

Q&As From Library Meetings at Mill Road and Bay View August, 2009

Q: The RFP Guidelines instruct proposer to submit question via email in advance of public meetings. Will Questions with answers be posted to County Website.

Answer: Yes, the tentative target date to post RFP Q&As to the Contact Administration web site is Aug. 26 at http://www.county.milwaukee.gov/dhhs_bids

Q: With the decreasing level of funding for DSD POS contracts due to the Family Care conversion, can the current 2009 contract amounts be used for the initial 2010 budget submission?

Answer: Yes, the 2009 contract amounts should be used for the tentative 2010 budget submissions.

Q: Will the total number of cases available for BHD Programs remain the same as in 2009?

Answer: BHD is proposing outsourcing the internally managed Targeted Case Management slots in 2010. This would increase the number of contracted slots by approximately 180 cases with total contracted slots of 1300 – 1400. BHD's internally managed CSP slots may also be outsourced in 2010. This would add approximately 350 slots to the contracted CSP program. The CSP program is not up for competitive bid in the current cycle. However, if your agency is interested in taking on additional CSP cases, you should include the additional cases in your 2010 budget for CSP.

Q: What are the ages of youth served in the proposed DCSD #007, Re-Entry Coordination Services program?

Answer: The Re-Entry Coordination Services program will serve youth up to age 17. The youngest served would be age 12.

Q: How big a case load would be served by the Re-Entry Coordination Services program within a year?

Answer: Approximately 55 youth over the course of a year.

Q: What is the funding level for the Re-Entry Coordination Services program?

Answer: \$150,000 is the tentative budget allocation for the Re-Entry Coordination Services program

Q: How many Providers will DCSD be contracting with for the Re-Entry Coordination Services program?

Answer: DCSD will be contracting with one Provider for the Re-Entry Coordination Services program

Q: Will the success proposer be required to provide housing under the Re-Entry Coordination Services program?

Answer: No, housing is not being provided under the Re-Entry Coordination Services program.

Q: Is the Re-Entry Coordination Services program connected to Wraparound Milwaukee?

Answer: It is possible that some of the community support services coordinated under the program could be provided by Wraparound Providers. This would help to facilitate placement with community support systems.

Q: Could you please tell me what the proposed budget is for program DSD019 Disability Benefit Specialist?

Answer: The tentative contract allocation for program no. DSD019 - Disabilities Benefit Specialist is \$342,604

Q: For the Disability Benefits Specialist (DBS), under the Program Purpose, there is a discussion on “non-billable activities”. Are the indirect activities related to the program considered billable? Examples would be travel time, training, and supervision. If they are not considered billable, how are they reimbursed through the DBS contract?

Answer: The paragraph in question is only addressing direct services by the DBS, and not supervisory and support services. In the DBS Services Scope of Services document, pages 10 - 14 identify "Other Areas of Service – DBS Services Available at the ADRC’s Discretion." The caveat is that if the service is outside the CORE services identified, the agency or DBS should receive approval from the DRC prior to providing the discretionary services. Which discretionary services that would be approved and the

exact mechanism (if any) for obtaining approval should not affect an agency's proposal at this time, and can be addressed later in the contracting process.

Q: Under Staff training for the Disabilities Benefit Specialist, page 5 DSD 44, we are asked to: Outline the hours and content of initial and ongoing training and frequency of ongoing training, and Describe how the DBSs will receive the training required in the Disability Benefit Specialist Program Policies and Procedures. Who is responsible to schedule and provide this training? Who is responsible to ensure that DBS attend required training?

Answer: It is the Responsibilities of the Program Attorney to provide training to DBSs consistent with the requirements of the contract with DHFS, see Documents related to DSD-019, Disability Benefits Specialist ONLY: Policy & Procedure Manual at : http://www.county.milwaukee.gov/dhhs_bids . This includes:

- a. collaborate with the WDBN to coordinate the initial WDBN Tier III training; and
- b. develop a series of ongoing trainings on substantive and skills-based areas within the scope of program services; provide ongoing training in alternative media, and at varied locations throughout the state;
- c. make training topics available for later viewing, as appropriate; and
- d. provide ADRCs with a list of training dates for a 12-month period.

The Aging and Disability Resource Center is responsible for providing local supervision to the DBS position. Local supervision includes the following: Insure the disability benefit specialist will attend all ongoing meetings and trainings of the disability benefit specialists as coordinated and organized by the program attorneys, meetings of the Wisconsin Disability Benefits Network, and any other trainings required by the Department.

Q: If one is already a Family Care provider, do you still have to reapply?

Answer from DSD: You should not have to reapply; be reminded that the available options to be a Family Care provider are not just for Aging, but for all the other partners like CCO, I-Care and under the IRIS self-directed program. But you should call all these entities to inquire about their application process. Family Care will cover the ages 18+ years.

Q: If you are an agency that is in Cycle II or III, do you have to fill out all of the RFP sheets that are asked of an agency?

Answer: You should just fill out the final submission forms that are asked for on page 2-6. Evaluation reports are now due just one time per year, due August 1st.

Q: How many copies of a proposal should an agency submit?

Answer: Please fill out all submission items for all sections of the program; If for example you are filling out the RFP for the Disabilities Specialist and for the CSP program, you should hand in 1 original and 4 copies for EACH program within a DHHS division. If you are applying for more than one program within a division, submit 4 more copies of the submission packet for each additional program. A separate summary page (Item #2) should be submitted for each division. It is not necessary to submit more than (1) original. An agency should also return the RFPs for ALL programs to 1220 W Vliet Street, Suite 109. Ask for a receipt when you submit your RFP as proof of submission.

Q: In the past, we have submitted 2 copies of the Certified Audit Report. This year it is Item #26 of Part 2. Do you want the audits included in the original packet for each program? Or should we submit 2 copies of the original bound audit through traditional channels for existing contractors?

Answer: Our current system for submitting and logging audits for existing DHHS contractors is all they need comply with. If they have already submitted two originals through existing procedures, there is nothing further they need do for Item # 26. If the proposer does not have any contracts or FFS Agreements with DHHS, they should include internally generated financial statement, or a certified audit if one was done, in the original submission package, and in each of the (4) copies for each program applied for.

Q: For the narrative section, do you want it double-spaced or single-spaced? How many pages should it be?

A: Reviewers will have different preferences. It is permissible for the narrative section should be single-spaced and numbered. Make sure to use the submission check list to ensure that all items are put together in order. There is no page limit to the narrative; however, it should describe what an agency provides in services that is relevant to the program and expand on what is specified in the logic model.

Q: What comes first, the application summary or the check list? There appears to be an error.

A: There is a contradiction between the item numbers and the summary sheet, namely Items 2 and 3. The order of submission should be cover letter, Application Summary Sheet and the Application Check List. This will be corrected for 2011 RFP.

Note: There was an error on page 2-4 which makes reference to an incorrect page number (page 7) for submission requirements for vendors in a multi-year contract cycle. Those requirements can be found **instead in the Technical Requirements section**

on page 4-6. Applicants should be checking the *Corrections and Additions to Published RFP Material* section on the website for any updates at:
<http://www.milwaukeecounty.org/RFPInformation111327.htm>