

## **QUESTIONS AND ANSWERS**

### **Pilot of Restructured Supportive Visitation Services in Morris, Passaic and Sussex Counties**

Questions? Email us anytime at [dcfaskrfp@dcf.state.nj.us](mailto:dcfaskrfp@dcf.state.nj.us)

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**1. Regarding post reunification services, what is billable?**

Any in-person home visits are billable.

**2. Are Family Team Meetings (FTMs) billable?**

No

**3. How should no-shows be handled?**

The agency may bill for a no-show if services were rendered as a result of the no-show. For example, in the absence of an actual visit, the agency may help the child debrief about the no-show. If the agency is unable to rebook a visit that was not cancelled in a timely manner, they may bill for the hour. Agencies should present a plan for proactively engaging families to prevent and mitigate cancellations and no-shows. One strategy may include flexibility in terms of transportation--providing transportation to parents instead of a child assuming this is in the best interest of the child. Detailed documentation is required for all no-shows and cancellations as DCF will monitor and track these.

**4. Are court appearances billable?**

No.

**5. What types of assessments are billable (Initial, ongoing, etc.)?**

The agency must present a proposed assessment plan for this to be determined. The initial family assessment and ongoing reassessments are billable.

**6. Is there an expected minimum or maximum number of visits per week?**

CP&P policy requires a minimum of one visit per week for one hour in duration. More frequent and longer visits are often in the interest of the child(ren). A family's court order stipulates frequency as well. Other considerations include the child's age and other needs of the family.

**7. How many families are the providers expected to accommodate?**

It is the agency's responsibility to discuss its capacity for facilitating families, after considering its current capacity and level of service and anticipated additional capacity. Visitation is a core service at DCF and is in demand.

**8. What is the maximum budget/ceiling for billable hours?**

There is no established ceiling currently since this is a pilot program. As part of the pilot project, DCF will develop a better understanding of what a reasonable ceiling may be. Continuation funding is contingent upon the availability of funds in future fiscal years and contract compliance.

**9. Is the goal of the Division to have every family with children in out-of-home placement in this service?**

No. Not all families require or need supportive visitation services.

**10. Are only existing providers in identified counties eligible to bid?**

Yes. If you have an existing cost reimbursement visitation contract in one of the indicated counties you are eligible to bid on services in both catchment areas. You cannot apply if you do not currently provide visitation services in any of the indicated counties, but you may partner with an agency that is eligible to apply.

**11. Are agencies with a current vendor agreement for visitation services eligible to apply?**

No. Only agencies with a cost reimbursement visitation contract that provide services in one of the indicated counties, is eligible to apply. However, non-eligible agencies can partner with eligible agencies to submit a bid together. The lead agency would have needed to attend the bidder's conference and have an existing cost reimbursement contract for visitation.

**12. How should ineligible agencies facilitate partnerships with those who are eligible to apply for this opportunity?**

Agencies can use the bidder's conference as a networking opportunity for building these partnerships.

**13. If an agency has a current contract in Bergen and Passaic counties, what happens to that existing contract?**

Only the agency's contract with Passaic would transition to the fee-for-service model. The agency would be expected to provide the restructured supportive visitation services in only Passaic County since that is where the program is being piloted. DCF will work with the agency to transition their existing contract from cost-reimbursement to fee-for-service over a 6 month period.

**14. If any agency doesn't apply, do they lose their current contract?**

No.

**15. How many cost-reimbursement contracted visitation providers exist in each county?**

There are six visitation providers with cost reimbursement contracts that are eligible to apply for this opportunity including Children's Aid and Family Services, Family Connections, Paterson YMCA, St. Joseph's Children's Hospital, Center for Evaluation and Counseling and Family Intervention Services. Attendance at the bidder's conference was mandatory.

**16. If an eligible service provider is not present at the conference today, can an ineligible provider contact them after the conference?**

Eligible agencies cannot submit a proposal unless they were present at the mandatory bidder's conference.

**17. Must agencies have a current cost-reimbursement contract for visitation in the indicated counties, in order to apply?**

Yes.

**18. Are start-up costs covered?**

Please reference page 10 of the RFP for start-up cost information. DCF will consider reasonable start-up costs needed to operationalize the new model, including items such as vehicles, furniture, car seats, or renovating space. The costs must be included as a separate budget page and as a separate appendix item with a description of each of the proposed costs and an explanation of how the funding will be used.

**19. What is the incentive to transition from current contract to this new program?**

DCF is interested in having a more clearly defined supportive visitation model that will improve the quality of services and improve access to this core CP&P contracted service. Current visitation providers often have wait lists. DCF's commitment to this restructuring of visitation services is part of our overall commitment to modernize our service array to meet the needs of today's families, and we will do so in partnership with providers.

**20. Has the Division spoken with the court system about this program?**

Discussions with the court and other stakeholders are important and will occur as part of the program implementation process after a model is proposed and an award is made.

**21. Regarding the staffing model – are master's level licensed clinicians mandatory?**

Please consult the RFP on page 8 for staffing requirements. The proposed model should include a clinical lead or clinical team, and visitation must be provided or supervised by a licensed therapist. There is some intentional ambiguity regarding specific clinical licensure qualifications to allow for agency flexibility around staffing and leadership. The agency should propose a well-developed staffing model. Employees must be working within their professional scope.

**22. Is there information about the percent of visits facilitated by non-contracted agencies including relatives, resources homes, etc.? How do we better identify the need?**

DCF does not have the requested data. The agency is encouraged to review their current level of service and the data included in the RFP to inform decision-making.

**23. Why can only existing providers apply?**

Since this is a pilot program, the fee-for-service model needs to be tested, and only currently providers are eligible. There may be opportunities in the future which will expand the eligibility criteria. This visitation program is not just about filling slots and meeting visitation requirements. This program is intended to offer children and their families quality, clinically supportive services. This pilot program is intended to develop parental capacity and reduce re-entry into care and repeat maltreatment.

**24. If you have an existing visitation program that includes both therapeutic and supervised visits what happens to the contracts?**

Both supervised and therapeutic contracts would be transitioned to the fee-for-service model.

**25. For cost reimbursement contract restructuring what happens to current clients during the transition?**

Over time, all clients will transition from cost-reimbursement to fee-for-service.

**26. What is the time line to roll out services after receiving proposals?**

Proposals are due December 4, 2015. It is anticipated that by January 2016 contracts will be awarded. Contracts will be negotiated and executed and the implementation process is expected to start in the first quarter of the year.

**27. Can staff transport clients in their personal cars?**

Typically, the provider agency's policy prohibits the use of personal cars due to insurance reasons. The agency should check with their insurance and take liability concerns into consideration.