



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.



COVER LETTER

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20 August, 2009

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John Abbott, Senior Buyer
Department of Administration Purchasing Division
2019 Washington St. East
PO Box 50130
Charleston WV 25305-0130

PURCHASING DIVISION
STATE OF WV

RE: West Virginia Regional Jail and Correctional Facility Authority RFP RJC 672

Mr. John Abbott, Mr. John King, Director Miller and Members of the Evaluation Committee,

Correct Care Solutions (CCS) is pleased to submit this Technical Proposal to the West Virginia Regional Jail and Correctional Facility Authority for comprehensive inmate Medical and Behavioral Health Services at ten (10) regional jails and two (2) correctional centers throughout the state. In the pages that follow, you will be thoroughly introduced to Correct Care Solutions and our unique approach to business. We have had tremendous success in the past six years by first identifying potential business partners and understanding their unique needs, secondly, finding solutions to the challenges they face and most importantly, working hard each and every day to make each client a reference. CCS strives to demonstrate to our clients with measurable criteria the sustained value and quality of all CCS services. Our specific work plan and staffing plan in response to the RFP is a combination of defining the current situation, talking with existing local providers and using variations of best practices to design an effective and efficient program for your facilities. We have determined what we could about your current status by reviewing the RFP documentation, listening to your discussion during the pre-bid conference, touring facilities and conducting our own area research. This process has helped us understand your vision with greater clarity and determine where Correct Care Solutions would add value as a beneficial partner with the RJCFA.

The foundation of our success is based upon business discipline and effective implementation and operation of our programs. In the past five years, we have reviewed well over 1000 RFP's and selected to respond to less than 70. Because of this disciplined approach, we were able to truly complete thorough due diligence on the needs of each prospective client, understanding their community, their facilities, and the unique requirements of their inmate population. This, coupled with the industry's best references, has resulted in CCS being selected 35 times for an astounding 50% success rate.

Although many companies may submit reference letters, many of their former clients are now CCS satisfied partners. For a candid view of our service and why they made the change, please ask these clients yourself to compare CCS to their previous provider. Many have discovered the benefits of our NEW DAY-NEW WAY style of operation. Clients such as Davidson County, TN – ADP 2800 inmates (Nashville), Shelby County, TN – ADP 6000 inmates (Memphis) and the Kansas Department of Corrections – ADP 9000 inmates will attest to the flawless transition by CCS. Our growth has been driven by creating value for



each client and ensuring every client is a positive reference.

CCS has several areas which we believe differentiate us from others within our industry and help explain our success. Here are just a few examples of ways in which we feel we can become your partner and enhance the program at the Regional Jails and Correctional Facilities:

1. CCS has developed an advanced correctional healthcare record technology in our medical records program called ERMA (Electronic Record Management Application) which minimizes paper and provides **immediate** access to medical records, care scheduling and off-site management.. ERMA is quickly implemented and was designed to create operational efficiencies. **We offer this system as part of our standard package and at no additional cost to the RJCFA!** Due to our **tremendous growth, in transitioning clients we have also transitioned multiple EMR systems and would plan to transition the sites with existing programs Day One with additional facilities to follow as prioritized by the RJCFA within 90 days.** Also included in our technology capability is a unique electronic medication verification process and EMAR, our electronic medication management system. CCS provides the highest level of technical support programs in the industry.
2. CCS has experience fully integrating medical, mental health, substance abuse and recovery services and has successfully developed **community linkage programs** with area Mental Health Agencies. The CCS Mental Health Program Director, Charlene Donovan, Ph.D, will work closely with our staff to develop a comprehensive program improving continuity of care and community connection. CCS believes that **discharge planning** must start Day One of an inmate's incarceration and that valuable resources can be maximized with an integrated approach to care.
3. One of CCS' Core Competencies is our ability to maximize services provided on-site and **REDUCE** unnecessary off-site transportation. By maximizing on-site resources, off-site costs and trips can be reduced while allowing better care to be provided to our patient population.
4. CCS has created nursing pathways (decision trees) specific to our correctional settings to ensure **consistency of care** and training of our nursing staff. The pathways help drive our identification and referral process so that inmate's receive necessary care in a judicious manner.
5. In addition to our QI program which is woven into our daily programs and processes, CCS also conducts a **CORE** (Comprehensive Organizational Review and Evaluation) audit at each of our facilities annually to ensure compliance, effective clinical operations, and client satisfaction.
6. CCS works hard in each of the areas we provide services to establish **community integration**. This is done through our community outreach programs which you will hear more about in the pages to follow and includes activities like local health fairs and nursing and psych student rotations in our facilities. CCS desires to develop a localized presence and a true partnership with the WV RJCFA and its facilities and local communities.



Success is not possible without open communication and support. We have committed our company resources, proven programs and personnel to augment the current medical staff efforts at the Facilities. Our programs incorporate "best practices" from our other sites and our professional support team utilizes practical industry experience to be valuable resources. Your team will get to know many of the CCS people discussed in this proposal as we truly understand the importance of supporting and visiting our sites regularly.

In closing, as CEO of our company, I thank you for allowing us to present our proposal and commit to delivering all necessary resources to make this program a community success. We look forward to entrenching ourselves within West Virginia via our community outreach, Charleston regional office presence and a strong partnership with the State.

Change under any circumstances is a challenge but sometimes it is absolutely necessary. CCS has faced this challenge before and we have experience in transitioning clients with minimal disruption; many of our contracts have been transitioned in a very short time period (Kansas Department of Corrections 30 days, Alexandria VA 14 days, etc.) to the full satisfaction of each client. Our proactive approach to change helps reduce anxiety with medical staff and allows them to focus on a bright future with a responsive and appreciative partner like CCS. I respectfully ask for your business and thank you for considering Correct Care Solutions as a partner in the success of your Inmate Health Services Program.

Sincerely,

Gerard (Jerry) Boyle
President & CEO
615-324-5710 (direct)