent to contract.

January 1, 2009 ~ Contract with new provider/providers is implemented

Independent Contractor

The successful vendor and its employees will at all times act and perform as, and be considered as, an Independent Contractor; in no sense shall they be considered employees, agents, or volunteers of **Sheboygan County or the City of Sheboygan**.

Performance Bond

The vendor **may** be required to furnish a performance bond for this contract. If requested, the vendor shall furnish a Performance Bond pursuant to Chapter 779.14, WI Statutes, with a surety duly authorized to and licensed to do business in the State of Wisconsin for use and benefit of claimants in an amount to be specified upon notification of contract

Insurance

- A. The successful vendor agrees that it will at all times during the terms of the agreement, keep in force and effect insurance policies as outlined below, issued by a company or companies authorized to do business in the State of Wisconsin and satisfactory to **Sheboygan County**. Such insurance shall be primary. Upon execution of the agreement, successful vendor shall furnish the **County** with a Certificate of Insurance and upon request, certified copies of the required insurance policies. The Certificate shall reference this contract and name the City and County as an additional insured. The **County** shall be given thirty (30) days advance notice of cancellation or non-renewal of coverage's during the term of this agreement.
- B. *Worker's Compensation and Employer's Liability Insurance.* Statutory worker's compensation benefits and employer's liability insurance with a limit of liability not less than \$100,000 for each accident. Successful vendor shall require subcontractors not protected under its insurance to take out and maintain such insurance. The **County** shall not be liable to the successful vendor's employees arising out of the performance of work under this agreement. Successful vendor and its worker's compensation insurance carrier agree to waive any and all rights to recovery from the **County** of worker's compensation claims made by its employees.
- C. *Commercial General & Professional Liability Insurance.* Policy shall be written to provide coverage for, but not limited to, the following: premises and operations, products and completed operations, personal injury, and blanket contractual. Limits of liability not less than \$1,000,000 general aggregate, \$1,000,000 products/completed operation aggregate, \$1,000,000 personal injury, \$1,000,000 each occurrence. The **County** shall be named as an additional insured which should be so stated on the Certificate of Insurance.
- D. *Automobile Liability Insurance.* Business automobile policy covering all owned, hired, and non-owned private passenger autos and commercial vehicles which may be used in conjunction with performance of work under the contract. Limit of liability not less than \$500,000 combined single limit.

Nondiscrimination

In connection with the performance of work under this agreement, the successful vendor agrees not to discriminate against any employees, applicant for employment, or actual or potential recipients of services because of age, race, religion, color, marital status, sexual orientation, gender, or handicap as defined in Section 504 and the American with Disabilities Act (ADA) developmental disability, or national origin.

News Release

Vendors shall at no time make any news or advertising releases pertaining to this RFP for any purpose without the prior written approval of **Sheboygan County**.

Terms and Conditions

1. Sheboygan County reserves the right to reject any and all proposals, cancel this solicitation, waive any informality associated with the proposal process, and award the contract deemed to be in the best interest of Sheboygan County.
2. All proposals shall remain in effect for a period of not less than 60 (sixty) days following the due date of the proposals.
3. Sheboygan County shall not honor any requests for reimbursement of costs associated with the development or submission of the requested proposals.
4. All proposals received become the property of Sheboygan County at the time they are received and will not be returned.
5. Proposals cannot be changed or withdrawn after submission without the express written consent of Sheboygan County.
6. Firms submitting proposals and their employees may be subjected to a background check at the discretion of the County.
7. Proposals received after the due date may not be considered.
8. Proposals received that are incomplete may not be considered.
9. Sheboygan County is exempt from the payment of sales tax. Sales tax should not be included in any proposals.
10. All proposals received may be considered to be a "public record" under the Wisconsin Open Records Laws and subject to distribution under the law upon receipt of a formal written request for information.