



LA CROSSE COUNTY

**Preferred Provider Solicitation
Package (PPSP)
for
County of La Crosse, Wisconsin**

Friday, May 18, 2018

**HUMAN SERVICES DEPARTMENT
Western Region Integrated Care (WRIC)
A La Crosse, Jackson & Monroe County collaboration**

Psychotherapy PPSP

Proposals must be received no later than
3:00 p.m., June 15, 2018

SPECIAL INSTRUCTIONS:

- 1. Place the signed Signature Affidavit as the first page of your proposal.**
- 2. Proposers must submit an original and six (6) copies of all materials**
Label the lower left corner of your sealed submittal envelope as follows:
Proposer's name and address:
Proposal Title: Psychotherapy PPSP
- 3. Vendor Conference will be held on:
Tuesday, May 29, 2018 from 2:00 p.m. to 3:00 p.m.
in Room 2002:**
La Crosse County Health and Human Services Building
300 4th Street North – 2nd Floor
La Crosse, WI 54601
- 4. Deliver on or before June 15, 2018, by 3:00 p.m. to**
La Crosse County Human Services - Contract Unit
ATTN: Paul Medinger
La Crosse County Health and Human Services Building
300 4th Street North – 2nd Floor
La Crosse, WI 54601
- 5. Final award decision anticipated by August 3, 2018, with an estimated
contract start date of October 1, 2018**

LATE, FAXED AND/OR UNSIGNED PROPOSALS WILL BE REJECTED

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1.0 GENERAL INFORMATION

1.1 Introduction and Background

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal to provide Psychotherapy Services (in the home, in the office or in the community) to the Western Region Integrated Care Comprehensive Community Services Program (CCS). This service will be part of a regional contract, working with La Crosse, Jackson and Monroe County consumers and the awarded Preferred Provider will need to provide services to all of the counties in the region. As a result of this Preferred Provider Solicitation Process (PPSP) – (see Section 1.3 for PPSP definition), the County of La Crosse reserves the right to award contracts to multiple vendors that are able to provide “the full array” of services as requested and described in this document at a consistent rate across the provider network. Thus, one contract will be awarded to a selected “Preferred Provider” and other contracts will be awarded to additional qualified providers.

This Program is for adults, youth and elders that are referred for Psychotherapy that have been opened within the Western Region Integrated Care’s CCS Program. These individuals have been identified as needing psychosocial rehabilitative services and supportive activities that assist them with mental health and/or substance abuse conditions to achieve their highest possible level of independent functioning, stability, and independence and to facilitate recovery. All services must be non-institutional and fall within the definition of rehabilitative services as defined in 42 CFR 440.130 (d). Additionally, The WRIC CCS Program must meet the requirements in DHS Chapter 36, Wis. Admin. Code.

1.1.2 Service Description

A. Target Population

The main population will be minors over the age of 5, adults and elders that present with severe and persistent mental health and/or substance abuse diagnosis and need access to Psychotherapy. Individuals must be residents of La Crosse, Monroe or Jackson Counties.

Please note, there is a potential for youth younger than 5 years of age.

B. Eligibility:

Psychotherapy is available to adults, youth and elders who:

- a. Have screened as eligible on a DHS-approved functional screen.
- b. Are enrolled in the Medicaid or BadgerCare Plus programs.
- c. Have a mental health and/or substance abuse diagnosis and a functional impairment that interferes with or limits one or more major life activities.

C. Description of Type of Services to be Rendered

Psychotherapy provides help and guidance to adults, youth and elders that have a variety of challenges. Psychotherapy serves the adult or child individually in an outpatient setting. Individual issues and needs are

assessed with goals being identified with input from the consumer themselves and their treatment team.

In a group situation it is understandable that a vendor co-mingles different client/program types together. If a consumer is referred to Group Psychotherapy and the group is a co-mingled group, each consumer and their CCS service facilitator must be informed of and approve the co-mingled group setting prior to the consumer starting group therapy. Groups are limited to no more than 10 persons in a group, with no more than two professionals' eligible for reimbursement. As with the Psychotherapy, each individual within the group will have issues and needs assessed and goals identified with input from the consumer themselves and their treatment team.

The WRIC CCS Program is seeking providers that are willing to work within the parameters of the CCS Program. Some of the areas necessary includes:

- Providing a continuum of services and supports flexible and tailored for the consumers served by the CCS Program.
- Use of Evidence Based Practices to perform the services as requested.
- Availability during afternoon and evening hours as based on the consumer's needs.
- Availability to provide service at the location that best suits the consumer's needs.
- Providing consistent and timely collaboration with the consumer, their CCS service facilitator, mental health professional and other team members is necessary.
- Providing services that begin based off the consumers' service plan created by the consumer themselves and their team, while assisting in identifying assessed needs with the consumer and their team to create subsequent service plans.
- Attending any team meetings as asked by the consumer and/or service facilitator.
- Maintaining clear and organized documentation of each interaction with the consumer.
- Providing services in a respectful, culturally appropriate and collaborative manner.

D. Performance Records and Program Evaluations

Vendors must have a plan that includes service time expectations that are timely for accomplishing individualized assessed needs and goals which utilize evidence based practice. All vendors providing services under this PPSP will be required to submit quarterly and annual reports to the Contract Coordinator measuring the outcomes and objectives achieved by the services rendered and listed in Section 1.1.4.

Prior to January 31st each year, Providers must submit their annual staff training records for each staff member that provides face-to-face client services. Each staff providing face-to-face service must also have a background check completed and submitted (dates of completion only on contract Appendix 7) to La Crosse County's Contracting Department every four years. Additionally, staff providing face-to-face service must be named and have information on their professional license and degree submitted to La Crosse County for tracking and MA billing purposes. These above listed items should be updated throughout the year for new or terminated employees.

If a consumer is referred to Group Psychotherapy and the group is a co-mingled group, the provider must provide information on each consumer and the co-mingled group setting they are proposed to be a part of. Their CCS service facilitator must be informed of and approve prior to the consumer starting that group therapy.

E. Client Records

Documentation is required for all CCS Program services provided and billed. The Provider must provide documentation that is completed in accordance with standard professional practices and that uses the client's recovery plan as guidance. Services completed and documentation of the services must lead back to the objectives and interventions outlined in client's recovery plan. All draft documents should be concise and factual information of the goals identified and progress made in an organized, complete and accurate manner. The documentation becomes part of the Human Services records.

F. Other Service Requirements

Upon referral and team meeting the vendors must begin the referred service within 15 business days after the receipt of the referral.

Staff training post hire must include instruction on factual and unbiased documentation and regular supervision that includes oversight, direction and feedback.

Staff qualifications include an advanced degree and licensure (i.e. psychiatrist, psychologist, or master's level psychotherapist) in Social Work, Psychology, Counseling, Sociology or a closely related Human Services field that would ensure licensure and the ability to provide Psychotherapy.

Monthly invoices must meet the requirements of the CCS Program guidelines and La Crosse County. Potential vendors must be able to bill Medical Assistance or private insurance to support discharge from the CCS program.

1.1.3 Program Goals

All services provided by vendors for Psychotherapy services must provide individualized measurable goals for consumers including specific outcomes to be submitted within the timelines determined by WRIC. The goals and outcomes shall be reviewed on a regular basis and may be added to, revised, or ended as necessary. If outcomes are not achieved within a timely basis the service will be terminated. (See Section 1.1.4 for desired outcomes).

1.1.4 Desired Outcomes

Performance Objective	Expected Outcome	Outcome Measures
Achievement of County approved objective.	60% of CCS Program participants achieve at least one of their customized county approved goals or re-evaluate them in six months.	Tracking and documentation of client goals and completion.
Timely submission of clinical case notes and invoicing for CCS participants.	Clinical case notes and invoices will be completed and submitted within 45 days of service 100% of the time.	Documentation submission of clinical case notes and invoicing.
Clients functioning will improve.	75% of CCS clients CANS score will increase by 10 % in 2 or more domains.	WRIC Quality Assurance Unit will track CANS scores
Vendor will actively participate in team meetings and collaborate around service interventions with existing team.	Vendor will participate in 90% of team meetings and return phone calls and emails to team members within 48 hours.	Tracking and documentation of service assessment and service plan/case plan.

1.2 Purchasing and Contracting Division/Department

This Preferred Provider Solicitation Package (PPSP) process is administered by La Crosse County, Human Services Department and the person responsible for managing the procurement process is Chris Sander.

The contract resulting from this PPSP will be administered by La Crosse County, Human Services Department. The Contract Coordinator will be Paul Medinger.

1.3 Definitions

The following definitions are used throughout the PPSP:

Preferred Provider Solicitation Package (PPSP): Means the solicitation package is forwarded to all known vendors who offer the services sought and there is not an exclusive agency contract offered. There is a preferred provider selected and all other providers are offered a contract based upon the preferred provider rates and service plan in accordance with La Crosse County's purchasing policy and RFP specifications. Clients will receive services from the Preferred Provider if they do not specify a preference of providers within the network to receive services from.

Psychotherapy: Diagnosis and treatment of mental, emotional, or behavioral disorders, conditions, or addictions through the application of methods derived from established psychological or systemic principals for the purpose of assisting people in modifying their behaviors, cognitions, emotions, and other personal characteristics, which may include the purpose understanding unconscious processes or intrapersonal, interpersonal, or psychosocial dynamics.

1.4 Clarifications and/or Revisions to the Specifications and Requirements

Any questions concerning this PPSP must be received in writing by mail, fax, or e-mail on or before May 25, 2018. Send inquiries to:

Paul Medinger, Contract Coordinator
La Crosse County Health and Human Services Building
300 4th Street North – 2nd Floor
La Crosse, WI 54601
Voice: (608) 785-5520 Fax: (608) 793-6567
E-Mail: pmedinger@lacrossecounty.org

Providers are expected to raise any questions, exceptions, or additions they have concerning the PPSP document at this point in the process. If a provider discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this PPSP, the provider should immediately notify the above named individual of such error and request modification or clarification of the PPSP document.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this PPSP, revisions/amendments and/or supplements will be provided via the La Crosse County Website and via email to all known interested parties.

Each proposal shall stipulate that it is predicated upon the terms and conditions of this PPSP and any supplements or revisions thereof.

1.5 Vendor Conference

A vendor conference will be held on **Tuesday, May 29** at 2:00 p.m. at La Crosse County Health and Human Services Building at 300 4th Street North, 2nd Floor, Room 2002 - to respond to written questions and to provide additional instruction and information to providers on the submission of proposals. (Please submit any known questions ahead of the vendor conference. Please submit questions by May 25.)

1.6 Reasonable Accommodations

La Crosse County will provide reasonable accommodations for the vendor conference upon request. If you need accommodations at the vendor conference, contact Paul Medinger at (608) 785-5520 or pmedinger@lacrossecounty.org.

1.7 Calendar of Events

May 18, 2018	Release date of Individual and/or Group Psychotherapy PPSP
May 25, 2018	Questions on PPSP due to County
May 29, 2018	Vendor Conference, 2 nd Floor, HHS Building, Room 2002: 2:00 p.m. – 3:00 p.m.
June 15, 2018	Proposals due from providers, receipt at 3:00 p.m.
July 16, 2018	Vendor Interviews- please hold this day open for possible vendor interviews (2:00 – 3:00 p.m., or 3:00 p.m. – 4:00 p.m.)
August 3, 2018	Anticipated notification of award sent to providers
October 1, 2018	Estimated contract start date

1.8 Contract Terms and Rate Increases

The contract shall be effective from October 1, 2018 until September 30, 2021

Annual rate adjustments will be made automatically following the July Consumer Price Index for Urban Regions (CPI-U).

1. The rate will be determined from tables from the U.S. Department of Labor-Bureau of Labor Statistics for the Midwest Urban region for areas of 50,000 or more.
2. Should the CPI-U ever be less than 0%, the Provider rates will stay the same as the current year. Should the CPI-U ever be more than 3%, Provider rates will go up 3%.
3. Automatic Rate Adjustments exclude services that are purchased at retail price, Medical Assistance (MA) Rates, and reimbursement rates set by the State (i.e. children's group homes/residential care centers, autism, etc.). Also excluded are contracted rates that include a total dollar amount not to exceed during the contract period.

2.0 PREPARING AND SUBMITTING A PROPOSAL

2.1 General Instructions

The evaluation and selection of a provider and the contract will be based on the information submitted in the provider's proposal and any required vendor presentation/interviews. Failure to respond to each of the requirements in the PPSP may deem the proposer non-responsive.

Elaborate proposals (i.e. expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired.

2.2 Public View of Proposals

To the extent permitted by law, it is the intention of La Crosse County to withhold the contents of the proposal from public view until such times as competitive or bargaining reasons no longer require non-disclosure, in the opinion of La Crosse County. At that time, all proposals will be available for review in accordance with the Wisconsin Public Records Law.

2.3 Incurring Costs

La Crosse County is not liable for any cost incurred by proposers in replying to this PPSP.

2.4 Submitting the Proposal

Proposers must submit an original and five (5) copies of all materials required for acceptance of their proposal by **3:00 p.m., June 15, 2018** to:

Paul Medinger
La Crosse County Human Services
Contract Unit
La Crosse County Health and Human Services Building
300 4th Street North – 2nd Floor
La Crosse, WI 54601

Proposals must be received in the above office by the specified time stated above. Proposals must be available electronically if requested by La Crosse County.

All proposals must be packaged, sealed, and show the following information on the outside of the package:

- Proposer's name and address.
- PPSP title: Individual and/or Group Psychotherapy

2.5 Proposal Organization and Format

Proposals should be typed and submitted on 8.5 x 11 inch paper bound securely. The "original" should be marked as such on the title page. Proposals should include a Table of Contents and be organized and presented in the order assigned in the RFP. Each heading

and subheading should be separated by tabs or otherwise clearly marked. The RFP sections which should be submitted or responded to are as follows:

- Evaluation Criteria (See Section 3.5 of this RFP)
 - Service Methodology
 - Organizational Capabilities
 - Staff Qualifications
 - Outcomes/Documentation
 - Funding/Price Proposal
- Required Forms
 - Attachment A Signature Affidavit
 - Attachment B Vendor Data Sheet
 - Attachment C Purchase of Service Contract (return only if any requested revisions)
 - Attachment D Budget Packet

2.6 Multiple Proposals

Multiple proposals from a provider will be permissible; however each proposal must conform fully to the requirements for proposal submission. Each such proposal must be separately submitted and labeled as Proposal #1, Proposal #2, etc. on each page included in the response.

2.7 Vendor Presentation/Interview

Top scoring proposers, based on an evaluation of the written proposal, may be required to participate in presentations/interviews to support and clarify their proposals. **These will be scheduled for July 16, 2018**, following an internal meeting on June 29, 2018. **Please keep the date of July 16 open for a possible presentation/interview. Generally, it is appropriate to bring staff familiar with the program and financial aspects of the proposal such that questions can be answered during the interview time.**

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 Opening of Bid

Proposals will be opened after 3:00 p.m. on June 15, 2018.

3.2 Preliminary Evaluation

The proposals will first be reviewed to determine if requirements in Section 2.0 are met and if additional mandatory requirements are met. Failure to meet mandatory requirements will result in the proposal being rejected. In the event that all providers do not meet one or more of the mandatory requirements, La Crosse County reserves the right to continue the evaluation of the proposals and to select the proposal which most closely meets the requirements specified in this PPSP.

3.3 Right to Reject Proposals and Negotiate Contract Terms

La Crosse County reserves the right to reject any and all proposals and to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, La Crosse County may negotiate a contract with the next highest scoring proposer.

In addition, La Crosse County reserves the right to discontinue the PPSP process at any time and makes no commitments, implied or otherwise, that this process will result in a business transaction with one or more providers.

3.4 Proposal Scoring

Accepted proposals will be reviewed by an evaluation committee and scored against the stated criteria. The committee will review all proposals and will request vendor presentation/interviews and use the results of those meetings in scoring the proposals.

3.5 Evaluation Criteria

Description	Points
<u>Service Methodology</u>	25
Provide a demonstrated success and an understanding in the areas of service required in the Scope of Work. Include program methods, strategies, evidence based practices, and “how” the proposed service methodologies are consistent with services requested in Section 1 and the program goals and outcomes.	
<u>Organizational Capabilities</u>	25
Describe proposers agency experience, ability, and capabilities in providing the service, including current infrastructure and experience serving the target population.	
<u>Staff Qualifications</u>	25
Describe the educational (including licensure and degree held) and background work experience of the direct staff and supervisory staff who will be assigned to provide services. Give an explanation of what training and ongoing training will be provided to staff and documented.	
<u>Outcomes/Documentation</u>	25
Describe “how” the proposed outcomes for each service area will be documented and how the results will be measured and analyzed. Include any templates, tools or methods of measuring agency service performance that will be used. Provide your organizational approach to document consumer satisfaction with the services.	
<u>Funding/Price Proposal</u>	25
Please complete Budget Packet worksheet as provided in Attachment D.	
Provide a quarter hour rate individual services provided.	

Provide a quarter hour rate per person group services provided. These quarter hour rates can be billed for face to face, travel and/or collateral.	
<u>Vendor History</u>	0
These services are crucial to the clients served by La Crosse County Human Services. As part of this evaluation, a vendor may have up to 15 points subtracted based on the vendor’s past historical integrity in regards to providing services that meet needs of the clients, comply with program requirements and standards and are financially sound. Vendors with no previous history will be scored at zero.	
<u>Vendor Interviews</u>	125
<u>TOTAL</u>	250

3.6 Required Forms

The following forms must be completed and submitted with the proposal in accordance with the instructions given in Section 2.0. Blank forms are attached.

- | | |
|--------------|---|
| Attachment A | Signature Affidavit |
| Attachment B | Vendor Data Sheet |
| Attachment C | Purchase of Service Contract (only if you have requested revisions) |
| Attachment D | Budget Packet |

3.7 Final Offers

The final provider is estimated to be made by the Internal Purchasing Approvers by August 3, 2018.

3.8 Notification of Intent to Award will be Shortly Following Final Approval

As a courtesy, La Crosse County may send a notification of award memo to responding providers at the time of award.

4.0 SPECIAL CONTRACT TERMS AND CONDITIONS

La Crosse County reserves the right to accept or reject any or all proposals or portions thereof without stated cause. La Crosse County reserves the right to re-issue any solicitations.

Upon the selection of a finalist provider, La Crosse County by its proper officials, employees, or agents shall attempt to negotiate and reach a final agreement with this provider. If La Crosse County, for any reason, is unable to reach a final agreement with this provider; La Crosse County reserves the right to reject such provider and negotiate a final agreement with the provider who has the next most viable proposal or bid. La Crosse County may also elect to reject all proposals and re-issue a PPSP.

Clarification of proposals: La Crosse County reserves the right to obtain clarification of any point in a provider's proposal or obtain additional information.

La Crosse County is not bound to accept the proposal with the lowest cost, but may accept the proposal that demonstrates the best ability to meet the needs of La Crosse County.

La Crosse County reserves the right to waive any formalities, defects, or irregularities in any proposal, response, and/or submittal where the acceptance, rejection, or waiving of such is in the best interests of La Crosse County.

La Crosse County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion, intent to defraud, or any other illegal practice on the part of the provider.

Indemnification

The Provider agrees to the fullest extent permitted by law, to indemnify, defend and hold harmless, the Purchaser, and its agents, officers and employees, from and against all loss or expense including costs and attorney fees by reason of liability for damages including suits at law or in equity, caused by any wrongful, intentional, or negligent act or omission of the Provider, or its (their) agents and / or subcontractors which may arise out of or connected with activities covered by this contract.

5.0 PURCHASE OF SERVICE CONTRACT

The Purchase of Service Contract "Agreement," attached hereto on Attachment C, shall be defined by written agreement between the parties and shall be binding when fully executed by the parties. **Supplier responses to the PPSP will be incorporated by reference in each written agreement** and will become an integrated part of each final contract.

The proposer should submit as part of the PPSP response any comments to the Purchase of Service Contract. It is requested that proposers not re-type or scan the document. Please provide feedback in the form of redline where required. La Crosse County will assume agreement of all contract language unless noted by provider.

6.0 START-UP COSTS

6.1 Start-up Costs (if Applicable)

Start-up costs are allowable for new or expanded services only. This total cost should be reflected under Section BB. Miscellaneous, with detailed proposed expenses attached to the budget packet. Costs incurred should be recovered in the unit price of the product or service. If a vendor feels that they need to bill start-up costs in advance of services being provided, this would need to be justified in the proposal and negotiated prior to contracting. Start-up costs may not be billed prior to services being provided for certain programs

7.0 EXPENSES RELATED TO CONTRACTING

7.1 Insurance Requirements

Provider will at all times, during the terms of this contract, keep in force insurance policies issued by an insurance company authorized to do business and licensed in the

State of Wisconsin. Unless otherwise specified in Wisconsin Statutes, the types of insurance coverage and minimum amounts shall be as follows:

- Workers' Compensation: minimum amount statutory
- Comprehensive general liability: \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Auto Liability (if applicable): \$1,000,000 per occurrence and in aggregate for bodily injury and property damage
- Professional Liability (if applicable): minimum amount \$500,000
- Excess Liability Coverage: \$1,000,000 over the General Liability and Automobile Liability coverages.

7.2 Interpreters

Providers of services, not goods, are required by contract to sign a Letter of Assurance for Civil Rights Compliance and/or fill out a full Civil Rights Compliance Plan. Both of these documents require a provider of services to provide those services without discrimination, which means that they will need to provide an interpreter/translator at no cost to the client or La Crosse County.

7.3 Audits

Wisconsin Statutes 46.036(4) (c) requires that any Purchase of Service contract vendor with a contract in excess of \$100,000 must provide the County with a certified financial and compliance audit report.

7.4 Background Checks

- A. Provider shall comply with the provisions of DHS 12, Wis. Admin Code.
- B. Provider shall conduct background checks at its own expense of all employees assigned to do work, with direct client contact, for the Purchaser under this contract.
- C. Provider shall conduct background checks with other states where the employee has lived, any time an employee required to have a background check, has lived out of state within the last 3 years.
- D. Provider shall retain in its Personnel Files all pertinent information, to include a Background Information Disclosure Form and/or search results from the Department of Justice, the Department of Health Services, and the Department of Regulation and Licensing as well as out of State records, tribal court proceedings and military records.
- E. Provider shall not assign any individual to conduct work under this contract who does not meet with requirement of this law.
- F. Provider shall train its staff to immediately report all allegations of misconduct to their immediate supervisor, including abuse and neglect of a client or misappropriation of client's property. Staff shall also report to their immediate supervisor, as soon as possible, but no later than the next working day, when they have been convicted of any crime or have been, or are being investigated by any government agency for any act or offense (DHS 12.07(1)).

- G. The Provider shall notify the Purchaser, as soon as possible, but no later than the Purchaser's next business day, when any of the following occurs with regard to its personnel pursuant to DHS 12.07(2):
 - a. The Person has been convicted of any crime
 - b. The person has been or is being investigated by any governmental agency for any other act, offense or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect, to a child or other client, or an investigation related to misappropriation of a client's property.
 - c. The person has a governmental finding substantiated against them of abuse or neglect of a client or of misappropriation of a client's property.
 - d. In the case of a position for which the person must be credentialed by the department of regulation and licensing, the person has been denied a license, or the person's license has been restricted or otherwise limited.
- H. Upon notification from Provider, Purchaser will follow its internal procedures.
- I. Provider shall maintain the results of background checks on its own premises for at least the duration of the contract. Provider shall complete the form attached as Appendix 7 (Page 2) and return it to the Purchaser. Purchaser may audit Provider Personnel files to assure compliance with the State of Wisconsin Caregiver Background Check Policy.
- J. After the initial background check at the time of employment, licensure or contracting, the Provider must conduct a new Caregiver Background Check every four (4) years, or at any time within that period if the Provider has reason to believe a new check should be obtained.

Plan and budget accordingly for all of these expenses related to contracting with La Crosse County.

