

Allegheny County
Department of Human Services
Request for Proposals Q&A
RFP for Coached Supervised Visitation and Visitation Space

March 21, 2016

52.) Do questions #14-16 under “Financial Management and Budget” count in the 10 pages?

No, questions 14 to 16 in the Response Form do not count towards the 10 page limit. You can provide the information requested in questions 14 to 16 as attachments in audited financial reports, the program budget and a detailed budget narrative.

51.) How many referrals will this program start with? Approximation is fine.

Please see question 49.

50.) How many referrals do you expect per month? Approximation is fine.

Please see question 49.

49.) How many months will it take to get to a static caseload of 100 cases?

As described in question 47, Coached Supervised Visitation is a new program from DHS. We currently do not have precise data related to the exact number and frequency of visits that will require this level of supervision. DHS contract monitoring will analyze the quantity of referrals to ensure that a Successful Proposer is not overburdened or underused.

March 18, 2016

48.) Are you anticipating most visits to be conducted in the home or more in another setting?

Staff and stakeholders will be trained to first try to arrange for visits to occur in the family home or another family member’s home before arranging for the visits to occur in a provider’s visitation space. Ideally, visits in the home would be a larger percentage of the visits.

47.) Do you have an estimate of the percentage or approximate number of supervised visits per month that would need to be held in a designated visitation space versus in the home?

Coached Supervised Visitation is a new program for DHS. Therefore, we do not have data that would indicate the percentage of visits in a home versus a provider’s visitation space. A goal for this program will be to collect and analyze data related to these visits.

46.) On the response form it indicates that we need to provide three references who are able to address relevant experience with our organization. Does that pertain specifically to visitation services, and working with this demographic or just to the organization as a whole?

You may provide references you feel will best be able to talk to the strengths of your organization and the ability for your organization to meet the Scope of Services described in the RFP. We are not asking for specific reference requirements for this RFP.

45.) The bottom section of the required Cover Page form states to 'Please check each of the following before submitting your Proposal' and includes the following:

' My firm is registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises'

Can you confirm this box does not need to be checked if an organization is not registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises and will be submitting a MWDBE Waiver Request Form with their proposal package?

If your organization is not registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises, you need to complete a [MWDBE Waiver Request](#) form and you do **not** need to check that box on the cover page. As described in Section 5.1 in the RFP, either a MWDBE Participation Statement or Waiver is required to be submitted with your proposal. For more information about MWDBE requirements, please review the [MWDBE Contract Specifications Manual](#).

March 14, 2016

44.) Should applicants type their responses on the actual RFP Response Form or is this simply the structure for the proposal?

Yes, please type your responses to proposal questions directly into the RFP Response Form.

March 10, 2016

43.) Can you please define what "program funded" means?

A contractor awarded a program funded contract is reimbursed on actual costs incurred for a particular project/program. The program funded contract is awarded for an amount not-to-exceed and the contractor is expected to keep costs within the award amount. This differs from a fee-for-service contract where a contractor is reimbursed based on the number of units of service delivered which can vary depending on the demand for service.

42.) If the funding is for the entire visitation program, how much is expected to be available for this RFP's awards?

Funding is only available for the 4th level of service and will be divided among Successful Proposers.

41.) Is the funding of \$1,321,000 for all 4 levels of the visitation program or is it for the 4th level services only, as outlined in this RFP?

This RFP is soliciting Proposals to provide Supervised Visitation Coaching for families needing only the 4th and highest level of visitation. Therefore, the funding is only for the 4th level of service.

March 8, 2016

40.) What does “appropriate” security look like for level 4 visitation?

a. Does this mean security guards that check people in and wand them?

b. Does it mean 2 or more people are present in the room?

c. Does this mean security cameras?

Appropriate security will vary depending on the circumstances of the case. DHS is not requiring specific measures such as wandering, cameras or a minimum amount of people present in the room. Instead, Successful Proposer(s) will need to determine and provide the measures that best insure the safety of all participants during a visit. Also, Successful Proposer(s) must be able to respond appropriately to a potentially harmful incident if one would occur.

39.) Is the 1.3 million dollars divided by the number of successful providers – or does each provider receive up to 1.3 million?

As stated in question 27, the 1.3 million is the total amount to be divided among Successful Proposers.

38.) What does “institutional” mean? Does that preclude office locations?

An institutional setting, mentioned on page 3 of the RFP, does not preclude an office location. The location must be family-friendly and home-like. A coached supervised visita should not take place in a setting with office furniture. The furnishings should be comfortable and allow families to interact easily.

37.) Are cooking and dining facilities mandatory?

Cooking and dining facilities are not mandatory, but ideal. DHS encourages Successful Proposer(s) to provide them if possible.

36.) What does 195 refer to? The number of kids? The number of families? We are trying to determine workload.

As stated in question 16, 195 is the number of total children with active cases each month. Accounting for sibling groups, approximately 100 families will have active cases each month.

35.) Will families that start with this level 4 visitation and successfully transition to level 3 – keep the same Coach? Or will the FC agency then be expected to supervise visits as outlined in the Contract Specifications Manual?

Similar to what was described in question 32, the coaching relationship is discontinued when a family transitions to level 3.

34.) How many referrals did each of the existing providers receive during the last program year?

As described in question 34, the Coached Supervised Visitation services described in this RFP will be a new program from DHS. Based on similar cases from previous years, there will be approximately 195 children who will need coached supervised visitation services at a given time.

33.) Who are the current providers of Coached Supervised Visitation Services?

DHS' current supervised visitation program does not include a coaching component. We currently do not have providers for the Coached Supervised Visitation services described in this RFP.

32.) Once a case transitions to Level 3 supervision, is the case considered closed for the provider under this contract?

Supervised visitation coaches are only assigned to families needing level 4 supervision. When a family transitions to level 3, the case is considered closed.

31.) Who is responsible for determining whether a family home is safe and suitable for a supervised visit? What is the process for making that determination?

The CYF caseworker is responsible to determine whether a family home is safe and suitable for a supervised visit. CFY will make referrals for a coached supervised visit and indicate the time and location for the visit.

30.) Can rent for space to conduct supervised visitation be charged to this contract?

Rent for space is an acceptable use of funds to be charged to this contract.

29.) Is there a specific or preferred payment unit, e.g. per visit rate?

Similar to what was described in questions 22 and 23, the Successful Proposer(s) will be program funded in year one. Then, DHS may explore moving to fee-for-service and we will negotiate how to bill under the new funding arrangement.

February 29, 2016

28.) The RFP discusses parental and sibling visitation as the primary service. Can the budget be used to provide other services that will strengthen and mend the family bond as well as support the development of foster children?

No, these funds are strictly to provide coached supervised visitation and are not for ancillary services.

27.) Is the \$1.3m awarded to each project or is it divided among all recipients?

The \$1,321,000 is the total funding and it will be divided among Successful Proposers.

February 26, 2016

26.) RFP Section 1.5e (page 5) states to '...stay within the word counts specified in the Response Form.' The Response Form includes a 10 page limit for the 'Requirements' section but does not have specific word or space limits for individual sections under 'Requirements' (e.g. there are no word limitations specified for the 'Organizational Experience' section). Are there word limitations for the individual sections under 'Requirements' or other sections of the RFP Response Form? In addition, are there any other formatting requirements that should be followed (e.g. font size, margins, use of graphics)?

There is an overall limit of 10 pages for the Requirements. There are no word limits on individual sections. Please fill out each individual section with the word count that you feel best fits your needs while staying within the 10 page total limit. There are no other formatting requirements.

25.) A proposal Cover Page is not listed under Attachments in the RFP Response Form. However, it is listed under Required Documents on the Allegheny County Solicitations website. Should a Cover Page be submitted with the application? Also, does the Cover Page have a signature requirement?

Please submit the cover page listed under the Required Documents on the solicitations website (<http://www.alleghenycounty.us/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=6442451153>) with your application. It does not have a signature requirement.

24.) When asking for linguistically appropriate experience, are you asking about bilingual clients and staff? If not, can you further explain what that means?

We want to know how you have addressed language barriers for families who have Limited English Proficiency (LEP) in the past and your organization's commitment to providing services to LEP families moving forward.

23.) Will providers be able to bill if a client does not show up for a visit?

See Question #22. If the program moves to fee for service billing, we will negotiate a rate for no-shows with Successful Proposer(s).

22.) Will billing be based on hourly visits or per visit regardless of length of visit?

The Successful Proposer(s) will be program funded in year one. After year one, DHS may explore moving to fee-for-service.

21.) Should all visits be one coach with an individual family or can a group model be incorporated within the individualized coaching?

The individualized coaching we are seeking is to pair one coach with one family. We are not looking for a group model.

20.) Would a proposer be considered for the contract if the model only focuses on birth to 12 year old children not including teenagers?

This RFP is requesting proposals for service for all ages, including teens. DHS does not want proposals that exclude age groups.

19.) Will visit coaches be involved in the initial decision making as to location, time, and length of visit?

The visitation coach will receive a referral from the child's CYF caseworker with details around the location (or need for location), time, and length of the visit.

18.) The Marty Beyer website does not have specifics in their training for visit coaches as for where/when/cost, etc. Is there any information you can provide in order to budget for the training?

Similar to what was described in question 5, DHS will provide and fund initial training from Marty Beyer for Successful Proposer(s). After the initial consultation is complete, CYF will have trainers who will be

available to provide support on the model. If the Successful Proposer requires additional training, they will have to negotiate those fees with Marty Beyer.

February 24, 2016

17.) Regarding the three required references: Can any of these references be current employees of Allegheny County Department of Human Services?

No, current employees of Allegheny County Department of Human Services cannot serve as references.

16.) Given the volume of cases at 195 individual units of families AND the extensive length of Visit Coaching (9 to 18 months), can you elaborate on how the volume of active cases at any given month would be. My estimation would be close to 100 cases.

DHS estimates that approximately 195 total children will have active cases each month, with some coming into service and others leaving service. Taking into account sibling groups, an estimation of 100 families is accurate.

February 17, 2016

15.) Will all visits occur within Allegheny County?

No- visits will occur at locations that are convenient and comfortable for the family, even if those locations are outside of the County.

14.) Aside from assistance with training, is there any funding available for set up costs? (ie: computers, desks, etc., for new staffing)

Set-up costs are included in the program funded amount. Please identify set-up costs in your budget.

13.) Is mileage for the coach paid separately or included in the program fund amount?

Mileage is included in the program funded amount.

12.) If the visit is to occur in an organization's home like setting, is the organization expected to provide food, diapers, supplies etc... to the family?

No – Successful Proposer(s) are not expected to provide these types of supplies for supervised visits. Families would be encouraged to bring their own supplies to the visit. Appropriate supplies could be something the visitation coach would address with the parents prior to the visit.

11.) Since the proposal is awarded in May, when is the expectation of the start date?

The goal would be to start referring families in summer 2016.

10.) The amount of money that is to fund to proposal, will this be split evenly among organizations that are selected? Will this also evenly distribute the number of cases each organization would serve?

We envision that each Successful Proposer would receive an equal amount of referrals.

9.) What is minimum and maximum of the number of hours each visit will be expected to occur?

A typical supervised visit by a visitation coach would last approximately 1 to 3 hours. The duration may vary depending on the case.

8.) In the cases where there are sibling groups, will siblings visit together with parents or will there be separate visits in some cases?

We would expect most sibling groups to visit together with their parents, but, depending on the family's plan, there could be separate visits in some cases.

7.) It seems as if the visit coach does not provide transportation for the children to the visits, is this correct?

Yes. Visit coaches are not responsible for providing transportation to visits for the children. Transportation, when needed, can be provided by DHS Case Aides.

6.) The visit schedule described proposes maximum of 8 visits per month per child/family, are there times when the expectation will exceed this? If so, is there additional billing that will be allowed?

Yes. We anticipate that there are times that a child/family will require more than 8 visits per month, depending on their family plan. In the event that the number of visits exceeds 8 visits per month, additional billing will be allowed.

5.) The RFP has identified a model for supervised visitation. The RFP will make funding available to get awarded providers trained in the identified model. Upon review of the model's website, it is unclear if there is a trainer the trainer module. Can more information around the training, so providers can develop a budget that addresses not only initial but costs to sustain the program:

a. Is there a train the trainer module? Yes.

b. Are there mandated refresher courses? No, but CYF will have trainers who will be available to provide support on the model.

c. Once trained, are there fees for consultants? The fees for the initial consultation after training is complete from Marty Beyer are built into the training costs that will be funded by DHS. Once that is complete, if further consultation would be required, the Successful Proposer(s) would need to negotiate those fees with Marty Beyer.

4.) The RFP notes that level 4 supervision cases are to be stepped down to a lesser level of visitation supervision. What mechanism has the county identified for tracking the readiness of a case to transition from level 4? And what will be the awarded provider role in the transition?

Similar to what was stated in question 3, there is no tracking tool identified for this measure. The visitation coach will participate as a member of the families' team and will make recommendations regarding the visits and the next steps for the family to move to a lesser degree of supervision.

3.) The RFP states that level 4 supervision cases are to be stepped down to a lesser level of visitation supervision. Knowing that each case is individualized and needs differ from case to case, does the county have any data that could shed light on the anticipated average duration of the assignment period for the level 4 supervision cases?

Each case and each family are different. It would be difficult to quantify this with a number given all the various circumstances found in a case. Ideally, the visitation coach will be working with the family and participating as a team member on recommendations for next steps for the family and the visitation plan.

2.) The RFP states that awarded providers will provide supervision of level 4 supervision cases with the supervision being delivered by a visitation coach. Appendix A attached to the RFP references the different levels of visitation supervision. The appendix notes that the visitation coach can provide supervision for moderate, intense, and overnight supervisions. Clarification is being sought that for the purposes of the RFP only the level 4 (intense) supervision cases are being addressed.

Yes. Per page 6 of the RFP, DHS is only soliciting Proposals to provide Supervised Visitation Coaching for families requiring the 4th and highest level of visitation - supervised/highly structured visits.

1.) Upon review of the RFP, it references in responding to the RFP to make sure that the submission form questions are answered. The posted RFP does not have a form outlining RFP questions. How will this form be provided to interested providers?

The Supervised Visitation RFP Response Form is located on the Solicitations page on the DHS website, in active solicitations, under the RFP description: [http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Solicitations-\(RFP/RFQ/RFI\).aspx](http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Solicitations-(RFP/RFQ/RFI).aspx)