

QUESTIONS AND ANSWERS

2017 RFP-Pilot SVS Atlantic

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

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Special Notice: The bid due date in the RFP Schedule on Page 19 has been revised and should read:

F. RFP Schedule:

January 17, 2018	Deadline for Receipt of Proposals by 12:00PM
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Target Population

- 1. From page 8: What is the number of youth currently in out of home placement in Atlantic County?**

During November 2017, there were 352 children in out-of-home placement (OOH) in Atlantic County (Atlantic East, 123; Atlantic West, 229).

- 2. What is the percentage of these youth in out of home placements who are placed out of county?**

We anticipate providers primarily working with families in Atlantic County. However, there may be occasions when children are placed out-of-county and the provider may be asked to accommodate and/or work with CP&P to accommodate visits.

- 3. C. Services to be Funded: Supportive Visitation Program Model – Core Activities: 1. Visitation Planning Process: Location, Page 9: Do you anticipate providers working with families outside of Atlantic County? Will visitation be required outside of Atlantic County?**

The expectation is for providers to work with families in Atlantic County. However, there will be occasions when children are placed out-of-county or the biological parent is for some reason not living in Atlantic County. The provider will be expected to work with CP&P to accommodate visits.

4. C. Services to be Funded: Supportive Visitation Program Model - Core Activities 1. Visitation Planning Process: Location, Page 9: For transportation budgeting purposes, how many families annually will be outside of Atlantic County? Outside New Jersey?

Providers will primarily work with families in Atlantic County. However, there may be occasions when children are placed out-of-county and the provider may be asked to accommodate and/or work with CP&P to accommodate visits. Unfortunately, we are unable to provide estimates.

5. What is the number of expected referrals to the provider per week or per month?

DCF anticipates that at least 40 families in Atlantic County will need supportive visitation services each week. The number of families referred and receiving services will change as children enter and exit out-of-home (OOH) care. Not all children in OOH placements require SVS services. While DCF will not guarantee a certain number of families or visitation hours, we anticipate demand for this service to grow, especially if implementation in Atlantic County is successful.

6. C. Services to be Funded: Target Population, RFP Page 8: What is the anticipated average number of families per week per provider?

DCF anticipates at least 40 families will need supportive visitation services/week. Visitation need may vary depending on the number of children in out-of-home placement and their case situation. While DCF will not guarantee a certain number of families or visitation hours, we anticipate demand for this service to grow, especially if implementation in Atlantic County is successful.

7. If only 40 families are currently receiving SVS services in Atlantic County, what are the rest of the families doing about visits as there are over 300 children in out of home placement?

Not all children in out-of-home placement require visitation services by contracted providers. The estimated number of families (at least 40) is based on current contracted levels of service. DCF anticipates increased capacity is also needed as there are families currently on a waitlist for visitation services in the county.

8. Once the family is referred for SVS, is their participation mandatory?

No. However, the agency should discuss in their proposal how they plan to engage families in the program and reduce barriers to participation. Often, visits are court-ordered, but families cannot be forced to participate. The agency should be sure to document all attempts to engage the family.

Core Services/Activities

9. From page 11: In regards to the Post Reunification Services, is the support provided for 6 months post reunification in-person visits that are reimbursed or is that a non-reimbursable activity, such as phone contacts?

If in-person visits occur, they are billable. Phone contact may be required but is not billable activity.

10. From page 14: Are the monthly conference calls with DCPD the same as case conferences referenced on page 11.

No. The monthly conference calls are for teaming activities and will be used to support program development and implementation. The agency may be asked and is expected to participate in individual client case conferences with CP&P.

11. From page 39: Detailed reports to the court are identified as an activity from the provider. Are providers also called into court to testify regarding supervised visits and reunification?

No, providers are not expected to testify in court; however, they may be asked questions about their documentation. Typically, agency reports are sufficient documentation for the courts.

12.C. Services to Be Funded - Supportive Visitation Services Program Model - Core Activities - 1. Visitation Planning Process (page 7 of RFP): What is the anticipated length of service per youth and family?

The number of hours is dependent on the number and age of children and complexity of family history to be gathered in the initial intake and time needed to collaboratively complete the visitation plan. The provider should anticipate a minimum of 1-1.5 hours for each the initial intake assessment and visitation planning meeting.

13. Will the awarded agency be involved with the family's CP&P worker other than the initial referral?

Yes. There should be ongoing communication and collaboration between the agency and the CP&P worker. The agency should contact CP&P after receiving the initial referral to gather additional information about the family, discuss the reason the child is in placement, potential safety barriers to in-home visitation, assist in the visit planning process, etc. The agency should also include CP&P in the visitation planning process and provide documentation in NJSPIRIT and regular progress updates.

14. For siblings in out of home placement in multiple counties, will CP&P assist the agency with transportation?

Yes. In these cases, the agency should work with CP&P to plan and coordinate visitation. Depending on the placement counties, the awarded provider may also partner with other SVS programs.

15. For siblings in out of home placement in multiple counties, could the awarded agency in Atlantic County partner with another agency already contracted with DCF to provide SVS services in another county, for example Essex or Mercer?

Yes. We encourage this partnership.

16. For siblings in out of home placement in multiple counties, could the awarded agency in Atlantic County partner with another agency NOT contracted for SVS services?

Yes, it is possible to partner with other DCF-contracted providers to ensure visits occur. CP&P and/or the DCF SVS program lead should assist in these conversations.

17. Can the visit still be conducted if the parent cancels?

Yes, if the agency brings the child(ren) to the visit, and the parent does not show or cancels, visitation staff should use the allotted visitation time to process emotions/feelings with the child(ren). If there are multiple children the time can also be used for siblings to visit with each other. In these instances, the agency may bill for the in-person visitation.

18. Is the expectation that the visits take place in the parents' home and the agency staff picks up the child and brings them to the parents' home?

Yes, the expectation is that the visit occurs in the least restrictive, more comfortable, safe setting. The family's home is the preferred visitation location unless having the visit in the parents' home would create a safety concern. The agency is expected to transport child(ren) to the visit if other arrangements are not available.

19. Is it expected that agency staff go to the parents' home for the pre-visit, then leave to pick up the child(ren) and then come back to the parent's home for the visit?

No, it is not expected, but it could happen as described. The pre-visit meeting does not have to occur immediately before the visit, but it can. It depends on the case specifics and the family's situation, location, etc.

20. Can you tell us what percentage of visits take place in the parent's home?

No. Data on visitation location is not available at this time; however, the majority of visits by our existing SVS providers take place in the parents' home.

21. Who should determine if it is safe to conduct visits at the parent's home?

The agency, in collaboration with the family, CP&P and any services providers the family is involved with, should determine visit location. Determining visit location is a part of assessment and visitation planning process.

22. Has there been any difficulty with getting children to leave the parents' home after the completion of the visit?

No, the existing contracted SVS providers have not reported difficulty in this area. Preparation and communication are important to ensure visits are successful.

23. If a provider wins and needs an MOU for an affiliate agency, can we do that?

Agencies may include affiliate or partner agreements in their proposal, but they are not required in order to provide SVS. Collaboration between county SVS providers is encouraged.

Staffing

24. From page 10: The Supportive Supervised Visits do not require a clinician as the supervisor. Are they permitted to be Bachelor's level?

Yes.

Training

25.C. Services to Be Funded – Overview/Expectations (page 7 of RFP): How many hours of training will be required for the Rose Wentz Visitation Planning Matrix per staff person? Where will the training be held?

Training details will be finalized once awards are made. Agency should plan for staff to attend a 1-day training in New Brunswick.

Billing/Budget

26. Additionally, I want to verify that the reimbursement rate to the provider supervising a visit is the same whether or not the staff member is a clinician.

Yes.

27. Does the agency begin billing once the child is picked up by agency staff or once the visit commences?

Billing starts when the visit begins. In addition, the pre-visit meeting and post-visit debrief are also billable.