

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

**Alcohol and Other Drug Abuse (AODA) Residential Treatment Program
Request for Information**

Published: October 31, 2016

**Responses Due: November 23, 2016
4:00 PM CST**

Questions regarding this RFI should be directed to:

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Milwaukee County Department of Health and Human Services
Behavioral Health Division – Community Access to Recovery Services
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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 providing **Alcohol and Other Drug Abuse (AODA) Residential Treatment Services for adults who receive services through CARS**. This Request for Information (RFI) applies ONLY to AODA Residential Treatment Services providers who do not currently contract with BHD to provide these services. Those vendors who currently have a contract with BHD to provide AODA Residential Treatment Services do not need to apply to this RFI.

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 program of BHD, CARS provides a full 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 participating in a network of providers for residential Alcohol and Other Drug Abuse treatment. Only those applications for providers who are **currently** certified, or anticipate obtaining certification in the next 6 months, through the State of Wisconsin as a Transitional Residential Treatment Services under DHS 75.14 and/or 75.11 will be accepted.

Responding to this RFI does not imply or ensure any future contract or relationship with Milwaukee County. However, BHD may use responses to expand the network of current providers within the fee-for-service system.

III. BHD/CARS Services Currently Available to Target Population

CARS provides and contracts with 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.

IV. Major Service Categories and Core Functions for Respondents to Address

- Respondents must hold current certification, or anticipate obtaining certification in the next 6 months, under DHS 75.11 and/or 75.14
- Respondents should provide a comprehensive description of their existing and/or

proposed AODA Residential Treatment programming, including specific programmatic activities. The most qualified providers will describe their application of (and fidelity to) currently used Evidenced-Based Practices.

- Qualified respondents to this RFI will present data on the outcomes of their AODA Residential Treatment services for at least the preceding year. Pertinent outcomes may include (but are not limited to) recidivism rates for AODA Treatment.
- Respondents will present data on the outcomes of any client satisfaction surveys that have been conducted over the course of the preceding year.
- Respondents should present information on the demographics and client characteristics of the population served by their AODA Residential Treatment program, specifically citing and describing any experience with populations such as the criminal justice, drug court and veteran populations.
- Respondents should present information on linguistic and cultural capacity to serve diverse populations.
- Respondents should discuss their promotion and use of informal and natural supports (e.g. participant-defined family focus, use of informal supports to extend treatment experience and connection with the community, resources for informal supports, etc.)
- Respondents are encouraged to propose strategies to ensure the safety of the home environment, with the focus on resident safety, public safety, and monitoring. This will include a discussion on the ways in which the respondent maintains a drug-free, violence-free, and trauma-informed environment that promotes recovery.
- Respondents should briefly address policies and procedures regarding client relapses, illegal drugs on program premises, physical environments that promote recovery, and adherence of visitors and staff to recovery principles.
- Respondents should include a proposed rate for delivery of care to the residential participants in their program, with the understanding that BHD will determine a standard rate of payment for these services.

V. Method of Procuring Services

Respondents to this RFI may be invited to participate in a fee-for-service network applications process to provide AODA Residential Treatment Services, however, responding to this RFI does not guarantee the invitation to submit an application. Furthermore, the submission of an application does not guarantee the execution of a contract to provide AODA Residential Treatment Services.

BHD would describe the services that need to be provided, and the qualifications a provider would need to meet, in a detailed scope of work document and contractual language. Providers determined qualified to provide these services based on the application submitted, and their ability to adhere to the contractual requirements, may be offered a contract. Referrals would be made to providers based on clients' needs and choices. Contracts under this model will not have any maximum or minimum payment obligations established. BHD will determine a standard rate of payment for these services, and providers would be paid this set rate. BHD 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 performance-based and/or outcome-based referral and payment methodologies. In addition, successful participation in this current RFI process will not be used as a sole determinate in future RFPs.

VII. Vendor Response and Timeline

RFI Management

The manager for this RFI is:

Brit Williams- Van Klooster, Director Contract Management/Network Development
Milwaukee County Behavioral Health Division
9455 Watertown Plan Road, Milwaukee WI 53226
414-257-7788
Email: Williams-Van Klooster, Brit
<Brit.WilliamsvanKlooster@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 **Brit Williams-Van Klooster, Contract Management Director** (contact information on title page). Respondents must submit their questions via email **on or before Friday, November 4, 2016**. 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. It is the intent of DHHS that answers to submitted questions will be posted by **Friday, November 11, 2016**, 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 CST on Wednesday, November 23, 2016.**

RFI Schedule	
RFI Milestones	Completion Dates
RFI issued	Monday, October 31, 2016
Written question submission deadline	Friday, November 4, 2016
Written Q&A posted to website	Friday, November 11, 2016
RFI Electronic Responses due	Wednesday, November 23, 2016

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. CST on November 23, 2016**. 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.