



**Request for Proposals
To Provide Family Support Services in Palm Beach County**

RFP #CN2018-01

Questions and Answers

<https://www.childnet.us/request-proposals>

- Q. Will office space be provided with DCF and/or ChildNet OR is co-location possible at a reduced rate?
- A. Office space will not be provided with DCF and/or ChildNet. Co-location is not necessary.
- Q. If co-location is an option, does this exist at multiple service centers and if so, which ones?
- A. Office space will not be provided with DCF and/or ChildNet. Co-location is not necessary.
- Q. Is there office space available or where would this be program housed? Is there any cost associated with the space?
- A. Office space will not be provided with DCF and/or ChildNet. Co-location is not necessary.
- Q. Of the 259 families, how many were referred from Palm Beach Gardens, West Palm Beach, Boynton Beach, Boca Raton and Belle Glade?
- A. Year-to-date, of the 259 families referred, 143 families were served in the following locations (July 1, 2018 and April 30, 2019).

Belle Glade	4
West Palm Beach	91
Palm Beach Gardens	4
Boynton Beach	24
Boca Raton	20

- Q. Do staff need to be “certified”?
- A. Certification is not currently required for the provision of Family Support Services.
- Q. Will an agency be disqualified for submitting a budget beyond the \$350,000 listed in the RFP?
- A. No. The budget should support the fidelity of the proposed program with an understanding that ChildNet’s contract will be limited to no more than \$350,000.
- Q. Are start- up funds available for the new program?
- A. To maximize services to as many Palm Beach families as possible, start-up funding is not available for this RFP.
- Q. As the amount of families referred from 2018 to 2019 have increased, will funding above the \$350,000 be available to increase FTE’s in the future?
- A. It is expected that the total funding of \$350,000 will support the 350-minimum number of families to be served. ChildNet will always assess the availability of services to children and families in Palm Beach County, subject to the availability of funds.
- Q. How has the practice model impacted the area’s Family Support Services referrals?
- A. There is no way to directly correlate the number of referrals to the practice model.
- Q. Do you expect the program to serve only high and very high risk?
- A. As outlined on page 3, this RFP is for the provision of Family Support Services for to (a) families who Child Protective Investigations (CPI) has determined to be safe; however, the family has a high or very-high risk level of future maltreatment and (b) victims of human trafficking who have been determined to be safe by the Child Protective Investigator or have no safety determination (“Other” investigation or community children).
- Q. What is the maltreatment trend amongst the Family Support Services referrals?
- A. The predominance of reported maltreatments Palm Beach County are related to substance abuse and domestic violence.
- Q. Is the method for monthly invoicing known or will it need to be developed?
- A. Please refer to Cost Pricing and Method of Payment for Proposed Services on page 11 of the RFP.
- Q. Are there flex dollars available to meet the needs of families served?
- A. As delineated in the Respondent’s proposal, a portion of the total \$350,000 funding can be allocated for flex funds to meet the needs of families served.

- Q. What percent of the clients referred have Medicaid – both adults and children?
- A. This information is not currently collected. It is ChildNet’s expectation that Respondents will specifically identify how they will leverage Medicaid reimbursable services to meet the needs of families served.
- Q. Does the current provider utilize Medicaid for this contract? If yes, successes and/or lessons learned?
- A. The current provider does not bill Medicaid for services related to this contract.
- Q. What percent of services provided do you expect will be billed to Medicaid?
- A. Respondents are expected to identify services that will be provided to each family and, as much as possible, identify how they will leverage Medicaid, private insurance and other available funding sources to pay for services prior to expending funding provided by ChildNet.
- Q. Which Medicaid plans are most often used by child welfare parents and their children in Palm Beach County?
- A. This information is not currently collected for the child welfare parents; however, children who are part of the child welfare system are served by Sunshine Health Specialty Plan. It is ChildNet’s expectation that Respondents will specifically identify how they will leverage Medicaid reimbursable services to meet the needs of families served.
- Q. Wondering if this funding can be applied to supplement a current program or does it need to be a completely new and separate service/program.
- A. There is no restriction on whether or not this program can be used to supplement a current program. However, this proposal must meet the intent of the RFP for Family Support Services.
- Q. What is the expectation for billing Medicaid as they do not cover case management?
- A. “Targeted” Case Management is a Medicaid reimbursable service. Non-Medicaid reimbursable services, tasks and responsibilities must be defined and identified in the proposal as well as how the Respondent will utilize other funding sources to sustain the fidelity of the program proposed.
- Q. What is the expectation for billing private insurance as we do not currently do that?
- A. Non-Medicaid reimbursable services, tasks and responsibilities must be defined and identified in the proposal as well as how the Respondent will utilize other funding sources to sustain the fidelity of the program proposed.
- Q. How will the referrals be divided among the current provider and the new provider?

- A. If ChildNet selects more than one Respondent, a referral distribution process will then be determined.
- Q. If funding is awarded on July 15, 2019 and contract entered into on August 1, 2019, what are the expectations to be fully operational due to the time needed to recruit, background check, hire and train staff?
- A. Respondents must outline timelines and critical milestones associated with implementation of the program to provide a seamless transition to the children and families being served. The implementation plan and operation readiness should incorporate elements that relates to hiring, background screening, and staff training.
- Q. Is each year funded at \$350,000?
- A. ChildNet will annually assess the availability of services to children and families in Palm Beach County, subject to the availability of funds.
- Q. Is the first year prorated based on fiscal calendar?
- A. Yes, the first year will be prorated.
- Q. If Henderson is already a Network Provider, do we still have to include Attachment #3: Network Provider Application Form? If not, should we include a page that indicates that Attachment #3 is Not Applicable because we are an existing Network Provider?
- A. As part of this procurement for Family Support Services, Respondents are required to complete all the forms identified in this solicitation.
- Q. Should we include more than one copy of our current audited financial statement? Or is one copy sufficient?
- A. All proposals must include one (1) original plus six (6) copies of all documents.
- Q. Can a for profit agency also apply?
- A. As outlined on page 8, ChildNet is seeking applications from for-profit and non-profit community-based organizations.
- Q. Unit description and cost summary-what exactly is being requested?-the cost per unit for the service?
- A. Respondents must discuss the proposed unit for each service, total units that will be provided, and the unit cost of each service that will not exceed the contract value of \$350,000 while serving the minimum number of families required in the RFP.
- Q. Is there a max of staff that we can offer?
- A. Staffing patterns are at the discretion of the Respondent. In the proposal, Respondents must identify and discuss their respective staffing pattern that will

maximize Family Support Services to families and meet the 350-minimum number of families to be served during the contract term.

- Q. What would be the max caseload? It mentions to serve 325 families under this contract?
- A. ChildNet has not set a maximum caseload. In the proposal, Respondents must identify and discuss their respective staffing pattern that will maximize Family Support Services to families and meet the 350-minimum number of families to be served during the contract term.
- Q. Will the staff under this contract be salary or contract? Or is that determined by the agency?
- A. Staffing/employment arrangements are at the discretion of the Respondent.
- Q. Education level-Bachelor in the field?
- A. Respondent are required to include a detailed description of proposed staffing and staffing patterns. Include each position's responsibilities, educational requirement, work experience and specialized training requirements for each position. Provisions for competent and adequate supervision and administration are necessary.
- Q. Confirm this is intended service for cases ONLY at investigation and not those families transferred to case management.
- A. Yes, as outlined on page 3, this RFP is for the provision of Family Support Services for to (a) families who Child Protective Investigations (CPI) has determined to be safe; however, the family has a high or very-high risk level of future maltreatment and (b) victims of human trafficking who have been determined to be safe by the Child Protective Investigator or have no safety determination ("Other" investigation or community children).
- Q. If our agency is already a network credentialed provider (which we are) do we submit this again in concert with this RFP? Or make mention that we are already a network provider?
- A. As part of this procurement for Family Support Services, Respondents are required to complete all the forms identified in this solicitation.
- Q. Page 9 of 13, item c: states that the respondent will refer/link and monitor engagement for a MAX of 6-8 weeks, is this referring to AFTER completion of the proposed intervention OR is this the allowance for the proposed intervention?
- A. This is the length of the proposed intervention; however, extensions beyond this timeframe may be granted by ChildNet on a case-by-case basis.
- Q. Is there a minimum length of services?

- A. No. The level of services should be determined by the family's individualized needs assessment to maintain safety and stability.
- Q. After the first 5 business days, is there a Face to Face/home visit requirement?
- A. Yes.
- Q. How will the invoicing process work (with verification of other funding)?
- A. Please refer to Cost Pricing and Method of Payment for Proposed Services on page 11 of the RFP.
- Q. What eligible/covered service under Medicaid and private insurance are you aware of that we can bill for services that meet the requirements of the RFP?
- A. Respondents are expected to identify services that will be provided to each family and, as much as possible, identify how they will leverage Medicaid, private insurance and other available funding sources to pay for services prior to expending funding provided by ChildNet.
- Q. If we provide a unit rate and exceed the amount of units expected, will we be able to bill if it exceeds \$350,000?
- A. Please refer to Cost Pricing and Method of Payment for Proposed Services on page 11 of the RFP.
- Q. What is the respondents responsibility with entering notes into FSFN if they are collaborating or contracting for services provided to the family? If the contracted agency is not able to enter notes into FSFN what is the expectation of the provider?
- A. As outlined on page 4 of the RFP, Respondents will be required to enter all case-related activities in Florida Safe Families Network (FSFN). FSFN is the State Automated Child Welfare Information System (SACWIS) for the state of Florida and is the official electronic record for each case. Additionally, Respondent's proposed program structure must include procedures for ongoing collaboration and communication with ChildNet and Child Protective Investigations in order to prevent delays in accepting and admitting new families for services. Families referred for Family Support Services cannot be waitlisted.
- Q. If a provider can meet the capacity of 350 families, can the length of stay be negotiated to a longer length of stay in order to ensure safety and linkage to services?
- A. The maximum length of stay for each family is 6 to 8 weeks in duration. Extensions beyond this timeframe may be granted by ChildNet on a case-by-case basis.
- Q. What is the role of Family Support Pages for referrals? Will this be a requirement of the provider to open family support pages?
- A. ChildNet is unable to answer this question as it is presented.

- Q. What is the expectation of Childnet in regard to “closing the loop” when services are ending or family is not complying?
- A. Please refer to page 4-2 of RFP Attachment #6, Children and Families Operating Procedure 170-01, Chapter 4, for “closing the loop” staffing requirement.
- Q. Please confirm that the \$350,000K is an annual contract amount or does it represent the total amount available for the 34 Mo period?
- A. For Fiscal Year 2019-2020, the total amount of funding allocated for Family Support Services will be a proration of the annual amount of \$350,000.
- Q. Are there any additional funds for client assistance that Medicaid doesn’t cover or is it budgeted in the contract amount?
- A. As delineated in the Respondent’s proposal, a portion of the total \$350,000 funding can be allocated for client assistance to meet the needs of families served.
- Q. What is the reporting structure within the agency for this team? What is the oversight from ChildNet?
- A. Respondent are required to include a detailed description of proposed staffing and staffing patterns. Include each position’s responsibilities, educational requirement, work experience and specialized training requirements for each position. Provisions for competent and adequate supervision and administration are necessary. ChildNet provides oversight and technical assistance of all its subcontractors.
- Q. Can you clarify in more detail what you mean about expending funding by Childnet or if there are additional funds by the legislature?
- A. ChildNet is unable to answer this question as it is presented.
- Q. How do these services overlap and intersect with existing contracted family preservation and providers?
- A. These services do not overlap with other contracted programs.
- Q. Is 350 clients the expectation for clients served for the first year?
- A. No, the first year will be prorated.
- Q. Is there any on call or after-hours expectations?
- A. Staffing/employment arrangements are at the discretion of the Respondent. In the proposal, Respondents must identify and discuss their respective staffing pattern that will maximize Family Support Services to families and meet the 350-minimum number of families to be served during the contract term.

- Q. Is the budget and narrative to be included in the RFP for 10 months or 12 months as the contract starts in August?
- A. The budget and narrative should cover the 12-month period.
- Q. Is this a new contract or replacing another service provider?
- A. This RFP is to procure Family Support Services to meet the unique and changing needs of children and families in Palm Beach County.
- Q. How does the billing occur and how are we reimbursed?
- A. Respondents must discuss their proposed unit for each service, total units that will be provided, and the unit cost of each service that will not exceed the overall total contracted dollar amount of \$350,000.
- Q. Is this a new appropriation for the 20 legislation?
- A. No.
- Q. Is it tied at all to Family First legislation?
- A. No; however, programming that is aligned with the anticipated Family First Prevention Services Act legislation would be beneficial.
- Q. Is there a cap on administrative costs that Childnet will reimburse? If so, what is that cap?
- A. Administrative cost is limited to no more than 10 percent.