



MILWAUKEE COUNTY
DEPARTMENT OF HEALTH AND HUMAN SERVICES

DELINQUENCY AND COURT SERVICES DIVISION

YEAR 2013
PROFESSIONAL SERVICE CONTRACT GUIDELINES
PROGRAM AND TECHNICAL REQUIREMENTS

Issued March 18, 2013
Proposal due 4:00 PM CDT, April 10, 2013

Ver. 3/15/13

DEPARTMENT OF HEALTH AND HUMAN SERVICES



Milwaukee County

March 18, 2013

To: Community Agencies, Organizations and Interested Parties

The Milwaukee County Department of Health and Human Services (DHHS), Delinquency and Court Services Division, invites individuals, organizations and interested parties to participate in the RFP process by submitting proposals for **Training and Technical Assistance for Mentoring Programs**, to be purchased in the year 2013:

Proposal materials (*Program Requirements and Technical Requirements*) will be available in electronic format beginning **Monday, March 18, 2013** from:
http://county.milwaukee.gov/DHHS_bids

All proposals for funding in response to this RFP must be received by the Department of Health and Human Services no later than 4:00 p.m. CST on **Weds., April 10, 2013**. No extensions will be granted for submission of proposals unless approved by the Director of the Department of Health and Human Services and the County Board Policy Committee.

Proposals may be mailed or delivered to:

**Marcia P. Coggs Human Services Center
Attention: Dennis Buesing
1220 West Vliet Street, Room 300
Milwaukee, WI 53205**

Questions concerning this RFP must be sent to DHHSCA@milwcnty.com. Responses to all questions submitted on or before March 27, 2013 will be accessible through the following website: http://county.milwaukee.gov/DHHS_bids Please address questions concerning the Technical Requirements to Peter Madaus (peter.madaus@milwcnty.com), and address questions concerning the Program Requirements to Michelle Naples (michelle.naples@milwcnty.com).

Thank you for your interest in the Milwaukee County Department of Health and Human Services RFP process.

Sincerely,

B. Thomas Wanta, Administrator
Delinquency and Court Services Division

TABLE OF CONTENTS

SECTION		PAGE
1.	Introduction	1
2.	RFP Information	3
3.	Proposal Selection and Award Process	10
4.	Technical Requirements	15
	<i>Part 1 – Agency Application Instructions and Forms</i>	17
	<i>Part 2 -- Program Application</i>	38
	<i>Part 3 – Overview of Proposal review process, review evaluation criteria, quality assurance and required reports</i>	48
5.	Program Requirements	55
6.	Community Business Development Partners Procedures	63
7.	Appendices	65



Delinquency and Court Services Division

SECTION 1

INTRODUCTION

INTRODUCTION

The technical requirements set forth in these guidelines apply to proposals submitted for funding Training and Technical Assistance for Mentoring Programs under the Department of Health and Human Services (DHHS) Delinquency and Court Services Division (DCSD). This program is described in Section 5 of this booklet.

The Department of Health and Human Services' Request for Proposal (RFP) process begins with the mailing of an 'Interested Parties' letter to all current contractors and interested parties on the Department of Health and Human Services (DHHS) mailing list maintained by Contract Administration, and, the publication of media announcements in five community newspapers.

Applications will be accepted **only** for the program described as accepting applications in Section 5 of this document. The APPLICATION FORMAT information is organized into SEVEN (7) separate sections, most of which contain items to be submitted in the application. Instructions and forms are included in each section; forms can also be found on the Contract Administration web page at:

http://county.milwaukee.gov/DHHS_bids

Updates and revisions to this and other RFP related publications will occur through the application deadline, and can be viewed at:

<http://county.milwaukee.gov/Corrections22671.htm>

This site should be checked frequently, as it is the responsibility of the applicant to respond to all requirements as they appear in the posted revisions.



DELINQUENCY AND COURT SERVICES

SECTION 2

RFP INFORMATION

SECTION 2, RFP INFORMATION

The Manager for this RFP is Dennis Buesing

Address:

Dennis Buesing, Contract Administrator
Milwaukee County Department of Health and Human Services
1220 W Vliet Street, Ste B-26
Milwaukee, WI 53205
Tel. 414-289-5853
Fax. 414-289-5874
Email: dennis.buesing@milwcnty.com

INQUIRIES, QUESTIONS AND RFP ADDENDA

Proposers are expected to raise any questions they have concerning the RFP and appendices (if any) during this process. If a Proposer discovers any significant ambiguity, error, discrepancy, omission, conflict within this document, or conflict with law, rules or regulations or any other deficiency in this RFP, the Proposer must immediately notify the RFP Manager of such error and request modification or clarification of the RFP.

Proposers must submit their questions via email to dhhsca@milwcnty.com) on or before 4:00 PM **March 27, 2013**. **All questions must cite the appropriate RFP Section and Part number if applicable.** In addition, all questions should be submitted to dennis.buesing@milwcnty.com via email.

It is the intent of the County that these questions will be answered and posted on: http://county.milwaukee.gov/DHHS_bids on or before **April 1, 2013**.

In the event that a Proposer attempts to contact, orally or in writing, any employee or representative of Milwaukee County other than Dennis Buesing or other Persons mentioned as Contacts in the Interested Parties letter (refer to page i above) on any matter related to the proposal, the Proposer may be disqualified.

If a Proposer discovers an error (which includes ambiguity, mistake, conflict, discrepancy, omission or other deficiency) in this RFP which prejudices the Proposer's ability to respond definitively to the proposal request, or which might prejudice satisfactory performance under a Contract containing the RFP provision(s) in question, the Proposer must immediately notify Dennis Buesing in writing requesting modification or clarification of the proposal request.

No revisions to this proposal request may be made unless in the form of an official addendum issued by Milwaukee County. In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, addenda will be posted to Website:

<http://county.milwaukee.gov/Corrections22671.htm>

Proposers must check the website for posted addenda; they are encouraged to check daily.

If, prior to the date fixed for the submission of bids/proposals, a Proposer fails to notify Purchaser of an error about which it knew or should have known, and if a Contract is awarded to the Proposer, the Proposer shall not be entitled to additional compensation or time by reason of the error or its later correction.

The Proposer is responsible for any proposal inaccuracies, including errors in the Proposer's Price/Cost Proposal and any best and final offer (if applicable). The County reserves the right to reject proposals that contain errors or, at its sole discretion, waive disqualifying errors or gain clarification from a Proposer, in the event that it is in the best interest of the County to do so.

The provisions of the bid/proposal of the successful Proposer will become contractual obligations. Failure or refusal of the successful Proposer to accept these obligations in a contractual agreement may result in cancellation of the award.

REASONABLE ACCOMMODATIONS

The County will provide reasonable accommodations, including the provision of informational material in alternative format, for qualified individuals with disabilities upon request. If the Proposer needs accommodations, please contact the RFP Manager.

ESTIMATED TIMETABLE FOR RFP

The key RFP dates are outlined in the table below titled "RFP Schedule." In the event that the County finds it necessary to change any of the specific dates and times in the calendar of events listed, it will do so by issuing an addendum to this RFP **which will be posted to Website at:**

<http://county.milwaukee.gov/Corrections22671.htm>.

Proposals are due by **4:00 PM CDT on April 10, 2013.**

RFP Schedule

RFP Milestones	Completion Dates
RFP issue date	March 18, 2013
Written question submission date	March 27, 2013
Written Q&A posted to website	April 1, 2013
Written Proposals due	April 10, 2013; 4:00 PM CDT

SUBMITTING THE PROPOSAL

All applications for funding **must be received** by the DHHS **no later than 4:00 p.m. CDT on Wednesday, April 10, 2013**. Late proposals will be rejected. Applications for all DHHS divisions must be mailed or delivered to: Milwaukee County DHHS, Contract Administration, 1220 West Vliet Street, Room 300, Milwaukee WI 53205.

All applications must be typed using the format and the forms presented either in this booklet or the DHHS website.. All pages are to be numbered chronologically, with each requested item on a separate page. **WITH RARE EXCEPTION, ALL SUBMISSION REQUIREMENTS APPLY TO ALL PROGRAMS**. If there is any question about the applicability of a particular submission Item, contact Peter Madaus by email at, peter.madaus@milwcnty.com. In cases in which an item is determined **not** to be applicable, include a separate page in the appropriate place indicating this is the case and with whom you spoke. If a separate page is **not** included with this information and the item is **not** submitted with the application, it will be considered an omission. Points will be deducted during the proposal scoring process for all omissions, and depending upon which items are missing, the entire application may be removed from consideration.

Proposers must submit **one original** plus **four** copies of the complete application on three-hole punched paper **for each program** for which funding is requested. **A list of programs up for competitive, panel review can be found in Section 5, Program Requirements**.

The County reserves the right to amend or withdraw this RFP at any time without notice or penalty. If it becomes necessary to revise any part of this RFP, or if additional data are necessary for an exact interpretation of provisions of this RFP prior to the due date for Proposals, the RFP Manager will post addenda to the County website at:

<http://county.milwaukee.gov/Corrections22671.htm>

If such addenda issuance is necessary, the County reserves the right to extend the due date and time of Proposals to accommodate such interpretations or additional data requirements. Therefore, the **County encourages all Proposers to access the RFP on the County website daily** to ensure that Proposer is kept up-to-date on any and all changes to the RFP.

MODIFICATION OF PROPOSAL

A Proposal is irrevocable until the Contract is awarded, unless the Proposal is withdrawn. Proposers may withdraw a Proposal in writing at any time up to the Proposal closing date and time.

To accomplish this, a written request must be signed by an authorized representative of the Proposer and submitted to the RFP Manager. If a previously submitted Proposal is withdrawn before the Proposal due date and time, the Proposer may submit another at any time up to the closing date and time.

INCURRING COSTS

Neither Milwaukee County nor its Authorized Representatives are responsible for expenses incurred by a Proposer to develop and submit its Proposal. The Proposer is entirely responsible for any costs incurred during the RFP process, including site visits for discussions, face-to-face interviews, presentations or negotiations of the Contract.

RENEWAL/DATES OF PERFORMANCE

Selected Contractors shall begin work on or before June 3, 2013 and terminate December 31, 2013, unless the Contract is otherwise renewed or extended.

Obligations of DHHS shall cease immediately and without penalty or further payment being required, if in any fiscal year, DHHS, state, or federal funding sources fail to appropriate or otherwise make available adequate funds for any contract resulting from this RFP.

MISCELLANEOUS

The Contractor shall agree that the Contract and RFP shall be interpreted and enforced under the laws and jurisdiction of the State of Wisconsin and will be under Jurisdictions of Milwaukee Courts.

RFP Document: Applications submitted by an agency become the property of Milwaukee County upon submission. For agencies awarded a contract, the application material submitted is placed in an agency master file that becomes part of the contract with the Milwaukee County Department of Health and Human Services (DHHS). Successful application material becomes public information and is subject to the Open Records Law only after the procurement process is completed and a contract is fully executed. Prior to the granting of contract awards and the full execution of a contract, the application is considered a "draft" and is not subject to the Open Records Law except to appellant(s) to the award, subject to the proprietary information restriction as detailed below.

Disadvantaged Business Enterprise Utilization

For all Professional Services Contracts, DHHS has set a Disadvantaged Business Enterprises (DBEs) participation goal of 17% for for-profit proposers and a 5% goal for not-for-profit proposers. Applicable Milwaukee County DBE forms included with this RFP in Section 6 **must be completed, signed and submitted with each proposal.**

For more information, contact the Community Business Development Partners office at 278-5248.

Please note: If you are certified as a DBE vendor, subcontracting with a DBE is not a requirement. Please include a copy of your certification with your application.

PROPRIETARY INFORMATION

Any restriction on the use of data contained within a request must be clearly stated in the proposal itself. Proprietary information submitted in response to a request will be handled in accordance with applicable State of Wisconsin procurement regulations and the Wisconsin public records law. Proprietary restrictions normally are not accepted. However, when accepted, it is the vendor's responsibility to defend the determination in the event of an appeal or litigation.

Data contained in a Request for Proposal, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation and innovations become the property of the Milwaukee County Department of Health and Human Services.

Any materials submitted by the applicant in response to this Request for Proposal that the applicant considers confidential and proprietary information and which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats, or material which can be kept confidential under the Wisconsin public record law, must be identified on the Designation of Confidential and Proprietary Information form. (Attachment #A) Confidential information must be labeled as such. Costs (pricing) always becomes public information when proposals are opened, and therefore cannot be kept confidential. Any other requests for confidentiality MUST be justified in writing on the form provided and included in the proposal submitted.

Attachment #A

DESIGNATION OF CONFIDENTIAL AND PROPRIETARY INFORMATION

The attached material submitted in response to the 2013 Request for Proposal includes proprietary and confidential information, which qualifies as a trade secret, as provided in s. 19.36(5), Wis. Stats., 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 bid/proposal response be treated as confidential material and not be released without our written approval.

Prices always become public information when bids/proposals are open, and therefore cannot be kept confidential.

Other information cannot be kept confidential unless it is a trade secret. Trade secret is defined in s. 134.90(1)(c). Wis. Stats. 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.

We request that the following pages not be released:

Section	Page #	Topic
_____	_____	_____
_____	_____	_____
_____	_____	_____

IN THE EVENT THE DESIGNATION OF CONFIDENTIALITY OF THIS INFORMATION IS CHALLENGED, THE UNDERSIGNED HERBY AGREES TO PROVIDE LEGAL COUNSEL OR OTHER NECESSARY ASSISTANCE TO DEFEND THE DESIGNATION OF CONFIDENTIALITY AND AGREES TO HOLD MILWAUKEE COUNTY HARMLESS FOR ANY COSTS OR DAMAGES ARISING OUT OF MILWAUKEE COUNTY'S AGREEMENT TO WITHHOLD THE MATERIALS.

Failure to include this form in the Request for Proposal may mean that all information provided as part of the proposal response will be open to examination and copying. Milwaukee County considers other markings of confidential in the proposal document to be insufficient. The undersigned agrees to hold Milwaukee County harmless for any damages arising out of the release of any materials unless they are specifically identified above.

Company Name _____

Authorized Representative _____
Signature

Authorized Representative _____
Type or Print

Date _____



DELINQUENCY AND COURT SERVICES

SECTION 3

PROPOSAL SELECTION AND AWARD PROCESS

3. PROPOSAL SELECTION AND AWARD PROCESS

3.1 PROPOSAL SCORING AND SELECTION PROCESS

All proposals will first be reviewed by the RFP Manager and/or his representative to determine if 1) all “Technical Requirements” have been met; 2) the Proposals contain the required forms properly completed; and 3) submittal requirements are met. Failure to submit specified forms and follow submittal requirements may result in the proposal being rejected. **Failure to meet “Technical Requirements” or any terms and conditions can result in the Proposal being rejected.** In the event that none of the Proposals meet one or more of the specified requirements, the County reserves the right to continue the evaluation of Proposals and to select the proposals that most closely meet the requirements specified in this RFP.

Proposals that do not comply with instructions or are unable to comply with specifications contained in this Request for Proposal may be rejected by Milwaukee County. Milwaukee County may request reports on an applicant’s financial stability, which may be substantiated by a least three years of practice as a firm or business, and if financial stability is not substantiated, Milwaukee County may reject an applicant’s proposal. Milwaukee County retains the right to accept or reject any or all proposals, or accepts or rejects any part of a proposal deemed to be in the best interest of Milwaukee County. Milwaukee County shall be the sole judge as to compliance with the instructions contained in this Request for Proposal.

REQUEST FOR PROPOSAL EVALUATION:

Accepted proposals will be evaluated by the respective Milwaukee County Health and Human Services Division(s). A panel of county staff will be composed to verify that the proposals meet all specified requirements. This verification may include requesting reports on the applicant’s financial stability, conducting demonstrations of applicant’s proposed products and services, and reviewing results of past awards to the applicant by Milwaukee County or other purchasers. Accepted proposals will be reviewed by an Evaluation Panel and scored against the stated criteria. **A Proposer may not contact any member of the review Committee except at the RFP Manager’s direction.** A Proposer’s unauthorized contact of a panel member shall be grounds for immediate disqualification of the Proposer’s proposal. The panel may review and contact references, obtain other third party reports, and use the results in scoring the proposals. However, the County reserves the right to make a final selection based solely upon evaluation of the written proposals should it find it to be in its best interest to do so.

Proposals are evaluated against the evaluation criteria listed in Section 4.3. Evaluators’ scores are presented to division administrator(s), who may, or may not select the highest scoring proposal(s) for award. The division administrator(s) may modify or reject the evaluation panel’s recommendations and ask for reevaluation of proposal(s), require a reissuance of the RFP for the program(s) being recommended, or terminate the RFP process and choose an alternative basis for selection.

The Evaluation Panel will be the sole determiner of the evaluation points to be assigned. The determination whether any proposal by a Proposer does or does not

conform to the conditions and specifications of this RFP is the responsibility of the RFP Manager.

The Review Panel has the right to rely on any narrative, supporting materials or clarifications provided by the Proposer. The Review Panel may conduct face-to-face interviews with Proposers or ask for oral presentations to supplement written proposal, if it will assist evaluation procedure. Such determination for oral presentation can be made after initial review and ranking of the proposals based on the criteria outlined in the RFP. However, the County is not required to interview Proposers and reserves the right to make a final selection based solely upon evaluation of the written proposals should it find it to be in its best interest to do so.

The Proposer is responsible for any proposal inaccuracies, including errors in the Proposer's Cost Proposal and any best and final offer (if applicable). The County reserves the right to reject proposals that contain errors or, at its sole discretion, waive disqualifying errors or gain clarification from a Proposer, in the event that it is in the best interest of the County to do so.

The County reserves the right to contact any or all Proposers to request additional information for purposes of clarification of RFP responses.

3.2 EVALUATION CRITERIA

Proposals submitted in response to this RFP will be evaluated per the process and criteria detailed in Part 3 of the Technical Requirements (Section 4). If program-specific evaluation criteria are included in Program Requirements (Section 5), those specific criteria will apply.

3.3 NEGOTIATIONS

DHHS may, at its sole option, open negotiations with the three highest ranking, responsive proposers after the proposal closing date and prior to award. Once DHHS has chosen to enter into negotiations with a proposer or group of proposers, the contract award will be based on the success of those negotiations, as determined by DHHS. DHHS reserves the right to delete or add services until the final contract signing.

3.4 RIGHT TO REJECT PROPOSALS

The County reserves the right to reject any and all proposals. This RFP does not commit the County to award a contract, or contracts.

3.5 NOTICE OF INTENT TO AWARD

All Proposers who respond to this RFP will be notified in writing of the County's intent to award a contract(s) as a result of this RFP. **A "Notification of Intent to Award" a**

contract does not constitute an actual award of a contract, nor does it confer any contractual rights or rights to enter into a contract with the County.

After Notification of the Intent to Award is made, copies of all proposals will be made available for other Proposer's inspection subject to proprietary information exclusion mentioned in Section 2. Any such inspection will be conducted under the supervision of County staff. Copies of proposals will be made available for inspection for five working days from the date of issuance of "Notice of Intent to Award" between 8:30 a.m. to 4:30 p.m. at:

Milwaukee County Department of Health and Human Services
Contract Administration
1220 W Vliet Street, Suite B-26
Milwaukee, WI 53205

Proposers should schedule inspection reviews with Cleo Stewart, at 414-289-5980 to ensure that space is available for the review.

3.6 PROTEST AND APPEALS PROCESS

Only unsuccessful proposer(s) are allowed to file an appeal. On demand by such appellant(s), DHHS may provide the summary score(s) of evaluation panel, but in no case will the names of panel members be revealed. "Notice(s) of Intent to Protest," and Protest(s), must be made in writing. The protest must be as specific as possible and should identify deviations from published criteria or Milwaukee County Code of General Ordinances, Milwaukee County Board Resolutions, rules or other procedures that are alleged to have been violated.

The written "Notice of Intent to Protest" must be filed with the following office:

Dennis Buesing, Contract Administrator
Milwaukee County
Department of Health and Human Services
1220 W. Vliet Street, Room 300
Milwaukee, WI 53202

The written notice of intent must be received by Dennis Buesing's office no later than five (5) working days after the "Notices of Intent to Award" are issued. No protest can be filed unless a "Notice of Intent to Protest" is filed per the above timeline. Late filing of such "Notice of Intent to Protest" will invalidate the protest.

The actual written Protest(s) should be filed with Héctor Colón, Director, Department of Health and Human Services, 1220 W. Vliet St. Suite 301, Milwaukee, WI 53205, and received in his office no later than five (5) working days from the date of receipt by the department of a valid "Notice of Intent to Protest." Late filing of the Protest will invalidate the protest.

The decision of the DHHS Director will be binding. A proposer may challenge the decision of the Director, per the process in Section 110 of the Milwaukee County Code of General Ordinances. DHHS may proceed to contract with the Proposer(s) selected even if an appeal is still pending if it is in the best interest of Milwaukee County to do so.

3.7 Time period for retention of unsuccessful proposals and scoring

DHHS will destroy all unsuccessful proposals after the period of appeal has passed and if no appeal is pending at that time. The detailed and summary proposal review scoring sheets will be retained per Milwaukee County retention policy.



DELINQUENCY AND COURT SERVICES

SECTION 4

TECHNICAL REQUIREMENTS

SECTION 4. TECHNICAL REQUIREMENTS

These Requirements are for submitting the Training and Technical Assistance for Mentoring Programs proposal to the Department of Health and Human Services (DHHS). The DHHS reserves the right to add terms and conditions to the RFP as necessary.

This section contains Mandatory Requirements that the successful Proposer(s) are required to provide or agree to at NO cost to DHHS. Proposers who cannot, or will not, meet all of these requirements may be disqualified on the grounds of noncompliance.

ACCEPTANCE-REJECTION

Milwaukee County reserves the right to accept or reject any or all Proposals, or to waive any requirement(s), as deemed to be in the best interests of Milwaukee County.

CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

By signing and submitting a bid/proposal, the Proposer certifies, and in the case of a joint Proposal, each party thereto certifies as to its own organization, that in connection with this procurement:

The prices in this Proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder/Proposer or with any competitor;

Unless otherwise required by law, the prices which have been quoted in this Proposal have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to award, directly or indirectly, to any other Proposer or to any competitor; and

No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a Proposal for the purpose of restricting competition.

DEVIATIONS AND EXCEPTIONS

Submission of a proposal by Proposer shall be deemed as certification of compliance with all terms and conditions outlined in the RFP unless clearly stated otherwise on an attached "Statement of Deviations and Exceptions". The DHHS reserves the right to reject or waive disclosed deviations and exceptions.

Deviations and exceptions from original text, terms, conditions, or specifications shall be described fully and attached to the Cover Letter (*Item 1*). In the absence of such statement, the Proposal shall be accepted as in strict compliance with all terms, conditions, and specifications and the Proposers shall be held liable.



SECTION 4, PART 1

TECHNICAL REQUIREMENTS

AGENCY APPLICATION INSTRUCTIONS and FORMS

APPLICATION CONTENTS – I. INITIAL SUBMISSION

This content summary sheet must be attached immediately after the cover letter.

<u>Technical Requirements</u>	<u>Item Description</u>	<u>Application</u>	
<u>Item #</u>		Check Each Item Included	Page # of Application

INTRODUCTION

1	Cover Letter		
2	Application Summary Sheet		

SECTION 2, RFP INFORMATION – NO SUBMISSIONS REQUIRED

SECTION 3, PROPOSAL SELECTION AND AWARD PROCESS – NO SUBMISSIONS REQUIRED

SECTION 4, PART 1 – AGENCY APPLICATION – To be completed for ALL proposals:

	Application Contents		
3	Authorization To File	NA	NA
5	Board of Directors, Owners, Stockholders Demographic Summary		
6	Ownership, Independence and Governance	NA	NA
7	Agency Owners/Stockholders/Officers	NA	NA
10	Licenses and Certificates	NA	NA
11	Indemnity, Data And Information, and HIPAA Compliance Statement		
13a	Related Party Disclosure		
13b	Employee Hours-Related Organization Disclosure (Form 2C)		
14	Conflict Of Interest & Prohibited Practices Certification		
15	Equal Employment Opportunity Certificate		
16	Equal Opportunity Policy		
	Audit Hotline Flyer (for posting)		
17	Certification Statement Regarding Debarment And Suspension		
18	Additional Disclosures		
19	Certification Regarding Compliance With Background Checks - Caregiver	NA	NA
20	Cultural Competence		
21	Civil Rights Compliance Plan	NA	NA
22	Emergency Management Plan	NA	NA

SECTION 4, PART 2 – PROGRAM APPLICATION

26	Agency Employee Hours and Salaries (Forms 2)		
27	Employee Demographics Summary (Form 2B) Not required for this RFP.	NA	NA
28	Organizational Chart for Proposed Service		
29	Principal Service Providers' names & credentials		
30	Principal Service Providers' resumes		
31	Principal Service Providers' experience		
32	Program Logic Model		
33	Program Narrative		
34	Experience Assessment For New Proposer Agency	**	**
35	Experience Assessment For New Proposer Agency Leadership	**	**

**** Only required for proposer agencies that have not previously had a contract with the Milwaukee County Delinquency and Court Services Division.**

SECTION 4, PART 3 – OVERVIEW OF PROPOSAL REVIEW PROCESS – NO SUBMISSIONS REQUIRED – This section provides information concerning the process and criteria used to evaluate responsive proposals.

SECTION 5 – PROGRAM REQUIREMENTS – NO SUBMISSIONS REQUIRED – This section provides information about the program requirements that should be addressed in other submissions where applicable.

SECTION 6 – DISADVANTAGED BUSINESS UTILIZATION - SUBMIT FORMS AS REQUIRED

SECTION 7 – APPENDICES

Agency attests that all items and documents checked are complete and included in the application packet.

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

Agency: _____

II. FINAL SUBMISSION

After completion of the proposal review and upon receiving notice of a contract award, funded agencies are required to submit the following proposal items (if nothing has changed from initial submission, re-date and resubmit):

Item #	Item Description
12	Insurance Certificate

Final submissions are due by 4:00 p.m., May 17, 2013, and must be mailed or delivered to:

Milwaukee County DHHS
Contract Administration
1220 West Vliet Street, Room 300
Milwaukee WI 53205

Item 1	Sample Cover Letter	Required Submission
---------------	----------------------------	----------------------------

(ON VENDOR LETTERHEAD)

DATE:

Mr. Héctor Colón, Director
Milwaukee County Department of Health and Human Services
1220 West Vliet Street, Suite 301R
Milwaukee, WI 53205

Dear Mr. Colón:

I am familiar with the *"Year 2013 Professional Services Contracts Program Guidelines and Technical Requirements"* set forth by the Milwaukee County Department of Health and Human Services and am submitting the attached proposal that, to the best of my knowledge, is a true and complete representation of the requested materials.

Sincerely,

Authorized Signature _____

Title _____

Name of Agency _____

Item 2	Year 2013 Application Summary Sheet	Required Submission
---------------	--	----------------------------

Agency _____ Agency Director _____

Name of parent company and/or affiliated enterprises if agency is a subsidiary and/or affiliate of another business entity _____

Address _____
 (Street) (City) (State) (Zip)

Contact Person _____

Telephone# _____ Email _____

Agency Fiscal Period _____ Federal ID Number _____
 (Mo/Day/Year-Mo/Day/Year)

Please complete the following information for each 2013 program proposed in your application. Program name, and if applicable, a program number must be assigned to each program. This application must include programs from only one division. In order to apply for programs from more than one division, a separate, complete application must be submitted for each division.

Division: BHD DCSD MSD (check one)

(REFER TO TABLE OF CONTENTS IN PROGRAM REQUIREMENTS FOR PROGRAM NUMBER & NAME)

A. Program Number: _____ **Program Name:** _____

Continuation _____ Expansion _____ New _____

2012 Funding: _____ 2013 Request: _____

Site(s):

(1) _____ (3) _____

(2) _____ (4) _____

B. Program Number: _____ **Program Name:** _____

Continuation _____ Expansion _____ New _____

2012 Funding: _____ 2013 Request: _____

Site(s):

(1) _____ (3) _____

(2) _____ (4) _____

C. Program Number: _____ **Program Name:** _____

Continuation _____ Expansion _____ New _____

2012 Funding: _____ 2013 Request: _____

Site(s):

(1) _____ (3) _____

(2) _____ (4) _____

Item 5	Board of Directors/Agency Owners/Stockholders Demographics Summary	Required Submission
---------------	---	--------------------------------

Ethnicity	Female	Male	Handicapped
Asian or Pacific Islander			
Black			
Hispanic			
American Indian or Alaskan Native			
White			
Totals			

A "handicapped individual" is defined pursuant to section 504 of the Rehabilitation Act of 1973 as any person who:

1. Has a physical or mental impairment that substantially limits one or more major life activities (e.g. caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working);
2. Has a record of such impairment, or;
3. Is regarded as having such impairment.

Ethnicity is defined as:

1. Asian or Pacific Islander: All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.
2. Black: All persons having origins in any of the Black racial groups of Africa.
3. Hispanic: All persons of Mexican, Puerto Rican, Cuban, Central or South America or other Spanish culture or origin, regardless of race. (Excludes Portugal, Spain, or other European countries).
4. American Indian or Alaskan Native: All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.
5. White: All persons who are not Asian or Pacific Islander, Black, Hispanic, American Indian or Alaskan Native.

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

Agency: _____

Item 11	Indemnity, Data & Information Systems Compliance, HIPAA	Required Submission
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Indemnity/Insurance

Contractor agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the County and its agents, officers and employees, from and against all loss or expense including costs and attorney’s fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Contractor, or its (their) agents which may arise out of or are connected with the activities covered by this agreement.

Contractor shall indemnify and save County harmless from any award of damages and costs against County for any action based on U.S. patent or copyright infringement regarding computer programs involved in the performance of the tasks and services covered by this agreement.

Provision for Data and Information Systems Compliance

Contractor shall utilize computer applications in compliance with County standards in maintaining program data related to the contract, or bear full responsibility for the cost of converting program data into formats useable by County applications.

Health Insurance Portability and Accountability Act

The contractor agrees to comply with the federal regulations implementing the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to the extent those regulations apply to the services the contractor provides or purchases with funds provided under this contract.

Authorized signature _____ Date _____

Agency _____

Item 12	Insurance	Required Submission
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Contractor agrees to evidence and maintain proof of financial responsibility to cover costs as may arise from claims of tort, statutes and benefits under Workers' Compensation laws and/or vicarious liability arising from employees, board, or volunteers. Such evidence shall include insurance coverage for Worker's Compensation claims as required by the State of Wisconsin, Commercial General Liability and/or Business Owner's Liability (**which includes board, staff, and volunteers**), Automobile Liability (if the Agency owns or leases any vehicles) and Professional Liability (where applicable) in the minimum amounts listed below.

Automobile insurance that meets the Minimum Limits as described in this RFP is required for all agency vehicles (owned, non-owned, and/or hired). **In addition, if any employees or agents of Contractor will use personal vehicles for any purpose related to the provision of covered services under this Contract, or any other agreement with the DHHS, Contractor shall have Automobile Liability Insurance that meets the Minimum Limits for non-owned and/or hired autos as described in this Contract.**

If the services provided under the contract constitute professional services, Contractor shall maintain Professional Liability coverage as listed below. Treatment providers including psychiatrists, psychologists, social workers) who provide treatment off premises must obtain General Liability coverage (on premises liability and off-premise liability), to which Milwaukee County is added as an additional insured, unless not otherwise obtainable.

It being further understood that failure to comply with insurance requirements might result in suspension or termination of the Agreement.

TYPE OF COVERAGE	MINIMUM LIMITS
<u>Wisconsin Workers' Compensation</u>	Statutory or Proof of all States Coverage
<u>Employer's Liability</u>	\$100,000/\$500,000/\$100,000
<u>Commercial General and/or Business Owner's Liability</u>	
Bodily Injury & Property Damage	\$1,000,000 - Per Occurrence
(Incl. Personal Injury, Fire, Legal	
Contractual & Products/Completed	\$1,000,000 - General Aggregate
Operations)	

Automobile Liability

Bodily Injury & Property Damage	\$1,000,000 Per Accident
All Autos - Owned, Non-Owned and/or Hired	
Uninsured Motorists	Per Wisconsin Requirements

Professional Liability

To include Certified/Licensed Mental Health and AODA Clinics and Providers and Hospital, Licensed Physician or any other qualified healthcare provider under Sect 655	\$1,000,000 Per Occurrence \$3,000,000 Annual Aggregate As required by State Statute Wisconsin Patient Compensation Fund Statute
Any non-qualified Provider under Sec 655 Wisconsin Patient Compensation Fund Statute State of Wisconsin (indicate if Claims Made or Occurrence)	\$1,000,000 Per Occurr./ Claim \$3,000,000 Annual Aggregate
Other Licensed Professionals	\$1,000,000 Per Occurrence \$1,000,000 Annual aggregate or Statutory limits whichever is higher

Should the statutory minimum limits change, it is agreed the minimum limits stated herein shall automatically change as well.

Milwaukee County, as its interests may appear, shall be named as, and receive copies of, an “additional insured” endorsement, for general liability, automobile insurance, and umbrella/excess insurance. Milwaukee County must be afforded a thirty day (30) written notice of cancellation, or a non-renewal disclosure must be made of any non-standard or restrictive additional insured endorsement, and any use of non-standard or restrictive additional insured endorsement will not be acceptable.

Exceptions of compliance with “additional insured” endorsement are:

1. Transport companies insured through the State “Assigned Risk Business” (ARB).
2. Professional Liability where additional insured is not allowed.

Contractor shall furnish Purchaser annually on or before the date of renewal, evidence of a Certificate indicating the above coverages (with the Milwaukee County Contract Administrator named as the “Certificate Holder”) shall be submitted for review and approval by Purchaser throughout the duration of this Agreement. If said Certificate of Insurance is issued by the insurance agent, it is Provider’s responsibility to ensure that a copy is sent to the insurance company to ensure that the County is notified in the event of a lapse or cancellation of coverage.

CERTIFICATE HOLDER

Milwaukee County Department of Health and Human Services
Contract Administrator
1220 W. Vliet Street, Suite B-26
Milwaukee, WI 53205

If Contractor's insurance is underwritten on a Claims-Made basis, the Retroactive date shall be prior to or coincide with the date of this Agreement, the Certificate of Insurance shall state that *professional malpractice or errors and omissions coverage, if the services being provided are professional services coverage* is Claims-Made and indicate the Retroactive Date, Provider shall maintain coverage for the duration of this Agreement and for six (6) years following the completion of this Agreement.

It is also agreed that on Claims-Made policies, either Contractor or County may invoke the tail option on behalf of the other party and that the Extended Reporting Period premium shall be paid by Provider.

Binders are acceptable preliminarily during the provider application process to evidence compliance with the insurance requirements. All coverages shall be placed with an insurance company approved by the State of Wisconsin and rated "A" per Best's Key Rating Guide. Additional information as to policy form, retroactive date, discovery provisions and applicable retentions, shall be submitted to Purchaser, if requested, to obtain approval of insurance requirements.

Any deviations, including use of purchasing groups, risk retention groups, etc., or requests for waiver from the above requirements shall be submitted in writing to the Milwaukee County Risk Manager for approval prior to the commencement of activities under this Agreement:

Milwaukee County Risk Manager
Milwaukee County Courthouse – Room 302
901 North Ninth Street
Milwaukee, WI 53233

Item 13a	Related Party Disclosures	Required Submission
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Milwaukee County Employee

Submit a list of any Milwaukee County employee, or former County employee to whom your agency paid a wage, salary, or independent contractor fee during the preceding three-year period. Include payments made during 2010, 2011 and 2012 to any person who was at the time of payment, also employed by Milwaukee County.

Employee	2010 Wages	2011 Wages	2012 Wages

No employment relationship with current or former Milwaukee County employees (within 3 years) exists.

Related Party Relationships

The agency rents from or contracts with a person who has ownership or employment interest in the agency; serves on the Board of Directors; or is a member of the immediate family of an owner, officer, employee, or board member? Yes No

If such a relationship exists, submit a copy of lease agreements, certified appraisals, and contract agreements, etc.

Submit a full disclosure of the relationship, including the extent of interest and amount of estimated income anticipated from each source, for each individual if any board member, stockholder, owner, officer, or member of the immediate family of any board member, stockholder, owner or officer, holds interest in firms or serves on the board from which materials or services are purchased by the agency, its subsidiaries, or affiliates. "Immediate family" means an individual's spouse or an individual's relative by marriage, lineal descent, or adoption who receives, directly or indirectly, more than one-half of his/her support directly from the individual or from whom the individual receives, directly or indirectly, more than one-half of his/her support.

Name	Relationship	% or Estimated Income

Item 13b	Employee hours – Related Organization Disclosure	Required Submission
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For each employee of your agency who works for more than one related organization which may or may not be under contract to Milwaukee County, the total number of weekly hours scheduled for each affiliated corporate or business enterprise must be accounted for by program/activity.

“Related Organization” is defined as an organization with a board, management, and/or ownership which is (are) shared with the applicant organization.

Employee Name	Related Organization/ Employer	Program/Activity	Total Weekly Hours

Please check the statement below, sign and date the form if the above condition does not exist.

_____ No employee of the agency works for more than one related organization that may or may not be under contract to Milwaukee County.

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____

Agency: _____

Item 14	Conflicts of Interest and Prohibited Practices	Required Submission
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Interest in Contract

No officer, employee or agent of the County who exercises any functions or responsibilities with carrying out any services or requirements to which this contract pertains has any personal interest, direct or indirect, in this contract.

Interest of Other Public Officials

No member or the governing body of a locality, County or State and no other public official of such locality, County or State who exercises any functions or responsibilities in the review or approval of the carrying out of this contract has any personal interest, direct or indirect, in this contract.

Contractor covenants s/he presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services under this contract. Any conflict of interest on the part of the Contractor will be disclosed to the County. In the event Contractor has a conflict of interest that does not permit Contractor to perform the services under the contract with respect to any client or recipient, Contractor will notify the County and will provide the County with all records and reports relating to same.

Prohibited Practices

Contractor attests that it is familiar with Milwaukee County’s Code of Ethics, Chapter 9 of Milwaukee County Code of General Ordinances, which states in part, “No person may offer to give any County officer or employee or his immediate family, or no County officer or employee or his immediate family may solicit or receive anything of value pursuant to an understanding that such officer’s or employee’s vote, official action, or judgment would be influenced thereby.”

Said chapter further states, “No person(s) with a personal financial interest in the approval or denial of a contract being considered by a County department or with an agency funded and regulated by a County department, may make a campaign contribution to any candidate for an elected County office that has final authority during its consideration. Contract considerations shall begin when a contract is submitted directly to a County department or to an agency until the contract has reached its final disposition, including adoption, county executive action, proceedings on veto (if necessary) or departmental approval.”

Where Agency intends to meet its obligations under this or any part of this Request For Proposal through a subcontract with another entity, Agency shall first obtain the written permission of County; and further, Agency shall ensure it requires of its subcontractors the same obligations incurred by Agency under this Request For Proposal.

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____

Agency: _____

Item 15	Equal Employment Opportunity Certificate for Milwaukee County Contracts	Required Submission
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In accordance with Section 56.17 of the Milwaukee County General Ordinances and Title 41 of the Code of Federal Regulations, Chapter 60, SELLER or SUCCESSFUL BIDDER or CONTRACTOR or LESSEE or (Other-specify),(Henceforth referred to as VENDOR) certifies to Milwaukee County as to the following and agrees that the terms of this certificate are hereby incorporated by reference into any contract awarded.

Non-Discrimination

VENDOR certifies that it will not discriminate against any employee or applicant for employment because of race, color, national origin, sex, age or handicap which includes but is not limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training including apprenticeship.

VENDOR will post in conspicuous places, available to its employees, notices to be provided by the County setting forth the provision of the non-discriminatory clause.

A violation of this provision shall be sufficient cause for the County to terminate the contract without liability for the uncompleted portion or for any materials or services purchased or paid for by the contractor for use in completing the contract.

Affirmative Action Program

VENDOR certifies that it will strive to implement the principles of equal employment opportunity through an effective affirmative action program, which shall have as its objective to increase the utilization of women, minorities, and handicapped persons and other protected groups, at all levels of employment in all divisions of the vendor's work force, where these groups may have been previously under-utilized and under-represented.

VENDOR also agrees that in the event of any dispute as to compliance with the aforesated requirements, it shall be his responsibility to show that he has met all such requirements.

Non-Segregated Facilities

VENDOR certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not permit its employees to perform their services at any location under its control, where segregated facilities are maintained.

Subcontractors

VENDOR certifies that it has obtained or will obtain certifications regarding non-discrimination, affirmative action program and nonsegregated facilities from proposed subcontractors that are directly related to any contracts with Milwaukee County, if any, prior to the award of any subcontracts, and that it will retain such certifications in its files.

Reporting Requirement

Where applicable, VENDOR certifies that it will comply with all reporting requirements and procedures established in Title 41 Code of Federal Regulations, Chapter 60.

Affirmative Action Plan

VENDOR certifies that, if it has 50 or more employees, it will develop and/or update and submit (within 120 days of contract award) an Affirmative Action Plan to: Mr. Paul Grant, Audit Compliance Manager, Milwaukee County Department of Audit, 2711 West Wells Street, Milwaukee, WI 53208 [Telephone No.: (414) 278-4292].

VENDOR certifies that, if it has 50 or more employees, it has filed or will develop and submit (within 120 days of contract award) for each of its establishments a written affirmative action plan. Current Affirmative Action plans, if required, must be filed with any of the following: The Office of Federal Contract Compliance Programs or the State of Wisconsin, or the Milwaukee County Department of Audit, 2711 West Wells Street, Milwaukee, WI 53208 [Telephone No.: (414) 278-4292].

If a current plan has been filed, indicate where filed _____ and the year(s) covered _____.

VENDOR will also require its lower-tier subcontractors who have 50 or more employees to establish similar written affirmative action plans.

Employees

VENDOR certifies that it has (No. of Employees) _____ employees in the Standard Metropolitan Statistical Area (Counties of Milwaukee, Waukesha, Ozaukee and Washington, Wisconsin) and (No. of Employees) _____ employees in total.

Compliance

VENDOR certifies that it is not currently in receipt of any outstanding letters of deficiencies, show cause, probable cause, or other notification of noncompliance with EEO regulations.

Executed this ____ day of _____, 20____ by: Firm Name _____

By _____ Address _____

(Signature)

Title _____ City/State/Zip _____

Item 16	Equal Opportunity Policy	Required Submission
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_____ is in compliance with the equal opportunity policy and standards of the Wisconsin Department of Health and Family Services and all applicable Federal and State rules and regulations regarding nondiscrimination in employment and service delivery.

EMPLOYMENT - AFFIRMATIVE ACTION & CIVIL RIGHTS

It is the official policy of _____ that no otherwise qualified person shall be excluded from employment, be denied the benefits of employment or otherwise be subjected to discrimination in employment in any manner on the basis of age, race, religion, color, sex, national origin or ancestry, handicap, physical condition, developmental disability, arrest or conviction record, sexual orientation, military/veteran status or military participation. We pledge that we shall comply with Affirmative Action and Civil Rights standards to ensure that applicants are employed and that employees are treated during their employment without regard to the above named characteristics. Such action shall include but not be limited to the following: employment, upgrading, demotion, transfer, recruitment, or recruitment advertising, layoff or termination, rates of pay or other forms of compensation and selection for training including apprenticeship.

_____ has a written Affirmative Action Plan which includes a process by which discrimination complaints may be heard and resolved.

SERVICE DELIVERY - CIVIL RIGHTS

It is the official policy of _____ that no otherwise qualified applicant for services or service recipient shall be excluded from participation, be denied benefits or otherwise be subjected to discrimination in any manner on the basis of age, race, religion, color, sex, national origin or ancestry, handicap, physical condition, developmental disability, arrest or conviction record, sexual orientation, military/veteran status or military participation. We pledge that we shall comply with civil rights laws to ensure equal opportunity for access to service delivery and treatment without regard to the above named characteristics. _____ has a written Civil Rights Action Plan which includes a process by which discrimination complaints may be heard and resolved.

All officials and employees of _____ are informed of this statement of policy. Decisions regarding employment and service delivery shall be made to further the principles of affirmative action and civil rights. To ensure compliance with all applicable Federal and State rules and regulations regarding Equal Opportunity and nondiscrimination in employment and service delivery, _____

_____ has been designated as our Equal Opportunity Coordinator. Any perceived discrimination issues regarding employment or service delivery shall be discussed with Ms./Mr. _____. Ms./Mr. _____ may be reached during week days at _____.

A copy of the Affirmative Action Plan and/or the Civil Rights Action Plan including the process by which discrimination complaints may be heard and resolved is available upon request.

 (Director or Chief Officer) (Title) (Date)

This Policy Statement shall be posted in a conspicuous location.

	Department of Audit Hotline	Required Submission
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Department of Audit Hotline

Milwaukee County has set up the Department of Audit Hotline to be the primary conduit for concerned employees, citizens, and contractors to communicate allegations of fraud, waste and abuse involving County government. Milwaukee County’s resolution states, in part,

“all department heads and administrators of Milwaukee County are hereby directed to provide information regarding Milwaukee County Department of Audit Fraud Hotline to all professional service and construction contractors when they commence work for Milwaukee County and, further, that instructions and bulletins shall be provided to said contractors that they post this information in a location where their employees will have access to it and provide said information to any and all subcontractors that they may retain; and

...Milwaukee County funded construction and work sites shall also have posted the bulletin that the Department of Audit has developed which provides the Fraud Hotline number and other information and the Department of Public Works shall inform contractors of this requirement”

A Hotline bulletin is attached. Please distribute the revised bulletin to contractors as contracts are let or renewed and also post it prominently at all County employee work locations associated with your organization (See flyer under Appendices).

Certified that, the copies of Audit Hotline poster have been posted at the prominent locations within our organization.

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____

Agency: _____

Item 17	Certification Regarding Debarment and Suspension	Required Submission
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CERTIFICATION STATEMENT

DEBARMENT AND SUSPENSION

The applicant certifies to the best of its knowledge and belief, that its' principals, owners, officers, shareholders, key employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____

Agency: _____

Item 18	Additional Disclosures	Required Submission
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1. Has your organization or any representative, owner, partner or officer ever failed to perform work awarded or had a contract terminated for failure to perform or for providing unsatisfactory service?
 Yes No If yes, on a separate page please provide a detailed explanation.

2. Within the past five (5) years, has your organization or any representative, owner, partner or officer (collectively “your Company”) ever been a party to any court or administrative proceedings or disciplinary action, where the violation of any local, state or federal statute, ordinance, rules, regulation, or serious violation of company work rules by your Company was alleged?
 Yes No If yes, on a separate page, please provide a detailed explanation outlining the following:
 - Date of citation or violation
 - Description of violation
 - Parties involved
 - Current status of citation

3. Within the past 5 years has your organization had any reported findings on an annual independent audit?
 Yes No If yes, on a separate page please provide a detailed explanation.

4. Within the past 5 years, has your organization been required to submit a corrective action plan by virtue of review or audit by independent auditor, or any governmental agency or purchaser of services?
 Yes No If yes, on a separate page please provide a detailed explanation including if the corrective action has been accepted by the purchasing agency and completely implemented? If not, please explain remaining action required by purchasing agency.

5. Have you, any principals, owners, partners, shareholders, directors, members or officers of your business entity ever been convicted of, or pleaded guilty, or no contest to, a felony, serious or gross misdemeanor, or any crime or municipal violation, involving dishonesty, assault, sexual misconduct or abuse, or abuse of controlled substances or alcohol, or are charges pending against you or any of the above persons for any such crimes by information, indictment or otherwise?
 Yes No If yes, on a separate page, please provide a detailed explanation.

ADDITIONAL DISCLOSURES CERTIFICATION

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____

Agency: _____

Item 20	Cultural Competence	Required Submission
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Cultural Competence - A set of congruent behaviors, attitudes, practices and policies formed within a system, within an agency, and among professionals to enable the system, agency and professionals to work respectfully, effectively and responsibly in diverse situations. Essential elements of cultural competence include valuing diversity, understanding the dynamics of difference, institutionalizing cultural knowledge, and adapting to and encouraging organizational diversity.

Cultural Humility - Cultural Humility recognizes variation within members of a group which may otherwise be similar in terms of race, gender, ethnicity, or other characteristic. The emphasis in Cultural Humility is not on specific knowledge of any given cultural orientation, but rather on an approach which demonstrates a respectful attitude toward diverse points of view, recognizing that groups of individuals cannot be reduced to a set of discrete traits. This approach specifically avoids making broad assumptions about groups based on defined traits or behaviors; instead, it focuses on recognizing and integrating the unique perspective each client brings to the service delivery experience.

CULTURAL COMPETENCE

Describe your proposed strategy for developing and maintaining Cultural Competence and Humility. Please provide specific examples of existing and/or proposed policies, procedures, and other practices promoting Cultural Competence. Identify specific actions taken by your agency during the previous year, if any, geared toward increasing Board and/or Staff diversity.

Authorized Signature: _____ Date: _____

Printed Name: _____

Title: _____

Agency: _____



SECTION 4, PART 2

TECHNICAL REQUIREMENTS

PROGRAM APPLICATION

INSTRUCTIONS and FORMS

Item 26	Agency Employee Hours and Salaries (Form 2)	Required Submission
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Form 2 can be downloaded from the following website:

http://county.milwaukee.gov/DHHS_bids

It is accessible through the link on the right side of the screen called:

“2013 Budget forms (LINKED)”

Fill out the information required on the tab titled “Form 2”.

Item 28	Program Organizational Chart	Required Submission
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Provide an organizational chart which shows, in detail, position titles and reporting relationships within the specific program being proposed. Include all positions for which funding is being requested.

Item 29	Principal Service Providers’ Names and Credentials	Required Submission
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Provide copies of any of the principal service providers’ credentials (e.g. degrees, licenses, and/or training certificates) that are applicable to providing services under this proposal.

Item 30	Principal Service Providers’ Resumes	Required Submission
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Provide copies of any of the principal service providers’ current resumes.

Item 31	Principal Service Providers’ Experience	Required Submission
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Provide a brief, narrative description of how the principal service providers’ experience support the program requirements.

Item 32	Program Logic Model	Required Submission
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Use single words or short phrases to describe the following:

Inputs: List the physical, financial, and human resources dedicated to the program.

Processes/Program Activities: List the services to be delivered, **to include any “Required Program Components” as described in the Program Requirements.**

Outputs: List the volume of processes/program activities to be delivered, **to include any “Expected Outputs” listed in Program Requirements (See Section 5 for Program Requirements).**

Expected Outcomes: List the intended benefit(s) for participants during or after their involvement with a program, **to include all “Expected Outcomes” listed in the Program Requirements**, as well as any additional outcomes already established for the program. If no “Expected Outcomes” are listed in the Program Requirements, Proposer shall identify their own expected outcomes for the program. Proposer identified expected outcomes must reflect increases, decreases, or maintenance of knowledge, skills, behaviors, condition, and/or status.

Indicators List the measurable approximations of the outcomes you are attempting to achieve, **to include any required “Indicators” listed in the Program Requirements.** Indicators are the observable or measurable characteristics which indicate whether an outcome has been met, which shall be expressed by number and/or percentage. For more examples of Inputs, Processes, Outputs, and Outcomes, see DHHS Outcomes Presentation, March 16, 2006, at: <http://county.milwaukee.gov/ContractMgt15483.htm> (Look under “Reference Documents”)

Projected Level of Achievement-Using column F of your Program Logic Model (Item 32), identify the number and percentage of participants you project will achieve each “Expected Outcome” for each program proposed.

Describe methods of data collection proposed. Describe how consumers and community members are integrated into the process of evaluating the program, as appropriate, e.g., through satisfaction surveys, board and committee membership, public forums, etc. Include copies of any instruments used to collect feedback from consumers or the community. Give a specific example of how the results of this feedback have been used.

Item 32	Program Logic Model and Annual Evaluation Report	Required Submission
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A	B	C	C1	D	E	F	G	H
Inputs	Processes/Program Activities	Outputs	For evaluation report	Expected Outcomes	Indicators	Projected level of achievement	For evaluation report	
			Actual level of achievement				Actual level of achievement	Description of changes

A	B	C	C1	D	E	F	G	H
Inputs	Processes/Program Activities	Outputs	For evaluation report	Expected Outcomes	Indicators	Projected level of achievement	For evaluation report	
			Actual level of achievement				Actual level of achievement	Description of changes

Item 33	Program Narrative	Required Submission
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Provide a narrative to adequately describe the program you are proposing. The Program Description Narrative MUST correspond with and derive from Item 32, Program Logic Model, and the program requirements in Section 5 of the RFP. The narrative must describe in detail how you will use the inputs and processes to accomplish the outputs and outcomes listed in the Logic Model and Program Narrative. The Program Narrative MUST also include a timeline for delivering all aspects of the proposed program.

Refer to the *Year 2013 Professional Services Guidelines: Program Requirements* for all the required program components for the program you are proposing. In particular, each proposed program must include:

- All Required Program Components
- Required Documentation
- Expected Outputs
- Expected Outcomes
- Indicators

If no “Expected Outcomes” are listed in the Program Requirements, Proposer shall identify their own expected outcomes for the program. Proposer identified expected outcomes must reflect increases, decreases, or maintenance of the service recipients’ knowledge, skills, behaviors, condition, or status. Where indicated, programs must utilize Indicators as they appear in the Program Requirements, OR Proposer shall propose a minimum of one indicator for each “Expected Outcome”.

Using the table on the next page, describe the agency’s ability to provide this program, and the agency’s experience serving the targeted populations. Include any existing agency programs utilizing a similar service delivery system and the number of years the program has been in operation. Discuss past service experience with similar contracts. Specifically address recent and current experience in terms of program volume, target population, dollar amount of contract, and service mix (i.e., types of services provided).

Program Name	Funding period	Funder	Program volume	Target Population	Dollar amount	Service Mix

Item 34	Experience Assessment for New Proposer Agency	Required Submission**
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****This for is only required for proposer agencies that have not previously had a contract with the Milwaukee County Delinquency and Court Services Division.** Agencies with some history of funding, but without a current DHHS/DCSD contract may also submit this form. **This document shall be completed by a prior funder, and is subject to verification.**

Download form from: http://county.milwaukee.gov/DHHS_bids

If unable to get an Experience Assessment from a prior funder, proposer may submit alternate documentation to verify agency experience. Examples of alternate documentation include, but are not limited to: grant agreements, grant proposals, correspondence, contracts, evaluation reports, or annual reports. Also please provide contact information of the prior funder, i.e. contact person, title, phone number, and email address.

Item 35	Experience Assessment for New Proposer Organizational Leadership	Required Submission**
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****This for is only required for proposer agencies that have not previously had a contract with the Milwaukee County Delinquency and Court Services Division.** A separate form should be submitted for the *head of the organization, senior fiscal and program staff*. **This document shall be completed by a prior funder or by a prior employer, and is subject to verification.**

Download form from: http://county.milwaukee.gov/DHHS_bids

A separate form should be submitted for the *head of the organization and senior fiscal and program staff*. Please have a prior fundor or a prior employer complete the form(s).

If unable to get an Experience Assessment from a prior fundor, proposer may submit alternate documentation to verify organizational leadership. Examples of alternate documentation include, but are not limited to: current or previous position/job description, prior agency's mission statement, W2 form, or annual report. Please submit this information attached to form 29d. Also please provide contact information of the prior funder, i.e. contact person, title, phone number, and email address.



SECTION 4, PART 3

TECHNICAL REQUIREMENTS

OVERVIEW OF PROPOSAL REVIEW PROCESS

PROPOSAL REVIEW EVALUATION CRITERIA

&

QUALITY ASSURANCE

I. Overview of the Request for Proposal Evaluation Process

A. Proposal Review Panel Selection

Proposals to provide services under a professional services contract for the Department of Health and Human Services shall be evaluated by panel members with familiarity and/or experience in the field of social/human services. Panel members and their immediate families (Spouse, Parent, Child, Sibling or Significant Other) may not have any familial, official, board member, employment, fiduciary or contractual relationships with organizations currently funded by Milwaukee County in the program area for which the Proposer has applied, or hold any ownership, contractual or employment interests in the Proposer or its subsidiaries under consideration. At the discretion of DHHS division administrators, respective program, quality assurance and contract administration staff will serve on review panels. Staff will not comprise the majority of panel members. Outside panel members will be selected from various sources including the following:

- community volunteers and representatives;
- representatives of professional and educational organizations;
- representatives of community councils and advocacy organizations.

Recommendations of persons to serve on proposal review panels are welcome from appropriate governmental entities, i.e., Community Business Development Partners, etc.

B. Proposal Review Panel Representation

Panel representation to review proposals submitted for contract recommendations shall include:

- minority and culturally diverse representation;
- consumer / service recipient representation or their guardians, if applicable.

The primary role of Department of Health and Human Services program division staff shall be to serve in a consulting capacity to panel members. Respective division staff shall convene the panel at a specific time and place to discuss the review process in a group setting, and, following the review, to finalize the proposal ratings prior to averaging the scores. Staff, as consultants, shall provide responses to program and procedural information including:

- past performance of a Proposer;
- Proposer's problem solving and responsiveness to issues;
- program knowledge;
- program needs; and,
- program outcomes and performance reviews.

Using the established review criteria, representatives participating on a review panel will score each proposal independently on a preliminary basis, with the final proposal analysis reporting an average score of the proposal.

1. Panel representation for **more than one proposal** submitted to provide the same program or service for the DHHS will include a **minimum of three members**. The panel shall be comprised of as broad a base of community, minority and culturally diverse, consumer/service recipient representation as possible. Based on the discretion of division administrative staff, or on program factors, number of proposals submitted, and minority and culturally diverse representation, etc., panels may be comprised of more than three members including one program or quality assurance staff, and one contract administration staff. Staff will not comprise the majority of panel members.
2. Panel representation when **only one proposal is submitted** to provide a particular program or service will be **no more than two members**. The panel for only one proposal submitted to provide a program or service may be comprised of just one member if the member is a community representative. Alternately, if only one proposal is received and the proposer is an incumbent agency that is the current provider of the program services for which proposals are being requested, DHHS may convene a panel of two members to score the proposal; however, both panel members may be DHHS staff and a community representative is not required. If only one proposal is received, and the proposer is not an incumbent agency, the panel will be comprised of no more than two members, and at least one member must be a community representative.
3. Though there is not a competitive review process for programs and services purchased by the DHHS on a multi-year funding cycle or designated provider agencies, the agencies submitting proposals for all divisions are required to submit proposal items identified in the *Professional Services of Service Guidelines: Technical Requirements*. Program, quality assurance and/or contract administration staff will perform a screening of items submitted by agencies in this category.
4. If an agency with a current contract is the only Proposer for the same program only an internal review and scoring will take place.

II. General Guidelines

- A. The role of the review panel is to rate proposals against the published scoring criteria. These ratings are forwarded to Division Administrators who may accept or dispute them. If a Division Administrator disputes a

review and scoring panel's scoring, the panel shall be apprised of the item in dispute, the related criterion and the basis for the dispute. The panel shall then be reconvened to discuss and evaluate the basis for the dispute and make a determination to uphold or modify their original rating based on any new information presented. Any alteration to the panel's scoring of a proposal shall be noted in the report to the Milwaukee County Board of Supervisors when a contract recommendation is made by the Division Administrator.

- B. The primary measure of the quality of the Proposer's proposal will be specific examples of successful previous experience which relates to the various items in the proposal. Successful previous experience will be measured and scored based on the current and recent County contract performance of Proposers, or, for new Proposers, current and recent non-County contract performance, or, for new organizations, the current and recent experience of senior staff at Proposer's agency.
- C. The review process may include verification of assertions made by the Proposer in the proposal, including but not limited to site visits, record review and interviews and reference checking. The County reserves the right to contact any or all Proposers to request additional information for purposes of clarification of RFP responses.
- D. Reviewers will score proposals against the published criteria, and will not consider non-published criteria.
- E. Criteria to be considered in evaluating proposals include the Proposer's ability to provide the proposed program, the Proposer's proposed program relative to that proposed by other Proposers, and the Proposer's proposed cost to provide the program or service compared to the cost proposed by other qualified Proposers.
- F. For omissions of requested items, Proposers will have scores reduced to 0 for any corresponding review line item, or for requested items which do not have an associated review line item, will receive a reduced score under the "Administrative Ability" section. However, omission of certain requested items may result in proposals not receiving any further consideration.
- G. Division Administrators may consider factors other than scoring in making contract recommendations.

III. Proposal Review and Scoring Criteria for ALL contract divisions

Administrative Ability – 0 - 200 Points. The Proposer demonstrates evidence of administrative capacity to meet federal, state, county and creditor requirements,

including timeliness of required submissions and payment of obligations. Proposer demonstrates an ability to provide timely and accurate monthly financial and progress reports, along with sufficient documentation.

In scoring proposals, for agencies currently under contract with DHHS, reviewers will consider the on time and accuracy rate of Proposer in prior year's required submissions. For new Proposers, reviewers will consider the on time and accuracy rate of Proposer as described by the person providing the required Experience Assessment report (items 34 or 35). Additionally, in scoring proposals for Administrative Ability, reviewers will consider the accuracy and completeness of the proposal. Inaccurate or incomplete proposals will receive reduced scores.

For Proposers with a current or recent County contract, Administrative Ability scoring will also be based on compliance with submission deadlines, required content and overall findings of program evaluation reports for the current or recent contract period. For new Proposers or Proposers without a current DHHS contract within the last two years, scores will be derived from information on items 34 or 35 as applicable.

Administrative Ability will also be determined by the extent to which the Proposer Agency's mission statement and/or strategic goals relate to the program requirements (Section 5).

Disadvantaged Business Enterprise (DBE) Utilization – 0 - 100 Points. The proposal should include DBE participation as required by Chapter 42 of the Milwaukee County Ordinances and detailed in Section 6 of this RFP. The proposal shall also address the issues of diversity and cultural competence as demonstrated through the applicant's policies, actions, employees, Board/Owner(s)/LLC Member demographics, and minority business certifications from other certifying bodies.

Previous Experience – 0 - 200 Points. The Proposer's experience demonstrates the ability to provide the proposed service to the target group. For Proposers without prior Milwaukee County experience, information will be gathered from Performance Assessments provided by the Proposer following a prescribed format. Documented non-performance or noncompliance under previous contracts will be taken into consideration.

In evaluating experience in proposals, reviewers will consider:

Past Service Experience with similar contracts. Similarity to be measured by looking at specific, detailed examples of **successful** current or recent contracts in terms of: 1) program volume, 2) target population, 3) dollar amount of contract, and 4) service mix. For full points, Proposer currently successfully operates a program which meets or exceeds these four criteria. In evaluating "success" reviewers will consider

the content of evaluation and other program reports, as well as Quality Assurance findings and corrective action plans, as applicable.

Previous Experience will also be scored based on reviewers' prior experience, if applicable, with Proposer relating to these criteria.

Service Plan and Delivery – 0 - 300 Points.

Review and scoring of the Service Delivery Plan will consider the following attributes:

- The Service Delivery Plan specifies how the Proposer will produce all outputs and meet all outcomes within the contract timeframe, given the available resources.
- The Service Delivery Plan identifies contingency plans for potential problems and obstacles.
- The Service Delivery Plan explains how the proposer agency will coordinate with the known and potential stakeholders to successfully deliver all outcomes (e.g. current mentors and mentoring agencies, county staff in various divisions, etc.)
- The Service Delivery Plan indicates the usage of high quality tools and resources to effectively deliver the outcomes (e.g. research and research-based approaches).
- The Service Delivery Plan indicates an appropriate balance of resources have been dedicated to delivering the various program outcomes.
- Rationale and theories supporting the program activities. Proposers should use research or other evidence-based support for their program model.
- The Service Delivery Plan describes service delivery in terms of inputs, processes, outputs, and outcomes, and indicators as described in Item 32.
- Service Delivery Plan will also be scored based on reviewers' prior experience, if applicable, with Proposer relating to these criteria.

Staffing Plan – 0 - 200 Points. The Proposer demonstrates an ability to provide effective staffing and agency oversight, including board review and direct service staff supervision. Staffing levels are adequate, and staff is adequately compensated. Staff are licensed and certified as appropriate, or meet other required qualifications.

A successful staffing plan will also include an adequate amount of time dedicated to completing proposed work items by qualified and experienced staff.

TOTAL SCORE

1000 POINTS

DEPARTMENT OF HEALTH AND HUMAN SERVICES
QUALITY ASSURANCE

When an applicant has been awarded a contract, all application material submitted is organized into an agency master file that becomes part of the contract with the Department of Health and Human Services. The master file is also the primary source document for each agency contract and is an integral part of ongoing quality assurance activities. Once the master file is established, it is the contractor's responsibility to automatically update any information contained therein at the time any change/revision occurs.

Quality assurance activities help to ensure the appropriate expenditures of public funds and the provision of quality services. Quality assurance activities may include, but are not limited to:

- Review of annual and semi-annual evaluation reports submitted by the agency.
- Sampling of clients/participants served through participant interviews, client interviews, surveys/questionnaires, case file reviews, and/or service verification.
- On-site verification of compliance with the posting of the following documents: (a) participant/client rights, (b) non-discrimination policies.
- On-site monitoring of compliance with governmental and contractual requirements related to the provision of services.
- On-site monitoring of a contractor's organization and management structure, fiscal accountability and/or verification of services provided.
- Other criteria specified in the program requirements section for each service offered.



Delinquency and Court Services Division

SECTION 5

PROGRAM REQUIREMENTS

Delinquency and Court Services Division

INTRODUCTION AND INSTRUCTIONS

The mission of the Delinquency and Court Services Division (DCSD) is as follows:

To partner with the community to promote public safety by reducing juvenile crime, holding youth accountable, and improving competencies through individualized interventions and supportive services for the children and families under our supervision.

The Delinquency and Court Services Division (DCSD) has responsibility to provide statutorily required screening, assessment, and supervision of youth referred for delinquency and juveniles in need of protection and services (JIPS). The Division administers a variety of services and programs to enhance public safety through policies and practices that support fair and respectful treatment of stakeholders; clients and staff; and, in cooperation with the courts, community, and system partners, reduce the risk of re-offense.

Administration and Support functions provide policy direction, programmatic and fiscal management, research and analysis of data, budget development, procurement of services, and development of collaborative alliances with outside agencies.

The **Secure Detention Center** provides secure custodial care of detained youth including education, sanctions for probation violations, and short-term mental health and physical health services.

Intake and Probation Services provide statutorily required screening, assessment, and supervision of youth referred for delinquency and juveniles in need of protection and service matters. These functions coordinate the provision of direct services, monitor and respond to court compliance, and provide other services for the court as directed.

Purchased Services oversees and contracts for a variety of direct and support services through various contracts and agreements. Target areas include prevention, diversion, support services, alternative education settings, out of home placement, targeted supervision, and re-entry support.

Services that are purchased by the Delinquency and Court Services Division are allocated to match the priorities of our service area and to manage with efficiency and efficacy the available resources. Substantial effort has gone into applying for grants that supplement state and county funding. The Division attempts to utilize its funds to provide a broad continuum of services for juveniles. Programs and services range from

detention-related services to community-based alternatives that responsibly divert juveniles from a commitment to the State's Juvenile Correctional Institutions. The Division will continue to develop and support service models that are evidence-based, culturally competent, culturally diverse, and will meet the needs of our youth, families and community.

PROGRAM DESCRIPTION

PROPOSAL SUBMISSION REQUIREMENTS

Special Instructions: The following program elements should be addressed within the Program Narrative.

1. Present a detailed description of the purpose, goals, objectives, strategies, design, and management of the proposed project.
2. List and define the training and technical activities, purpose of the activities, and the anticipated size, structure, schedule, and timeline of the activities.
3. Provide a detailed implementation plan as to how the deliverables will be completed.

Programs Open for Competitive Proposals

DCSD is issuing a Request for Proposals for contract year 2013 for the following program. This program is open for competitive application (detailed program descriptions follow this introduction).

DCSD 014 –Training and Technical Assistance for Mentoring Programs

Please note: Applicants should routinely check the Milwaukee County DHHS website for updates to the RFP throughout the application and prior to submitting a proposal.

TRAINING AND TECHNICAL ASSISTANCE FOR MENTORING PROGRAMS DCSD 014

PROGRAM PURPOSE

This service involves providing training and technical assistance (TTA) to mentoring programs serving youth in the juvenile justice system in Milwaukee County. This service will help to achieve greater availability, consistency, and quality of mentoring services.

Background

Mentoring is an important service offered to youth in the juvenile justice system. Mentoring is available through Children's Court Services Network (CCSN) to youth in the First Time Juvenile Offender Program, court-ordered youth on probation, and youth on aftercare supervision returning from juvenile corrections. Mentoring is also available through Wraparound Milwaukee's Integrated Provider Network (IPN) to participating youth. Mentoring services provided are reimbursed on a fee-for-service basis. A total of 12 agencies currently provide mentoring for CCSN and/or IPN.

The following is a definition of "Responsible Mentoring":

- A structured, one-to-one relationship or partnership that focuses on the needs of mentored participants
- Fosters caring and supportive relationships
- Encourages individuals to develop to their fullest potential
- Helps an individual to develop his or her own vision for the future
- A strategy to develop active community partnerships

(MENTOR 2009)

A meta-analysis of research studies of the effectiveness of interventions for juvenile justice youth found that mentoring programs reduced recidivism by 21 percent (Lipsey 2009). Furthermore, research has established that mentoring has promise for ameliorating risk factors such as alienation, academic failure, low attachment to school, and association with delinquent peers, as well as promoting protective factors such as opportunities and skills for prosocial involvement, bonding to prosocial adults, and healthy beliefs and clear standards for behavior (Catalano et al., 1998). Mentoring program results are enhanced for programs that used best practices, such as: ongoing training for mentors; expectations regarding frequency of contact; mechanisms for support and involvement of parent; utilization of mentors with a background in a helping profession; structured activities for mentors/youth; monitoring of overall program implementation; and non-school setting (DuBois et al, 2002).

This contract will be awarded to a single vendor to provide mentoring training and technical assistance services to the network agencies providing mentoring services to youth involved in the juvenile justice system. The contract period will be from the award date through December 31, 2013.

REQUIRED PROGRAM INPUTS, PROCESSES, PROGRAM ACTIVITIES, AND EXPECTED OUTPUTS

The selected vendor will assist DCSD in supporting network providers to ensure that the highest quality mentoring services are provided across the network and based on the growing knowledge about evidence-based practices in juvenile justice. All of the activities and resources provided by the selected vendor will be available and free to participating network agencies.

Services include, but are not limited to, assistance in the following areas:

- **Mentor Recruitment:** Engage in the recruitment of mentors to be matched with network agencies in order to maintain a diverse group of mentors to reflect the gender, race/ethnicity, geographic distribution, and interests of mentees. This may involve community education through media strategies; promotional materials and activities; targeted outreach to possible mentors (e.g. faith communities, colleges and universities, neighborhood associations, advocacy groups, service groups, professional associations); and other means. Mentor recruitment may also involve the identification of additional agencies not currently in CCSN that are currently providing mentoring or related services to youth that may potentially be added to CCSN.
- **Mentor Training Curriculum Development:** Develop a model mentoring curriculum for use with juvenile justice-involved youth. The model curriculum must comprise a minimum of 12 hours of instruction. The final curriculum must be approved by DCSD. Topics to include at a minimum:
 - Program Overview - mission, goals, definition, characteristics of referred youth;
 - Program Structure - expectations of mentors, expectations of the mentoring program, confidentiality, legal liability, and mandatory reporting;
 - Organizational Ground Rules and Policies - gift giving, touching, telephone contact, home visits, crisis planning, transporting youth; and,
 - Mentor Readiness - goal setting, program-specific skill development, academic encouragement, communication skills, establishing boundaries, family dynamics, personal safety, sexual abuse prevention, realistic expectations of change, functioning of the juvenile justice system, youth growth and development, diversity, and community resources.
- **Mentor Training Curriculum Provision:** Provide a minimum of three cycles of mentor training using model curriculum for new mentors joining a network agency.
- **Mentoring Agency Survey:** Survey existing mentoring agencies about their practices, standards, policies and procedures, barriers, and training and resource needs and desires.

- **Development of Model Mentoring Policy and Procedures and Related Documents:** Develop model documents tailored to mentoring for juvenile justice-involved youth, to include the following:
 - Mentor job description
 - Mentor application
 - Mentor agreement
 - Mentor eligibility screening policy and procedure
 - Mentor recruitment plan and strategies
 - Mentor matching policy and procedure
 - Mentor support, recognition, supervision, and retention procedure
 - Mentor closure policy and procedure
 - Mentoring documentation policy and procedure
 - Mentoring evaluation process

- **Mentor Professional Development Opportunities, including Mentor Forum:** Host periodic training workshops and coordinate a Mentor Forum for all mentors in the network for the purpose of cross-sharing of information among mentors and recognizing mentors' accomplishments. The vendor will develop and implement a pre- and post-test for participants for all trainings and workshops.

- **Community Resource Directory Development:** Compile a comprehensive directory of services, resources, summer employment opportunities, sporting leagues, free activities, etc. for youth in the community that mentors and mentees may use in planning activities.

- **Community Service Directory Development:** Compile a comprehensive directory of community service opportunities for youth needing to complete hours of service in fulfillment of their deferred prosecution agreement or court conditions. Mentors can be of assistance in helping youth to fulfill these requirements.

- **“Service Mentor” Model:** Create a hybrid “service mentor” category, including development of a program description, requirements, and policies and procedures. The intent of the service mentor is to support youth who are on referral through CCSN for counseling or other related network services. Service mentors would assist with transportation to and from therapy appointments. Service mentors would reinforce the youth’s treatment, giving the youth a chance to talk informally about their goals for a happy life.

- **Mentoring Satisfaction Survey:** Develop and implement a mentoring satisfaction survey for mentors and mentee youth and families.

- **Respond to Inquiries:** Respond to inquiries and specific training requests from network agencies, DCSD, and Wraparound Milwaukee.

Additional services and related plans to accomplish the Expected Outputs/Outcomes will also be considered. Please note that the final set of deliverables will be decided during a final negotiation of the contract terms.

Vendor Experience and Staffing Pattern

The vendor must have a minimum of three years of experience in providing mentoring to at risk youth. The lead person overseeing this contract should demonstrate a minimum of three years in administering mentoring programs. Demonstrated experience in the development and delivery of training curricula for working with youth is required. Demonstrated experience in community outreach and marketing strategies to recruit staff/volunteers and promote agency services in a social services field is required.

REQUIRED DOCUMENTATION

The annual Program Evaluation Report must include the format and content specified in the *Technical Requirements* section of this document.

EXPECTED OUTPUTS / OUTCOMES AND INDICATORS

The following are expected outputs, outcomes, and indicators for the training and technical assistance for mentoring programs.

Expected Outputs/Outcomes	Indicator(s)
25 new mentors will be added to CCSN	Number of new mentors who are approved by CCSN
New mentoring resources are developed	Number of deliverables that meet DCSD expectations as outlined in this Program Description
New professional development and training opportunities are made available to mentoring network agencies	Number of professional development and training opportunities provided
80% of mentoring network agencies will participate in professional development or training opportunities	Number and percent of network agencies that participate in professional development or training opportunities
50% of approved and active mentors will participate in at least one professional development or training opportunity	Number and percent of approved and active mentors in the network participating in one or more professional development or training activity
80% of mentors participating in professional development or training will exhibit increased knowledge	Number and percent of mentors exhibiting increased knowledge of the program area (determined by pre- and post-testing)

Expected Outputs/Outcomes	Indicator(s)
70% of network agencies will adopt changes in operations based on training and technical assistance provided through this contract	Number and percent of network agencies adopting changes in operations based on training and technical assistance provided through this contract

REIMBURSEMENT

Reimbursement under this contract will be made upon submission of a DCSD-approved monthly invoice and documentation of satisfactory progress towards and completion of deliverables as specified in the DCSD-approved service delivery plan. Reimbursement will be paid on an expense reimbursement basis for expenses actually accrued for work under the contract. Reimbursement for any given month will not to exceed 1/7 of the \$40,000.00 maximum contract amount.

REFERENCES

Catalano, R.F., Arthur, M.W., Hawkins, D.J., Berglund, L., & JJ Olsen (1998). “Comprehensive Community-and School-based Interventions to Prevent Anti-social Behavior.” In *Serious & Violent Juvenile Offenders: Risk Factors and Successful Interventions*, R. Loeber and D.P. Farrington (eds.). Thousand Oaks: Sage Publications.

DuBois, D. L., Holloway, B.E., Valentine, J.C., and H. Cooper (2002). Effectiveness of mentoring programs for youth: A meta-analytic review. *American Journal of Community Psychology*. 30(2): 157-197.

Lipsey, M.W. (2009). The primary factors that characterize effective interventions with juvenile offenders: A meta-analytic overview. *Victims and Offenders*. 4: 124-147.

MENTOR (2009). *Elements of Effective Practice for Mentoring*, 3rd Edition, Alexandria, VA.

Helpful Websites

MENTOR National Mentoring Partnership: <http://www.mentoring.org>
http://www.mentoring.org/program_resources/Researching_the_Referral_Stage/

National Service Knowledge Network:
<http://www.nationalserviceresources.org/learns/mentoring-training>

The Center for Evidence-based Mentoring: <http://umbmentoring.org>

What Works Wisconsin Fact Sheets:
http://whatworks.uwex.edu/attachment/factsheet_2mentoring.pdf



Delinquency and Court Services Division

SECTION 6

COMMUNITY BUSINESS DEVELOPMENT PARTNERS PROCEDURES AND FORMS

Instructions for completing CDBP Forms

What follows is some general advice on completing Community Business Development Partners forms, as applicable. In all cases, the interpretation of the CDBP office regarding the applicability of individual forms takes precedence.

The Department of Health and Human Services (and all of its Divisions) has the goal of involving Disadvantaged Business Enterprises as defined by County Ordinance Chapter 42 in every Professional Service Contract in the amount of at least 17 percent of the total contract. DBE participation can take the form of direct subcontracting of contracted services, or can take the form of indirect services purchased by the contractor (such as printing and supplies, accounting or other professional services, office supplies, etc.).

Please note: If you are certified as a DBE vendor, subcontracting with a DBE is not a requirement. Please include a copy of your certification with your application.

Generally, proposers should complete forms found in this section under the following circumstances:

When completing your proposal: Complete Form DBD-014PS, “Commitment to Subcontract with DBE Firms” after you have identified a DBE firm to subcontract with or to buy supplies or services from. If bids were received from several subconsultants, complete DBD-002PS, “Subconsultant Information Sheet.” If you have tried unsuccessfully to find a DBE partner agency, complete DBD-001PS, “Certificate of Good Faith Effort.” These forms should be submitted with your proposal.

After Contract Award: Any additions or corrections to the above forms should be made and submitted to DHHS Contract Administration.

With each Billing or Invoice: Contractors with identified DBE subcontractors should complete DBD-016PS, “DBE Utilization Report” and submit it with each invoice.

At Contract Completion (Final Invoice): At the time that the contractor submits the final invoice for payment, Form DBD-018PS must be completed in cooperation with any DBE subcontractors used in the project. Final invoices received on contracts that have identified DBE subcontractors will not be paid until this form has been received by DHHS Contract Administration.

The most current Community Business Development Partner’s forms can be downloaded from:
http://county.milwaukee.gov/DHHS_bids



DELINQUENCY AND COURT SERVICES

SECTION 7

APPENDICES

SECTION 7. APPENDICES

- Department of Audit Hotline Flyer



MILWAUKEE COUNTY GOVERNMENT

H O T L I N E

**Ph: (414) 93-FRAUD – Fax: (414) 223-1895
(933-7283)**

**Write: Department of Audit Hotline- 2711 W. Wells St., 9th Floor, Milwaukee, WI 53208
Website: my.execpc.com/~milcoaud**

A service of the Milwaukee County Department of Audit

For Reporting:

- **Concerns over inefficient Milwaukee County government operations**
- **Incidents of fraud or waste in County government**
- **Ideas for improving efficiency and/or effectiveness of services**

CALLERS NOT REQUIRED TO IDENTIFY THEMSELVES

----- Other Numbers -----

Milwaukee County:		Sheriff's Department –	
Aging - Elder Abuse Helpline	414-289-6874	Community Against Pushers (Anonymous Drug Reporting)	414-273-2020
Child Support - TIPS Hotline (Turn in Parents for Support)	414-278-5222	Guns Hotline	414-278-4867
District Attorney –		City of Milwaukee:	
Consumer Fraud Unit	414-278-4585	Fraud Hotline	414-286-3440
Public Integrity Unit	414-278-4645	State of Wisconsin:	
Mental Health		Child Abuse or Neglect Referrals	414-220-7233
Crisis Hotline	414-257-7222	FoodShare, Medical, Child Care Fraud	414-289-5799
Crisis Hotline (TTY/TDD)	414-257-6300	Wisconsin Shares Fraud Hotline	877-302-3728
		Federal:	
		Medicare Fraud	1-800-447-8477
		Stimulus Package Fraud <i>NEW!</i>	1-800-424-5454

(2/25/10)