

Responses to Proposer's Questions for In-Home Services RFP No. 2018INHOM001

1. Can soft support services be provided by staff other than the CFSSP program staff?

MDCPS Response: Soft Support Services will be provided by the In-Home Services program staff.

2. Does every family have to receive soft support services?

MDCPS Response: Yes, every family in the program will receive soft support services.

3. Will Flex Funding be available for families under this RFP?

MDCPS Response: The subgrantee will be allowed to assist the families with non-traditional services and included in the unit cost.

4. Can contacts with informal and formal supports count towards the required 8-10 hours of face to face contact per week?

MDCPS Response: Yes, MDCPS expect to see the majority of the face to face contact with the child and family.

5. If family is enrolled in another program that's a part of our continuum care (i.e. Mypac) would soft support still need to be continued?

MDCPS Response: When other programs are in the home, the family and providers should coordinate services to ensure successful outcomes.

6. Will Family Team Meetings and Conference calls continue?

MDCPS Response: Yes

7. Will the availability of peer support {as referenced on page 6 under (G) Termination of Program Services and Supports} need to be provided through a certified peer support specialist?

MDCPS Response: Yes

8. Will court personnel be able to submit referrals directly to providers or will it need to be filtered through the CFSSP Statewide Coordinators?

MDCPS Response: No. Court personnel will submit their referrals to MDCPS staff.

9. If multiple providers are awarded, how will the dissemination of referrals occur?

MDCPS Response: Families will be allowed to exercise their freedom of choice (FOC) of providers. When the family elects not to select a provider, MDCPS will randomly select.

10. Page 8 states that services will be on a cost reimbursement basis only, page 23 also mentioned that the payment method is by cost reimbursement but on this page it says either and there is no corresponding wording to go with the "either," and page 81 discusses a unit cost. Please clarify as to how costs/payment should be determined and whether or not specified expenses must be outlined by line item or if the unit cost will suffice.

MDCPS Response: Payment for services will be on a cost reimbursement basis only.

11. Page 3. Section I.C. Does each subgrantee have to provide services to both target populations described in the RFP, or could a subgrantee choose just one of the populations (for instance, if the subgrantee only has experience/expertise in one of the identified populations)?

MDCPS Response: Yes

12. Page 5. Section I.F.4. Will face-to-face time with collaterals (i.e. teachers, extended family, other caregivers, etc.) count towards to minimum face-to-face time requirements?

MDCPS Response: Yes, MDCPS expects the majority of face-to-face time to include the family.

13. Page 5. Section I.F.4. Will face-to-face time with a peer support count towards minimum hour requirements?

MDCPS Response: Yes, MDCPS expects the majority of face-to-face time to include the family.

14. Page 5. Section I.F.4 What will the process be for a child to transition from intensive services/supports to step down services/supports? Will this happen at the recommendation of the subgrantee, the caseworker's discretion, or a combination (i.e. agreement from all parties that the child and family are ready for less intensity)?

MDCPS Response: The step down services/supports should be a combination agreement with all parties input and involvement.

15. Page 5. Section I.F.4. For step down services/supports, what are the expectations for number/hours of face-to-face contacts per week for families?

MDCPS Response: The expectation is the family and provider will agree and coordinate needed step down services/ supports. This should help in assisting the family with a successful discharge.

16. Page 5. Section I.F.4. For the soft support period, is there a minimum contact requirement for families to maintain enrollment (i.e. number of phone calls per month or during entire duration of soft support period)?

MDCPS Response: No, each family is different and this process should be handled on a case-by-case base.

17. Page 6. Section I.I.1. What level of involvement will MDCPS have in the hiring of staff? Will the subgrantee have control over the entire screening, interviewing, and hiring of staff, or will MDCPS be involved during this process? Will MDCPS only have to sign off on initial staff whose resumes are included in the RFP, or will any new staff hired (during the ramp-up phase and/or to replace staff who have turned over) have to be approved by MDCPS before they are hired?

MDCPS Response: The subgrantee will be required to provide a list of names, positions and type of credentials of individual's subgrantee is interested in hiring. MDCPS will provide feedback to subgrantee concerning the list to the subgrantee before hiring of any staff. This process will be provided to selected subgrantee(s).

18. Page 6. Section I.J. Can more information be provided about the program evaluation? Which 3rd party is conducting the outcome evaluation and can the outcome evaluation tools be provided? How much, if any, data collection will the subgrantee be responsible for? Will baselines be established for subgrantees to be compared against on the evaluation, or will subgrantees be compared against each other?

MDCPS Response: The evaluation process is not complete. The complete process will be provided to the selected subgrantee(s).

19. Page 7. Section I.K. Can the calculations for the re-entry rate be explained more fully? When re-entry into the foster care system "within 12 months" is mentioned, is this measured at 12 months from the time of discharge from or entry into the program? Will the outcomes be measured only for those youth who discharge successfully (i.e. would an unsuccessful reunification case count negatively, or would it not be measured since they did not discharge to home and therefore would not be "reentering")? Will MDCPS provide administrative data to the subgrantee on the number of kids who have re-entered? If so, how frequently will this information be provided?

MDCPS Response: Yes, re-entry is measured 12 months from the date of discharge. Outcome will have to be collected for all youth in the program. MDCPS will provide re-enter data to selected subgrantee(s).

20. In this past we were required to submit (4) copies of our proposal. One original (marked) and three copies (marked) will we still follow this process for this proposal?

MDCPS Response: Four copies including one original (marked) and three copies (marked). Additionally, please refer to Section III, Proposal Format (pages 14-16) for further information.

21. The RFP goes in grave details about scoring in reference to the RFP. Will the proposal agency be notified of the score given on the proposal by CPS, in hopes to making improvements to future proposals?

MDCPS Response: The score will not be provided in the award and non-award letter(s); however, a score can be requested via a public records request at public.records@mdcps.ms.gov.

22. Page 15 discusses local match funds, but it says “if applicable.” Please clarify the requirement for match dollars to be an applicable requirement.

MDCPS Response: Match is not applicable; therefore, it is not required.

23. Page 17. Can MDCPS clarify if a match is required for these services? If so, what is The percentage? If not, should the verification of match funds section be excluded from proposals, since it is not applicable?

MDCPS Response: See #22

24. P. 81. Exhibit N. We assume that the “unit” referenced in the rate proposal form is defined as a day of enrollment in the program (since this payment arrangement is easier administratively for both the proposer and the state, and it allows the subgrantee to do many activities related to helping the family that are not direct contact hours); could we get confirmation that this assumption is correct?

MDCPS Response: Yes

25. P. 55-58 Exhibit C & P. 81. Exhibit N. It is unclear from the RFP what the payment methodology will be; Exhibit C requires a line-item budget and on page 8 the RFP states that “Payment for services will be on a cost reimbursement basis only.” However, Exhibit N on page 81 asks for total costs based on a unit cost and estimated number of units, indicating that the subgrantee will be paid through a “unit” rate that is proposed through this RFP. In our experience, the line item budget reimbursement methodology limits the subgrantee’s ability to have flexibility in starting salaries with new staff; especially with a new contract/program,

this would be a significant challenge to hiring qualified staff. It also hinders the provider's flexibility to move dollars across line item, if necessary. Will the subgrantee be paid at a contracted unit rate or through line-item budget cost reimbursement?

MDCPS Response: Subgrantee will be paid through line item budget cost reimbursement.

- If the unit rate will be the payment methodology, clarification is needed on the definition of "unit" (i.e. daily rate, weekly rate, monthly rate, case rate (e.g. the subgrantee is paid a predetermined lump sum for the entire length of services following discharge), etc.).

MDCPS Response: See #25

- If the payment methodology will be per diem, we are assuming the rate will be paid for every day that the family is enrolled in services. Is that accurate?

MDCPS Response: See #25

- If the payment methodology is weekly or monthly, can clarification be provided on when payment will occur and how it will be prorated for months that the child is not served for the entire month due to admission or discharge (i.e. if it is a monthly rate, and the youth is only served for 3 weeks in a month, would the full monthly rate still be paid)?

MDCPS Response: See #25

26. If rate negotiation will occur after the subgrantee(s) are selected, how will the final rate be determined? If multiple subgrantees are selected, will the rate be the same for all of them, or will they be individually negotiated?

MDCPS Response: Rates will be individually negotiated.

27. P. 81. Exhibit N. Can information be provided on how Exhibit N should be completed?

- What is the definition of a unit? Is the estimated number of units the number of days that the anticipated number of families served will be enrolled?

MDCPS Response: See #25

- What is the anticipated ratio, at any given time, between intensive, step down, and soft support cases?

MDCPS Response: Each family needs are different. The timeframe for services to look different will depend on the family strengths and supports

- We assume that there will be roughly the same number of families receiving soft support and step down services at any given time, and that the number receiving soft support will be higher (since they can be enrolled longer) – if we base our projected total cost on these types of assumptions, where should the assumptions be detailed in the proposal?

MDCPS Response: Please submit any assumptions utilized for unit cost setting in the budget section of your proposal. Please review the service descriptions included in the RFP prior to outlining your assumptions. Step down services and soft support services differ in nature. Those differences may affect your assumptions.

28. Will each case have one identified child/client? Or will the family be the identified client (in the rate proposal form on page 81, the “unit” is identified as “family”)?

MDCPS Response: The family will be the identified client.

29. How many copies of proposals should one submit and how are they to be packaged?

MDCPS Response: See #20

30. Is there a required match?

MDCPS Response: See #22

31. Is there a page limit to the Program Elements?

MDCPS Response: No.

32. Will MDCPS provide any instructions on how many copies of the proposal need to be submitted, if they should be physical and/or digital copies, how they should be bound, how they should be labeled, if tabs should be used, etc.?

MDCPS Response: MDCPS Response: Four copies including one original (marked) and three copies (marked). Additionally, please refer to Section III, Proposal Format (pages 14-16) for further information.

33. Page 10. Section II.B. The RFP states that “Proposers are cautioned that any statements made by the contact or technical contact person that materially change any portion of the Request for Proposals shall not be relied upon unless subsequently ratified by a formal written amendment to the Request for Proposals.” Given that the questions and answers will only be made available one week before the proposal is due, what is the timeline for any formal written amendments being posted? If there are formal written amendments, will the due date be pushed back, in order to allow proposers to appropriately incorporate any changes in their response?

MDCPS Response: Page 10. Section II.C. If any formal written amendments are posted and additional time is warranted based on the nature of the amendment, the proposal due date will be pushed back and posted on the website.

34. Page 16. Section III.B.5.B. Could MDCPS clarify what is being referenced in the following sentence: "All required elements described in Section II shall be included." Is this referencing the "PROPOSAL CONTENT" section, on pages 7-8 (which are part of Section I)?

MDCPS Response: Yes