



Bidder ID #: 0000001311
FEIN: 35-1049596
Type of Business: Corporation
NAICS Code: 62

February 21, 2022

Teresa Deaton-Reese
Procurement Consultant
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

Dear Ms. Deaton-Reese:

Anthony Wayne Rehabilitation Center for Handicapped and Blind, Inc. (AWRC) is pleased to submit our proposal to implement a mobile crisis services pilot to support the Indiana Family and Social Services Administration (FSSA) Division of Mental Health and Addiction (DMHA) in achieving its vision of an unyielding focus on promoting and supporting the mental health and wellness of the people of Indiana.

Established in 1960, AWRC is a human services agency serving children and adults with disabilities. In 2006, the board of directors examined how to best secure future services for people with disabilities, in keeping with Benchmark's mission. As a result, on July 1, 2007, the original entity was restructured into three entities:

1. AWS Foundation, Inc., a not-for-profit foundation. The Foundation currently maintains 60% ownership of A.W. Holdings, LLC.
2. Anthony Wayne Rehabilitation Center for Handicapped and Blind, Inc. (AWRC), a not-for-profit corporation organized pursuant to the laws of Indiana. AWRC is registered to do business as a Domestic Nonprofit Corporation by the Indiana Secretary of State and is certified by the Indiana Department of Administration as a Buy Indiana entity. The mission of AWRC is to provide high quality services with exceptional customer care, while also providing job opportunities for people with disabilities, including service-disabled veterans.
3. A.W. Holdings, LLC (doing business as Benchmark Human Services ["Benchmark"]), a for-profit limited liability company organized pursuant to the laws of Indiana. Benchmark was formed to serve as the primary employer and to provide day-to-day management over operations. Our mission is to help people live as independently as possible, be included in the community, and reach their maximum potential.

AWRC and Benchmark have entered into an employee leasing agreement whereby Benchmark provides management and administration of the human resources and employer risk of AWRC, and AWRC pays Benchmark a leasing fee equal to any and all employee related costs. Additionally, a Management Agreement was established between Benchmark and AWRC whereby Benchmark is engaged to operate and manage the programs and facilities of AWRC. For purposes of this project, Benchmark will operate and manage the program of AWRC, and AWRC will lease employees who are experts in implementation and operation of mobile crisis services from Benchmark to deliver the services.

Combined, AWRC and Benchmark's services span 16 states and the District of Columbia, serving individuals with mental health (MH) conditions, substance use disorder (SUD), intellectual and



developmental disabilities (IDD), and autism across the lifespan. AWRC has the ability to quickly initiate and implement the requested mobile crisis services pilot in accordance with all requirements in RFP Section 2.4. Benchmark's employees, who will be leased to AWRC for this project, have extensive experience and expertise in rapid start-up and ongoing operation of crisis services using highly trained multidisciplinary teams of certified peers and behavioral health professionals responding to crises in the community within 60 minutes, 24-hours per day, 365 days per year. Additionally, our team has provided consultation and technical assistance for states, managed care organizations, and provider agencies to address regulatory, capacity, and funding issues, including system assessment and independent outcome monitoring.

Specific to crisis services in Indiana, Benchmark provided crisis assistance for individuals with IDD experiencing extreme behavioral or psychiatric crises from 2007 to 2010 in 70 of Indiana's 92 counties. Under this large-scale crisis system, Benchmark provided a 24/7 call center to receive calls and dispatch mobile teams, led by experienced behavior specialists and supplemented by team members including a psychologist, nurse, and psychiatrist. Benchmark developed response protocols, refined outcome measures, and served over 700 individuals per year. Service locations included emergency rooms, jails, residential settings, schools, and employment and day service facilities. The program averaged a recidivism rate of 5% within 12 months of case closure, significantly below the contractual target of 25%, and has been heralded locally and nationally as a model project.

Although the Indiana crisis program was discontinued in 2010 due to an economic downturn, Benchmark continued to expand its expertise in operating mobile crisis services through a major contract with the State of Georgia. Since 2011, Benchmark has simultaneously covered as many as 152 counties with over 1,000 monthly in-person crisis response encounters and performed over 70,000 crisis responses with an average response time of 55 minutes, serving individuals with MH conditions, SUD, IDD, and autism experiencing crises in community settings. Additionally, Benchmark contracted with the State of Alabama to design a crisis continuum of care for individuals with MH conditions and is currently conducting a comprehensive assessment of crisis services for individuals with IDD, which will include recommendations regarding systems enhancements, options to address gaps in the continuum of care, and opportunities to maximize available funding streams.

Please contact Sarah Chestnut, MSW, Director of Development Strategies, at schestnut@benchmarkhs.com or 812-259-5431, with questions regarding this response. In accordance with Section 2.2.3, AWRC acknowledges that respondents will be notified via email.

We are excited about the prospect of working with the Indiana FSSA DMHA on this project and are confident AWRC will provide exemplary service and achieve desired outcomes for Hoosiers experiencing mental health or substance use-related crisis. Thank you for the opportunity to bid on this very important work.

Sincerely,

A handwritten signature in black ink that reads 'Douglas S. Beebe'.

Douglas S. Beebe

Chief Executive Officer, Benchmark Human Services

Manager, Anthony Wayne Rehabilitation Center for Handicapped and Blind, Inc.