**RFP#** **FY1920-CESS-001**

**Response to Written Inquires**

**Posted on 8/14/19**

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| **Submitted by Youth Advocate Programs, Inc. on 8/7/19** |
| **Question 1** | Should the estimated reimbursement rate of $100 to $120 per month per enrolled caregiver home be inclusive of all the following services or should the provider submit a rate for each type of service proposed?a. Peer to Peer Navigation and Mentorshipb. Transportation Assistancec. Respite and Babysittingd. Sense of Community and Familye. Support Groups and Resource Manualsf. Caregiver Appreciation Activities and Special Events, including Health & Wellness Activitiesg. Assistance with Meals, Clothing, School Supplies, Welcome Baskets and Other Small Needs |
| **Answer 1** | **A-E will be all-inclusive. F&G will be discussed at contract negotiations.** |
| **Question 2** | How many contacts per month per caregiver home are required and/or to be included in the monthly reimbursement rate? |
| **Answer 2** | **Number of contacts will depend on the needs of each family but they are included in the monthly rate. Some may need weekly phone contact and others may need more face to face support during the month. This will be determined in contract negotiations.** |
| **Question 3** | How many instances of transportation assistance is expected per month per caregiver home? |
| **Answer 3** | **It depends on the needs of the family, however needs should be coordinated with caregiver support staff. We don’t expect emotional support to do a significant amount of transportation – just pitch in when there is a need.** |
| **Question 4** | How many hours of Respite and Babysitting is expected per month per caregiver home? |
| **Answer 4** | **We are not expecting a certain amount of hours, however we want to know that the service is available for the families, especially on a date night or other occasion.**  |
| **Question 5** | Will the provider rate be required to remain the same for the term of the contract? |
| **Answer 5** | **Yes, but there is annual contract negotiation process. As this is a new system of care component, all providers selected may be part of a rate re-evaluation if needed.** |
| **Question 6** | Can the provider submit a rate with a COLA for each successive year of the expected 3 year contract? |
| **Answer 6** | **Yes, under the annual contract negotiation process.** |
| **Question 7** | Where will Support Groups be held? |
| **Answer 7** | **Support groups can be held at a service center or provider agency location (i.e. church, community hall, etc.) close to caregivers. We are asking prospective providers to be creative and give recommendations based on their experience.** |
| **Question 8** | Will the provider provide Assistance with meals, clothing, school supplies, Welcome baskets and other small needs or will the provider link the caregiver with community providers?a. If the provider will provide the above, will it be included in the rate or billed additionally? |
| **Answer 8** | **These additional expenses will be discussed at contract negotiations.** |
| **Question 9** | How many families should a provider anticipate to serve at any given time? |
| **Answer 9** | **Based on the number of RFP respondents awarded, this will be discussed at contract negotiations.** |
| **Question 10** | How many slots are anticipated to be awarded per provider? |
| **Answer 10** | **Based on the number of RFP respondents awarded, this will be discussed at contract negotiations.** |
| **Question 11** | What is the anticipated length of stay per family?  |
| **Answer 11** | **Based on the needs of each family and an open dependency case.** |
| **Question 12** | Please provide a list of the types of group home providers in the counties. |
| **Answer 12** | **See Attachment I.** |
| **Question 13** | If a provider offers more than one service type (Re: Page 5: D. Service Requested #2), will Embrace Families reimburse the estimated $100 to $120 per month, per enrolled caregiver home for each service provided. |
| **Answer 13** | **No, the rate is inclusive of all services.** |
| **Question 14** | Must a provider provide all minimum required services as listed on Page 5: D. Service Requested #2? |
| **Answer 14** | **Yes** |
| **Question 15** | How many of hours of services should be provided to each enrolled caregiver home per month? |
| **Answer 15** | **This will depend on the needs of each family. Some may need weekly phone contact and others may need more face to face support during the month. This will be determined in contract negotiations.** |
| **Question 16** | When preparing a budget for submission should proposers provide one, three year budget or three, one year budgets? |
| **Answer 16** | **Three (3), One (1) year budgets.** |
| **Question 17** | If an employee of an agency applying for funds is presently a member of the Provider Board, is this agency still eligible to apply for funding? |
| **Answer 17** | **Yes** |
| **Submitted by FACT on 8/7/19** |
| **Question 1** | When would funding begin for awarded contracts (September or January)? |
| **Answer 1** | **January 1, 2020** |
| **Question 2** | Due to payment being reimbursed per enrolled caregiver home, can we have a present count of current caregiver homes per county?  |
| **Answer 2** | **See Attachment II.** |
| **Question 3** | What is the process of a caregiver selecting or changing a provider once the program begins?  |
| **Answer 3** | **If a caregiver wants to change emotional support providers they can do so at any time. A protocol for this will be developed before January 1, 2020.** |
| **Question 4** | How does a caregiver select their emotional support provider? How are the providers presented to them (Pride Class, Special Training Class, etc?). When is the expected month that caregivers will be presented options and start picking their emotional support? |
| **Answer 4** | **A list of emotional support providers will be provided to all caregivers and available on the Embrace Families website. Level 1 or relative/nonrelative placements will be provided a list upon placement. Level 2 or foster home placements will be provided during the licensure/training process and then reminded again at placement. In home caregivers will be provided information through their case managers at case opening.** |
| **Question 5** | In Section D (point 4) please define the terms of “confidential case staffing or meetings, treatment meetings or dependency court.” What current meetings and hearings does this include?  |
| **Answer 5** | **Family Service Team (FST), Case Transfer Staffing (CTS), Placement Support Staffing (PSS), Multi-Disciplinary Team (MDT), Judicial Reviews, Shelter Hearings, Permanency Reviews, Termination of Parental Rights (TPR) Trials, etc.** |
| **Question 6** | As there is anticipation of multiple providers being approved for emotional support, what is the anticipated number of providers that will be chosen? |
| **Answer 6** | **Based on the number of RFP respondents awarded, this will be discussed at contract negotiations.** |
| **Submitted by Children’s Home Network, Inc. on 8/7/19** |
| **Question 1** | What comprises a welcome basket and how will the items identified as needed be purchased? Will EF provide funding? |
| **Answer 1** | **These additional expenses will be discussed at contract negotiations.** |
| **Question 2** | What are the caregiver numbers associated with the # of children identified in each placement type and county? |
| **Answer 2** | **See Attachment II.** |
| **Question 3** | Where does the funding for these activities and resources come from? |
| **Answer 3** | **Unfortunately, we needed more information to answer the question.** |
| **Question 4** | How will Emotional Support program be rolled out and CM’s and partners trained on the concept in order to establish a successful framework for utilization of the services? |
| **Answer 4** | **It will be rolled out January 1, 2020 at the same time we roll out case management and caregiver support. There will be multiple meetings and planning sessions prior to implementation date.** |
| **Question 5** | Clarify the needs specific to group home providers that Embrace Families believes would benefit from Emotional Support. |
| **Answer 5** | **Group home providers may need minimal support. Their primary support will come from caregiver support staff.** |
| **Question 6** | Court can be a stressor for families not accustomed to the protocol. Support is essential to assist families early on and as needed, so they acclimate to the protocol and understand the process. Can this be negotiated, esp based on family needs? |
| **Answer 6** | **It is anticipated that the caregiver support manager will attend court when the family or child needs it. Emotional support providers can provide court preparation and emotional debriefing of the court experience with caregiver. Emotional support can also provide input to the caregiver support staff to provide to court.** |
| **Question 7** | How does EF and its subcontracted CMA’s define this and how will they support it to avoid conflict regarding parenting expectations/ (driver’s license, dating, etc). |
| **Answer 7** | **We assume this is a prudent parenting question. We can’t avoid all conflict, however we are expecting that caregiver support and emotional support providers will work together collaboratively through those decisions and if needed, Embrace Families can help mediate.** |
| **Question 8** | Please clarify- Description in the RFP. On page 5 it states “Emotional Support Providers will be reimbursed at an estimated rate of $100-$120 per enrolled caregiver home per month”On page 7, F. Response Contents- it states “based on per member per month reimbursement rate” The boxed table on page 5 describes the number of children per county and place of setting, not homes of caregivers.Is Embrace Families intending to reimburse per child, per month or by caregiver home? This is confusing to the reader. |
| **Answer 8** | **Per caregiver home per month.** |
| **Question 9** | Please describe what the budgeting process will look like? Is the $100-120 fee all inclusive? |
| **Answer 9** | **The RFP budget submitted will be reviewed and evaluated. A final contract budget will be developed and approved by Embrace Families CBC prior to contract execution. Yes, the fee is all inclusive.** |
| **Question 10** | If a provider has an existing caregiver support program and subcontract with Embrace Families to provide these services, will the provider need to bid on this RFP to establish a new contract under the new support for caregivers model in order to maintain their current contracted services? |
| **Answer 10** | **Yes** |
| **Question 11** | Does Level 1 and Level 2 Licensing activities (non-regulatory) fall within caregiver support? |
| **Answer 11** | **Yes, but this is not part of the Emotional Support RFP.** |
| **Question 12** | What is Embrace Families expectation for transportation assistance? |
| **Answer 12** | **It depends on the needs of the family, however needs should be coordinated with caregiver support staff. We don’t expect emotional support to do a significant amount of transportation – just pitch in when there is a need.** |

**Attachment I: Embrace Families CBC Residential Group Home Providers**

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| **Residential Provider** | **Residential Type** | **County(ies)** |
| Aspire Health Partners, Inc | Substance Abuse Adolescent Residential Level II Treatment | Osceola |
| Attain, Inc. | Residential Group Care - Developmentally Delayed | Orange & Seminole |
| Boys Town of Central Florida, Inc.  | Residential Group Care & Assessment Center | Seminole |
| Bridging Lives, Inc. | Residential Group Care | Orange |
| Created Families, Inc. | Residential Group Care | Osceola |
| Devereux Foundation of Florida, Inc. | Residential Group Care & Residential Treatment Center (SIPP) | Orange |
| Friends of Children & Families, Inc. | Residential Group Care | Orange & Seminole |
| Images of Glory, Inc. | Residential Group Care | Orange |
| The Key Haven Group Home, Inc. | Residential Group Care | Osceola & Seminole |

**Attachment II: Estimated Caregiver Homes**

Below estimate is based on child to provider ratios as of 8/13/19, then applied ratio to last years’ average number of children by placement type.

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| **Orange County** | **Average # of Children** | **Average # of Caregivers/ Providers** | **Osceola County** | **Average # of Children** | **Average # of Caregivers/ Providers** | **Seminole County** | **Average # of Children** | **Average # of Caregivers/ Providers** |
| In Home | 565 | 345 | In Home | 98 | 60 | In Home | 163 | 99 |
| Relative | 562 | 349 | Relative | 102 | 63 | Relative | 182 | 113 |
| Non-Relative | 192 | 135 | Non-Relative | 30 | 21 | Non-Relative | 57 | 40 |
| Foster Home | 251 | 158 | Foster Home | 55 | 35 | Foster Home | 99 | 62 |
| Group Home | 93 | 31 | Group Home | 22 | 7 | Group Home | 26 | 9 |