

**COUNTY OF MILWAUKEE**  
**Behavioral Health Division Administration**  
INTER-OFFICE COMMUNICATION

**DATE:** June 4, 2012

**TO:** Supervisor Marina Dimitrijevic, Chairwoman – Milwaukee County Board

**FROM:** Héctor Colón, Director, Department of Health and Human Services  
*Prepared by Paula Lucey, Administrator, Behavioral Health Division*

**SUBJECT:** From the Director, Department of Health and Human Services, Requesting Authorization to Enter Into 2012 Purchase of Service Contracts for the Behavioral Health Division Related to the Mental Health Redesign and Community Resource Investment Initiative Included in the 2012 Budget

**BACKGROUND**

Section 46.09 of the Milwaukee County Code of General Ordinances requires County Board approval for the purchase of human services from nongovernmental vendors. Per Section 46.09, the Director of the Department of Health and Human Services (DHHS) is requesting authorization to enter into 2012 purchase of service (POS) contracts with community agencies for the Behavioral Health Division (BHD) for various services related to the Mental Health Redesign and Community Resource Investment initiative included in the 2012 Budget. Approval of the recommended contract allocations will allow BHD to move forward with implementation of the Community Linkage and Stabilization Program (CLASP) and Crisis Respite (known as “Stabilization House” henceforth) initiatives.

**DISCUSSION**

The 2012 BHD budget included over \$3 million for a Mental Health Redesign and Community Resource Investment, which included six specific initiatives: a community-based crisis stabilization program, an additional Stabilization House, increased community crisis investment, a Crisis Resource Center expansion, a developmental disabilities-mental health pilot respite program and a quality assurance component. BHD issued an RFP on March 12, 2012 for Stabilization House, the Crisis Resource Center and the Community Linkage and Stabilization Program (CLASP), which is a new level of care that currently does not exist in the service continuum. The timeline for the RFP is below:

<b>RFP Milestones</b>	<b>Completion Dates</b>
RFP issue date	March 12, 2012
Written question submission date	March 16, 2012
Question and Answer Session (Pre-Proposal Conference)	March 21, 2012; 9:00 AM CDT
Written Q&A posted to website	March 23, 2012
Written Proposals due	April 9, 2012; 4:00 PM CDT

**Stabilization House:**

The RFP solicited proposals for Stabilization House services to serve adults who reside in Milwaukee County who live with a mental illness or co-occurring disorder and are in need of further stabilization after an inpatient hospitalization. It is also warranted for individuals who are awaiting a residential placement and require structure and support to ensure a smooth transition into the residential placement. Stabilization House services may also provide temporary supported accommodation for people with mental health needs during a crisis or when they need respite from living at home.

The Stabilization House programs will provide a safe, welcoming, and recovery-oriented environment, and all services will be delivered in a person-centered, trauma-informed, culturally competent, and recovery oriented focus of care.

***Goals and Desired Outcomes***

The primary goals of the Stabilization House programs are:

- Prevent people from going into the hospital when they experience a crisis in their mental health or social circumstances, or need respite accommodation
- Stabilize individuals in a more home-like and less-restrictive environment than a hospital setting
- Provide brief, individualized crisis interventions and support to promote the acquisition of skills necessary to transition to a more permanent living situation
- Assist with linkage to community resources, housing and movement to a more independent living environment in conjunction with the individual and the individual's support network

BHD received two submissions for Stabilization House services. The RFP panel for this service included 3 individuals, including 2 community members and 1 Certified Peer Specialist, and met on April 19, 2012 to review all submitted proposals. BHD is recommending that Bell Therapy be awarded the Stabilization House contract for \$149,000.00 for the period of July 1, 2012 through December 31, 2012. These funds have been included in the 2012 budget and the program would serve a static capacity of eight individuals at any given time, with the average length of stay typically ranging from 3-14 days. The agency estimates they would serve approximately 195 unique individuals annually, or 98 individuals in the remainder of 2012.

**Community Linkages and Stabilization Program (CLASP):**

The RFP also solicited proposals for a new program: Community Linkages and Stabilization Program (CLASP). This program will provide post-hospitalization extended support and treatment designed to support consumers' recovery, increase ability to function independently in the community and reduce incidents of emergency room contacts and re-hospitalizations through individual support from a state-certified Peer Specialist. CLASP will provide a safe, welcoming, and recovery-oriented environment, and all services will be delivered in a person-centered, trauma-informed, culturally competent, and recovery oriented focus of care.

### *Goals and Desired Outcomes*

The primary goals of CLASP are to:

- Improve quality of life for consumers
- Promote consumers' recovery in the community
- Increase consumers' ability to effectively deal with problems and resolve crises
- Increase consumers' ability manage stressors outside an inpatient hospital setting
- Help consumers navigate between various system access points and levels of care

As the CLASP program is newly designed, job descriptions, documentation requirements, goals and desired outcomes will continue to be refined as the program evolves. The finished product will be developed in concert with the contracted vendor, as well as additional outside consultation if needed.

BHD received eight submissions for the CLASP program. The RFP panel for this service included 4 individuals, including 2 community members and 2 Certified Peer Specialists and met on April 26, 2012 to review all submitted proposals. BHD is recommending that La Causa agency be awarded the CLASP contract for \$165,000 from July 1, 2012 through December 31, 2012. These funds have been included in the 2012 Budget and the program anticipates serving 50 individuals in 2012.

### **Crisis Resource Center:**

The RFP solicited proposals for a Crisis Resource Center (CRC) on the north side of Milwaukee County. The CRC will serve adults who reside in Milwaukee County who live with a mental illness and are in need of crisis intervention and/or short-term community-based stabilization rather than hospitalization. CRC will serve adults with mental illness and may include individuals with a co-occurring substance use disorder who are experiencing psychiatric crises. The CRC will be a safe, welcoming, and recovery-oriented environment for people in need of stabilization and peer support to prevent hospitalization. All services will be delivered in a person-centered, trauma-informed, culturally competent, and recovery oriented focus of care.

### *Goals and Desired Outcomes*

The primary goals of CRC are:

- Provide early intervention and short-term, intensive, community based services to avoid the need for hospitalization
- Stabilize individuals in the least restrictive environment
- Assist in crisis resolution
- Work with individuals to develop a comprehensive crisis plan
- Connect individuals to peer support from a Certified Peer Specialist
- Link individuals to appropriate community-based resources so that they may live successfully in the community

BHD received two submissions for a Crisis Resource Center. The RFP panel for this service included 3 individuals, including 2 community members and 1 Certified Peer Specialist and met on April 25, 2012 to review all submitted proposals. . BHD is recommending that Community Advocates agency be awarded the CRC contract for \$425,000 from July 1, 2012 through

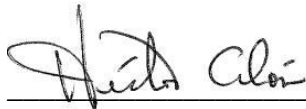
December 31, 2012. These funds have been included in the 2012 Budget and the program anticipates serving approximately 300 individuals in 2012.

### **Recommendation**

It is recommended that the County Board of Supervisors authorize the Director, DHHS, or his designee, to enter into 2012 purchase-of-service contracts for Stabilization House services, Community Linkages and Stabilization Program and the Crisis Resource Center with provider agencies for the time period of July 1 through December 31, 2012 with the contractors listed and in the amounts specified in the attached resolution. Approval of the recommended contract allocations will allow BHD to move forward in implementing the Mental Health Redesign and Community Resource Investment initiative included in the 2012 Budget.

### **Fiscal Effect**

The amounts recommended in these contracts have been included in BHD's 2012 Budget. A fiscal note form is attached.



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Héctor Colón, Director  
Department of Health and Human Services

cc: County Executive Chris Abele  
Tia Torhorst, County Executive's Office  
Kelly Bablich, County Board  
Patrick Farley, Director, DAS  
Craig Kammholtz, Fiscal & Budget Administrator, DAS  
CJ Pahl, Assistant Fiscal & Budget Administrator, DAS  
Antionette Thomas-Bailey, Fiscal & Management Analyst, DAS  
Jennifer Collins, Analyst, County Board Staff  
Jodi Mapp, Committee Clerk, County Board Staff