



Emergency Procurement Request for Proposals

March 7, 2022

Embrace Families Community Based Care is seeking qualified applicants to provide case management services in Seminole and Orange Counties.

The purpose of this Emergency Procurement (EP) is to enable Embrace Families to enter into a contract to provide foster care and related services pursuant to §§409.988 and 409.986, F.S. and prevention services, while ensuring each child's safety, wellbeing, and permanency. The cost reimbursement, subrecipient contract awarded related to responses received from this EP will be for case management services in Seminole and Orange Counties and the awarded contract will be effective May 1, 2022 – June 30, 2023. Embrace Families, at its discretion, will conduct a more extensive Request for Proposal process at a later date, but reserves the right to extend any contract awarded from this EP to continue the relationship with the chosen service provider.

Proposals are to be submitted to Susan Lowe, Network Support Director via email only at susan.lowe@embracefamilies.org by March 31, 2022 and must outline the provider's plan for meeting the program requirements outlined below. The proposal should demonstrate how the respondent will enhance services and staffing resources related to case management services in Seminole and Orange Counties – Circuits 9 & 18 and incorporate these counties into their current infrastructure. The determination date for this EP has been scheduled for April 15, 2022. The final decision is not necessarily tied to the highest score or lowest cost. Embrace Families Community Based Care reserves the right to make a determination based on what is in the best interest of the agency.

Embrace Families encourages participation by smaller businesses and organizations, minority firms, women's business enterprises and labor surplus area firms certified as such by the State of Florida, if possible. Anyone is eligible to submit a proposal for contracted services. Embrace Families CBC shall not discriminate against a potential provider or proposal for service on the basis of race, creed, sex, religious orientation, or affiliation.

Embrace Families Community Based Care will provide Provider staff located in Embrace Families Service Center locations with at a minimum, a work space, and when possible a private office, equipped with appropriate office furniture (desk, chair, filing cabinet etc.), desktop and office supplies (stapler, file folders, paper etc.) and a computer, and have reasonable access to shared office resources such as computer support, receptionist support, printers, fax machines and copiers.

Emergency Procurement Response Requirements:

Proposals must provide responses to each of the following items providing narrative and, as needed, supporting documentation to demonstrate the respondent's capabilities perform case management services in Seminole and Orange Counties.

Reference

- Provide a letter of reference(s) from provider's current Community Base Care Lead Agency(ies).

Past Practice and Performance

- Describe your agency's history of providing case management services in Florida, particularly with your agencies current Community Base Care Lead Agency.
- Describe your agency's quality assurance process/program identifying areas of strength and areas in need of improvement. Response must provide examples of actions taken to address areas in need of improvement and lessons learned. Responses must also indicate how services in Seminole and Orange Counties will be incorporated into the respondent's existing quality assurance structure, activities and oversight and must describe what new activities and oversight might need to occur as a result of the agency taking on another service area/county.
- Address respondent's plan for addressing areas in need of improvement, what areas would be made priority and how performance will be addressed based on information reviewed in the attached documents related to performance related to the Department of Children & Families child welfare dashboard, in home safety plans, home studies, psychotropic medications, incident reports, exit interviews, sibling visitation, child placement agreements, and supervisory reviews.
- Each unit is comprised of 1 Supervisor, 5 Case Managers and Ancillary support. Please describe the proposed structure of the unit and their role in creating permanency, safety and wellbeing for our children and families.
- Coordination of Community Awareness – describe how the agency will notify the community of their involvement in the C18 & C9 System of Care.
- Describe agency's plans for updating websites, brochures, documents, and other mediums related to changes in the agency's structure.

Budget:

- Provide agency's current budget and corresponding budget related to additional revenue and expenses related to the addition of the new counties and staff. Provide narrative to describe the budget changes and how the changes will be made. Budget must provide details for salaries, benefits, etc.
- Seminole County: 3 Dependency Case Management Units ; Orange County: 3 Dependency Case Management Units

Recruitment and Retention Plan

The successful candidate will have effectively recruit and retain Dependency Case Management staff.

- Recruitment of staff.
- Retaining of staff.
- Training newly acquired staff.
- Employee retention and recognition – All responses must address how the agency expects to incorporate employee retention and recognition during transition and into the future in an effort to minimize disruptions in services or delays in services due to vacancies.

Glen Casel

Chief Executive Officer

Embrace Families Community Based Care, Inc.