



# Bid Waiver Form

Revised 01/2022

<b>Short Description of Goods/Services</b>	Crisis Services	<b>Total Cost</b>	\$10,358,558 (2 year)
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<b>Vendor Name</b>	Journey Mental Health Center	<b>MUNIS #</b>	5152	<b>Req #</b>	
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<b>Purchasing Officer</b>	Pete Patten	<b>Date</b>	1/6/23
<b>Department</b>	Human Services	<b>Email</b>	simon@countyofdane.com
<b>Name</b>	Carrie Simon	<b>Phone</b>	

**\*A VENDOR QUOTE MUST BE ATTACHED TO THE WAIVER FOR APPROVAL\***

**Provide a detailed description of the goods/services intended to be purchased:**

Crisis Services includes an array of intervention and follow up services provided to youth and adults in Dane County. Crisis Intervention and Follow Up includes operation of the 24/7 crisis telephone hotline, mobile crisis response, law enforcement embedded crisis services, assessment and authorization of inpatient treatment, hospital discharge planning and commitment monitoring, and supportive follow up services. Crisis Stabilization includes supportive services and administrative oversight of the DCDHS Chapter 34 Emergency Services provider network, including clinical supervision and oversight of the Crisis Home program. Crisis Stabilization is defined as a direct service that assists with de-escalating the severity of a person's level of distress and/or need for urgent care associated with a substance use or mental health disorder.

Crisis Services provide rapid access to supportive services for any individual within Dane County who is seeking support for a behavioral health crisis or requires ongoing support to recover from a recent behavioral health crisis.

Services include but are not limited to:

- Crisis de-escalation
- Crisis counseling/safety planning
- Suicide prevention, assessment, and intervention
- Emergency detention evaluation and facilitation
- Conflict resolution/mediation
- Substance use disorder resources and intervention
- Individual and family support and resources
- Referral to and coordination of crisis stabilization services and other resources
- Psychiatric Prescribing
- Medication administration, management, and monitoring
- Mental health and substance use assessment and short term intervention
- Symptom monitoring and supportive services
- Peer Support
- Linkage to ongoing behavioral health supports and services
- Linkage to health insurance if not currently insured
- Linkage to resources for healthcare, housing, and other psychosocial needs
- Hospital discharge coordination
- Oversight of all CH 51 commitments and settlement agreements and related processes
- Administrative oversight of CH 34 Crisis Services provider network

All of these services are currently provided by Journey Mental Health Center. Contract # 85333

**\*Send to a Purchasing Officer Once Completed\***



# Bid Waiver Form

Revised 04/2021

## Procurement Exception List

- Emergency Procurement
- Unique and specific technical qualifications are required
- A special adaptation for a special purpose is required
- A unique or opportune buying condition exists
- Only one vendor possesses the unique and singularly available ability to meet the Department's requirements

**Provide a detailed explanation as to why the competitive bidding (RFB/RFP) process cannot be used. Also provide a detailed justification in relation to the Procurement Exception(s) chosen:**

This bid waiver request seeks to delay the issuance of the regular cycle RFP for Crisis Services for up to two years to allow for planning and development of crisis system redesign.

The Crisis Services array is an intricate web of intervention and stabilization services, each of which exists in relation to the others. The RI Report from 2021 recommends not only the implementation of a 23 hour triage center, plans for which are currently underway, but also indicates that the success of a Triage Center relies on a complete redesign of the behavioral health crisis response system to optimize client flow throughout the crisis care continuum. This is no small undertaking, as adjustments to any element of operations have an impact on other pieces of the system. Successful redesign of the crisis continuum is also reliant on developing IT mechanisms that improve communication, information sharing, and transitions between programs and providers throughout the continuum. Amendment HHN-O-14 of the 2023 Dane County budget directs the Human Services Department to explore the establishment of a non-law enforcement embedded mobile crisis response system outside the City of Madison. The anticipated impacts of other major changes in the crisis continuum must be considered in relation to the future of mobile crisis. Because the development of a Crisis Triage Center will offer a drop-off location that is easier and faster than many alternatives, it is likely to become the default option for individuals encountered by first responders. Implementation of the statewide 988 crisis hotline will shift the population of individuals calling for support away from the local crisis telephone hotline. Since 988 only began implementation in the summer of 2022 and has yet to be broadly marketed, its full impact on our local crisis system remains to be seen. While data suggest that most calls to 988 will be resolved over the phone, many of those that need to be handed off are expected to require police response due to the potential for imminent dangerousness. An effective mobile crisis service will offer timely dispatch of co-response, community-based response to situations that lack imminent dangerousness, and support for other system providers who may be working with individuals experiencing a crisis with the goal of stabilization in place.

In order to issue an RFP that accurately reflects the future state of our crisis service continuum, it is imperative that adequate time is afforded to:

- establish an overarching plan for all crisis services throughout the County, including both a non-law enforcement mobile response and co-response when needed
- determine a consolidated method of dispatch for mobile crisis services
- establish an IT platform for data collection and information sharing across the continuum
- engage individuals with lived experience and other stakeholders in the crisis system redesign planning efforts
- determine evaluation methods to demonstrate the effectiveness of system redesign
- project costs for an optimized crisis services continuum and secure resources necessary to actualize system enhancements

## Bid Waiver Approval (For Purchasing Use Only)

Under \$40,000 (Controller)

\$40,000+ (Personnel & Finance Committee)

Date Approved:

**\*Send to a Purchasing Officer Once Completed\***