

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: January 23, 2019

TO: Theodore Lipscomb, Sr., Chairman, and Milwaukee County Board of Supervisors

FROM: Michael Hafemann, Superintendent, Milwaukee County House of Correction
Prepared by Erin Schaffer, Manager-Contracts, DAS-Procurement

SUBJECT: Request for Authority to Enter into a Contract with NCCHC Resources, Inc. for Provision of Contract Monitoring for the Correctional Medical Services Contract

REQUEST

The Milwaukee County House of Correction (HOC) respectfully requests authority to enter into a contract with NCCHC Resources, Inc. (NRI) for the provision of fiscal and medical monitoring services of any contract with any vendor providing health care services to inmate-patients at the HOC and/or the Milwaukee County Jail.

BACKGROUND

Background pertaining to the Christensen Consent Decree, Correctional Medical Services Contract, and RFP for Correctional Medical Services may be found in the October 18, 2018, November 16, 2018, and December 6, 2018 informational reports. Information from those reports is not included in this report.

In 2018, with support from the Department of Administrative Services - Procurement Division, the House of Correction and Milwaukee County Sheriff's Office issued a Request for Proposals for a Correctional Medical Services provider for a new contract for health care services in the Jail and HOC beginning in 2019 (RFP 98180020: Correctional Medical Services). Additional detail regarding the RFP was provided to the Judiciary Committee in the October 18, 2018 and November 16, 2018 informational reports, and to the Finance & Audit Committee in the December 6, 2018 informational report.

During the process of researching and drafting the RFP, the County became aware that contract monitoring, provided by an independent third party capable of both fiscal and clinical oversight, was key to success of any contracted health care service. As a result, with support from the Department of Administrative Services - Procurement Division, the House of Correction and Milwaukee County Sheriff's Office issued a Request for Proposals for a Contract Monitor to provide fiscal and clinical oversight of any current or future health services contract (RFP 98180024: Correctional Medical Services Contract Monitor). The RFP was issued on September 21, 2018.

Several highlights from the **RFP** include:

- Respondents were requested to prove experience monitoring and overseeing multi-million-dollar medical services contracts, with emphasis on improvement of patient care, continuous quality improvement, and appropriate, care-focused cost savings. A minimum of three years' experience within the last five years performing these services was required.
- Respondents were asked to provide a qualified, State of Wisconsin licensed, Board Certified medical physician (or physicians) with Correctional Medical experience, and who is clinically active in the management of care for a variety of patients, capable of review and oversight of all areas of care (medical, mental health and dental) provided to incarcerated individuals in a multi-facility contract.
- Respondents were asked to work with the court-appointed monitor to address his or her concerns and ensure the County's and medical service provider's compliance with the Christensen Consent Decree.
- Respondents shall serve as advisor(s) to the County regarding medical services provided under the contract, raising any issues pertaining to quality of care, the medical service provider's ability to meet service requirements, status of contract compliance, and potential cost-saving measures.
- Respondents were asked to review the August 2018 Audit Report, and provide and implement a plan in collaboration with the medical services provider which addresses all recommendations stated in, and all concerns raised by, the audit report.
- Respondents were asked to oversee the medical service provider's established measurable patient care and fiscal outcomes based on NCCHC standards.
- Respondents will be responsible for providing oversight and reporting regarding the medical service provider's compliance with contract terms and requirements of the RFP, and shall provide regular performance assessments of the medical service provider based on those documents and document the outcome and the provider's performance over the life of the contract.

The RFP closed for submissions on October 26th, 2018. Following evaluation by an Evaluation Committee comprised of medical, legal, risk, and fiscal professionals, the Evaluation Committee recommended award of the RFP to NCCHC Resources, Inc. ("NRI").

PROPOSED CONTRACT

NRI, a non-profit subsidiary of the National Commission on Correctional Health Care, "provides technical consulting services for correctional health care systems nationwide." Its subcontractors and agents represent a wide variety of experts in the correctional health field, including clinicians, educations, administrators, and other thought leaders. As a subsidiary of NCCHC, NRI is uniquely positioned to audit and monitor correctional health care and correctional health care contracts. .

Milwaukee County has previously worked with NRI's Chief Health Officer, Dr. Brent Gibson, and his team in the development of the RFP and with other small projects pertaining to correctional health care. When the County became aware that a limited extension with Armor Correctional would be necessary to ensure uninterrupted provision of patient care, the County requested that NRI step in to provide contract monitoring for the remainder of the contract. NRI was able to provide the services for under \$100,000 and a contract was drafted in December. That contract is out for signature at the time of drafting of this report, and is expected to be executed before January 16, 2019, at which time NRI will begin to provide contract monitoring services of the Armor contract.

Dr. Gibson and NRI have demonstrated passion and dedication to the improvement of care outcomes for inmate patient populations and have demonstrated their incredible value to the County throughout the RFP process and through our other partnerships. Their ongoing assistance is of monumental benefit to the County in improving our provision of health care to our inmate patient population, regardless of the ultimate direction taken by the County in providing that care.

A copy of the proposed contract is attached for your review. The contract awarded is for a period of one (1) year, with no more than four (4) optional one (1) year renewals. The total cost of these services in year one is \$373,188.00. This cost is inclusive of the following:

- A lead contract monitor at 42 hours per month;
- A medical contract monitor at 17 hours per month;
- A fiscal contract monitor at 17 hours per month;
- Transition support;
- Back-office support;
- Other expenses.

An increase of approximately 10% will occur in each future budgeted year for these services. That increase will be reflected in the operational budget request of the House

of Correction for the year in which the cost is incurred. Please see the fiscal note for additional detail.

RECOMMENDATION

The Superintendent of the Milwaukee County House of Correction respectfully submits this action item to request authority to enter into a Professional Services Agreement with NCCHC Resources, Inc. (NRI) for the provision of fiscal and medical monitoring services of any contract with any vendor providing correctional health care services to inmate-patients at the HOC and/or the Milwaukee County Jail.

FISCAL IMPACT

A fiscal note form is attached.

Approved by:



Michael Hafemann, Superintendent
Milwaukee County House of Correction

cc: County Executive Chris Abele
Raisa Koltun, Chief of Staff
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Teig Whaley-Smith, Director, Department of Administrative Services
Michael Hafemann, Superintendent, House of Correction
Earnell Lucas, Sheriff, Sheriff's Office
Kerri McKenzie, Assistant Superintendent, House of Correction
Aaron Dobson, MCJ Commander, Sheriff's Office
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