

MILWAUKEE COUNTY
Department of Health and Human Services
Behavioral Health Division
Community Access to Recovery Services

Mental Health Day Treatment Program
Request for Information

Published: March 16, 2015

Responses Due: April 16, 2015
4:00 PM CDT

Questions regarding this RFI should be directed to:

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Behavioral Health Division – Community Access to Recovery Services
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Susan.Gadacz@milwaukeecountywi.gov

Email is the preferred method of communication.

LATE RESPONSES WILL NOT BE CONSIDERED

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I. Introduction

The Milwaukee County Behavioral Health Division (BHD) Community Access to Recovery Services (CARS) is seeking information from community providers interested in assuming the delivery of mental health Day Treatment services currently operated by the BHD/CARS.

The mission of the Day Treatment program is to evolve in response to the changing needs of the client and the system. The current treatment programs offered are intended to help clients achieve sustainable change, remain in the community, and decrease use of the inpatient hospital and psychiatric crisis services. Targeted client populations include those with the highest rates of use and recidivism on the inpatient service. Our goal is to offer proven treatment strategies in a welcoming environment to our clients, the majority of whom are facing multiple life challenges in addition to recovering from trauma and experiencing complex mental health symptoms. Our clinical team is highly educated and includes numerous doctoral level professionals. All clinical staff receive ongoing, specialized training in clinical practices relevant to our population and recognized in SAMHSA's National Registry of Evidence-Based Programs and Practices.

II. Background and Purpose of RFI

The Behavioral Health Division – a branch of the Milwaukee County Department of Health and Human Services (DHHS) – is a public system for the integrated treatment and recovery of persons with serious mental health and substance use disorders. DHHS and BHD are committed to providing high-quality, individualized, community-based services and supports. As a branch of BHD, CARS provides an array of supportive, recovery-oriented services for persons with severe and persistent mental illness and/or substance use disorders. CARS programs serve over 11,500 Milwaukee County residents each year.

Through this RFI, CARS seeks statements of qualification and capacity from organizations interested in the delivery of the mental health Day Treatment level of care. A response to this RFI does not imply or ensure any future contract or relationship with Milwaukee County.

III. BHD/CARS Services Currently Available to Target Population

CARS provides and contracts with other agencies for community-based services for persons with serious and persistent mental illness and for persons with substance use disorders. Those services include Community Support Programs, Targeted Case Management, Community-Based Residential Facilities, Residential Substance Use Disorder Care, Detoxification Services, Day Treatment, Outpatient Treatment, Prevention and Early Intervention Services, Community Recovery Services, and Comprehensive Community Services.

BHD also provides a range of services to assist individuals in need of immediate mental health intervention to assess their problems and develop mechanisms for stabilization and linkages, including Psychiatric Crisis Services (emergency room), the Access Clinic for walk-in assessment, an Observation Unit, the 24-hour Crisis Line, Mobile Crisis Teams, a Geriatric Psychiatry Team, Crisis Resource Centers, and Crisis Stabilization Houses.

The Day Treatment Program provides intensive treatment to individuals 18 years of age and older who have complex and co-occurring disorders. Treatment is provided in a community milieu Monday through Friday, with 24-hour crisis interventions available through links to the

Milwaukee County Crisis Line.

The Dialectical Behavior Therapy Treatment Team is for individuals dealing primarily with severe emotional dysregulation and/or characterological mental health issues, including chronic suicidal/homicidal ideation and attempts, impulsive and self-injurious behavior, hopelessness, interpersonal disruptions and aggression, post-traumatic stress disorder, depression, anxiety, bipolar disorder, and co-occurring substance use disorders.

The Recovery and Stabilization Treatment Team is for individuals dealing primarily with severe and persistent mental illnesses such as unstable bipolar disorder, schizophrenia traumatic stress disorder, aggression, suicidal/homicidal ideation, and co-occurring substance use disorders.

The combined treatment teams provide 60 treatment groups per week and monthly recovery planning conferences with clients, their families, and other involved providers. Comprehensive services include 24-hour crisis intervention access, medical oversight (medication prescribing and monitoring, physical care, labs, pharmacy, emergency medical, dietary and physical therapy consults), continuous risk assessment and intervention. Social services provided either by the program or intra-agency partners include transportation, housing meals, applications for financial assistance, access to and utilization of healthcare benefits, and facilitation of social and spiritual supports. The multidisciplinary teams are comprised of a psychiatrist, an advanced practice nurse prescriber, an RN, a social worker, psychologists, peer specialists, and music and occupational therapists who provide treatment based on evidence-based practices and current scientific literature. Daily capacity fluctuates based on acuity, with an average daily census of 24 and ongoing daily admission. Average length of stay is five months. The programs is a training site for medical students and psychiatry residents, doctoral psychology students and fellows, occupational and music therapy interns.

During and after Day Treatment, there is a high degree of collaboration with internal and community resources in several areas, including: public and private inpatient, outpatient prescribing and psychotherapy, substance use/abuse, addictions, case management, community support programs, housing, transportation, educational, vocational, financial, legal, spiritual, peer specialist training, trauma informed care organizations, psychosocial programs, and supportive services.

IV. Requirements and Qualifications for Respondents to Address

- 1) Respondents must hold current certification under DHS 61.75 or hold current accreditation from a recognized accreditation organization, such as the Joint Commission, the Commission on Accreditation of Rehabilitation Facilities (CARF) or the National Committee for Quality Assurance (NCQA) to provide a mental health Day Treatment level of care.
- 2) Respondents should provide a comprehensive description of their existing Day Treatment programming, including specific programmatic activities and hours of operation. The most qualified providers will describe their application of (and fidelity to) currently used Evidence-Based Practices.
- 3) Qualified respondents to this RFI will present data on the outcomes of their Day Treatment services for at least the preceding year. Pertinent outcomes may include (but are not limited to) recidivism rates (inpatient hospitalization) and emergency detentions.

- 4) Respondents should present information on the demographics and client characteristics of the population served by their Day Treatment programs.

V. Method of Procuring Services

BHD-CARS would authorize providers through a fee-for-service and/or purchase of process to provide mental health Day Treatment services, or a combination of both. CARS would describe the services that need to be provided in each component and the qualifications a provider would need to meet. Respondents are to ensure that the proposed rates for the delivery of care are included in your response to this RFI. All respondents determined qualified to provide services would be included on a master list for consideration. Referrals would be made to providers based on clients' needs and choices. CARS may define a discrete unit of service for each service component category. Contracts under this model will not have maximum obligation amounts. BHD/CARS reserves the right to use a combination of purchasing methods to ensure flexibility in meeting the needs of special populations.

VI. Expectation of Outcomes

Any future RFPs, contracts, and/or agreements stemming from this RFI will include quality and outcome measures and may also include performance-based and/or outcome-based referral and payment methodologies. In addition, successful participation in this current RFI process will not be used a sole determinate in future RFPs.

VII. Vendor Response and Timeline

RFI Management

The manager for this RFI is:

Dennis Buesing, Contract Administrator
Milwaukee County Department of Health and Human Services
1220 W Vliet Street, Suite 304 Milwaukee, WI 53205
414-289-5853
Email: dennis.buesing@milwaukeecountywi.gov

Inquiries, Questions, and RFI Addenda

Respondents are expected to raise any questions they have concerning the RFI and appendices (if any) during this process. If a Respondent discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFI, the Respondent must immediately notify the RFI Manager of such error and request modification or clarification.

General questions – including those regarding programs, services, or service delivery models related to this RFI – should be directed to **Susan Gadacz, CARS Director** (contact information on title page). Respondents must submit their questions via email **on or before March 30, 2015**. Please reference this RFI in the subject line of the email, and cite the RFI section(s) and page number(s) relevant to the question. DHHS will post answers to submitted questions by April 6, 2015, to the County web site at http://county.milwaukee.gov/DHHS_bids.

No revisions to this RFI may be made unless in the form of an official addendum issued by Milwaukee County. In case of clarifications or revisions to the RFI, addenda will be posted at <http://county.milwaukee.gov/Corrections22671.htm>. Respondents are encouraged to check the

website frequently for posted addenda.

Reasonable Accommodations

Upon request, DHHS will provide reasonable accommodations, including the provision of informational material in alternative format, for qualified individuals with disabilities. Respondents in need of accommodations should contact the RFP Manager.

Estimated Timetable for RFI

Key RFI dates are outlined in the table below. If DHHS makes any changes to dates or times, an addendum will be posted at: <http://county.milwaukee.gov/Corrections22671.htm>.

Responses are due by 4:00 PM CDT on [DATE].

RFI Schedule	
RFI Milestones	Completion Dates
RFI issued	March 16, 2015
Written question submission deadline	March 30, 2015
Written Q&A posted to website	April 6, 2015
RFI Electronic Responses due	April 16, 2015

VIII. Submitting a Response

Instructions

All responses must be received by DHHS Contract Administration via email as an attachment to: dhhsca@milwaukeecountywi.gov. Responses must be received no later than **4:00 p.m. CDT on April 16, 2015**. Late responses will be rejected.

Responses must be submitted in Microsoft Word (.doc or .docx) documents adhering to the following specifications:

- Cover page including:
 - Name of organization/entity
 - Street address
 - City, State ZIP
 - Name, phone number, and e-mail of contact person
- Repeating header, left-aligned, with full name of responding entity and page numbers:
 - e.g. [Name of organization/entity]
Page 2 of 4
- One-inch (1”) margins
- 12-point font – Times New Roman, Calibri, or Century Gothic
- Single- or double-spaced

- Total length of narrative response **not to exceed 1,000 words** (excluding cover page and repeating header)

Incurring Costs

Neither Milwaukee County nor its Authorized Representatives are responsible for expenses incurred by a Respondent to develop and submit its response. The Respondent is entirely responsible for any costs incurred during the RFI process, including site visits for discussions, face-to-face interviews, presentations, or negotiations for any subsequent contract.

Submitted RFI Responses

Responses submitted by an agency become the property of Milwaukee County at the point of submission. Responses will become public information and will be subject to the Open Records Law.

Appendix A. BHD Organizational Chart

