



QUESTIONS AND ANSWERS

2017 RFP- FAMILY PRESERVATION SERVICES (FPS)

GENERAL INFORMATION UPDATES

Questions?

- ✓ Email: dcfaskrfp@dcf.state.nj.us
- ✓ Main Number: 609-888-7730
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- ✓ Deliver proposal to:
 - 50 East State Street, 3rd Floor, Trenton, NJ

Special Notice: The FPS Appendices-Support Documents Checklist has been modified and shall be posted on our website with this Questions and Answers-Please note:

12. List of Names of Board of Directors

- a. Titles,
 - b. Address and
 - c. Terms
- or- Managing Partners, if an LLC or Partnership

22. Agency By-laws or Management Operating Agreement if an LLC

35. Tax Forms:

Non Profit Form 990 Return of Organization Exempt from Income Tax -or- For Profit Form 1120 US Corporation Income Tax Return
LLC Applicable Tax Form and may delete or redact any SSN or personal information

Changes to Exhibit F – Estimated Minimum Level of Service

The following will be posted with the QA online via the DCF site:

- ✓ Bidder's Conference Power Point presentation
- ✓ FPS Model/Program Manual
- ✓ 12 Month follow-up survey Data Points

Change in page limit change from 25.

Additional pages can be added to the original 25 page limit, **ONLY** if you are applying to provide services in more than one county. You will be allowed 1 (one) additional page for each additional county that you are applying to serve. If you are only applying to serve 1 (one) county, you are not allotted any additional pages.

RFP QUESTIONS AND ANSWERS

1. **We are a provider of FPS services and we receive funding for Family Recovery Services as well as Evaluations and Assessments. In the new RFP, we did not see any mention of funding available for these services. All that is listed are FPS and Step Down counseling services. Please clarify if funding will no longer be available for Family Recovery and Evaluations/Assessments, or if those services can be included as part of the "Step Down" services.**

This is likely to be a separate component in your contract. It is our expectation that assessments and evaluations that are part of the FPS and Step Down intervention, (i.e. NC-FAS assessments) will continue to be funded. Funding for any and all programs that fall outside the scope of FPS and Step Down program are not being addressed during this RFP process.

2. **Does the total Annual level of service include both FPS and Step Down services? How were the Annual and Estimated Monthly LOS derived?**

The LOS provided in Exhibit G is for un-duplicated clients and is inclusive of the Intensive FPS intervention and the Step-Down component. DCF anticipates subset of families who participate in the Intensive FPS intervention will require continued service as part of the Step Down program. Families who are served in Intensive FPS do not get counted again if they move to the Step-Down Program. The Annual LOS was determined based on the number of high risk and very high risk families who present to CP&P in each county; FPS utilization data; and, CP&P and stakeholder feedback.

- 3. Would we have to be physically located in each county that we serve or could we serve at least 2 of the 4 counties from one larger office?**

No. Please refer to pages 8 and 9 of the RFP regarding location of the service. The successful applicant must be able to respond within 1 hour regarding an emergent circumstance.

- 4. We also collect data for our own decision making and provide case management and administrative support from this location. Are we also allowed to expand the roles of key staff in these areas to decrease our cost of providing the required admin and data services for this contract? We would surely dedicate clinicians and support staff to this project, but believe we can save ourselves (and therefore the State) money by leveraging resources already in place.**

Yes. Please consult pages 15 and 26 of the RFP for more information about the Budget Section of your application. Leveraging existing resources (including personnel) is encouraged, so long as "...the budget reflects the annualized expenses and include, in separate columns, total funds needed for each line-including personnel."

- 5. Our question is in reference to the subject of 'reasonable' one-time operational start-up costs. Currently we are renting office space in a facility which closes at 9pm and we do not have physical 24 hour access to the building. We would prefer to utilize the start-up costs to secure a separate building via leasing or purchase, to which we would have 24 hour access to service our families. Would this fit within the scope of reasonable start-up costs? For our further clarification, please define the extent of reasonable start-up costs with examples.**

The FPS model stipulates services be provided primarily in the family's home. It is not clear that 24 hour access to a building is necessary to deliver the service. Applicant should justify and describe how this would be a value added in their proposal.

Purchase of a building is not considered a reasonable startup cost.

Reasonable one-time operational start-up costs may include costs related to the program's implementation, such as transportation, computers etc. The completed budget proposal must also include a detailed summary of and justification for any one-time operational startup costs.

- 6. In a joint proposal, what services would the supporting agency be eligible to provide? Would an agency as the supporting agency be eligible to directly bill the lead agency for services?**

DCF's contract will be with the lead agency. The terms of the agreement between the lead and supporting agency will not be stipulated by DCF; this includes billing arrangements made between the lead and supporting agency. Any agreements or Letters of Intent with respect to a collaboration should be included with your proposal.

- 7. Historically, active domestic violence (with both the perpetrator and victim living in the same home) was a reason to turn back an FPS case. This was not mentioned as a reason for turn back in the RFP. Will this continue to be a reason to turn back the case?**

No. CP&P cases with identified "active" domestic violence, and referred for FPS, will be assessed on a case-by-case basis.

- 8. What information is being requested from the family in the 12 month follow up survey? What is the preferred delivery method for the survey (phone, mail, email)? Is there an allowance for not gathering this information because of the family's contact information changing (ex: moving or phone number changing)?**

The FPS 12 month follow-up survey with families includes data points regarding the child's follow-up status (i.e. preserved in home or other stable setting, in placement via CP&P or other arrangement, voluntary move or other status) and housing location (i.e. foster care, group care, in-home, independent living, rehabilitation facility, with relative, etc.). The survey is administered via phone interview. Diligent efforts must be made by the provider, in collaboration with CP&P, to contact the family and gather follow-up information. Please refer to the FPS Annual Report on the DCF website, regarding the number of families successfully tracked 12 after the intervention.

- 9. Will FPS be required to use NJ SPIRIT? If so, in what capacity?**

FPS providers will not be required to use NJS at this time.

- 10. What is the breakdown for FPS Stabilization and Reunification cases?**

NJ FPS has been primarily utilized in Family Stabilization cases with Reunification cases representing a small percentage of families. DCF does not have a specific breakdown available at this time.

- 11. The RFP states that only one proposal is needed to apply for more than one county. If an agency applies for more than one county, will each county be evaluated separately or is it all or nothing? For example, an**

agency applies for Monmouth, Middlesex, and Mercer. Will the agency be able to receive the award from just Middlesex? Will they be able to receive the award for Middlesex and Mercer? Or do they have to receive all 3 awards to get any of the awards? Also, if a multi-county proposal is considered all or nothing, can an agency write separate proposals for each county for which they are applying?

Each county will be evaluated separately. To respond to your example above, if applying for 3 counties it is possible for your agency to receive up to one award; two awards; or, three awards. If an applicant is applying to serve more than one county, each county will be evaluated separately, **not** all or nothing.

12. What is DCF's time line for announcing the awards?

DCF anticipates making awards by May 2017.

13. Once announced when does the startup timeline start?

Applicants who do not currently have a contract for NJ FPS in the awarded county must have the ability to achieve full operational census within 90 days (please note this differs from what is in the RFP on page 16 which indicates providers have 120 days to be fully operational). Applicants who currently have a contract for NJ FPS in the awarded county, and who will need to hire additional staff to support an increase in their level of service, will also have 90 days to be fully operational.

Applicants should specify implementation timeframes in their proposal, but do not need to indicate to a specific date.

14. What is DCF's plan for supporting current FPS programs if they do not receive the new FPS contract? What is the timeline for closing the current program?

DCF will work closely with previous and new FPS providers to ensure there is continuity in services and the transition of service has minimal, if any, impact on families.

15. What is the expectation of agency vehicles? Are agencies required to provide company vehicles for client transportation? Are vehicles expected to be purchased with the proposed startup budget?

Agencies are not required to provide company vehicles for client transportation. While it is DCF's preference that agencies purchase vehicles, DCF will consider requests to lease vehicles. Agencies shall follow Section 4.6, *Allowable Items of Cost*, number 29, sub 4 to justify any proposed vehicle purchase or lease. The

purchase of vehicles may be covered in the proposed startup budget. Agencies proposing to purchase a vehicle(s) should anticipate what ongoing costs for vehicles will be and include those costs in their annual budget.

- 16. On p. 13 of the RFP for this grant, it states that supervisory staff must have a master's degree or doctorate in social work, 5 years' experience in providing treatment to families, and 2 years of supervisory experience. If a current supervisor has 8 years of supervisory experience and 10 years of experience overall with FPS and has a committed plan for obtaining a masters (including having already applied to a program for the degree), can this person be grandfathered in?**

No. The requirements for education and staff are part of the New Jersey State legislation and are therefore not negotiable.

- 17. Are you expecting providers to pay the interpreter fees for languages other than English and Spanish as well as for families who are hearing impaired? If so, how much of the budget can be allotted to translator services?**

Our expectation is that each provider will be able to serve the needs as presented in the county. The grantee should demonstrate the ability to provide culturally competent services, including but not limited to the utilization of appropriate professional translation services when necessary. DCF and CP&P will demonstrate reasonable flexibility as these needs emerge.

- 18. Regarding outcome number two listed on page 36 of the RFP: Is this outcome measure currently under development? How will FPS obtain the statistical data for this outcome measure as we are not privy to the data regarding client status 12 months prior to referral to FPS?**

The identified outcome measure, regarding fewer substantiated incidents of abuse or neglect, will be monitored by DCF. It is not the responsibility of the grantee to monitor this outcome.

- 19. Please clarify if start-up funds have to come only from accruals? For existing providers who are awarded, where do start-up funds come from since they would not have accruals? How will providers who don't get funded, be paid during the transition? What is reasonable startup cost for existing providers? (Proposed range of 5-10%).**

For new providers (and existing providers who are applying for new counties), start-up funds can be proposed to come from accruals. For existing providers, reasonable start-up costs not to exceed 5% of your operating budget can be included in your proposal. DCF has set aside additional funds for potential

startup funding that will not be covered by accruals. However, funding is limited to \$525,000.00 for all counties and final contract negotiations will need to determine this amount. Existing providers who are not awarded new contracts will continue to get paid to serve CP&P clients until the new provider is in place. DCF will work with providers to see that any transitions are as seamless as possible.

20. Is there a financial formula we should use when calculating the budget, based on the amount of funds available statewide? In order to prepare our budget, we need to know the funding allocation per county. Dividing \$10.5 million by the total statewide Monthly LOS and then multiplying that number by a single county's (ex., Essex) Monthly LOS gives us one figure (\$656,250). Dividing \$10.5 million by the total statewide Annual LOS and then multiplying that number by the same single county's Annual LOS gives us a very different figure (\$855,470). Please post the actual funding allocations.

No funding allocations will be posted. Applicants are asked to propose a reasonable budget to support the services described in the RFP.

21. Will there be state funding for supervisor training? Will there be any state-wide training offered for supervisors or is supervisor training to be developed by each agency?

Agencies are welcome to provide training to their staff and supervisors. In addition, DCF will be investing in NJ FPS training to support supervisors and staff that will be funded by DCF.

22. Regarding credentials for non-supervisory direct service staff, which is preferable: a Master's level individual with no experience, or a Bachelor's level individual with two or more years of FPS experience?

DCF has no preference regarding which set of credentials is prioritized as long as staff providing NJ FPS have credentials required by the legislation referenced in the RFP. DCF relies upon providers to hire qualify staff.

23. Does the Table of Contents count toward the 25 page limit?

No.

24. Can there be additional attachments for the RFP other than the ones listed in Part II: Appendices?

The checklist of required documents has been posted with the RFP Questions and Answers.

25. If applying for more than one county, how/where do we describe county-specific customized aspects of implementation (other than budget)? Should the description for each county be included in the 25 page limit?

Additional pages can be added to the original 25 page limit, ONLY if you are applying to provide services in more than one county. You will be allowed 1 (one) additional page for each additional county that you are applying to serve. If you are only applying to serve 1 (one) county, you are not allotted any additional pages. This additional information may be included as part of the "Program Approach" Section of the application.

26. How did the results of DCF's FPS RFI inform this RFP? If Homebuilders has been at the core of the FPS model; why is it not referenced in the RFP?

The responses received from DCF's FPS RFI were used to assist DCF with developing the NJ FPS RFP. Homebuilders® is a proprietary model and DCF is not under contract with the model developer at this time.

27. How do we access the "NJ FPS Model" referenced here and elsewhere?

The program manual for the NJ FPS Model will be posted along with the QA responses.

28. If applying for two adjacent counties, would provider be allowed to share staff across counties at times when caseload spikes in one county compared to the other?

Grantee should plan to staff each county for the estimated level of service.

29. What are the reporting requirements for FPS Step Down programs?

FPS (intensive and step down program) seek to achieve the same identified outcomes for families. The reporting requirements remain the same throughout the FPS Step Down intervention.

30. Does the budget require each FTE to be listed separately or simply show on one line?

Each FTE should be listed separately.

31. The DCF budget posted online consists of budget categories, yet the narrative of the bid says:

“The budget shall reflect the annualized expenses and must include, in separate columns, total funds needed for each line item, the funds requested in this grant, and funds secured from other sources.”

Do we submit the category budget posted online or do we prepare a detailed budget in Excel showing all line items?

The budget form that is provided for the RFP must be fully completed- a new line should be created for each cost within each line item. A more detailed budget will be completed by those agencies that are awarded.

32. Total amount available is \$10,500,000, there are 21 Counties = \$500,000 per program. Can we submit a budget for more than \$500,000 or is that the maximum funding per program?

Each applicant should submit a budget that is reasonable and meets the needs of the proposed program.

33. Are there any specific time requirements for the program manager, what is the minimum amount of time in each program? Can they be split amongst multiple programs if applying for more than one county?

This is not a required position for FPS, and therefore is up to the applicant to define.

34. It is anticipated that these funds shall be rebid within the next five years? Are we only applying for one year or do we project out to years in the future?

The application is for one year of funding and the budget should reflect the annualized expenses.

35. Who is going to be comprised of the DCF Technical Assistance team?

The Technical Assistance Team is in development.

36. Is the caseload of 8-10 families to be completed over the course of a year?

- a. If not and 8 – 10 families are to be carried at the same time, then if a counselor has 5 cases in the first phase at 5 to 7 hours, are they still expected to carry 8 cases at a time?**

It is anticipated that as families move through the stages of the Step Down program, this will impact the mix of cases and intensity of services. This should be considered as applicants plan Step Down services.

37. In addition to the New Worker Training and Documentation training, will the Safety Training become a requirement for the FPS program?

Safety Training is not currently required as part of the NJ FPS model.

38. Who is responsible for developing the curriculum for New Supervisor Training for FPS? Will it be based on the curriculum from the Institute for Family Development or will the IFD be contracted to provide the training?

FPS Supervisory Training is in development. DCF will collaborate with various partners throughout this process.

39. Is there a specific contact at the Office of Information Technology from whom we can receive approval for the purchase of software?

After an agency is awarded, this will be addressed by the Contracting Unit.

40. Are there any restrictions on the amount of the allowable G&A because of legislative appropriations or federal grant requirements for the pass-through amounts?

No.

41. Is there a reference we can go to for the “State Cost Principles”?

Please refer to our website for this: <http://www.nj.gov/dcf/providers/>

42. It is noticed at Annex A, Service Outcomes Section 2.3 is included for FPS, but the Service Outcomes Section 2.3 is not included for the Step Down program. Is the Annex A, Service Outcome Section 2.3 for Step Down to be included in response to this RFP?

No the outcomes are the same for both.

43. A budget summary page is included on the website – Do we need to provide a full Annex B with detailed names of Personnel and detailed line items for each Budget Category?

No, provide the form requested but add lines as needed to include detail regarding names of personnel, if available, and all other relevant detail.

44. Should this schedule be broken down to detail level naming individuals since we are including resumes in the RFP submission? Or can the detail wait until we submit the Appendix B upon award of grant funds?

Yes.

45. Should our staffing model be based on the annual LOS or the monthly LOS?

Staffing should be based on what the applicant believes is needed to serve the annual LOS.

46. Please clarify that all information connected with the section 4) Budget is provided through attachment and no budget information is expected to be included within the 25 page limit.

No budget information is required within the 25 page limit. A budget narrative is required but does not count within the 25 page limit.

47. Budget spreadsheet is set up to provide costs per category, but the RFP asks for a line item budget. Should we add extra lines for each budget category?

Yes, add additional lines as needed for a successful proposal.

48. Is the Annex Form 2.2 on page below the actual form to be completed for the Annex A and submitted by the agency, or is it a sample form?
<http://www.nj.gov/dcf/providers/contracting/forms/dcpp.html>

This form is not required for this RFP. If you are a successful bidder this form may be required during the contracting phase.

49. Is DCF seeking a Step Down in every county?

Yes.

50. How is strengthening families going to be measured?

The term “strengthening families” was used on page 4 of the RFP and is used in reference to literature cited in support of the intervention. One of the identified

goals of NJ FPS is “The prevention of out-of-home placement by enhancing family functioning...” As part of the NJ FPS model, family functioning is assessed using the North Carolina Family Assessment Scale (NC-FAS).

51. Will the State publicly provide prior to the RFP submission the already collected and aggregated NCFAS data per county and statewide?

No.

52. Can an Assistant Supervisor supervise cases?

This is not a required position for the FPS model, and therefore is left up to the applicant to define within the parameters of the legislatively mandated credentials for direct service workers and supervisory staff. We understand you may have this in the current configuration but applicants need to meet the requirements.

53. What outcomes measurement tools are being considered for use?

Various outcome measurement tools are being considered for use.

54. Since our agency uses outside auditors /licensed public accountant, shall we complete the State of New Jersey Department of Children and Families Notification of Licensed Public Accountant form?

No, not for this RFP phase. If you are awarded this contract you will be asked to comply with this form. This RFP requires the audit.

55. How much of the budget can be utilized for training and certification for a specialty model for appropriate FPS program staff?

If additional training is needed, other than what is provided by DCF, budgets should be created to accurately reflect the needs of an organization to provide the specified service, this includes training.

56. If there is a supervisor providing oversight to multiple counties, how can that be reflected in a county specific budget?

Each county should have specified budget and each FTE should be listed clearly stating how much of their time is allotted to this project by county.

57. Based on the counties applied for and awarded, does the staffing model need to be county specific or can one position have a role in multiple counties?

Each county applied for should be able to stand alone. This means that in the proposal staffing should not be based on a multi-county system but looking at each county individually. This is done to prevent future issues if applicants are not awarded all of the counties that they applied for.

- 58. For the Business Associate Agreement and other documents requiring either the quote, contract, solicitation number shall we use the number for our current contract such as the existing FPS contact or leave blank?**

Please leave this blank or put in the name of the RFP.

- 59. Family Services Intervention, Inc. has been contracted with the state (DCF) for over 35 years, and the W-9 has been provided in the past, do we need to submit it for this present RFP?**

No.

- 60. For Exhibit A and Exhibit B sections in the RFP, there are no acknowledgement of these two exhibits in the RFP, do we still print them both out and include them in the RFP submission, as they relate to commitments post award.**

No. Your CEO signature on the Cover sheet as part of your submission constitutes agreement to these exhibits.

- 61. Are you still requiring the “Acknowledgement of Receipt” for the “NJ State policy prohibiting discrimination in the workplace and procedure for processing internal complaints alleging discrimination in the workplace”?**

No, not for this RFP.

- 62. There is reference to holistic assessments, Please clarify holistic assessments and provide an example.**

In this instance the term “holistic” refers to the combination of formal and informal assessments that are needed in order to provide a clear picture of the family and their needs.

- 63. On Page 10 the short paragraph makes reference to the ongoing collaboration between CP&P and FPS by participating in initial and mid-case conferences. Are you seeking to increase meetings with CP&P workers, in addition to these two conference meeting?**

Ongoing collaboration in this instance is referring to the nature of the relationship between CP&P and the FPS provider. There is not a change in the mandatory number of meetings. It is expected that as many meetings as is needed to support the family in their success will occur.

64. On Page 27 of the RFP, do you want the budgets shown separately for FPS and Step-Down (as has been done in the past), or do you want two separate budgets for FPS and FPS step-down?

The budget for FPS should include the step down component. Please use the “agency wide” 2.4 to show the allocation of staff between FPS and the Step-Down component.

65. Please explain staffing patterns - are you requesting a list of staff and schedules and/or a diagram? Also, please explain what is meant by “include proposed county level teams”.

Staffing should consider the estimated LOS, worker supervisor ratio (for the intensive intervention) in addition to the applicant’s assessment of any additional supervisory support needed to achieve the program goals.

66. Does the Program Implementation Timeline have to be submitted if you are a current functioning program? If so what are the requirements and expectations?

Current providers are required to submit full and complete proposals. A timeline should address the time it will take to meet the requirements of this service.

67. Please clarify what is meant by “Data Motion”.

Data Motion is an example of a web-based secure data exchange platform that is utilized by DCF, it is **not** a data system utilized for FPS at this time.

68. Are there specific evaluation tools that are preferred and/or required?

Currently, the NC-FAS tool is used by FPS programs to measure family functioning. Additional evaluation tools may be identified and utilized as the evaluation process moves forward.

69. Is it a requirement to add a licensed clinical component to the NJ FPS, instead of or in addition to just referring the family to outside licensed clinicians?

No.

70. Is the supervisor required to be 100% devoted to FPS?

Supervisory staffing should consider the estimated LOS, worker supervisor ratio (for the intensive intervention) in addition to the applicant's assessment of any additional supervisory support needed to achieve the program goals.

71. Is the expectation that the FPS Director be full time for the FPS program(s) only, or can the Director assume other responsibilities within the agency?

This is not a required position for FPS, and therefore is up to the applicant to define.

72. Will the new grant cover the fees associated with the North Carolina Family Assessment Scale (NC-FAS)?

Yes, you have to include this in the budget. New providers should estimate \$1,000.00 per license.

73. If you have an existing LOS for FPS and a separate LOS for Step-Down, are we adding those numbers together?

Your Level of Service (LOS) is inclusive of those families that will receive additional Step Down services. Please estimate, to the best of your ability with a clear justification, what percentage of the families that you will be serving (LOS) you anticipate needing additional support through Step Down services. The staffing portion of this is up to the agency. These services are no longer to be separate, we want to combine them.

74. Are we getting Federal or State funding for this grant?

There are both federal and state funds included.

75. Regulations about staffing in this RFP appear to be flexible, but do they still need to be within the regulations?

Staffing for FPS cases, not including the step down, are prescribed through legislation. How the staffing is set up for the step down can be determined, with justification and based on the step down model, by the applicant.

76. Are the 3, 6, and 12 month surveys the same?

Yes.

77. Is it possible for there to be multiple providers of FPS services in each county?

One contract is awarded per county.

78. Is the budget matrix the same as the budget worksheet?

Applicants are required to complete the budget worksheet included in the RFP (see exhibit G).

79. Will the agencies be notified when the QA is posted?

No.

80. Is there a preference for agencies who have experience working with DCF and/or other state agencies?

We are looking for the best proposals. An applicant should include whatever experience they feel best qualifies them to provide this service.

81. Can you describe the evaluation process?

The FPS evaluation is to be determined.

82. Will DCF be collecting NC-FAS data from providers? If so, who will develop the data collection process?

DCF may require this information in the future, but at this time that is still being determined.