MINUTES

PLACE: Alliance Behavioral Healthcare, 4600 Emperor Blvd. Room 208, Durham, NC 27703.


MEMBERS ABSENT: Michael Page and George Quick.

GUESTS PRESENT: Mabel Mcglothlen from DMH/DD/SAS and Denise Foreman from Wake County (via phone).

STAFF PRESENT: Kelly Goodfellow, Tracy Hayes, Carlyle Johnson, Pamela Norton, and Rob Robinson.

1. CALL TO ORDER: Chairman Lascel Webley, Jr. called the meeting to order at 4:05 pm.

2. ANNOUNCEMENTS: None.

3. AGENDA ADJUSTMENTS: Chairman Lascel Webley, Jr. added an update on Western Highlands Network’s Request for Information (“RFI”) and the Alliance per Member per Month (“PM/PM”) rate from the Division of Medical Assistance (“DMA”) to the agenda following the update on Cumberland County.

4. PUBLIC COMMENT: None.

5. Forensics Request For Proposal (“RFP”) # 2013-102 Selection Summary: Carlyle Johnson, Clinical Program Development and Design Administrator, provided the Board with information and a summary of the RFP proposals submitted for the Forensic RFP submissions. Alliance Behavioral Healthcare issued a RFP on February 28, 2013 for forensic mental health services for adults in Wake County. These services are currently provided by the Wake Behavioral Health program within Wake County Human Services, and include services provided within the Wake County detention centers as well as outpatient evaluation and treatment services.
Purpose: The intent of the Wake Forensic Services RFP is to select one provider to render services for the adult forensic population served by Wake County Behavioral Health as well as future consumers who are referred for these services.

Funding sources: Funding for this RFP included Wake County funding in addition to state IPRS funds and Medicaid funds that may be earned on a fee for service basis. Alliance will purchase services initially through both expenditure-based and fee for service reimbursement approaches, but will shift over time toward a fee for service reimbursement model when possible.

Selection Committee:
- Alliance staff: Dr. Carlyle Johnson (Project Lead), Patti Beardsley, Sean Schreiber, Kelly Goodfellow, Dr. Lena Klumper, James Osborn, Doug Wright
- Wake County: Denise Foreman
- Alliance Board: Lascel Webley, Dr. George Corvin, Barbara Gardner
- Wake Sheriff/Jail: Sara Warren, Larry Wood, Dr. Umesi, Tonya Minggia

Selection process: Responses were evaluated first for minimal compliance with expectations of the RFP, financial stability and ‘good standing’ status with Alliance, and RFP responses were distributed to panel members for review. Panel members rated each provider using a standardized Alliance RFP Scoring Tool and submitted responses for tabulation. Providers whose responses met minimal compliance criteria were invited to interviews with the review panel, which were held on April 8, 2013. The panel discussed preliminary findings on April 8 and agreed on a recommendation pending reference checks and confirmation of budget terms. Factors considered in making a recommendation included the quality of the written proposal, interview impressions and information provided by references.

Number of proposals received:
Three proposals were received by the RFP deadline of 3/28/13 at 3pm. Each of the proposals was complete, met minimum requirements for review, and each provider was selected for an interview. The panel considered RFP submissions from the following:
1. Fellowship Health Resources
2. Monarch
3. Psychotherapeutic Solutions

Selection summary including scores: Ratings scores were included in the Board packet.

Provider chosen: The RFP review panel for the Wake Forensic Services RFP recommends that Fellowship Health Resources be selected as the provider for forensic services at all locations covered by the scope of this RFP.

Approval from Credentialing Committee: Monarch has a current contract with Alliance and has met all credentialing requirements.

Total program/project budget: County funds of approximately $430,000 will be available in FY14 to support these services, in addition to revenues generated through billing IPRS, Medicaid and third party payers.
Rationale for Provider chosen: Based upon review of the written proposal, interview performance and information provided by references, Fellowship Health Resources demonstrated the best alignment with the scope of the RFP and was judged by the panel to be in the best position of the three applicants to render the services covered. Strengths noted by the panel include:

- Clear commitment to quality of care, consumer inclusion, principles of recovery and evidence-based practices
- Current strong relationships with Wake judicial system, including services with the Wake Drug Treatment Court.
- Forensic experience locally and in Rhode Island and maintenance of positive relationships with forensic stakeholders in both locations
- Experience with transitions of similar scope and type
- Positive relationships with legal system and evaluation by references as being a responsive and committed partner in network development
- Potential to hire and retain qualified staff, including current Wake Behavioral Health staff

A motion was made by George Corvin to approve that Fellowship be selected as the provider for Forensic RFP submissions at all locations covered by the scope of this RFP; seconded by Nancy Henley. Motion Passed.

6. Child Mental Health Request For Proposal (RFP) # 2013-101 Selection Summary:

Carlyle Johnson provided the Board with information and a summary of the RFP proposals submitted for the Child Mental Health RFP submissions. Alliance Behavioral Healthcare issued a Request for Proposals (RFP) on February 28, 2013 for Child Mental Health programs in Wake County, including the Child Mental Health, Child Development and Health, and Sex Abuse Treatment Programs. These services are currently provided by the Wake Behavioral Health program within Wake County Human Services.

Purpose: The intent of the Wake Forensic Services RFP is to select up to two providers to render services for the child population served by Wake County Behavioral Health as well as future consumers who are referred for these services. Prospective providers were allowed to bid on either: 1) Child Mental Health/Child Development & Health programs; 2) Sex Abuse Treatment Program; or 3) both programs.

Funding sources: Funding for this RFP included Wake County funding in addition to state IPRS funds and Medicaid funds that may be earned on a fee for service basis. Alliance will purchase services initially through both expenditure-based and fee for service reimbursement approaches, but will shift over time toward a fee for service reimbursement model when possible.

Selection Committee:
- Alliance staff: Carlyle Johnson (Project Lead), Patti Beardsley, Sean Schreiber, Kelly Goodfellow, May Alexander, James Osborn, Doug Wright
- Wake County: Denise Foreman
- CFAC: Eric Hall, Cynthia Daniels-Hall
- Wake community stakeholder: Jim Barbee
Selection process: Responses were evaluated first for minimal compliance with expectations of the RFP, financial stability and ‘good standing’ status with Alliance, and RFP responses were distributed to panel members for review. Panel members rated each provider using a standardized Alliance RFP Scoring Tool and submitted responses for tabulation. Providers whose responses met minimal compliance criteria were invited to interviews with the review panel, which were held on April 11, 2013. The panel discussed preliminary findings on April 11 and agreed on a recommendation for the Sex Abuse Treatment Program provider, pending reference checks and confirmation of budget terms. Factors considered in making a recommendation included the quality of the written proposal, interview impressions and information provided by references.

Number of proposals received: Eight proposals were received by the RFP deadline of 3/28/13 at 5pm. Three proposals were incomplete, and five responses met minimum requirements for review and were selected for interviews. Of the five selected for interviews, three submitted proposals to operate the Child Mental Health/Child Development & Health components and two submitted proposals to operate the Sex Abuse Treatment Program. The panel considered RFP submissions to operate the SATP program from the following:

1. Triangle Family Services
2. Easter Seals/UCP

Selection summary including scores: Ratings scores are included in the Board packet.

Provider chosen: The RFP review panel for the Wake Child Mental Health RFP recommends that Triangle Family Services be selected as the provider for Sex Abuse Treatment services.

Approval from Credentialing Committee: Triangle Family Services has a current contract with Alliance and have completed the screening for credentialing.

Total program/project budget: County funds of approximately $109,000 will be available in FY14 to support these services, in addition to revenues generated through billing IPRS, Medicaid and third party payers.

Rationale for Provider chosen: Based upon review of the written proposal, interview performance and information provided by references, Triangle Family Services demonstrated the best alignment with the scope of the RFP and was judged by the panel to be in the best position of the three applicants to render the services covered. Strengths noted by the panel include:

- Clear commitment to quality of care, consumer inclusion, principles of recovery and evidence-based practices
- Current strong relationships with Wake judicial system and stakeholders working with sexually abused children
- Strong clinical experience with population covered by the RFP
- Positive relationships with legal system and evaluation by references as being a responsive and committed partner in network development
- Potential to hire and retain qualified staff, including current Wake Behavioral Health staff
A motion was made by Bill Stanford to approve that Triangle Family Services be selected as the provider for Child Mental Health RFP submissions at all locations covered by the scope of this RFP; seconded by Jim Edgerton. Motion passed.

7. Update on Cumberland County Merger:
   Ellen Holliman, Chief Executive Officer, provided the Board with information and an update on the Cumberland County RFI posted by Cumberland County. She recommended to the Board that Alliance respond to the RFI, including all necessary information, and to copy the County Managers. The deadline to submit responses is April 29, 2013 at noon.

   No motion required.

8. Update on Western Highlands RFI:
   Ellen Holliman, Chief Executive Officer, shared with the Board information on Western Highland Network’s (“WHN”) dissolution as a Managed Care Organization (“MCO”). She also shared that WHN has posted an RFI inviting other MCOs to submit information for a possible merger. The Board discussed the pros and cons of responding to this RFI and agreed to respond. The decision will be made by the Western Highland Board on April 25, 2013.

   No motion required.

9. Alliance Behavioral Healthcare’s “Per Member Per Month” Rate:
   Ellen Holliman, Chief Executive Officer, shared with the Board information and concern on the “per member per month” rate supplied by the state being invalid. She discussed options to address this concern with the state and recommended sending a letter to the state on behalf of the Board to correct this problem.

   No motion required.

10. Adjournment:

    With all business being completed the meeting was adjourned at 5:58pm.

Respectfully submitted:

[Signature]

Ellen S. Holliman, Chief Executive Officer       6/6/13

Date Approved
Alliance Behavioral Healthcare
BOARD OF DIRECTORS
Agenda Action Form

ITEM: Wake County Adult Outpatient Request For Proposal (RFP) # 2013-102 RFP Selection Summary

DATE OF BOARD MEETING: April 24, 2013

REQUEST FOR AREA BOARD ACTION: Introduction

Alliance Behavioral Healthcare issued a RFP on February 28, 2013 for forensic mental health services for adults in Wake County. These services are currently provided by the Wake Behavioral Health program within Wake County Human Services, and include services provided within the Wake County detention centers as well as outpatient evaluation and treatment services.

Purpose:

The intent of the Wake Forensic Services RFP is to select one provider to render services for the adult forensic population served by Wake County Behavioral Health as well as future consumers who are referred for these services.

Funding sources:

Funding for this RFP includes Wake County funding in addition to state IPRS funds and Medicaid funds that may be earned on a fee for service basis. Alliance will purchase services initially through both expenditure-based and fee for service reimbursement approaches, but will shift over time toward a fee for service reimbursement model when possible.

Selection Committee:

- Alliance staff: Dr. Carlyle Johnson (Project Lead), Patti Beardsley, Sean Schreiber, Kelly Goodfellow, Dr. Lena Klumper, James Osborn, Doug Wright
- Wake County: Denise Foreman
- Alliance Board: Lascel Webley, Dr. George Corvin, Barbara Gardner
- Wake Sheriff/Jail: Sara Warren, Larry Wood, Dr. Umesi, Tonya Minggia

Selection process:

Responses were evaluated first for minimal compliance with expectations of the RFP, financial stability and ‘good standing’ status with Alliance, and RFP responses were distributed to panel members for review. Panel members rated each provider using a standardized Alliance RFP Scoring Tool and submitted responses for tabulation. Providers whose responses met minimal compliance criteria were invited to interviews with the review panel, which were held on April 8, 2013. The panel discussed preliminary findings on April 8 and agreed on a recommendation pending reference checks and
confirmation of budget terms. Factors considered in making a recommendation included the quality of the written proposal, interview impressions and information provided by references.

**Number of proposals received:**

Three proposals were received by the RFP deadline of 3/28/13 at 3pm. Each of the proposals was complete, met minimum requirements for review, and each provider was selected for an interview. The panel considered RFP submissions from the following:

1. Fellowship Health Resources
2. Monarch
3. Psychotherapeutic Solutions

**Selection summary including scores:**

Ratings scores will be presented at the Board meeting.

**Provider chosen:**

The RFP review panel for the Wake Forensic Services RFP recommends that Fellowship Health Resources be selected as the provider for forensic services at all locations covered by the scope of this RFP.

**Approval from Credentialing Committee:**

Monarch has a current contract with Alliance and has met all credentialing requirements.

**Total program/project budget:**

County funds of approximately $430,000 will be available in FY14 to support these services, in addition to revenues generated through billing IPRS, Medicaid and third party payers.

**Rationale for Provider chosen:**

Based upon review of the written proposal, interview performance and information provided by references, Fellowship Health Resources demonstrated the best alignment with the scope of the RFP and was judged by the panel to be in the best position of the three applicants to render the services covered. Strengths noted by the panel include:

- Clear commitment to quality of care, consumer inclusion, principles of recovery and evidence-based practices
- Current strong relationships with Wake judicial system, including services with the Wake Drug Treatment Court.
- Forensic experience locally and in Rhode Island and maintenance of positive relationships with forensic stakeholders in both locations
- Experience with transitions of similar scope and type
- Positive relationships with legal system and evaluation by references as being a responsive and committed partner in network development
- Potential to hire and retain qualified staff, including current Wake Behavioral Health staff
AREA DIRECTOR RECOMMENDATION:

Recommend that Fellowship Health Resources be selected as the provider for adult forensic services.

RESOURCE PERSON(S):

Carlyle Johnson
Executive Summary

In North Carolina, Fellowship Health Resources, Inc. (FHR) is a trusted source of care and support for members of the community living with mental illness and addictions. As such, we offer the resources, expertise, and dedication needed to advocate for and meet the needs of this population and each of the individuals for whom FHR provides care. FHR has a track record of successfully spearheading innovative behavioral health programs in Wake County. FHR worked with Wake County during its transformation into the new role of a local managing entity (LME). FHR developed new programs which incorporate recovery principles and restructured the day program services to incorporate the healing arts and employment readiness goals.

FHR’s extensive experience serving people with serious mental illnesses, addictions, and co-occurring mental health and substance use disorders makes us an ideal choice to work with Alliance Behavioral Healthcare to provide Forensic Services serving adults in Wake County, NC.

FHR is the leader in forensic treatment services in Wake County. FHR has been a treatment provider for Wake County Drug Treatment Court since 2007, and in 2009 was named the sole treatment provider due to FHR’s clinical expertise and clinical management of the offender population. In 2012, FHR continued to expand our forensic treatment services by acquiring two contracts through a competitive RFP process with the Department of Public Safety – Community Intervention Center (CIC) and Treatment for Effective Community Supervision (TECS). Forensic services are FHR’s niche treatment population; FHR excels with the forensic population due to our adherence to evidence-based models formed on the criminally involved client and our ability to partner with the criminal justice system. FHR is uniquely poised and well positioned to meet the treatment, evaluation, rehabilitative, and supportive functions of a Forensic Services Program in Wake County which offers:

- 5 years of experience delivering quality Forensic services in North Carolina;
- More than 5 years of delivering mental health treatment, recovery, and support services in North Carolina;
- A record of success in providing home and community-based services that extends back to 1975;
- Experience that includes 74 community-based and community re-integration services;
- Highly qualified executive and regional management teams;
- A clinical and support program philosophy rooted in our fundamental commitment to dignity and recovery of all persons served, that, enables achievement, and mitigates trauma while executing individualized recovery and wellness plans crafted with persons we serve;
• Comprehensive quality management and human resources processes that fully support operations;
• A well-established and growing Management team, committed to providing creative approaches to rehabilitation and recovery; and
• The commitment and know-how of using performance indicators and outcomes measures to assess our efforts, recalibrate when needed, and at all times be accountable to the individuals we serve and the government agencies that enable FHR to share in the work of meeting respective missions and mandates.

FHR’s Evolution to Forensic Services
FHR’s Forensic services play an important role in supporting individuals with mental illnesses and addictions which is based on an understanding that people with serious behavioral health issues require a full range of mental health services. Outcomes of Forensic services include: reduced hospitalization, homelessness and incarceration, increased mental health status and medication compliance, and increased social connectedness. Measurements of the effectiveness and success of the program are based on variables such as length of client retention, the level of client participation, and the frequency and patterns of attendance. Measurements also include monitoring client information, such as discharge status and program completion, relapses, and return to treatment.

FHR’s evolution into forensic treatment services began when FHR noticed an increase in consumers who were involved in the criminal justice system. FHR created a program model called, Fellowship Community Reintegration Services (CRS), which aims to reduce the recidivism rates of mentally ill inmates by creating a social support system for them in the community. The program model was launched in the Rhode Island State Prison and was proven effective with a low recidivism rate of 22%. Since the inception of CRS, FHR has expanded our forensic services and has provided therapeutic and psychoeducational groups, re-entry services, diagnostic assessment, medication management, mental health and substance abuse counseling, training to correctional officers, mental health staff and other support staff, and consultation and reorganization services to prisons. In September 2006, FHR was awarded a contract with the U.S. District Court of Rhode Island, providing treatment services to federal offenders. FHR’s involvement with Wake County Drug Treatment Court in 2007 was a natural strategic progression for FHR.

FHR’s Forensic Services Program
FHR’s Forensic Services Program is designed to provide the full continuum of mental health, substance abuse, and case management services to meet the needs of the individuals enrolled with. FHR will utilize the SAMHSA GAINS Sequential Intercept Model as the clinical framework for all forensic service delivery.
Services include:

- Specialized forensic screening, evaluation, consultation and court-ordered forensic screenings
- Court consultation and testimony
- Multidisciplinary team assessment and interventions (includes psychiatry, nursing and clinicians);
- Comprehensive clinical assessments, psychiatric assessments and consultations;
- Medication prescription, monitoring, and management;
- Individual, group and family psychotherapy;
- Cognitive Behavioral Therapy strategies;
- Motivational Interviewing Strategies;
- Integrated mental health and substance abuse assessments and interventions;
- Nursing services including nursing assessment and administration of injectable medication;
- Access to lab services, required for the appropriate monitoring of certain psychiatric medications.

Additional supports provided by the programs include:

- Crisis intervention;
- Family consultation and education;
- Liaison with primary medical providers and specialty medical providers;
- Referrals and coordination with other services and supports as needed;
- Referral and coordination with entitlements such as Medicare, Medicaid;
- Representative payee services for team clients who need assistance in managing limited financial resources to pay basic bills, at no additional fee to client; and
- Supported housing services, including the home visits required for clients to meet the criteria for Shelter Plus Care and other housing vouchers.

FHR has long understood that a more knowledgeable and better skilled workforce can effectively move toward a broader service approach. FHR supports our staff in refining and deepening their engagement skills to connect with people about their physical health, to activate health behavior change, and to apply a stage-based approach to lifestyle/wellness changes (e.g., smoking cessation, weight management, exercise). Our behavioral healthcare professionals understand the differences between primary care and behavioral health cultures, strategies for connecting with primary care providers, basic health literacy around diabetes and heart disease (pathophysiology and strategies to intervene), how to prepare someone for a primary care visit, and how to support them on those visits and with implementation of prescribed care plans.
FHR presently operates seven Outpatient Psychiatric and Counseling Service Programs (2 in North Carolina, 4 in Delaware, and 1 in Pennsylvania). FHR’s roots in Outpatient Services can be traced back 19 years to the establishment of a Substance Abuse Intensive Outpatient Program (SAIOP) in Delaware followed by 3 additional outpatient service programs that are operating today. FHR implemented the Single Clinical Home Program model in Chester County, Pennsylvania. The Single Clinical Home is a comprehensive core service program encompassing ACT, psychiatric rehabilitation, mobile crisis services, outpatient, case management, and employment services. FHR embraced this concept and implemented it in Wake County, North Carolina in May 2007. We established a comprehensive service center in Raleigh consisting of outpatient services, intensive outpatient services (IOP) for the Wake County Court system and the Department of Public Safety, psychiatric rehabilitation services (PRS) and ACT. The program has grown considerably with the establishment of a satellite site in Cary.

In summary, over the past 37 years FHR has established a reputation for quality, innovation, collaboration, and a commitment to provide rehabilitative and recovery services to persons with mental illnesses and substance use disorders. We are adept at start-ups and passionate about our mission. We are confident that our service history has prepared us well for this opportunity of providing Forensic services in Wake County.

Clinical Management Philosophy
FHR’s clinical management philosophy is based upon our goals of working in partnership with consumers to achieve meaningful outcomes, including recovery; stable housing, employment or education, and social connections while providing accountable and cost-effective services. We use four basic components to support FHR’s delivery of high quality, affordable, and effective behavioral health and housing services:

- **Education and Dialogue:** We encourage ongoing professional development for our staff, regular communications and collaboration with all of our stakeholders, including, and especially, consumers.
- **Evidence-Based and Best Practices:** We provide evidence-based services and support the development and application of best-practice processes and techniques to maximize positive outcomes for consumers.
- **Creativity and Flexibility:** We understand that when working with people with complex histories and needs, holding true to our clinical philosophy requires creative approaches and flexibility, especially those allowing for consumer choice and decision-making.
- **Continuous Quality Improvement:** We use data and information to continuously monitor and improve upon the care we deliver and the results that are achieved, keeping consumers’ goals and desired outcomes central to our work.
Conclusion

FHR thoroughly understands and possesses vast experience in offering the level of state and contractor/provider collaboration necessary to facilitate, support, and implement a successful Forensic Services Program with positive outcomes for consumers throughout Wake County, including:

- Offering a full continuum of services for justice-involved individuals with mental illness to include forensic screening, evaluation, consultation and outpatient treatment;
- Assessment of the individuals’ immediate needs (clinical, psychiatric, nursing and substance abuse) and assistance in meeting them in a responsive and thoughtful manner;
- Linking the individual to appropriate community services and agencies;
- Acting as the individual’s advocate in reaching the supports they desire and in meeting their recovery goals; and
- Providing services only as long as needed and desired by the individual served.

FHR Capability Statement

FHR is uniquely positioned to successfully implement an effective and cost-efficient Forensic Services Program in Wake County, NC for Alliance Behavioral Healthcare. We have created and maintained professional clinical, administrative, and financial infrastructures to meet our clients' needs in the multi-regions we serve.

FHR maintains a fluid, accessible, innovative, and, above all, responsive infrastructure that is capable of managing projects at the county, state, and national levels. FHR is very familiar with the complex nature of behavioral health financing, including complicated billing and reimbursement processes. We are adept at managing a wide variety of insurance and payment systems involving county, state, Medicare, Medicaid, third party insurers, self-pay, managed care plans and federal sources such as the U.S. Department of Probation and Parole.

FHR’s organizational infrastructure is guided by comprehensive Clinical, Human Resources, and Financial Policies and Procedures. All policies and procedures integrate and convey regulatory and licensure mandates promulgated by the Alliance Behavioral Healthcare contract requirements.

FHR’s finance department consists of Administrative Services, General Accounting (which includes accounts payable and cash receipts), Budgeting and Billing & Collections.

FHR adheres to U. S. generally accepted accounting principles: Annual audits of the consolidated financial statements are conducted by external auditors.
Sustainability
FHR has a long and successful track record of implementing and sustaining programs for the identified target population. Since opening its first group home in 1975, FHR has grown into a multifaceted organization with a budget of $35 million, 74 programs throughout seven states, 691 staff, who serve more than 3,000 individuals in North Carolina, Delaware, Rhode Island, Massachusetts, Maine, Virginia, and Pennsylvania. Senior leadership of FHR experienced very low rates of turnover and has an average tenure of 11.5 years. This stability in clinical and administrative leadership allows for institutional memory and deep understanding of the philosophy, intent, and agreed-upon practices to be used in each of the organization’s programs. The Wake County Forensic Services program will be built on and embedded within this existing infrastructure and will be leveraged by FHR’s many resources as a successful community organization.

Our Proposal
On the pages that follow, FHR is pleased to present our technical and financial proposal for Alliance Behavioral Healthcare’s consideration. Section 1, Organizational Background, provides details on FHR’s Organizational Structure, Clinical Program, Information Technology, Quality Improvement and Financial and Legal Information. In Section 2, Transition Planning and Performance elaborates on FHR’s strategies to ensure continuity of care and an explanation of how we will ensure capacity to meet a goal of 90% compliance. This section also documents our Staffing Plan for the program and our Staff Qualifications. Our Transition Plan is also included in this section. Finally, Section 3 outlines our Financial Plan including Start-up costs.
ITEM: Wake County Child Sex Abuse Treatment Program (SATP) Request For Proposal (RFP), RFP # 2013-101 RFP Selection Summary

DATE OF BOARD MEETING: April 24, 2013

REQUEST FOR AREA BOARD ACTION: Introduction

Alliance Behavioral Healthcare issued a Request for Proposals (RFP) on February 28, 2013 for Child Mental Health programs in Wake County, including the Child Mental Health, Child Development and Health, and Sex Abuse Treatment Programs. These services are currently provided by the Wake Behavioral Health program within Wake County Human Services.

Purpose:

The intent of the Wake Forensic Services RFP is to select up to two providers to render services for the child population served by Wake County Behavioral Health as well as future consumers who are referred for these services. Prospective providers were allowed to bid on either: 1) Child Mental Health/Child Development & Health programs; 2) Sex Abuse Treatment Program; or 3) both programs.

Funding sources:

Funding for this RFP includes Wake County funding in addition to state IPRS funds and Medicaid funds that may be earned on a fee for service basis. Alliance will purchase services initially through both expenditure-based and fee for service reimbursement approaches, but will shift over time toward a fee for service reimbursement model when possible.

Selection Committee:

- Alliance staff: Carlyle Johnson (Project Lead), Patti Beardsley, Sean Schreiber, Kelly Goodfellow, May Alexander, James Osborn, Doug Wright
- Wake County: Denise Foreman
- CFAC: Eric Hall, Cynthia Daniels-Hall
- Wake community stakeholder: Jim Barbee
Selection process:

Responses were evaluated first for minimal compliance with expectations of the RFP, financial stability and ‘good standing’ status with Alliance, and RFP responses were distributed to panel members for review. Panel members rated each provider using a standardized Alliance RFP Scoring Tool and submitted responses for tabulation. Providers whose responses met minimal compliance criteria were invited to interviews with the review panel, which were held on April 11, 2013. The panel discussed preliminary findings on April 11 and agreed on a recommendation for the Sex Abuse Treatment Program provider, pending reference checks and confirmation of budget terms. Factors considered in making a recommendation included the quality of the written proposal, interview impressions and information provided by references.

Number of proposals received:

Eight proposals were received by the RFP deadline of 3/28/13 at 5pm. Three proposals were incomplete, and five responses met minimum requirements for review and were selected for interviews. Of the five selected for interviews, three submitted proposals to operate the Child Mental Health/Child Development & Health components and two submitted proposals to operate the Sex Abuse Treatment Program. The panel considered RFP submissions to operate the SATP program from the following:

1. Triangle Family Services
2. Easter Seals/UCP

Selection summary including scores:

Ratings scores will be presented at the Board meeting.

Provider chosen:

The RFP review panel for the Wake Child Mental Health RFP recommends that Triangle Family Services be selected as the provider for Sex Abuse Treatment services.

Approval from Credentialing Committee:

Triangle Family Services has a current contract with Alliance and have completed the screening for credentialing.

Total program/project budget:

County funds of approximately $109,000 will be available in FY14 to support these services, in addition to revenues generated through billing IPRS, Medicaid and third party payers.

Rationale for Provider chosen:

Based upon review of the written proposal, interview performance and information provided by references, Triangle Family Services demonstrated the best alignment with the scope of the RFP and was judged by the panel to be in the best position of the three applicants to render the services covered. Strengths noted by the panel include:
• Clear commitment to quality of care, consumer inclusion, principles of recovery and evidence-based practices
• Current strong relationships with Wake judicial system and stakeholders working with sexually abused children
• Strong clinical experience with population covered by the RFP
• Positive relationships with legal system and evaluation by references as being a responsive and committed partner in network development
• Potential to hire and retain qualified staff, including current Wake Behavioral Health staff

AREA DIRECTOR RECOMMENDATION:

Recommend that Triangle Family Services be selected as the provider for Child Sex Abuse Treatment Program.

RESOURCE PERSON(S):

Carlyle Johnson
I. Executive Summary

Triangle Family Services has been partnering with the community to provide services to families in crisis for over 75 years. As a 501(c) (3) nonprofit human service agency, we are uniquely positioned to provide a seamless transition for the children and families served by the current Wake County Sexual Abuse Treatment Program. To begin, we are already working with sexually abused children, their families, and community systems and have demonstrated outcomes. Second, our staff has expertise and long-term experience serving these populations. Next, our agency provides wrap-around services that will benefit children, parents, and foster parents who are dealing with the aftermath of abuse. Finally, as a respected and credentialed non-profit agency, we are able to provide these services staying focused on client care while leveraging existing and additional sources of funding.

Triangle Family Services (TFS) is a clear choice to expand the existing services we already provide to the abused children in our community. Since the 2006 Hope for Children collaboration between TFS, SAFEChild, and Interact, we have been at the forefront of the community’s response to sexually and physically abused children. During this collaboration, staff members at TFS were trained in Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) and began taking referrals from child welfare partners to provide therapy and support to abused children. In 2010, with a grant from a private foundation, we expanded the services we were already providing to sexually abused children through a formal agreement with the SAFEChild Advocacy Center. In order for the Advocacy Center to receive accreditation, they must offer free counseling services to children who are evaluated. Since 2010, the Wake County Sexual Abuse Treatment Program and TFS are the two places where that free treatment can occur. In addition, TFS has a permanent seat on the Multidisciplinary Team at the Advocacy Center as a mental health advisor. A TFS clinician has attended the bi-weekly meetings since the beginning. As a member of the Advocacy Center Advisory Committee, we have helped shape the community’s ever-improving response to sexual abuse, as well as established trusting relationships with child welfare staff, district attorneys, law enforcement, and medical personnel. Our partnership with the foundations have encouraged us to compile outcome measures of the successes we are already having serving this population of children. The traumatized children who are helped at Triangle Family Services have a 95% improvement rate as measured by their Global Assessment of Functioning Score after just 5 sessions of counseling. 100% of these children have improved scores on the Achenbach Child Behavior Checklist. 83% of children seen for at least 5 therapy sessions have scores outside of the clinical range on the Child Behavior Checklist. (Clinical range denotes children with impaired functioning at home and/or school.)

Our staff has a history of commitment to working with sexually abused and sexually reactive children. Our Chief Program Officer, Lisa Allred Draper, LCSW, and the head of our transition team, has worked with sexually abused children for 23 years. She has served as the Director of the Sexual Abuse Evaluation Clinic at Wake Forest University School of Medicine in the Outpatient Child and Adolescent Psychiatry Department. A sought after expert, Lisa has presented on her work with sexually abused children many times, including at National Child Advocacy Center conferences and Association for the Treatment of Sexual Abuser conferences. Our Mental Health Program Manager, Cori Goldstein, LCSW, has been trained in TF-CBT for 8 years and has experience providing therapy, case consultation and expert witness testimony in Wake County. In addition to the experience and credibility Lisa and Cori bring in the area of child sexual abuse treatment, CEO Alice Lutz, CFRE, ensures that the agency provides the financial stability that is needed to absorb and provide successful outcomes to children and their families.

In addition to our well established Individual and Family Counseling Division, TFS has four other programs that provide wrap-around case management focused services to families in crisis, whether those families are biological or foster. Our Supervised Visitation Program is a court-ordered program that provides a safe setting for non-custodial parents to visit with their children when there is abuse or neglect in the family. Our batterer intervention program, DOSE, is also a court-ordered program that provides intervention services for domestic violence offenders. We help families who have financial crises in our
Consumer Credit Counseling Program and our Emergency Housing Programs. By providing these additional services to our clients at low or no cost, we are ensuring that they build the skills while equipping them with the tools they need to remain successful after our intervention is complete.

Finally, as a non-profit with outstanding credentials and reputation in the community, we will ensure that the services provided are consistent, high quality, and impactful. We are accredited by the Council on Accreditation, a national accrediting organization that requires us to adhere to stringent guidelines about operations and client care. In addition, we have been recognized as an Agency of Excellence by the United Way of the Greater Triangle. These are two of many rigorous standards we require of ourselves to ensure that our clients and funders are receiving the best possible services. Our status as a non-profit also allows us to bring other funders and partners to the table. We currently have partnerships with the several foundations that allow us to serve sexually abused children in Wake County.

Our passion, commitment, and expertise to serve sexually abused children in our community is evident. We have been partnering with child welfare, courts, law enforcement, medical personnel and other agencies for years in an effort to improve services to children. As a non-profit with excellent credentials, we can assure a stable "home" for these services for many years to come. Our staff has the credentials, the talent, and the commitment to ensure a smooth and seamless transition for clients already seen by Wake County and we are prepared to expand our services to accommodate an increasing need.
ITEM: Update on Cumberland County Merger

DATE OF BOARD MEETING: March 24, 2012

REQUEST FOR AREA BOARD ACTION:

Ellen Holliman, Chief Executive Officer, will provide the Board with an update on the Cumberland County Merger.

AREA DIRECTOR RECOMMENDATION:

Accept the update as presented.

RESOURCE PERSON(S):

Ellen Holliman