

COUNTY OF MILWAUKEE
Behavioral Health Division Administration
Inter-Office Communication

DATE: December 29, 2016

TO: Duncan Shrout, Chairperson – Milwaukee County Mental Health Board

FROM: Héctor Colón, Director, Department of Health and Human Services
Approved by Mike Lappen, Administrator, Behavioral Health Division

SUBJECT: Report from the Director, Department of Health and Human Services, requesting authorization to enter into 2017 contracts with the State of Wisconsin for Social Services and Community Programs

Issue

Sections 46.031 and 49.325 of the Wisconsin Statutes require counties to execute annual contracts with the State Departments of Health Services (DHS) and Children and Families (DCF) for Social Services and Community Programs. The contracts, referred to as Community Aids, provide State and Federal funding for county services to persons with mental illness, disabilities, and substance abuse problems, and to juvenile delinquents and their families as mandated by State and/or Federal law.

The Director, Department of Health and Human Services (DHHS), is therefore requesting authorization to sign the 2017 contracts with DHS and DCF for the provision of Social Services and Community Programs mandated by state law.

Background

State and Federal funds that are forwarded to the Behavioral Health Division (BHD) under the Social Services and Community Programs state contract – commonly referred to as Community Aids – provide a significant funding source for the department, with at least at least \$33 million anticipated for BHD in 2017.

The State's Social Services and Community Programs contracts include various separate revenues used to fund DHHS, including BHD. Funding identified in this report pertains only to revenues associated with services within BHD.

DHHS received the 2017 Community Aids contract allocations from the State. Allocations are posted at the websites below:

- <http://www.dhs.wisconsin.gov/sca/>

- http://www.dcf.wi.gov/contractsgrants/social_human_services_contracts

State Allocations and Fiscal Effect

Community Aids – Basic County Allocation (BCA)

The Basic County Allocation (BCA) is a type of block grant provided to counties that is not earmarked to serve a specific target population. Counties are able to determine how much funding to provide to each of the populations eligible to be served with these funds: persons with mental illness, developmental disabilities, physical disabilities, substance abuse problems and delinquent children.

The 2017 Budget includes \$22,336,586 of BCA for BHD. This amount is consistent with the State allocation of BCA to Milwaukee County.

BHD Earmarked Revenue Sources

Community Mental Health

The 2015-2017 State budget consolidated several mental health grant programs into a new community mental health allocation. The bill combines mental health institutional relocation programs and psychosocial rehabilitation programs into a new community aids program for community mental health services.

Substance Abuse Grants

BHD is currently in the process of applying for the Substance Abuse Treatment TANF grant. BHD has been awarded a renewal for the Substance Abuse Block Grant and an increase in \$10,000 for the IV Drug Abuse Treatment Grant.

**CY 2017 State/County Social Services/Community Program
 Final Revenue Allocation Compared to the 2017 Budget**

	2017 BHD Budget	2017 Final State Allocation	State Notice vs. 2017 BHD Budget
Basic County Allocation			
DHS Community Aids	22,336,586	22,336,586	-
Earmarked Revenues			
Community Mental Health Allocation	7,780,317	7,780,317	-
Mental Health Block Grant	640,910	685,914	45,004
AODA Block Grant	2,431,021	2,431,021	-
IV Drug	500,000	510,000	10,000
Subtotal BHD earmarked Revenues	11,352,248	11,407,252	55,004
 Grand Total Revenue	 33,688,834	 33,743,838	 55,004

Recommendation

It is recommended that the Mental Health Board authorize the Director, Department of Health and Human Services, to execute the 2017 Social Services and Community Programs contracts from the State Departments of Health Services and Children and Families, and any addenda to those contracts, in order for the County to obtain the State Community Aids revenue. The 2017 Social Services and Community Programs contracts provide total revenue of \$33,743,838.



Héctor Colón, Director
 Department of Health and Human Services

**COUNTY OF MILWAUKEE
Behavioral Health Division Administration
Inter-Office Communication**

DATE: February 21, 2017

TO: Duncan Shrout, Chairperson – Milwaukee County Mental Health Board

FROM: Héctor Colón, Director, and Department of Health and Human Services
Approved by Mike Lappen, Administrator, Behavioral Health Division

SUBJECT: **Report from the Director, Department of Health and Human Services, requesting authorization to execute 2017 purchase of service contracts, professional service and fee-for-service agreements with a value in excess of \$100,000 for the Behavioral Health Division for the provision of adult and child mental health services and substance use disorder services.**

Issue

Wisconsin Statute 51.41(10) requires approval for any contract related to mental health (substance use disorder) with a value of at least \$100,000. No contract or contract adjustment shall take effect until approved by the Milwaukee County Mental Health Board. Per the statute, the Director of the Department of Health and Human Services is requesting authorization for BHD/CARS to execute mental health and substance use contracts for 2017.

Background

Approval of the recommended contract allocations will allow BHD/CARS to provide a broad range of rehabilitation and support services to adults with mental health and/or substance use disorders and children with serious emotional disturbances.

Professional Services Contracts

<i>U.S. Security Associates</i>	\$470,000
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This vendor will provide public safety services at BHDs front and back entrance twenty- four hours a day, seven days a week. They will have 2-4 public safety personnel present at BHD daily and will have an on-call management or administrative personnel contact available twenty-four hours a day. The staff is also responsible for escorting services, monitoring the outside parking lots, and performing environment of care safety checks. This is a two year agreement at \$470,000 per year for a total of \$940,000 through the end of 2018.

Netsmart \$363,163
 MCBH continues to collaborate with IMSD with the Netsmart contract negotiations. This is a complex process requiring numerous individuals to vet the contract, rewrite the Terms & Conditions, the Professional Services Agreement and negotiate pricing. MCBHD is requesting an additional two month extension for a cost of \$363,163.

Vistelar \$396,160
 Vistelar is a global consulting and training institute focused on training staff to safely address interpersonal discord, verbal abuse, bullying, crisis communications, assault and physical violence. This training which MCBHD would offer to staff is the “gold standard” in the industry, and will result in reduced complaints, liability and injuries, while improving performance, morale and overall safety for clients, patients, and customers. Vistelar training will replace the current MANDT training at BHD and is cost neutral. The professional service contract costs.

Fee-For-Service Agreements

MindStar Counseling, LLC \$170,000
 This vendor will provide intensive clinical and therapeutic services to children, adolescents, and families with identified mental health diagnoses. Treatment can be provided in an office, clinic, or other facility that is licensed by the State of Wisconsin.

Choices to Change Inc. \$228,000
 This vendor has four license group homes that will provide care to youth enrolled in the Wraparound Program. Their facilities provide 24-hour supervision as an alternative living situation for children who temporarily cannot live with their families.

Community Harbor LLC \$500,000
 Provides crisis services to Wraparound youth who, due to their emotional and/or mental health needs, are at risk of imminent placement in a psychiatric hospital, residential care center or other institutional placement. This service is used to prevent and/or ameliorate a crisis that could ultimately result in an impatient psychiatric hospitalization or residential placement if the crisis intervention/supervision had not occurred. Mental Health intervention provided in or outside of the youth’s home, designed to evaluate, manage, monitor, stabilize, and support the youth’s well-being and appropriate behavior consistent with the youth’s individual Crisis/Safety Plan.

House of Love \$234,200
 This vendor is a licensed group home that will provide care to youth. The facility provides 24-hour supervision as an alternative living situation for children who temporarily cannot live with their families.

Riverstone Counseling and Crisis Services \$631,000
Provides intensive clinical and therapeutic services to children, adolescents and families with identified mental health diagnoses. Treatment can be provided in an office, clinic, or other facility that is licensed by the State of Wisconsin.

Southwest Key Programs, Inc. \$150,000
This vendor provides intensive clinical and therapeutic services to children, adolescents and families with identified mental health diagnoses. Treatment can be provided in an office, clinic, or other facility that is licensed by the State of Wisconsin.

Grateful Girls \$120,000
This vendor is a licensed group home provider to girls enrolled in Wraparound Milwaukee Program. Their facilities provide emergency and non-emergency group home care, as well as shelter care for girls.

Jefferson Crest \$309,500
This vendor provides supportive and supervised living services for consumers enrolled within CARS services programs.

Home 4 the Heart \$234,210
This vendor is licensed group home provider to girls enrolled in the Wraparound Milwaukee Program. Their facilities provide 24-hour supervision as an alternative living situation for youth. They provide education, employment, and independent living skills to the youth residing in their group home.

Purchase-of-Service Contracts

Community Advocates \$266,600
The Division of Milwaukee Child Protective Services designates BHD Community Access to Recovery Services (CARS) to oversee a portion of its Substance Abuse Prevention and Treatment Block Grant funds to conduct prevention activities. CARS seeks to contract with Community Advocates to manage these funds to be allocated as follows:

Vendor	Amount	Description
The Parenting Network	\$50,000	Welcome Baby, Fatherhood Initiative, Outreach
Silver Spring Neighborhood	\$50,000	Life Skills for Parenting and Life Skills for youth
Neu Life Community Development	\$50,000	Life Skills for Youth
Penfield	\$50,000	ACE screening and AODA programming
CUPH	\$15,000	Program Evaluation
Community Advocates	\$51,600	Awareness campaign materials, evaluation and administrative oversight
TOTAL	\$266,600	

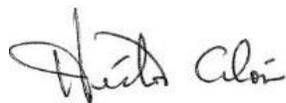
<i>Milwaukee Mental Health Associates</i>	\$3,014,771
<i>Wisconsin Community Services</i>	\$2,814,087

In August 2016, the Milwaukee County Mental Health Board approved increased contract and CSP capacity for two providers. The amended 2017 payment totals listed above will allow the providers to sustain the increased capacity in 2017. Milwaukee Mental Health Associate's amended 2017 contract consists of \$1,377,758 in purchase of service payments and an estimated \$1,637,013 in estimated Medicaid payments. Wisconsin Community Services' amended 2017 CSP contract consists of \$1,315,677 in purchase of service payments and \$1,498,410 in anticipated Medicaid payments.

Summary

The amount of spending requested in this report is summarized below. These costs are reflected in the 2017 Budget.

Vendor	New/Amendment	2017 Amount
U.S. Security Systems	New	\$470,000
Netsmart	Amendment	\$363,163
Vistelar	New	\$396,160
Minstar Counseling, LLC	New	\$170,000
Choices to Change Inc.	New	\$228,000
Community Harbor LLC	New	\$500,000
House of Love	New	\$234,200
Riverstone Counseling and Crisis Services	New	\$631,000
Grateful Girls	New	\$120,000
Jefferson Crest	New	\$309,500
Home 4 The Heart	New	\$234,210
Southwest Key Programs, Inc.	New	\$150,000
Community Advocates	New	\$266,600
Milwaukee Mental Health Associates	Amendment	\$3,014,771
Wisconsin Community Services	Amendment	\$2,814,087
Total Approved		\$9,901,691



Héctor Colón, Director
Department of Health and Human Services

Current Status: *Active*

PolicyStat ID: 2944312



Behavioral Health Division

Date Issued: 2/6/2017
Last Approved Date: 2/6/2017
Last Revised Date: 2/6/2017
Next Review: 2/6/2020
Owner: Michael Lappen: BHD
 Administrator
Policy Area: Purchasing
References:

Procurement and Purchasing

Effective Date if Other Than Approval Date:

Purpose:

To obtain in a cost-effective and responsive manner the materials, services, and equipment required by the Behavioral Health Division (BHD).

To delineate guidelines for source selection, purchasing methodology, and approval of purchases and contracts at BHD.

Scope:

This Policy applies to all MCBHD Managers and leaders.

Policy:

BHD will procure goods and services in a manner that assures:

- Compliance with applicable laws governing procurement;
- The acquisition of quality goods and services which meet the BHD's needs;
- Prudent use of resources;

No person is authorized to obligate MCBHD without encumbering, in advance, sufficient funds to meet the purchase obligation

Quality and affordability are to be balanced during the decision making process.

Quality will have a higher percentage weight with all procurement efforts

Definitions:

Director: Any staff member that is responsible for a Department or service area of MCBHD

Officer: A staff member in an executive level position within MCBHD, (Chief Clinical Officer, Chief Nursing Officer, etc)

Sole Source Purchases: A sole source purchase is one wherein a needed item can only be purchased from a single source because there is only one source available. This situation makes it impossible to obtain competitive bids.

Single Source: Even though two or more suppliers can provide the required goods or services, the Administrator, or designee awards the contract to one supplier over the other(s).

Request for Proposal (RFP): A request for proposal is used to submit a solicitation in the form of a bid for some type of commodity, service, asset, or property. It is typically used to get information about the proposed asset or service. This can include a history of the asset's ownership, financial information, information about the seller, or the product's availability. Request for proposals will follow the process rules set forth by the August 2002 Regulations for State and Local Governments as approved by the MCBHD Board in 2014. RFP process will be used when: the total costs of services will exceed \$250,000 on an annual basis, the need for the service is anticipated four to six months in advance, there are federal mandates requiring a RFP process (construction), there is a need for a new service to be provided which MCBHD had not offered previously.

Group Purchasing Organizations (GPO)- A group purchasing organization (GPO) is an entity that helps healthcare providers-such as hospitals, nursing homes and home health agencies-realize savings and efficiencies by aggregating purchasing volume and using that leverage to negotiate discounts with manufacturers, distributors and other vendors.

Performance bond , also known as a contract bond, is a surety bond issued by an insurance company or a bank to guarantee satisfactory completion of a project by a contractor.

Bid bond is issued as part of a supply bidding process by the contractor to the project owner, to attempt to guarantee that the winning bidder will undertake the contract under the terms at which they bid.

Procedure:

Authority:

- A. Authority to make or approve purchases is granted to specific managerial or officer level staff only.
 1. This authority is determined by the MCBHD Administrator and the Milwaukee County Mental Health Board.
 2. Persons authorized to make purchase on behalf of MCBHD will be required to disclose any conflict of interests annually via the [Statement of Economic Interest Form](#) and [Affidavit](#) submitted to the County Ethics Committee.
 3. An Authorized Signature Card (Attachment) will remain on file in the MCBHD Fiscal Department and forwarded to the Office of the Comptroller
- B. Before a contract or agreement may be executed:
 1. Funding must be verified and encumbered through the MCBHD Fiscal Department
 2. All approvals must be granted either electronically or in writing.
- C. The table below outlines who may approve purchases and sign contracts, legally binding agreements, business ventures and other agreements with external parties that obligate MCBHD. (including Memoranda of Understanding)
- D. Oversight of procurement for clinical services such as pharmaceuticals, diagnostics and procedures occurs by MCBHD Chief Medical Officer. Clinical based contracts; pharmacy, food services, laboratory, and radiology must also receive approval from the MCBHD Medical Executive Committee.

BHD Contract Spending Authority

Title level of Purchase Initiator	Spending Authority (budgeted)	Contract Signature Approvals	County Approvals *
Manager	Not to exceed \$5000	Director and Officer or Chief Financial Officer (CFO)	x
Director	Not to exceed \$10,000	Officer or COO or CFO	x
Officer	Not to exceed \$50,000	COO or Administrator or CFO	x
Chief Operating Officer (COO)	Not to exceed \$75,000	Administrator or CFO	x
Administrator	Not to exceed \$100,000	CFO	x
BHD Mental Health Board	\$100,000 and over	Administrator or CFO	x

* County approvals include: Director of DHHS, Risk Manager, Corporation Counsel, Comptroller, and County Executive

Purchasing Methods:

- A. Purchasing of products and services is accomplished through a variety of processes, which are designed to address the differences in complexity, value, risk and transaction volumes associated with MCBHD purchasing needs.
1. **Milwaukee County Procurement:** This method is used for purchases where a County wide contract exists or when a standard bidding process is desired. This includes:
 - a. Price agreements for a set cost for a specific time-frame
 - b. Purchase Orders for one time purchases under \$2000
 - c. Purchase Requisitions for one time purchases greater than \$2000
 - i. Follow Milwaukee County Procurement Department process for competitive bidding
 - ii. Require an additional electronic approval from the Office of the Comptroller
 2. **Purchasing Card:** Used for non contract, local and online spending.
 - a. Excludes travel
 - b. Maximum purchase value of \$2000.
 - c. Monthly limits vary by department and individual card holder.
 - d. Purchases are reviewed and approved monthly by the manager of the department and Purchasing Card Administrator.
 3. **Milwaukee County Time and Materials (T & M) Contractors**
 - a. Milwaukee County Facilities Management (MCFM) vets and authorizes specific companies to be used for construction and repair projects by category without an additional formal RFP or Bidding process. MCBHD may utilize these companies as long as the quality and cost meets

MCBHD standards. MCBHD may requests Bids and formal RFP for construction and repair projects when MCBHD funds are used to finance these projects.

- b. Contract periods are determined by MCFM.
- c. BHD can purchase services from any authorized T & M contractor if the project price is less than \$25,000
- d. BHD obtains price quotes from multiple authorized T & M contractors for projects above \$25,000.
- e. If there are no authorized T & M Contractors for the type of work needed, or when MCBHD will finance the project directly a competitive sourcing process using a minimum of 3 bids/quotes will be utilized.
 - i. Any contractor may participate in this process, irrespective of current T & M status.
 - ii. Proposals submitted by contractors who have lost T & M status prior to the end of the contract period for cause may be rejected at MCBHD's discretion.

Competitive Sourcing

- A. **Informal Bids** - A competitive sourcing process is required where the value and or nature of the product or service is greater than \$10,000 and the product or service can be obtained from more than one source.
 1. MCBHD encourages participation in the competitive sourcing process by as many qualified suppliers as possible.
 2. Efforts are made to obtain a minimum of three proposals or price quotes verbally, by email or by letter
 3. Less than three proposals may be acceptable given the following limitations:
 - a. time constraints,
 - b. availability of qualified suppliers able to meet the specifications and
 - c. the opportunity for significant cost savings
 4. All proposals and quotations received will be evaluated on the basis of quality, service, compliance to specifications and price.
 5. Awards will be made in the best interest of MCBHD.
 6. Any or all proposals received may be rejected at MCBHD's discretion.
- B. **Formal written Requests For Proposal (RFP)** are used for sourcing projects over \$250,000 where a value determination is necessary and clear specifications are available for comparative products or services.
 1. Each RFP clearly defines a set of criteria to be used to evaluate the proposals.
 - a. The form and function of what will be provided is an essential part of the evaluation.
 - b. A weighted value is assigned to each criteria.
 2. Proposals may be issued and submitted electronically, in hard copy form or a combination of both.
 - a. Pricing and items identified as proprietary information will be considered confidential
 - b. MCBHD does reserve the right to benchmark all pricing through contracted 3rd party resources

- c. Pricing may be used for analysis of specific endpoints.
3. After proposals are received and evaluated, the contract(s) is/are awarded to the supplier(s) presenting the best combination of quality of service price, delivery, compliance to specifications, capacity to perform, and service price.
4. The Evaluation Panel will consist of a minimum of 3 members.
 - a. Panel members can be employees of MCBHD
 - b. Outside panel members may be selected from various sources such as
 - i. Community or Professional expert in the field or subject of the RFP
 - ii. Representatives of community councils and/or advocacy organizations.
 - c. Identification of the panel members will be kept confidential throughout the RFP process.
 - d. Results of the evaluation may be disclosed in aggregate and will not identify the specific scoring by any panel member.
- C. **Group Purchasing Organizations (GPO)**-BHD uses GPO pricing and supplies when appropriate.
- D. **Municipal Contracts** -BHD may utilize existing municipal contracts on the [State of Wisconsin VendorNet](#) list without any additional competitive process.

Exceptions to Competitive Sourcing

- A. There are circumstances when competitive sourcing is not required or practical. Examples of these situations are;
- B. Emergency situations endangering the health and safety of patients, staff and visitors
- C. Purchases that meet Non-Competitive- Sole Source requirements
- D. Requisitions for products or services less than \$10,000

Non-Competitive (Sole Source or Single Source) Procurement:

- A. Instances when Sole Source or Single Source purchasing may be applicable include the following:
 1. Property or services can be obtained only from a specific supplier (ie., real estate; one of a kind items, etc)
 2. Competitive sourcing is precluded because of the existence of patents, copyrights, secret processes, control of raw materials by suppliers or similar circumstances
 3. Procurement of electric power or energy, gas, water or other utility services where it would not be practical or feasible to allow other suppliers to provide such services
 4. Procurement of support services in connection with the assembly, installation or servicing of equipment or software of a highly technical or specialized nature.
 5. Procurement of parts or components to be used as replacements in support of equipment manufactured by a particular supplier
 6. Procurement involving construction where a contractor is already at work on the site and it would not be practical to engage another contractor.
 7. Procurement where only a single supplier in a market is licensed or authorized to service or sell a specific product line.

8. Procurement of compatible additions to existing equipment where a different manufacturer's equipment would be impractical for the specific need.
9. The supplier or products are specified and required by a funding agency of a grant, or State/Federal contract.

B. Documentation;

1. Justification explaining the exceptional circumstances of the purchase must show that an equitable evaluation has been made and that rejection of alternative suppliers or solutions is based on objective and relevant criteria.
2. Special Review and Signature approvals are required for all Sole Source and Single Source purchases.

Contracting Process:

- A. The MCBHD Contract Management Department is responsible for the contracting process, compliance monitoring, coordination, and maintaining copies of all contracts. Contract rates will be determined with the collaboration of the fiscal department.
- B. Contract Management under the direction of the MCBHD Administrator and its Chief Medical Officer is responsible for network development.
- C. All contractors, vendors and providers will be encouraged to hire minorities, individuals with disabilities and use DBE. A DBE "requirement" will not be mandated until such time the employment market, specifically for medical, social, and psychiatric services improves.
- D. Standard RFP Templates are utilized
- E. Standard Contract Templates are utilized for all contracts

Protest Resolution process

- A. In the event a supplier protests or disputes the outcome of an RFP for which their proposal was rejected or, if they successfully submitted a proposal but did not receive an award of business, a standard review and resolution process has been established and contained within the RFP template.
- B. **Right to Protest-** any actual or prospective bidder or contractor who is aggrieved in connection with the solicitation or award of a contract may protest.
 1. The protest shall be submitted in writing with 14 days after such aggrieved person knows or should have known of the facts giving rise thereto.
 2. The protest is to be submitted to the MCBHD Administrator and/or Chief Financial Officer.
- C. **Authority to Resolve Protests.-** The Administrator or Chief Financial Officer shall have the authority, prior to the commencement of any court action concerning the controversy, to settle and resolve a protest of an aggrieved bidder, offeror, or contractor, actual or prospective, concerning the solicitation or award of a contract
- D. **Decision-** If the protest is not resolved by mutual agreement, the Administrator or Chief Financial Officer shall promptly issue a decision in writing. The decision shall:
 1. state the reasons for the action taken; and
 2. inform the protestant of its right to judicial or administrative review.

3. The Notice of Decision will be mailed to the protestant and any other party intervening.

E. **Finality of Decision-** The decision rendered shall be final and conclusive, unless fraudulent, or:

1. any person adversely affected by the decision commences an action in court.
2. any person adversely affected by the decision appeals administratively to the MCBHD Administrator.

F. **Stay of Procurements During Protests-** In the event of a timely protest or appeal, the MCBHD shall not proceed further with the solicitation or with the award of the contract until the Administrator or CFO makes a written determination that the award of the contract without delay is necessary to protect substantial interests of the MCBHD

G. **Entitlement of Costs-** In addition to any other relief, when a protest is sustained and the protesting bidder or offeror should have been awarded the contract under the solicitation but is not, then the protesting bidder or offeror shall be entitled to the reasonable costs incurred in connection with the solicitation, including bid preparation costs other than attorney's fees

Emergency Purchases:

A. In case of an emergency due to an accident or other unforeseen incident or condition which affects property or other interests of MCBHD, or threatens the life, health or safety of persons and requires immediate action.

1. The Administrator or his or her designee may authorize the procurement on other than a competitive basis.
2. Known suppliers and/or MOU's in place will be considered.

B. The basis for concluding that there was an emergency and the methods used to identify the selected contractor will be documented.

Document Retention

A. Purchasing documentation will be kept on file for 7 years after the contract ends.

Bonds Insurance Guarantees

A. Insurance requirements for each contract will be determined by Milwaukee County Risk Management and MCBHD Contract Management.

Modification and Termination of Contracts

A. Contracts that are modified or expanded to greater than the next highest value level listed in the MCBHD Spending Authority Table will be evaluated to determine if an additional competitive process is warranted.

B. MCBHD purchasing agents will not create a contract at a lower level, with the intent of expanding at a later point to avoid compliance with the required competitive process for the aggregate value of the contract.

C. Attempts will be made to resolve concerns or issues with a specific contractor prior to issuing notice of contract termination.

Authority to Resolve Contract and Breach of Contract Controversies:

- A. Controversies between the MCBHD and a contractor/Provider which arise under or by virtue of a contract between them for example; breach of contract, mistake, misrepresentation, poor quality, or other cause for contract modification or rescission.
1. **Authority to Resolve Controversies.**- The Contract Management Department in collaboration with operations and Quality Services have the authority to work to resolve controversy.
 2. The processes for resolution of controversies are outlined in the Compliance Audit, Performance Measures and Grievance procedures attached to all MCBHD Provider contracts.
 3. **Decision-** If the controversy or grievance is not resolved by mutual agreement between Contract Management and provider, the provider can submit an appeal to the MCBHD Administrator who will follow the grievance procedure process and time line
 4. **Finality of Decision-** The decision rendered shall be final and conclusive, unless fraudulent, or the contractor commences to an action in court.

References:

The 2000 Model Procurement Code for State and Local Governments.

Monitors:

Purchases are reviewed prior to approval by those listed in the MCBHD Contract Spending Authority Table. Additional review and/or audits may be conducted as deemed appropriate.

Attachments:

[Authorized Signature Card](#)

Approval Signatures

Step Description	Approver	Date
Mental Health Board	Michael Lappen: BHD Administrator	2/6/2017
	Michael Lappen: BHD Administrator	2/6/2017
	Alicia Modjeska: Chief Operations Officer	1/30/2017