

Outagamie County Department of Health and Human Services

Request for Information (RFI)

Guardian Training proposal

March 31, 2016

**Intent**

- Under a request for information, the Outagamie County Department of Health and Human Services (OCDHHS) is seeking proposals to provide training and support to Guardians in Outagamie County. The start date will be negotiated but ideally would occur before July 31, 2016. This is a pilot project with funding from Outagamie County and Community Partners. The project will be operated for at minimum period of one year. Continuation of contract will be based on successful outcome of the pilot project and adequate funding to support the ongoing operation of the service. That entity will be required to write additional grants in order to secure adequate funding to continue the program. OCDHHS will select one entity to establish this pilot.

**Goal:**

- The goal of this project is to provide Initial training to guardians of wards appointed by the Outagamie County Circuit Court; provide ongoing training to guardians of topics of pertinence and interest bi-monthly; and provide point in time assistance to guardians, particularly around issues of annual accountings to insure guardians have the skill to complete these reports accurately and independently.
- Create a model that may be implemented in other communities across the State of Wisconsin to help support guardians in their role.

**Limitations:**

- OCDHHS makes no guarantees, promises or warranties to any organizations responding to the RFI.
- OCDHHS is not liable for any application costs incurred by the applicant.
- Applicants must comply with all requirements of the RFI, as outlined in the application package. Failure to do so may be the sole basis for elimination of an application from consideration.
- OCDHHS reserves the right to reject any and all applications and the right to negotiate the cost, any budget items specified, and any other elements of the application with the applicant agency prior to entering into a contract for the service.
- Responses to our request for information are due to the OCDHHS by **April 29, 2016**

Questions:

- Questions on the Request for Information will be accepted through April 15, 2016. Questions may be directed to John Rathman, Deputy Director, Outagamie County Department of Health at John.Rathman@outagamie.org. Questions shall be answered by April 20, 2016.
- Answers to questions will be posted at Outagamie.org under Bids and Proposals.

Persons to be served:

- The target population to be served under this RFI includes individuals appointed as Guardian of the Person, Guardian of the Estate, Guardian of the Person and Estate, or Stand by Guardians appointed by the Outagamie County Circuit Court. Individuals interested in becoming a Guardian may also attend.

Anticipated Volume

- On average, there are approximately 1500 active Guardianships in Outagamie County. This includes Corporate Guardians serving approximately 300 wards, the remainder are family members, friends or individuals within the wards support network who have stepped forward to assume this important role and responsibility. A small number of individuals volunteer with the Outagamie Department of Health and Human Services as volunteers to assume this role for someone who is a stranger to them.
- New Guardians (family, friends or first time volunteers) will be required to participate in the initial training.
- New and existing guardians may participate in the bi- monthly training or seek out assistance with the annual accounting. We anticipate 15 to 50 Guardians to participate in Bi-monthly training events depending on the topic.
- We anticipate 8 to 17 new guardians needing training each month.

Program Operation

- The Purchaser and Provider will negotiate days and hours of operation of the project. The initial guardianship training should occur at minimum once every two months at a time and place convenient to the participants. The County will provide a training curriculum for all new guardians. The provider will make arrangements for the training site
- Participants will be required to register in advance for the training. The Court/Probate Office will need to be informed that the guardian has completed the training curriculum.

Service to be provided:

- The contracted vendor will provide a training program created by the purchaser to guardians newly appointed by the Outagamie County Court, Individuals awaiting to be appointed as guardian for an individual in Outagamie County; an individual interested in becoming a volunteer.
- The selected Provider will offer or arrange a training program for guardians on various topics. This training may be provided by the provider or by a speaker arranged by the Provider. This is open to new and existing guardians. The training will occur once every two months. Topics will come from a list developed by the provider with input from Guardians, Probate, the Court, The Corporation Counsels office and the Department of Health and Human Services Department. The vendor is responsible to arrange for the site of the training program.
- Office hours will be made available on a weekly basis or by appointment to provide point in time interventions to guardians in need of assistance in preparing annual accountings for the court, developing a ledger to report income and expenditures of the ward. This may be done on an individual basis or in a group setting assuming confidential issues are not addressed as a part of the group session.
- Provide a list of resources to guardians to address other issues that may confront the guardian.

Preferred staff qualifications:

- Preference will be given to entities that present the following experience and or background.
- Prefer Bachelors degree in a Human Service Field or experience in the field of Guardianships
- Working knowledge of Guardianship and probate laws of the State of Wisconsin: Chapters 55, Adult Protective Services; Chapter 54, Guardianships and Conservatorships; Chapter 51; State Alcohol, Drug Abuse; Developmental Disabilities and mental Health Act; and Probate Statutes 858 to 863.
- Knowledge of Outagamie County Circuit Court Rules for Guardians
- Knowledge of fundamental rules and procedures for book keeping and accounting
- Basic understanding of Medicaid, Medicare, Veterans benefits, and the Long term Support Programming in Wisconsin.

Funding

- Outagamie County will allocate initial funding for the operation of this program. The selected provider will be responsible to write grant applications to the United Way Fox Valley and the Community Foundation of the Fox Cities to assist in the funding of this program on an ongoing basis.

Program Registration, Record keeping and Billing

- The Provider will keep a record of all individuals that complete the initial guardianship training course; participate in bi-monthly training events; and receive individual or group assistance.
- A mechanism will be developed to communicate the names of participants who successfully complete the initial guardian training program to the Outagamie County Probate Office.
- The Provider will be expected to bill the Purchaser for services provided in month following the month of service. The Purchaser and provider will develop a form to document services provided the Provider must complete this log and submit it with their invoice for payment.
- Billing Records through the pilot project are expected to be maintained by the Provider for a seven (7) year period of time following the provision of service.
- Audits are required if the combined costs of the provision of service paid by Outagamie County and any other County, State or Government entity of Wisconsin exceeds \$25,000 in a year. OCDHHS will consider a waiver of audit requirements depending on the size and scope of the Provider's operation; if the Provider contracts with other governmental entities; and whether the audit creates an undue hardship for the Provider.
- The Purchaser agrees to provide payment on a fixed unit price per hour of service provided that meets the standards set above. The Purchaser will reimburse the Provider within 14 business days from the receipt of the invoice.
- The Purchaser will collect quality survey feedback from participants. The Purchaser will provide regular feedback to the Provider on customer satisfaction or service issues.

Other requirements

- All facilities used by the provider for the provision of this service must be handicapped accessible.
- The facility must be ADA Compliant.
- The Provider must meet the following Insurance requirements:
  - Worker's Compensation, to Statutory requirements:
  - Comprehensive General Liability, \$1,000,000 BI, \$1,000,000 PD;
  - Auto Liability, \$500,000 CSL
  - Professional Liability, \$1,000,000 each occurrence;
  - Umbrella liability, \$2,000,000.

- The Provider must provide the Purchaser a certificate of insurance confirming insurance coverage. Coverage must be in place during the period of the contract.
- The Purchaser shall be notified within 5 days of any changes in insurance coverage
- The Provider shall comply with the requirements of the current Civil Rights Compliance (CRC) Plan, which is online at <http://www.dhfs.state.wisconsin.gov/civilrights/Index.HTM>. Providers having more than twenty-five (25) employees and receive more than twenty five thousand dollars (\$25,000) must develop and attach a Civil Rights Compliance Plan to this contract. Providers that have less than twenty five (25) employees or receive less than a total of twenty five thousand (\$25,000) dollars must develop and attach a Letter of Assurance to the contract.

Responses

- Responses are due by April 29, 2016. Please complete the following form and include all attachments.
- Please mark the envelop Guardian Training RFI
- Forward or deliver documents to:  
Outagamie County Department of Health and Human Services  
Attention: John Rathman,  
**Guardianship Training Program**  
401 South Elm St  
Appleton WI 54911

Thank you for your interest in this Request.

The response document follows below.

OCDHHS RFI response

**March 31, 2016**

Return to:

John Rathman, Deputy Director  
Outagamie County Department of Health and Human Services  
401 South Elm St  
Appleton, WI 54911

Thank you for your reply to our Request for Information on establishing a Training Program for Guardians in Outagamie County

Responses are due no later than noon on **April 29, 2016**. Please provide four (4) copies

Agency Name: \_\_\_\_\_

Name of Contact person: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

On a separate sheet, please provide narrative information on your agency:

- How long has your agency been in operation?
- How would you define the role of the agency to the public?
- What is your agency's experience in providing training and support to individuals/guardians?
- What experience does your agency have with guardians, guardianship law?
- Describe your plan to address the requirements of the Request for Information.
- Please provide a timeline including steps to be taken to have the program operational no later than July 31, 2016
- Who would provide the training and support? What are the individual's qualifications?
- Where do you propose scheduling the training event? The individual consultation with guardians?

Please attach a copy of certificate of Insurance or contact your insurance representative and have them forward the certificate to John Rathman at the address above.

Do you agree to abide by the terms of the Request for information Specified above? Yes \_\_\_\_\_

No \_\_\_\_\_

**Budget information:** Please complete Budget Form one and two found on the Outagamie County Department of Health and Human Services web site. The budget forms are found at Outagamie.org. To get to the specific location, under Departments and Services (Letters F-M) select Health and Human Services. At the Health and Human Services website, please find "Budget Forms 2016" Instructions for the narratives in addition to the forms are found there. Only 2016 financial information need be entered on the form. Please submit completed budget forms with the Narrative information.

**Note: The final budget of the service shall remain negotiable until agreed upon by the parties in contract.**

Signed the \_\_\_\_\_ day of \_\_\_\_\_, 2016

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Signature of Agency director or responsible party