**RFP#FY1920-CMA-001**

**Response to Written Inquires**

**9/24/19**

**CMA Solicitation Conference Questions on 9/11/19, 10 am – 12 pm**

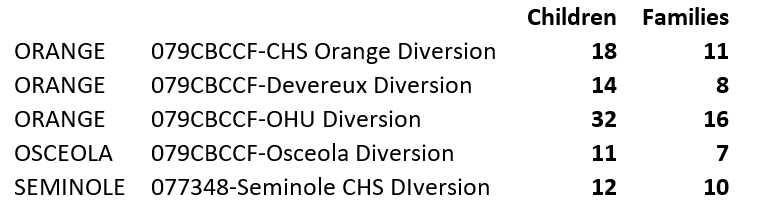
1. The RFP recommends a reference from a Funder. Is that a separate current funder for the organization?

* Yes, please submit a letter of reference from a current Funder.

1. Are there any Assistant Director of Programs in this contract?
   * Yes, there is flexibility under the staffing ratio for APD positions.

**Neighbor to Family**

1. Please confirm that the numbers served currently on page 7 include those served in Family Support. If known, please provide the specific number of children and families served in Family Support.
   * Numbers served listed on page 7 does not include Family Support. Please see below.



1. The RFP states that there should be I Adoption Specialist for 40 available children. Please provide the number of children currently freed for adoption in each county. Please also provide the average number at any given time and the number adopted each year, by county.
   * Adoption assignments occur at goal change. Number of children available for adoption per County:

* Orange – 155 currently available for adoption - Finalized 186 children last Fiscal Year
* Osceola – 30 currently children available for adoption – Finalized 81 children last Fiscal Year
* Seminole – 54 currently children available for adoption – Finalized 75 children last Fiscal Year

1. Does Embrace Families know or have a theory as to why OHC increased in Orange and decreased in Seminole?
   * + The volume has varied over the years in terms of Out of Home children numbers. Embrace Families continue to work with DCF and the Sherriff’s office to ensure children and families’ needs are met.
2. Is there a plan for divvying up current post adoption families amongst the recipients or will those awarded a contract only provide post adoption services to newly adoptive families?
   * Post Adoption Support Services is not included in the CSA or CMA RFPs
3. The staffing methodology states that there should be a CM: 20-25 parent ratio. Is the parent ratio assumed to be 20-25 cases?

* No, caseloads are set by children not parent count.

1. The staffing methodology states that approval by Embrace Families will be required for additional core or support positions. Should the proposal include the additional requested positions or will there be another mechanism to obtain such approval?
   * Yes, please include in your agency’s proposal.
2. The RFP discusses the availability of space for staff al Embrace Families but that space is limited. Is there any additional detail regarding how much space is available for use?
   * Embrace Families is reevaluating our current space plan for our locations to determine our immediate needs under Redesign.
3. What are "Case Management Quality Service Reviews".....CFSRs, RSFs, other CBC monitoring activity?
   * We apologize Case Management Quality Service Reviews is an old term.  Embrace Families CBC conducts state and federal mandated Child and Family Services Reviews (CFSR) and Rapid Safety Feedback (RSFs) using DCF Quality Assurance tools.  In addition, our agency completes separate quality reviews as needed including: annual Adoption, semi-annual Youth Services, at least semi-annual Family Support and Safety Management reviews.
4. "Quality Service Reviews", can other review information be provided?
   * Yes, any programmatic, quality assurance or fiscal monitoring reports that have been completed by another CBC or state agency on your agency’s programs within the last 2 years.
5. The RFP states that providers should have a staff recognition program. Can contract dollars be used to purchase gift cards as used as an example in the RFP?
   * Gift cards and staff food (for staff meetings/staff appreciation events) are unallowable expenses under DCF Funding and therefore unallowable for contracts under Embrace Families CBC.
6. Should the respondent list in order of preference the county they would like to bid on if only submitting for one county? If not selected for that county will offer be made for the other counties?
   * Yes, please list county(ies) in order of preference. Based on the RFP scoring, there may be opportunities to serve other county(ies).
7. What percentage of time would Embrace Families like to see staff telecommuting?
   * Embrace Families does not have a specific percentage for telecommuting. We would like agencies to be creative in their responses.
8. The total contract dollar amount is 10,000,000.00. RFP states you would like 5 providers at an estimated contract amount of 2,500,000.00 per case management structure. This would total 12,500,000.00. Will some awards be less than the 2,500,000.00 stated?
   * The RFP budget is based on pods/structures of 500 children = $2,500,000.00 each. The RFP states that we will need five (5) pods/structures which does not necessarily mean five (5) providers. The budget for each awarded provider will be based on the number of estimated children under the provider’s responsibility. Embrace Families is not limiting the size of each contract or the number of providers. Regardless of the amount of children the provider wants to serve, the budget scale remains the same.
9. Are client financial assistance funds/POS/ flex funds managed directly by Embrace Families CBC?
   * No, these cost reimbursement funds will be part of the contract managed by your agency. There will be basic guidelines and required documentation to be submitted to Embrace Families for monthly reimbursement.
10. Will the Embrace Families CBC's Adoption Manager supervise the Adoption Specialists within each CMA?
    * No, these positions will be supervised directly by your agency.
11. The RFP does not include a Table of Contents. Please confirm that one should not be included in the response.
    * Your agency does not need to include a Table of Contents.

**Children’s Home Society**

1. What will be the ratio of an adoption specialist assigned to PRIDE families actively seeking to be approved and/or matched when they meet the criteria to be adoptive family for children with special needs?
   * Not yet determined. Embrace Families will address during contract negotiations.
2. Will the families from PRIDE be assigned equally (rotation) to all CMA agencies or will they be assigned based on zip code of residence, CMA covering that area?
   * Not yet determined. Embrace Families will address during contract negotiations.
3. Page 13, A, #7, Please further explain "post adoption services" scope. Is this referencing formal post adoption services?
   * No, we are referring to providing post adoption services immediately preceding the adoption (six months or less) to ensure child and family are stable and there is a smooth transition to formal post adoption support services currently provided by Devereux.
4. If so, what amount client financial assistance funding is expected to support this service?

Also, if it is formal post adoption services, can you please provide the number of clients (families and children) for the past three fiscal years? What is the proposed ratio of a post-adoption specialist (1/?) for active and open services to families after finalization? Can we receive current data regarding operation budget of post adoption and if this is a fixed budget or it depends on other type of data?  Please provide the overall number of finalizations for prior years as some Lead Agencies may have a bigger number of finalizations which equals more families in need of services.

* Not applicable. This RFP does not include formal Post Adoption Support Services.

1. Will the agency be responsible to provide adoption competency training to dependency/child welfare professionals in the area?
   * Not applicable. This RFP does not include formal Post Adoption Support Services.
2. What is the total number of private families that post adoptions has supported in the last three fiscal years? What is the budget for post adoption services to referrals to private families that did not adopt through dependency?
   * Not applicable. This RFP does not include formal Post Adoption Support Services.
3. Page 14, #5, Can you please elaborate on the system that will send the automatic notices to parents/legal guardians via email and text message? Does this require any requirements of the CMA team members to manage or provide data input?
   * Embrace Families’ client information system, Argos, sends these notices and collects the responses. Email addresses and cell phone numbers need to be maintained in FSFN in order for the system to work.
4. Page 15, #18, currently, the intake and placement unit completes this referral upon intake. Is this now the responsibility of the CMA program?

* No, process will remain a function of Intake & Placement as in the current system of care.

1. Page 16, #35, please outline the role and responsibilities of the Transitional Support Staff.
   * The Transitional Support Manager will be employed by the Caregiver Support Agency not the Case Management Agency. They will have the following responsibilities for any child in group care and all children ages 13-17 living in foster care, relative or nonrelative placement:
     + 1. Complete same responsibilities as Caregiver Support Manager for children ages 0-13 including but not limited to: monthly face to face visits with child and caregiver, ensuring child well-being services including medical, dental, behavioral health, mentoring, etc. are completed and documented in FSFN.
       2. In addition, prepare the child for leaving foster care that will include receiving active assistance to promote educational success, work experience and opportunities to engage in basic life skills activities. Caregivers, foster parents, relatives, residential providers and GALs will be an active team members and participants in these efforts.
       3. Complete transition plans that support the child’s life goal objectives whether it is continuing education or employment.
       4. Provide direct access to all personal health and other documentation including original birth certificates, social security cards and Medicaid cards they will require in managing their own affairs.
       5. Ensure a smooth transition to adult mental health and/or developmental disability services including legal guardian advocacy and assignment.
       6. Provide strong advice and advocacy to remain in Extended Foster Care or if eligible, enroll in Postsecondary Education Services and Support (PESS) to complete their academic and vocational goals.

* In reference to Page 16, #35 of the CMA RFP, the primary Dependency Case Manager employed by the Case Management Agency will need to work and communicate closely with the youth’s Transitional Support Manager to complete Judicial Reviews and other court-related documentation.

1. Page 17, #2, first bulleted item, how many biological parents/legal guardians are in each county?

* As of 9/24/19:

a. For ‘primary’ clients (both In Home and Out of Home Care):

|  |  |
| --- | --- |
| Case County | Distinct Mothers/Fathers |
| Orange | 1920 |
| Osceola | 419 |
| Seminole | 609 |

b. For ‘primary’ clients In Home:

|  |  |
| --- | --- |
| Case County | Distinct Mothers/Fathers |
| Orange | 696 |
| Osceola | 141 |
| Seminole | 253 |

c. For ‘primary’ clients in Out of Home Care:

|  |  |
| --- | --- |
| Case County | Distinct Mothers/Fathers |
| Orange | 1273 |
| Osceola | 286 |
| Seminole | 374 |

Note: If a case includes some children served in home and some served in out of home care, they are counted in both the In-Home subtotal (10.b) and Out of Home subtotal (10.c). Use summary 10.a for distinct mothers/fathers across all of dependency.

1. Page 17, #2, fourth bulleted item, how many children are "legally free" for adoption in each county?

* Orange – 155 currently available for adoption
* Osceola – 30 currently available for adoption
* Seminole – 54 currently available for adoption

1. Page 17, #2, bullet 5, the ratio of 1/40 kids legally free for adoption does it include adoption specialist assigned to OCS /ICPC homes for cases that we are providing courtesy supervision, as the children from another county or state are placed in our homes for the purpose of adoption? Will the adoption specialist responsible to complete AHS on these homes and to provide the adoption expertise knowledge and support that this home required in addition to the caregiver support worker’s regular visits and referral for services? If so can you please provide the number of ICPC/OCS adoption cases for each county?
   * Yes. ICPC/OCS adoption cases for each county:
   * Orange – 37
   * Osceola – 9
   * Seminole – 14
   * In terms of training, we recognize a need for developing new protocols and training for specialty populations.
2. Will a rotation continue across the agencies for parent case management assignment of cases?
   * Yes.
3. Will the expectation remain that all of the agencies would pay the same rate since there had recently been a salary adjustment?
   * Yes, the expectation is that based on the recent salary adjustment that all Case Managers/Supervisors would receive the same salary of $37,000/$48,000. Since the Case Manager would remain primary, be responsible for quality parental engagement, court documentation and essentially “drive” the case towards permanency, Caregiver Support Managers may potentially receive a lower salary.
4. Can we be provided with current pay rates of personnel hired since expectation is to hire 90% from other agencies at same pay to adjust for final budgets?
   * Yes, this can be provided during contract negotiations.
5. How soon can funding in Argos be available from Embrace for shelters? Is there a way to apply a priority so it can be tagged as funding from shelter? (\*So we can fall within the 7 day timeframe for service referrals from shelter for parents.  This is often prior to CTS.)
   * Yes, we can prioritize all funding requests for cases under shelter status.
6. Will advance notice be given for a financial penalty items that affect health and safety to be at the 10% rate? Also, and what specifically constitute items that affect health and safety to be at the 10% rate?
   * Yes, advance notice will be provided. (Checking with Sumer on makes up health and safety)
7. Is there a percentage of lapse dollars allowed to be kept to reinvest?

* Per the federal guidelines for Nonprofit Financial Sustainability, for funds 2% or less of approved budget, the Provider will not be asked to reinvest or return the funds.

1. If an agency plans to apply for both CMA and CSA in one county, can the proposals be submitted for including both CSA and CMA with an explanation on how they work in tandem with the understanding that Embrace Families can select none, one or both?
   * Yes