

QUESTIONS AND ANSWERS

Residential Treatment Center-IOS-8 Homes

Questions? Email us anytime at dcfaskrfp@dcf.state.nj.us

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1. For the 2 hours per week per child of Nursing indicate in the RFP: it indicates an RN—would it be acceptable to use an LPN that is under the Direction of our Director of Nursing (RN) who would oversee the overall provision of nursing care?

Yes, an LPN under the supervision of a RN may provide the 2 hours per week per child of Nursing as indicated in the RFP; however, it is the preference of CSOC to have a RN perform all nursing duties.

2. Also, if responding for 2 homes of the same population (i.e. 15-17 year olds): would it be acceptable if the homes were next to one another or part of a possible duplex to be able to utilize 1 full time on site Service Director due to the proximity of the homes since it would not compromise the level of oversight needed for residents and staff?

Yes, we shall clarify this requirement as follows: Two homes may have one person serve as Service Director. The two homes must be within 30 minutes from one another but cannot be a duplex, twin-sides or otherwise attached as indicated under question 25 below. The individual in this position must present credentials to CSOC that the person has a Bachelors' degree and a minimum of 5 years documented residential experience. The applicant must describe the plan for oversight of these two homes by one person. If awarded, the provider agency will subsequently need to submit a plan to CSOC for this staffing arrangement.

3. On a similar note if wanting to respond to same populations if a home large enough was able to be secured/built would it be acceptable to have a 10 bed home as a response to the RFP instead of 2 five's ?

No, each home shall serve five youth in a community based home.

4. Please provide examples of what would be considered an independent valid and reliable measure of assessing the required outcome that youth will demonstrate improved functioning.

Provider should research and implement independent measures, in addition to utilizing the CANS that is used by New Jersey for outcome measurement. Please see page 16 of the RFP for expected youth outcomes.

5. Is there a specific form or format that service outcomes need to be reported in terms of "health checks" that need to be used to report status progress and needs to the service community and CSOC?

No, there is not a particular standardized form.

6. What is CSOC looking for in a proposal for population #5?

For population #5, bidders shall demonstrate the capacity to teach independent living skills.

7. When is the proposal due?

All proposals must be submitted by noon on July 29, 2014.

8. How many times should the agency be in contact with the child and family prior to admission?

In order to achieve optimum success, the out of home provider and the case management entities, which may include, Care Management and/or CP&P must collaborate to arrange face to face meetings between the youth and family at least twice prior to the youth's admission.

9. What is CSOC/DCF looking for in terms of trauma being addressed in the proposal?

DCF/CSOC is particularly concerned with the management and treatment of trauma and the sequelae of trauma that affect so many of our youth. Therefore, DCF/CSOC has implemented Department wide trauma informed care. Therefore, all staff including both clinical and non-clinical shall be trained in trauma in order to best meet the needs of the youth and families served.

10. What is a viable plan for the reduction of seclusion and restraint?

CSOC is looking to reduce and eliminate the use of seclusion and restraints Division wide. It is proven that reduction in seclusion and restraints increases a youth's outcomes and decreases re-traumatization. Therefore, providers shall submit a plan on how they plan to eliminate or reduce the use of seclusion and restraints over a period of time.

11. Is a viable plan for the reduction of seclusion and restraints in addition to a narrative response to the vignette?

Yes, providers must submit their plan for reduction in the use of seclusion and restraints as well as provide a narrative response to the vignette. The purpose of the vignette is for providers to demonstrate how they would address a potential scenario that may arise in treating a youth with behavioral and emotional challenges.

12. How often does any agency need to report on the utilization of restraints?

Agencies shall provide CSOC with quarterly reporting on the implementation and utilization of seclusion and restraints. This is additional reporting and is not in absence of reporting such incidents to the appropriate entities.

13. On page 15, bullet #6 - Is CSOC looking for systemized feedback on gaps in service and things that are going well?

Currently, there is not a structured systemized forum for feedback. However, CSOC is requesting feedback with provider agencies regarding identified gaps in the system as well as acknowledging areas of success.

14. Can the program supervisor count in the ratio?

The Director cannot count in the ratio as a direct care staff supervising the youth but may be counted as an additional person in the home as CSOC ratios are greater than that required by licensing.

15. Do all Allied Therapies require licensing or can they have only a certification?

Licensing is required where applicable as per licensing boards. For example, trauma informed yoga is an Allied Therapy but at this point in time, does not require a license.

16. Licensing requires a ratio of 1 staff to 6 youth, but CSOC is requesting something different?

Yes, CSOC's expectations exceed licensing standards. CSOC requires a ratio of 1 direct care staff for every 5 youth, with a minimum of 2 awake staff at all times.

17. What is proper documentation for a youth's education within the local public school district?

The provider shall obtain a letter of commitment from the local school district.

18. Page 34, Discusses identifying area or house with a letter of commitment from the township, what if your agency does not have a location by the submission date for the proposal?

The RFP requires that the home be operational within 120 days of award. Therefore, bidders are strongly encouraged to identify an area of location within their proposal.

19. Are sprinklers or a generator required?

Sprinklers are not required for a 5 bed house.

Installed generators are a requirement and shall function at full house capacity.

20. Is start-up included?

Yes, start-up costs are included and may not exceed 5% of the award. Please refer to page 31 of the RFP for further details regarding start-up costs.

21. Can start-up costs be used for capital improvements?

It depends on what the agency will define as capital improvements. For example, fixing a roof or installing sprinklers would be acceptable. Any additional costs shall be delineated in a separate column within the Budget. Please see page 31 of the RFP for more information.

22. Can an agency use a rental property?

Yes, an agency may lease, rent, or buy a home. This is the choice of the provider agency.

23. How were the populations and regions decided upon?

All populations and locations were based on collected data.

24. How many days should the home be operational?

It is the expectation that all homes shall be operational within 120 days from award.

25. Can two homes be twin sides, a duplex, or in the same home?

No, each program is a separate program and each home must be a separate, free-standing home.

26. Can an agency send children to their partial day program as a part of programmatic requirements i.e. counseling?

Yes, the youth may receive services at a partial care program operated by the awardee. However, an agency is unable to bill separately for use of a partial day program. The per diem rate of \$350 per youth is an all-inclusive rate and there shall be no additional charges for any other services.

27. Is it the expectation of CSOC that each youth will have their own bedroom?

No, it is not the expectation that each youth will have their own bedroom, but is preferred.

28. What are the Service/Program Director requirements?

The Service/Program Director shall have at a minimum a relevant Bachelor's degree and five years' experience working with youth with emotional and behavioral health challenges in a residential setting. The Service/Program Director must also have two years of supervisory/administrative experience, which can be part of or in addition to the base five years of experience. There shall be documented evidence that h/she is being supervised by a higher level professional.

29. How many programs can the Program Director supervise?

The Service/Program Director may serve up to 2 programs that are located in close proximity to one another.

30. If the Program Director has a Master's Degree, how many years of experience in a residential setting is required?

Program Director with a Master's degree will require three years of documented, related experience.

31. Do applicants need to submit multiple proposals if requesting more than one home/population?

Yes, bidders must submit separate proposals for each home.

32. On Page 8, Staffing- states a direct care supervision ratio of 1:5; but it also requires a minimum of 2 awake staff at all times with any number of youth up to 5...?

This requirement ensures that there is always the required staffing ratio at all times and under all circumstances. With any configuration or grouping of children, a minimum of 2 direct care staff is required. To explain, here are some examples- when staff are on an outing with 5 youth, 2 staff are required to be present. When staff are in the house with up to 5 youth who are asleep, 2 staff must be awake and on site. When staff are transporting 3 youth and 2 youth are at the home there needs to be 2 staff with each group of youth. Staff cannot be available on call or by cell phone.