

02/13/13

TO: ALL POTENTIAL BIDDERS

FROM: H. Ryan Bolles  
DSCYF – Contract Administrator

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSALS (RFP) – CYF13-01 Home Based Family Support

**ADDENDUM #2**

The following are answers to questions received after the bidders' conference held on 1/31/13.

QUESTION: What is the current/projected case load size for the three service components in the CYF13-01 RFP?

ANSWER: The estimated case loads by service statewide at any given time are as follows:

Intact parent aid cases 18-22

Placement parent aid cases 8-10

Home Based Counseling 8-10

Please keep in mind that case loads will fluctuate over time.

QUESTION: What is the average number of hours per service for a typical family?

ANSWER: For the purpose of preparing your proposal use the following number of hours to represent the monthly average service hours per family receiving each type of service:

Intact parent aid cases 6 hours per month per family

Placement parent aid cases 20-25 hours per month per family

Home Based Counseling 8-10 hours per month per family

QUESTION: Do the Master's level staff need to be licensed?

ANSWER: No, they do not need to be licensed.

QUESTION: Can you clarify the instructions with regard to the option of breaking travel expenses out of the hourly or case rate? The explanation given at the bidder's conference made it sound like there is \$946,330 available for services, and if we break out travel separately, we can bill additional money. Is that accurate? Without having heard that at the conference, I would assume that there is \$946,330 available total, and that we may include travel expenses with our hourly or case rate for each service, or we can break it out, but that in total, the cap is \$946,330. Can you clarify?

ANSWER: The \$946,330 is what the department has allocated for this program. This amount is to cover all expenses. The contractor will be billing per unit of service. The contractor may choose to include its travel cost in the proposed unit cost OR it may propose billing separately monthly for travel costs as they are incurred. The total funding available is somewhat irrelevant

to the bidder as the department is the gatekeeper for requesting services and it will pay for however many units of service it authorized. The total available funds stated should represent the amount the department estimates the services will cost at the utilization rates stated.

QUESTION: Also regarding funding, are start-up expenses in addition to the \$946,330 or inclusive of it (meaning that we can request a larger sum up front, but will have to take into consideration the fact that there will be less money available later to provide services, and that we may have to provide services at a lower rate to compensate)?

ANSWER: Start up funds are inclusive of the total available funds stated. As a bidder your focus should be to simply estimate your start-up costs and to calculate a cost per unit of service delivery. The State understands it will need to manage the expenses of services transitioning to any new providers.

QUESTION: Is the Department open to having proposed rates for each service that vary by county or specified region, due to economies of scale and distance/transportation issues in the southern half of the state that may increase service costs? Meaning, may we propose a different rate per county for each of the three services requested?

ANSWER: The department is open to all combinations of unit costs it deems to be in its best interests. However, please make it easy for the proposal review panel to understand what is being proposed.

QUESTION: May a provider propose sharing office space with existing programs provided by their organization (or another) in an effort to lower expenses and deliver more cost-effective services?

ANSWER: Yes, the bidder may propose sharing office space. Please be clear in the budget narrative how this arrangement has been arranged.

QUESTION: On page 2 of the addendum, there is a question and answer about *Structured Decision Making* and the use of four assessments. The four assessments are capitalized, which infers that perhaps those are the names of the four assessments and that they exist. If so, could you provide more information about them? If not, is the Department interested in the provider helping to identify potential assessments to address those four need categories (family, child, risk, reunification)?

ANSWER: The four assessment tools that DFS will be using when we implement Structured Decision Making include: Family Strengths and Needs Assessment, Child Strengths and Needs Assessment, Reunification Reassessment and Risk Reassessment. All four tools were created by the Children's Resource Center (CRC). DFS will be using these tools when our new computer system goes live in mid 2014. DFS will be working with the CRC to develop a similar version of these tools for contractors to use. The intent is that the tools will be used to gather information at various points in a case and then that information will be entered into the family's record. DFS is still in the development phase of this task. Once the tools are created and policy is developed, DFS and the CRC will provide training to contractors.

QUESTION: (Component 1: Parent Aide Services—Intact Families) On page 4, it says that it is not necessary for service providers to have an advanced degree. What level of education is the minimum requirement?

ANSWER: Preference would be for bachelor's degree in the human services profession.

QUESTION: (Component 2: Parent Aide Services—Placement Cases) What level of education is required for service providers for this component?

ANSWER: Preference would be for bachelor's degree in the human services profession.

QUESTION: On page 2 of Addendum 1, a question is asked and answered about the definition of "supervision notes." The answer says, "Supervision notes are referring to the format that Parent Aid supervisors will be using to document case supervision meetings between themselves and the therapist or home-based counselor. Notes should include areas to summarize the current status of the family, next steps, any concerns that have been identified, etc." This seems to infer that there are two levels of staffing required for both Parent Aide programs. Can DSCYF clarify what their staffing expectations are?

ANSWER: It is the expectation of DFS that all parent aides would receive supervision on a regular basis to discuss each case assigned to the parent aide. The supervision should document the conversation between the parent aide and his/her supervisor in which there is a discussion regarding the status of the family, any concerns, next steps, etc. The same is true for the home-based counselor. The counselor should be receiving regular supervision. That supervision must be documented. Regarding staffing – there should be parent aides and their supervisors, and home-based therapists and their supervisors.

QUESTION: Supervision notes are referred to regarding all three Components (see pages 5, 6, 8). Going back to the definition given above, will supervision notes look different in the Home-Based Services, since it is only master's level staff already providing services?

ANSWER: The format for supervision notes can look the same for all program areas provided that the notes include a format for the supervisor to document the status of the family at the time of supervision, a review of the family's strengths, a discussion of any concerns the parent aid or home-based therapist may have, and any next steps.

QUESTION: I think this was mentioned at the conference, but what is the expected frequency of services for Component 2: Parent Aide Services—Placement Cases? How long should each visit last? How many months will each family be in the program?

ANSWER: When the DFS worker makes a referral for services, he/she will specify the frequency of contact, i.e. twice per week, once per week, every other week, etc. The DFS worker will also specify the range of hours of service they would like the family to receive, i.e. 2 hours per week, 4 hours per week, etc. For placement cases in which the parent aid is transporting and supervising visitation, the court will specify the frequency of visits. That should be coupled with the length of time it will take to pick the children up for the visit and then return them to their foster home (or other location) at the conclusion of the visit. The status of services the family has received should be reviewed every three months during supervision to determine if services are needed for an additional 3 months. This should also be discussed with the assigned DFS worker.

QUESTION: On page 4, under Component 1, it mentions an "investigative risk assessment." What is that, and will DFS staff be performing that to determine whether the family is eligible for services?

ANSWER: DFS complete Risk Assessments at the conclusion of an investigation. This document summarizes the finding of the investigation, including a narrative about the status of each member of the household, and the findings of the investigation (substantiated, unsubstantiated, etc). This document is provided to the parent aid and/or home based counseling agency so that they can review the nature of the allegation as well as the results of the DFS investigation.

QUESTION: What is the age range for children receiving services? What is the average age in each county?

ANSWER: The majority of families receiving parent aide services have children under the age of 12.

All other terms and conditions remain the same.

If you have any questions, please contact H. Ryan Bolles at [herbert.bolles@state.de.us](mailto:herbert.bolles@state.de.us) or 302-633-2701