2014 DHHS RFP Questions and Answers

General Questions

1. Item #29 and Item #35 seem to contradict one another - Item #29e says "Program Evaluation: Agencies currently under contract to the DHHS must include a copy of the most recent annual or semi-annual program evaluation report…" And then Item #35 says, "Program Evaluation (No Submission Required with Proposal)." Please clarify and determine what item number should be used to label/identify the evaluation in the proposal. Please confirm also that it is the Logic Model Evaluation Form you are looking to have used.

   Item 29e refers to a program evaluation already completed for past services provided, and should be identified as for the 12 months, or for providers new in 2013, for the 6 months ending 6/30/2013. That evaluation should use the Logic Model format. Item 35 refers to future program evaluations that would be due should a contract be awarded.

2. Our agency will submit multiple copies of four proposals, must they each contain a full, lengthy 990 or might we file one with BHD to cover that requirement or include a full version in just the original of each? Or do we need to include a complete 990 each copy of all four proposals?

   One original, plus four copies of the complete proposal (including all requested forms and narratives) for each program must be submitted on three-hole punched paper for each program within each division. Each proposal for each program could go to a different review panel for evaluation and scoring, thus the need for the full proposal. Elaborate proposals (e.g. expensive artwork), beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

3. Can we update a logic model in a renewal year and submit it with our abbreviated application? Do we need to consult with program –people before doing that?

   You may submit a copy of your logic model evaluation report with your abbreviated submission due on 9/3/2013. However, an electronic copy must also be submitted to the Contract Administration email inbox at: dhhsca@milwcnty.com. The electronic version is due by Friday, August 2, 2013

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4. Item #8 of the Milwaukee County DHHS RFP (RFP page 51) says to explain how your agency's Mission Statement aligns with the Division or Program's stated mission, values or goals. Should our explanation pertain to our agency's internal division(s), program(s), values or goals for which we are submitting the proposal? Or should it reference the County's division(s), program(s), values or goals?

   It is your agency's Mission Statement that the RFP is looking for, not the mission statement of a division or program within your agency . You should, however, explain how it aligns with the DHHS Division or Program's stated mission, values or goals.

   Review panel members will evaluate whether the Proposer has a clear and distinct mission and goal statement for its agency which is aligned with that of the DHHS contract division applied to. Mission and Goals will also be scored based on reviewers' prior experience, if applicable, with Proposer relating to these criteria.

5. Program evaluation instructions (Item 35, page 4-58) state providers should complete Columns G & H regarding actual performance and changes. However, there are no instructions regarding Column C1. What data should be reflected in Column C1, if any?

   Column C1 should show the overall level of achievement for the individual output, expressed in percentages or raw numbers.

6. In Appendices, Pp. 8-4—8-5, Milwaukee County has included in its RFP Appendices two forms: Designation of Confidential and Proprietary Information & Statement of Deviations and Exceptions. Neither form appears on the Proposal Contents. Should these forms be completed and included in an initial submission to Milwaukee County? If so, where in the sequence of documentation should be forms appear?

   Per Page 4-2 of the RFP, please place any Deviations and Exceptions immediately following the Cover Letter (item 2). Any Designation of Confidential and Proprietary Information should also follow the Cover Letter. These forms are not mandatory, but should only be used if a proposer has a legitimate claim of Confidential or Proprietary information in the proposal, or if any elements of the proposal represent deviations or exceptions to what the RFP is requesting.

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7. In Item #5, P. 4-13, on the Year 2014 Board of Directors/Agency Owners/Stockholders Demographic Summary form, may the applicant modify the spacing in order to include the authorized signature on the same page, rather than the following page?

   That would be permitted, as long as all the requested information is present and readable.

8. Item #29c, 29d, Pp. 4-47—4-51; For providers with a current DHHS contract, should the Experience Assessment for New Proposer Agency & Experience Assessment for New Proposer Organizational Leadership be included in an initial submission?

   Providers with a current DHHS contract should follow instructions for Form 29e on page 4-52. Current contractors do not need to complete items 29c and 29d.

9. Item #29e, P. 4-52 vs. Pp. 5-BHD-3, 5-DCSD-10: The Year 2014 RFP requires current providers to submit the most recent annual or semi-annual program evaluation report as part of its initial submission. Pages 5-BHD-3 and 5-DCSD-10 requests applicants summarize annual program evaluation reports. Is it necessary to submit the full program evaluation report and summarize the report? If so, where in the initial submission should the program evaluation report summary be included?

   Under Item #29e, agencies currently under contract to the DHHS must include a copy of the most recent annual or semi-annual program evaluation report as part of its initial submission. Bullet point #6 on page 5-BHD-3 is requesting agencies to, in addition to the above, summarize any noteworthy findings from that program evaluation, and speak to how those findings led to changes and/or improvements in the program as a result (if applicable). This summary should be included in the Program Narrative (Item #29b).

10. Which proposals from last year are available for review, proposals that resulted in contracts or those that were not awarded contracts?

    Both are available for review. Proposals resulting in contract awards are kept in binders at the Contract Administration office. Proposals that did not result in contract award are kept in off-site storage and will require additional time to locate and retrieve. To request to review either from last year, first file a request with the Contract Administrator via email: dennis.buesing@milwcnty.com and then contact Cleo Stewart at Contract Administration (289-5980) for an appointment to review proposals.

11. Do we need to submit the entire Emergency Management Plan?

    Agencies need to submit a summary of the plan, no more than 6 pages in length, that touches on all of the required elements mentioned in the RFP.

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12. Is the Emergency Management Plan item No. 24 or 25?

    The Plan is item #24. The reference to item #25 on page 4-6 is incorrect.

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Behavioral Health Division

Questions regarding the Milwaukee County DHHS – Year 2014 Request for Proposal

1. On page 5-BHD-7 under the 4th bullet the language is confusing and needs clarification

   The CSP provider is responsible for opening an episode of care for each client enrolled in their program. The provider must also gather and enter specific information into the BHD database system. The system currently being utilized is CMHC, although BHD is in the process of transitioning to a new system called Avatar.

   The provider must have the capacity to utilize the BHD database system and must keep required service information in order to produce required reports to BHD. The provider must also maintain T19 eligibility information pertaining to each of their clients, and must process claims to T19 monthly, at minimum.

2. Where would you suggest the best place to indicate the agency's and its employees' involvement in MC3?

   Under Item #29b, Program Narrative.

3. In reference to Behavioral Health Division Intake and Assessment Central Intake Unit (A002):

   1. Who are the current vendors of these services?
      WCS, IMPACT (UCC), M&S, Justice Point
   2. What are the 2013 budgeted amounts for CIU services? What is the budget for each vendor?
      WCS = $258,963
      IMPACT = $509,412
      M&S = $547,700
      Justice Point = $45,000
   3. On page 5-BHD-10 point 4 indicates that vendors must be prepared to provide services to 2,500 clients per year and on page 5-BHD-13 point 7 indicates that the vendor is expected to serve 3,200, which one is accurate?
      Due to the ATR Grant, the expected number of clients per year is 3,200
   4. Can a vendor apply to serve a specific target population or is it the expectation of the Division that a vendor apply to provide services to all CIU services for the County?
      Vendors are expected to serve all populations
   5. The RFP indicates that for the DOC re-entry piece that in-reach to DOC institutions will occur. Does this occur at all DOC institutions or are only a portion targeted currently? If targeted which institutions?
      This information is based on previous grants which required an in-reach to DOC institutions. Now that BHD is nearing the end of the Offender Re-entry Program Grant, it occurs less frequently. WCS currently conducts the majority of their intake screens at the DOC Community Corrections offices, and may on occasion do some institution screening by video. Currently, the intake screeners do not go into any institutions.

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4. In the Service Access and Prevention (SAP) programs, do agencies need to apply to perform all the services listed, or can they apply for one or two programs?

   Agencies can apply to perform any of the three programs under the broad category of Service Access and Prevention.

5. What is the focus of the SAP program?

   SAP involves information, education, and training, with elements of prevention, clinical assistance and referrals.

6. **With regards to the Service Access and Prevention Program, specifically Prevention Services, what are the staffing requirements and budget parameters for this program?**

   Budget parameters have not yet been determined. Please indicate budget and staffing proposals within the RFP as it pertains to your program's needs.

7. Regarding the Community Support Program, are new agencies expected to be licensed and staffed by January 1? Will vendors have a grace period if State licensing is delayed?

   CSP vendors will be expected to have their DHS 63 state licensure in place effective January 1, 2014.

   If any current contractors do not continue for 2014, there will be a three-month transition period for new agencies to take over those caseloads.

8. **When are staff expected to be in place for the CSP Program?**

   CSP program staff, for vendors awarded this contract, are expected to be in place effective January 1, 2014.

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Delinquency & Court Services

1. In Reference to Delinquency and Court Services Division (DCSD 008) Level II In-Home Monitoring:

    1. Who are the current vendors of these services?
       Southwest Key Programs, Inc. and St. Charles Youth and Family Services, Inc. currently provide Level II In-Home Monitoring services for DCSD.
    2. What are the 2013 budgeted amounts for both vendors?
       Southwest Key Programs, Inc. - $664,690 (62 slots) , St. Charles Youth and Family Services, Inc. - $480,746 (46 slots)
    3. Can an entity propose to serve both the North and South side of Milwaukee?
       Yes
    4. What assessment tool(s) are being used?
       DCSD assesses each youth's risks and needs using the Youth Assessment and Screening Instrument (YASI). However, the vendor is expected to conduct its own assessment of youth referred to the program using assessment tools of its choosing (subject to approval by DCSD).
    5. What is the average caseload?
       The caseload size may fluctuate; however, DCSD requires an ability to serve the entire program capacity (118 slots in 2014) on any given day.

2. In reference to Delinquency and Court Services Division (DCSD 014) Targeted Monitoring Program:

    1. Who are the current vendor(s) of these services?
       Running Rebels Community Organization, Inc.
    2. What are the 2013 budgeted amounts for each vendors?
       Running Rebels Community Organization, Inc.- $1,625,944
    3. What assessment tool(s) are being used?
       DCSD assesses each youth's risks and needs using the Youth Assessment and Screening Instrument (YASI). However, the vendor is expected to conduct its own assessment of youth referred to the program using assessment tools of its choosing (subject to approval by DCSD).
    4. Is the 24 hour crisis response requirement handled by the Mobile Urgent Team of BHD?
       No. Vendors are expected to be available to respond to crises 24/7. Vendors should maintain a relationship with local law enforcement and the Mobile Urgent Treatment Team to respond properly to any crisis that creates a risk of harm or safety.