

**Allegheny County**  
**Department of Human Services**  
**Request for Proposals Q&A**  
RFP for Homeless Prevention Services for Child Welfare-Active Families

**June 24, 2019**

**1. How many estimated families would provider serve at any given time?**

We anticipate that the Successful Proposer will serve approximately 900 families per year, which would be 75 families per month. There are five regional child welfare offices, giving each region approximately 15 referrals per month. These Homeless Prevention Services are designed to be short in duration where the Housing Specialist will work with a family to quickly resolve their housing crisis.

**2. Would expectation of 24-hour turn-around time for financial assistance be within the M-F work week only?**

Yes.

**3. Would referral to provider from child welfare be given at the time of eviction warning to allow for early identification?**

When possible, we will try to give time before eviction. However, we may not fully understand a family's circumstances in advance and may not know until a family is served or evicted.

**4. What is the age distribution for parents being referred?**

The age distribution of the caregivers could be from 18 to 88. Caregivers could be grandparents raising grandchildren.

**5. Will there be an allotment of time given for start-up? This would include space accommodations, personnel hiring, equipment, fiscal systems, etc.**

Yes.

**6. With the uncertainty of how much financial assistance will be needed per family, will the provider be permitted to set a budget cap per quarter? If not, what would be the recourse if financial assistance funding runs out before the end of the year?**

We expect the average financial assistance to be \$525 per family with a cap of \$1500 per family. Financial assistance will be considered on a case by case basis and there may be special considerations that cause a family to exceed the cap. Proposers should put financial assistance into their proposed budgets.

**7. With only a one-year grant, what will the criteria be for continuation of the grant into the second year in light of the capacity building needed to implement the project.**

DHS expects to enter into an Agreement with the Successful Proposer for the Contract Services for a term of one year, with the County having the option to renew the term of the Agreement. DHS will negotiate the renewal of the Agreement with the Successful Proposer based on performance and funding availability.

- 8. Are there any specific standards or benchmarks a proposer should use for, “appropriate number of personnel” and “appropriate levels of skills and experience” (noted on page 7 of the RFP) when writing the staff plan?**

In the Staffing section of their Response Form, Proposers should propose the number of personnel and their levels of skills and experience that they feel best meets the Homeless Prevention Services as described in the RFP.

- 9. The RFP says this service is available to 900 families per year. Does this mean DHS expects that 900 families a year will use the service? Or is 900 the number of families served by CYF and eligible for this service, in which case can you estimate the number of families you expect will need this service from the 900?**

DHS expects that 900 families will use the service per year.

- 10. How is a "family" defined for the purposes of this program? Can a "family" served under this program be just one child welfare-eligible young person or do you anticipate that a family is always two or more individuals?**

The family will be determined by the child welfare agency making the referral. A family will not always be two or more individuals and will not always be a biological parent with child(ren). For few examples, a family could be just on parent who currently does not have custody, a relative trying to gain custody, or grandparents raising grandchildren as mentioned in question 4.

- 11. The RFP mentions a total budget of \$1,000,000 to cover staff salaries, benefits, travel, training, financial assistance for families, operating costs and other expenses. Would DHS consider the leasing of a vehicle as an eligible cost?**

DHS will consider all proposed costs for reasonableness and will negotiate final costs with the Successful Proposer.

- 12. Will the funding for this project be provided in advance of services rendered and funds dispersed for family needs related to housing? Or, how will the successful bidder be paid for services provided?**

This will be what we call “program funded.” That means that we have a contract with the Successful Proposer for an annual allocation for services with specified performance standards. The Successful Proposer then invoice us monthly for reimbursement.

- 13. What does DHS see as the ideal caseload size for this team?**

In the Staffing section of their Response Form, Proposers should propose the number of personnel and their caseload that they feel best meets the Homeless Prevention Services as described in the RFP.

- 14. What does DHS see as the referral process? Will referrals be made 24 hours a day?**

The child welfare office will identify a family in need of service and send the referral to the Successful Proposer. A Housing Specialist must meet with the family within 24 hours.

- 15. How long do you envision that a family will be engaged with this service from referral to discharge?**

This service is designed to be brief, with the Housing Specialist working with a family for a relatively short period of time to resolve the housing need as quickly as possible.

**16. The RFP says that you anticipate serving 900 families. What the anticipated level of stay for the homeless prevention services?**

See question 15.

**17. In the budget, it states that you want a breakdown of financial assistance and/or hard goods and services—do we need to have separate line items for the types of financial assistance (e.g., security deposit, utility, first month's rent)?**

No.

**18. Will the financial assistance needs for families require authorization from child welfare, as per the current process for concrete goods?**

Yes.

**19. How many families is a full-time Housing Specialist expected to have on a caseload?**

See question 13.

**20. Will there be levels of service authorized, as with In-Home services?**

Proposers may propose levels of service authorized in their response to this RFP.

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**21. The RFP states that in many cases families will require little or no financial assistance. Is there an estimate of how many of the 900 families that will need financial assistance?**

We do not have an accurate estimate of the number of families who will need the financial assistance. Proposers may make assumptions for the number of families who will need financial assistance when creating their proposed budgets and should describe those assumptions in their budget narratives. DHS will consider all budgets for reasonableness and will discuss and negotiate all final costs with the Successful Proposer.

**22. Does the 24-hour contact standard require the agency to meet face to face with the family or make contact to establish an appointment time and place?**

The Successful Proposer should contact the family within 24 hours and have a face-to-face meeting within 72 hours.

**23. What is the expected service period for each family / follow ups or does the agency include this information in its design?**

As described in the RFP and in question 15, this service is designed to be short in duration. At this time, we do not have exact timelines for service. Proposers may propose service timelines in their proposals.

**24. Are the numbers listed in 2.5 Expected Outcomes Section the actual performance requirements?**

As stated in the RFP, Section 2.5 is a preliminary list of anticipated outcomes to be achieved in the first year of the Agreement with the Successful Proposer. DHS and the Successful Proposer will partner to determine actual performance requirements and the monitoring process.

**25. Will the reduction in delayed reunifications be negotiated with the vendor?**

DHS and the Successful Proposer will negotiate and agree upon expected outcomes.

**26. It is assumed that the agency is required to make payment, 24 hours after the expense has approved by the Program Manager? (Business day)?**

As stated in question 18, child welfare will authorize financial assistance payments. Question 2 says the 24-hour expectation is within the work week.

**27. Can the Successful Proposer be issued an advance payment for rental assistance, concrete goods or other authorized supports?**

Yes.

**28. The RFP requires a high level of mobility and technology; therefore, can those costs be placed in the proposed budget?**

DHS will consider all proposed costs for reasonableness and will negotiate final costs with the Successful Proposer.

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**29. Does this RFP replace the current roster of rental supports provided by CYF and how will expenditures beyond \$1,500 be authorized?**

Yes, this RFP replaces the current roster of rental supports provided by CYF. Child welfare office leadership will authorize expenditures beyond \$1,500 on a case-by-case basis.

**30. How many families do you anticipate needing relocation services?**

We do not have a breakdown of the estimated number of families needing to relocate at this time.

**31. Are moving costs an allowable expense in a family's financial assistance?**

Yes.

**32. Are moving costs included in the family assistance cap of \$1500?**

Yes.

**33. Some of the references that we feel would be able to speak best about our ability to provide this service do not have active email addresses. May we use these references, and only provide a phone number?**

Yes, you can use references who do not have an active email address and provide only a phone number.