

**DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**DIVISION OF CHILDREN AND FAMILY SERVICES**

**REQUEST FOR BID**

**SAFETY AND IN-HOME SERVICES**

**REQUEST FOR BID**

The Department of Health and Human Services (DHHS), Division of Children and Families (CFS), is issuing this Request for Bid for the purpose of selecting a qualified contractor or contractors to provide the entire continuum of safety and in-home services to children and families identified by the Department. The entire continuum of Safety and In-Home services must be provided. Services may be provided directly by the Bidder, by subcontracts or by a combination of direct service and subcontracting. Bids must designate services to be provided in one or more of the Department's Service Areas (see Appendix). If multiple bids are received for a single Service Area and meet the requirements of the bid, the Department reserves the right to negotiate with multiple bidders.

**INTRODUCTION AND BACKGROUND**

The Nebraska Department of Health and Human Services, Division of Children and Family Services, is responsible for the outcomes of child and community safety, permanency and well-being for children placed in its care and custody by the juvenile court system (court involved) and for children who are determined by the Department to be unsafe and whose families agree to participate in services absent court involvement (non-court involved). CFS provides services to children and youth and their families to address issues ranging from abuse and neglect, dependency, status offenses, and delinquency.

The Mission of the Division of Children and Family Services is to provide the least disruptive services when needed, for only as long as needed to: give children the opportunity to succeed as adults; help the elderly and disabled live with dignity and respect; and help families care themselves, resulting in healthier families and safe, more prosperous communities.

Department Protection and Safety Workers (PSWs) conduct assessments, following Department policy (see Appendix), to determine if a child is unsafe. Juvenile Service Officers conduct assessments, following Department policy (see Appendix) to determine the likelihood of reoffense for youth placed in the Department's custody (HHS-OJS). The determination of safety as related to child safety or community safety may also be made by law enforcement and/or the Court.

Safety plans are developed by CFS staff with the family, providers, and other informal supports to identify the required safety intervention(s) and who will be responsible for the provision of safety services. Each participant in the safety plan is given a written copy of the safety plan within 24 hours.

CFS' philosophy is to utilize Family Centered and evidenced based/promising practices while utilizing trauma informed care principles. CFS seeks to increase the family/community involvement in safety and/or case plans by utilizing both informal and formal supports and services as needed to provide for child/community safety while maintaining the family structure whenever possible.

The current direction within the Department of Health and Human Services (DHHS) is to proceed with a comprehensive children's behavioral health system that addresses the needs of children served by the various divisions of DHHS. A listing of the current services offered by the Divisions of Behavioral Health, Children and Family Services and Medicaid and Long Term Care is also in the appendix. While there is currently a variety of services offered, there is a heavy focus on high-end services and services delivered to the child when placed out of the family home. DHHS is committed to changing the children's behavioral health system. This reform will include designing and implementing a system of care to serve more children in their own homes and provide the right level of service to all children served.

DHHS envisions a future system of care that addresses all levels of out-of-home care, in-home care, early intervention and prevention services for children and their families. DHHS' response to the work of the Behavioral Health Task Force outlines our intent to develop a true continuum of services that we refer to as our "Service Array" (see Appendix). The Service Array pyramid includes services such as foster care with "wrap-around" (second from the bottom layer of the pyramid), but also includes group home care with wrap-around and bio-family care with wrap-around services. The next higher layer of care includes children needing a psychiatric residential treatment facility, in-patient hospital stay, detention or Youth Rehabilitation and Treatment Center. The highest level of care includes the Level 5 or secure care facility currently being developed for children that cannot be safely maintained elsewhere. The pyramid symbolizes DHHS' desire to serve children at the right level of care, in the right setting, for the right amount of time, with the right amount of services and supports. As you can see, the level of intrusiveness/intensity increases as you move up the pyramid (see Appendix).

At the present time, the Division of Children and Family Services has just under 7000 children in its care and custody. Of those children, approximately 4800 (70%) are state wards served in some type of out-of-home care setting. DHHS is committed to serving more children in their homes over the next few years and

will be moving from 70% of children served out-of-home, to 70% of children served in-home with wrap-around services by 2011. (See Appendix).

The Division of Children and Family Services has been working diligently to move children to permanency and prevent them from lingering in foster care. Moving children to permanent placements is clearly in their best interest and at the same time will reduce the total number of children in the state's care and custody.

To accomplish DHHS' outcomes of serving more children in their home and home communities and having fewer children needing to be in state care and custody, we must have a comprehensive array of services that includes early intervention and prevention, in-home services, foster care, and residential treatment. The right service must be provided in the right location and needs to be individualized in order to meet the unique needs of the child being served. DHHS has outlined our "Service Array" pyramid (see Appendix) identifying those services we believe necessary to accomplish our objectives and to assist us in meeting our federally mandated outcomes for children (safety, permanency and well-being).

Additionally, DHHS has already moved forward with beginning to change our service delivery system. In early February 2008, DHHS released a Request for Proposals (RFP) for an Administrative Services Organization (ASO) to manage the care of children's treatment services. This RFP was developed in partnership by the Division's of Behavioral Health, Children and Family Services, and Medicaid and Long-Term Care. Additionally, the Division of Children and Family Services will later this month release an Request for Bid (RFB) for in-home and safety services across the state. The Division of Children and Families is considering the possibility of releasing an RFB for out-of-home care services in the future.

We continue to work collaboratively across the Divisions to coordinate and reform the array of services and service delivery system. In the future you will clearly see a more seamless, more effective and efficient service delivery system.

Regulations for Child Welfare and Juvenile Services are found in Title 390 Nebraska Administrative Code (NAC) [www.dhhs.ne.gov/reg/t390.htm](http://www.dhhs.ne.gov/reg/t390.htm) and Title 401 Nebraska Administrative Code (NAC) [www.dhhs.ne.gov/reg/t401.htm](http://www.dhhs.ne.gov/reg/t401.htm).

A Glossary of Terms is provided in the Appendix.

## **TARGET POPULATION**

The target population is identified as: the child, or children (ages 0 through 18) who are involved in a proceeding in the juvenile court system and placed in the custody of the Department (court involved) for reasons of abuse,

neglect, status offense, and/or delinquency; all whole, half, or step siblings of these children who reside in the same household or are in placement under the care and supervision of CFS; the parents, stepparents, adoptive parents, or caretakers, such as relatives or significant others of the parent of the above children; children and families CFS is assessing for child maltreatment reports; and families in which a child is determined to be unsafe but the family agrees to participate in safety and change services without court involvement (non-court involved).

In 2007, over 6,900 children and youth were in the custody of the Department on any given day. Five thousand four hundred and forty (5,440) were HHS Wards and 1,543 were HHS-OJS Wards. The total number of state wards reached a maximum in April 2006 of 7803. Throughout 2007, 11,203 children were placed in the Department's custody. In addition, child welfare and juvenile services staff conducted 13,990 investigations into allegations of abuse and neglect and Office of Juvenile Services staff conducted 771 OJS evaluations on delinquent youth to determine needs and risk to the re-offend.

## **SERVICES**

The Bidder will describe each service and the research supporting the service as evidence based or as a promising practice for that service. If the service is not supported by evidence or promising practice, the Bidder will note attempts to locate information as confirmation of that position and cite information to support the service and service approach. The Bidder will also describe a system of delivery for the Safety and In-Home Services that assures availability 24 hours a day, 7 days a week, 365 days a year.

Services must be provided in the least intrusive, most effective and efficient method possible. Integration of informal supports in the safety plan process should be encouraged and documented by the Bidder. The Bidder will be responsible for additional supports as needed to supplement these services to keep children and communities safe.

Services include all of the following:

1. **In-Home Safety Services:** In-Home Services involve direct supervision of the children at all times when the parent or caregiver who is or may be responsible for the safety concern is present. In-Home Safety Services are provided in the family's place of residence and are utilized when there is a need for a response to control or manage a child or community safety concern and promote stability in the family home. This is a safety service or supervision service, not a change service. The Bidder will ensure that In-Home Safety Services will available to be provided 7 days/week, 24 hours/day, 365 days/year and will be provided within two hours of referral from by a CFS employee. Documentation of family strengths and

areas of concern related to parental/child interaction observed during direct supervision is required.

2. **Home Supported Safety Services (23.59):** This time limited service, provided in a licensed facility or facilities, provides for care for a child for a portion of the day (up to 23 hours and 59 minutes per day) and supports to the child or family when there is an identified child or community safety concern that requires additional support during a period of time during the day. The facility must be licensed as a child caring agency, group home or licensed child care agency. The Bidder will identify the specific facility or facilities to be used for this service, the age of children or youth to be served, and the programming for children or youth placed. The Bidder will also describe, at a minimum:
  - Early childhood education activities, as developmentally appropriate, for children ages 0-7;
  - Skill acquisition activities related to education, employment, and activities of daily living, peer and community engagement and wellness activities related to mental and physical health as well as recreational activities for children who are school age.
  - Services to the family of the child placed will include family team meetings, support for family problem solving, mentoring and support groups, and, when indicated by CFS, parenting education.
  - Transportation to and from schools located within a 25 mile radius from the facility.
3. **Residential Safety Services:** This time limited service, provided in a licensed facility or facilities, provides care for a child and supports to the child or family when a child cannot be safely maintained in their own home with an in-home safety plan and the non-custodial parent (if one exists) or any other adult caregiver known to the child cannot or is unable to care for the child and assure the child's safety issues. The facility must be licensed as a child caring agency, group home or licensed child care agency. The Bidder will identify the specific facility or facilities to be used for Residential Safety Services, the age of children or youth to be served, and the programming for children or youth placed. The Bidder will also describe, at a minimum:
  - Early childhood education activities, as developmentally appropriate, for children ages 0-7;
  - Skill acquisition activities related to education, employment, and activities of daily living, peer and community engagement and wellness activities related to mental and physical health as well as recreational activities for children who are school age;
  - Services to the family of the child placed will include family team meetings, support for family problem solving, mentoring and support groups, and, when indicated by CFS, parenting education.
  - Transportation to and from schools located within a 25 mile radius from the facility.
4. **Family Engagement Services:** This service includes the development of a written family genogram and ecomap with the involvement of family members on a form provided by the Department. The genogram must

identify both set of parents (if known) and extended relatives for three generations, whenever possible. The Bidder will notify and involve the non-custodial parent and meetings will occur in a flexible manner to accommodate the family's schedule including the use of email, webcams, telephone/video conferencing and other technologies to afford family participation. The Bidder will also develop a written ecomap for each family/household. The Bidder will submit the genogram and ecomap electronically in a manner in which they can be stored in the CFS program case for the specific family.

5. **Intensive Family Preservation Services (IFP):** Intensive Family Preservation services are designed to improve family functioning through skill acquisition in the areas of parenting, communication, behavior management, life skills, and community engagement for supportive services to meet the family's needs. IFP services have been shown to be an effective, cost efficient intervention method to provide services to families in their family home and community when children are at imminent risk of being placed out of the home and the child's safety or safety of the community can be maintained with the child remaining in the home. IFP builds on the strengths identified in the family and assists with the necessary skill acquisition by family members to ensure safety, permanency, and well-being of children in the family home and community. IFP services typically have the following:
  - Immediate response within 24 hours
  - Accessibility of staff 24 hours a day, 7 days a week
  - Small caseloads
  - Intensive interventions
  - Service delivery in the family's home and community
  - Usually short-term services Family utilizing informal supports as demonstrated by linkage to community resources/supports
  - Family driven interventions as evidenced by a plan that identifies outcomes, strengths, needs and strategies developed by the family.
  - Outcome focused as evidenced by pre and post testing measure of family functioning.
  - Demonstration of skill acquisition by parents and/or children.
6. **Family Support Services:** Family Support Services provide skill development/acquisition to a child's parents or caretakers or to youth who are adjudicated as delinquents or status offenders. Family Support Services for parents or caretakers emphasize areas such as parent participation in child-directed interactions, use of positive social praise, and introduction of parent-directed activities including daily living activities of parenting such as bedtime rituals, toilet training, curfew, consequence, chores, etc., use of appropriate coping skills to manage the parents'/caretakers' behavior, appropriate discipline and specific interventions under the direction of the CFS case manager via the safety plan and/or the case plan. Following parental "mastery" of skills taught and demonstrated, specific skills are further taught that establish a nurturing and secure relationship while increasing a child's pro-social behavior and decreasing negative behavior. Family Support Services for

youth who are adjudicated as delinquent or status offenders emphasize areas such as social and relationship skills and use of appropriate coping skills to manage his/her behavior. Family Support will be provided primarily in the family home but may also be provided in the child's school, or other appropriate location. Family Support Services also provide the supervision required to control and manage safety concerns identified by CFS.

7. **Visitation/Supervision:** Visitation/Supervision services provide for supervision of the interaction between a child(ren) and his/her parent(s) as part of a Safety Plan and/or court order. This service is provided for visits when a child has been placed outside of the home or for supervision of the parent and child interaction when a child has not been removed from the home but safety must be controlled and managed. Supervision may occur in the family's home, the child's school, the out-of-home placement if the child is placed out-of-home, or other appropriate location as directed by the child or youths worker. The service may include accompanying the child and/or family to court when the child requires 1 to 1 supervision during transportation and may include supervision to allow for a child's participation in family significant events such as weddings, funerals, graduations, etc. Documentation of supervision indicating strengths and areas of concern related to parental/child interaction and/or sibling interaction is required.
8. **Electronic Monitoring/Global Positioning System (EM/GPS):** This is a time limited service provided to youth whose behaviors put themselves or community safety at risk. The service allows the agency to locate youth whom the family/caregivers cannot or may not be able to locate due to a history of run away behaviors from their family/placement. EM/GPS should be utilized for short periods of time to ensure stability with the youth in order to provide rehabilitative services to them. Services include equipment inventory and maintenance, installation, tracking records and tracking record archival. The service must comply with specific parameters established by CFS for each youth and the Bidder must provide a response when those parameters are breached. The Bidder will describe the use, application, tracking, monitoring of Electronic Monitoring/Global Positioning Systems and response time to noncompliant youth including notification to CFS when youth are not able to be located within 2 hours of incident.
9. **Tracker services:** Tracker services provide an adult individual (Tracker) who provides follow-up on a youth's daily activities outside of the family home to ensure compliance with the rules of behavior outlined by their parent/caregiver or by their Conditions of Liberty or case plan. Tracker Services are available for youth adjudicated as delinquents/status offenders. Examples include assuring that curfew is met, the youth attends school, the youth meets employment requirements, etc. Collateral contacts with school, employers and other responsible adults are required and will be documented.
10. **Drug Screening and Testing (DST):** Drug screening and testing are conducted on youth who are adjudicated as delinquent and their offense

is related to substance abuse usage. This service will replaced Urine Analysis services conducted by third parties for youth identified by CFS. Drug screening and testing will be provided at a testing site or sites identified by the Bidder. Youth will be identified to participate on a random, irregular and rotating basis determined by the Bidder. The Bidder will propose policies and verification of testing results. Verification of testing results will be conducted by the Bidder at the request of CFS. All verification must be conducted by a provider approved and/or credentialed by the Division of Medicaid and Public Health. If a youth is participating in a substance abuse service then DST should be provided as part of the treatment plan and is funded by the Division of Medicaid.

11. **Respite Services:** Respite services provide a short term intervention providing temporary relief from highly emotional situations to allow time for the child and/or family to calm down. Respite services can be provided in family home or outside of the family home based on the specific needs of the family. The family will re-engage following the respite period to address the identified needs and to ensure safety and stability to the child and/or community. Respite is normally provided through the informal support network of each family. In situations where the informal support network does not exist, formal respite may be utilized as follows:

- Crisis Respite Services: respite for periods lasting no longer than 72 hours in crisis situations. Respite services include work with the family to develop an informal support network that can be accessed by the family once CFS is no longer involved with the family to assure the optimal opportunity for sustainability once CFS is no longer involved with the family.
- Planned Respite Services: respite for periods lasting no longer than 16 hours or less at one time as part of a plan to support resolution of moderate emotional situations. Planned Respite Services can not be utilized more than 12 times per year. Respite services include work with the family to develop an informal support network that can be accessed by the family once CFS is no longer involved with the family to assure the optimal opportunity for sustainability once CFS is no longer involved with the family.
- Families who require a higher utilization of respite services or who experience multiple crises requiring Crisis Respite Services should be assessed for a more appropriate intensity of intervention services.

**SERVICE SYSTEM MANAGEMENT:** The Bidder will propose an overall service system management approach and methodology that will best meet the requirements as defined by the RFB. The goal of the Bidder's management of all Safety and In-Home services is to keep children safe and avoid both unnecessary removal and unnecessarily long separations from family in out-of-home care. All service programs will share the values, beliefs, and program characteristics outlined below:

- Safety for children is the highest priority;

- Safety of the community is the highest priority in cases involving youth adjudicated as delinquent;
- The child's family is the focus of service;
- Services work to promote family as the first priority permanency option for children;
- A child's education, physical and mental health needs are met;
- Family and community connections will be maintained whenever possible;
- People can and do change;
- Family Centered practice basic values, beliefs, and principles guide the work;
- A crisis is an opportunity for change;
- Do no harm.

A major factor in the success of Safety and In-Home services is the immediate response of the provider to engage the parent/child in agreeing to participate in the service(s) to address the issues of child and/or community safety, permanency, and well-being. The service provider must be available as agreed to in the written safety plan and/or case plan developed by CFS with the family. The Bidders should propose a project approach that incorporates the responsiveness of the Bidder to meet the needs of children and families, in the least intrusive manner possible, in the Service Area or Areas identified by the Bidder. The Bidder must also describe:

- A plan to provide services throughout the Service Area or Areas to any family referred by CFS as meeting the definition of the target population. For each service, the plan must include whether the Bidder will provide the service directly or through subcontracting. If subcontracts are proposed, the Bidder will provide the name and location of each sub-contractor and documentation of the potential sub-contractor's willingness to provide the service should the Bidder be awarded a contract.
- A coverage plan indicating how the Bidder intends to provide services to children and families within 24 hours of accepting the referral.
- A training plan for staff to include initial and on-going training on: the evidence based model(s) selected by the Bidder to ensure program fidelity; understanding the child welfare and juvenile services systems to support child and community safety, permanency and well-being; service/resource availability within communities located in the Service Area or Areas served; understanding the needs of special populations. The plan must include training of new staff due to turnover.
- A quality assurance and data system plan to assure program fidelity to the evidenced based models selected and data collection related to family functioning and Bidder performance related to the Federal CFRS outcomes.
- Agreement to coordinate and cooperate with Family Group Conferences, Expedited Family Group Conferences and Mediation as directed by CFS.
- Agreement to work cooperatively with the Administrative Service Organization (ASO) to be selected by the Nebraska Department of Health and Human Services through the Request for Proposal released on February 1, 2008.

- a plan for educating DHHS staff, attorneys, advocacy groups and the courts about the benefits of Safety and In-Home Services and the specific services provided by the Bidder.

**ACCREDITATION:** Preference will be given to Bidders which are accredited or plan to obtain accreditation within 2 years. Accreditation through one of the following accreditation bodies will be accepted:

- Council on Accreditation (COA) - accreditation in all of the following areas: child protective services, family preservation and stabilization services, foster care services or kinship care services.
- The Joint Commission (JCAHO) under the Behavioral Health Care service category.
- Commission of Accreditation of Rehabilitation Facilities (CARF) under the Child and Youth Services category

### **LICENSURE**

Services provided and the staff who carry out the services to meet the requirements of this RFB, must meet all applicable State of Nebraska licensing requirements including those required for scope of practice and those indicated by the evidence based service model(s) identified by the Bidder. Home Supported Crisis/Safety Services and Residential Crisis/Safety Services must be licensed as a child caring agency, group home or licensed child care agency. The regulations for licensure can be found at

<http://www.dhhs.ne.gov/reg/regs.htm>

### **ADDITIONAL STAFF REQUIREMENTS**

In addition to staff requirements to meet licensing requirements or service model integrity, the following staff requirements must be met:

1. A Bachelor's Degree is required for persons to provide family support services to families.
2. The Bidder must ensure that all staff having direct contact with children and their families have background checks to include a check of the following registries: the Sex Offender Registry maintained by the Nebraska State Patrol; the Nebraska Child Abuse and Neglect Register; the Nebraska Adult Abuse and Neglect Register; Criminal records check by the Nebraska State Patrol; and the Department of Motor Vehicles. In addition, the Bidder agrees to perform out-of-state background checks on all newly hired employees, interns, and volunteers who have resided in Nebraska for less than two (2) years if it is foreseeable that the individual may have contact with youth during the course of providing direct services in the performance of this Contract. If an individual's prior State does not maintain the required registries, the Bidder shall complete a criminal background check in the cities, counties and states of previous residence. The Bidder will maintain all background check documentation in staff personnel records. The Bidder will provide a listing of staff names to the Department with a statement that all required background checks

have been completed. The listing will be provided to the Department every 6 months, or upon request by the Department.

3. Transportation Driver Standards: When transportation is required to deliver defined services, the Bidder will ensure, at a minimum, that a driver:
  1. Age 21 or older;
  2. Possesses a current and valid driver's license;
  3. Has successfully completed a defensive driving course sanctioned by the National Safety Council or similar agency;
  4. Has no more than three points assessed against his/her Nebraska driver's license, or meet a comparable standard in the state where s/he is licensed to drive;
  5. Currently has no limitations that would interfere with safe driving;
  6. Uses seat belts and child passenger restraint devices as required by law;
  7. Does not smoke while transporting the client;
  8. Will not transport the client while under the influence of alcohol or any drug that impairs the ability to drive safely;
  9. Will not provide transportation if s/he has a communicable disease which may pose a threat to the health and well-being of the client;
  10. Will have and maintain the minimum automobile liability and medical insurance coverage as required by law; and
  11. Will report disqualification from any Department program for intentional program violations.

### **ADDITIONAL REQUIREMENTS RELATING TO TRANSPORTATION**

In addition to staffing standards relating to transportation, the Bidder will ensure that the driver has immediate communication with the Bidder at all times when transporting the Department's youth and that the following standards are met in the transportation of children or families in relation to the services.

Vehicle Standards: The vehicle used must be:

- Currently licensed and registered as required by law;
- Kept at all times in proper physical and mechanical conditions;
- Equipped with operable seat belts, turn signals, lights, and horn;
- Equipped with proper child passenger restraint devices as required by law when transporting children; and
- Equipped to provide comfortable temperature and ventilation conditions.

Restraint Standards:

- The Contractor agrees to provide and use safety belts and child safety restraints for all passengers in accordance with Nebraska State Statutes including but not limited to:
- All children up to six years of age being transported by such vehicle use a child passenger restraint system of a type which meets Federal Motor Vehicle Safety Standard 213.

- All children six years of age and less than nineteen years of age being transported by such vehicle use an occupant protection system.
- No mechanical restraints will be utilized in the course of the provision of transportation.

### **QUALITY ASSURANCE AND UTILIZATION MANAGEMENT/REVIEW**

The Bidder will describe its quality assurance and utilization management/review system. The system described must, at a minimum, include the following elements:

- Request of services - date and time
- Response of service provider - date and time
- Intervention requested
- Location of service
- Length of service
- Criteria met for services
- Status of all required documentation, comments or notes, as appropriate
- Outcomes of services delivered

The Bidder will submit proposed referral criteria for services based on the evidenced based/promising practice model selected and the targeted population indicated by that model. The Bidder will identify the method selected to monitor the outcome of the services of Intensive Family Preservation and Family Support/Visitation. It is suggested that the monitoring should be conducted with the utilization of a family functioning scale described by the Bidder which includes pre and post testing of the family related to the service provided such as the North Carolina Family Assessment Scale (NCFAS).

The Bidder will describe the quality assurance system that will be used to ensure fidelity to each evidence-based or promising practice based service model selected.

The Bidder will require that all subcontractors meet the same requirements as outlined in the RFB for services or activities carried out in response to the RFB. The Bidder will describe how the Quality Assurance system will assess the subcontractor's performance. The Bidder remains responsible for outcomes and performance regardless of whether services or activities are subcontracted.

The Bidder will describe how it will respond to any systemic deficiencies in quality or system operations identified by the Bidder or by CFS.

### **REPORTS**

The Bidder must ensure that they will provide, electronically, monthly performance reports based on the Federal outcomes of safety, permanency, and well-being and based on community safety outcomes on a format agreed to by CFS. Please refer to CFS outcome measures located in the Appendix.

The Bidder will work with the Department to define how data collection will be used to measure Bidder performance for CFS outcomes. Performance data will be shared with the public via the DHHS website.

The Bidder should be aware that the Department embraces a philosophy of continuous improvement. As improvements are made, changes may be made, for example, in the presentation of family progress reports to the courts. The Bidder should be aware that these improvements may result in direction or changes in direction regarding specific reporting that impact the Bidder.

### **COST PROPOSAL**

The cost proposal will identify the anticipated rate of service for each service provided. The Bidder will provide a detailed description of how the rate for each service was determined including service costs and administrative costs using the form provided in the Appendix. The cost proposal will identify a 10% match by the Bidder to include cash and/or in-kind contributions. Proposals supporting outcome achievement and low cost will be viewed favorably.

### **INCENTIVES AND PENALTIES**

Upon award of the contract, the Department and the Bidder will negotiate a system of financial incentives and penalties tied to outcomes and performance.

### **BID REQUIREMENTS**

The Bidder will submit a proposal that addresses the information and requirements contained within this RFB. At a minimum, the proposal will contain information specific to all of the following requirements:

#### **General Requirements**

1. The Bidder will identify the Service Area or Areas to be served.
2. The Bidder will provide an overall description of their proposed evidenced based model(s) for specific services as outlined in the RFB. Include unique or innovative features and advantages/benefits to DHHS. Provide specific examples of how the Bidder has incorporated the concepts of cultural diversity and the culture of poverty into its daily operations.
3. The Bidder will describe operation of a toll-free number for CFS staff to refer children and families for safety services 24 hours per day, seven (7) days a week, and 365 days a year.
4. The Bidder will describe how it will determine and secure the adequate number of staff necessary to ensure access to the Safety/In-Home Services on an ongoing basis without delay. The Bidder will further describe how it will accommodate any increase in eligible participants over time resulting from a shift from residential-based services to community-based/in home services. The Bidder will indicate the

- programmatic and technological capability of maintaining an adequate network for the identified Service Area or Areas served.
5. The Bidder will describe a plan and methods to ensure consistency in the person(s) providing a service to a child and family.
  6. The Bidder will acknowledge their agreement to accept the CFS participants without reservation or bias towards any person's needs. Include any written procedures that will indicate their commitment to this requirement.
  7. Participants are often assisted by legal representatives, advocates, child welfare and juvenile service Bidders, school personnel, judges, county attorneys or CFS staff in the identification and mitigation of safety concerns. The Bidder must describe their ability to work with participants and others who are legally, or otherwise, responsible for assessing the mental health/substance abuse needs of a family.
  8. The Bidder will provide training to their staff at hiring and on an annual basis thereafter on abuse and neglect issues and the reporting laws regarding abuse and neglect in the State of Nebraska to ensure that staff will be able to detect and promptly report suspected abuse or neglect to CFS and/or law enforcement.
  9. The Bidder will provide certification of insurance coverage in the minimum amounts as indicated in the Appendix.
  10. If the Bidder is accredited as defined within the RFB, the Bidder will provide the name of the Accrediting body, the type of accreditation, and the length of time of accreditation. If the Bidder plans to seek accreditation, the Bidder will provide the name of the Accreditation body and the type of accreditation the Bidder plans to apply for.

#### Service Requirements

11. The Bidder will describe its capacity to be able to respond to a crisis situation within 2 hours of receipt of the call including the provision of In-Home Crisis/Safety Family Support Services.
12. The Bidder will establish protocols for coordinating safety intervention services and an urgent crisis response to children and families approved for services funded through the terms of the contract.
13. The Bidder will have a plan to provide for Safety/In-Home services listed in the RFB.
14. The Bidder will describe its ability and capacity to monitor compliance of the family with the Safety Plan when providing Safety Services in the family home.
15. The Bidder will be able to document strengths and concerns related to parent/child interactions using an evidenced based intervention model for each Safety/In-Home service they propose.
16. The Bidder will ensure the provision of the selected Intensive Family Preservation model within the licensing standards in the State of Nebraska.
17. The Bidder will ensure that IFP services are provided primarily in the family home.

18. The Bidder will assure that IFP staff is available to the family 24 hours a day, 7 days a week, with a backup person identified if the assigned staff is not available.
19. The Bidder will ensure that IFP services utilize cognitive/behavioral strategies.
20. The Bidder will ensure that Family Support Services are provided primarily in the family home.
21. The Bidder will describe the consultation that will be available to CFS staff related to services, activities, progress and outcomes for children and families served. Consultants will hold a Masters Degree in Social Work or a Human Services field and will have experience in providing Safety and In-Home interventions.
22. The Bidder will submit a plan to provide pre and post testing through a validated instrument to measure skill acquisition in parents/children.
23. The Bidder will describe how drug screening and testing services will be provided in a testing site through a random selection of youth ensuring a verification process approved by the Division of Medicaid/Public Health.
24. The Bidder will describe the use, application, tracking, monitoring of Electronic Monitoring/Global Positioning Systems and response time to noncompliant youth including notification to CFS when youth are not able to be located within 2 hours of incident. The service must comply with specific parameters established by CFS for each youth and the Bidder must provide a response when those parameters are breached.
25. The Bidder will describe how it will ensure that transportation requirements, including driver requirements, will be met.

#### Quality Assurance Requirements

26. The Bidder will provide a brief description of their definition of quality assurance and quality improvement, and describe how they intend to implement quality assurance/quality improvement internally with regard to safety/in home services effective with the Contract Begin Date.
27. The Bidder will develop and implement tools to measure service effectiveness.
28. The Bidder will develop and implement a customer satisfaction survey within 90 days of implementing the contract to assess the satisfaction of CFS staff. The survey will be submitted to and approved by CFS prior to release.
29. The Bidder will work with the Department to define how data collection will be used to measure Bidder performance for CFS outcomes. Performance data will be shared with the public on the Department's website.

#### Family Centered Practice Requirements

30. The Bidder will describe the involvement of families and youth in the management, implementation and evaluation of the system of services and of individual services.

31. The Bidder will submit a plan to ensure family involvement such as parent education, mentoring, support groups with their residential and home supported services.
32. The Bidder will have a plan to ensure consistency in person or person(s) directly providing visitation services to a family.
33. The Bidder will describe a method to identify community sponsored resources/services available to meet the current and future needs of the child/family.
34. The Bidder will identify informal and community based supports that the family can access once CFS is no longer involved.
35. The Bidder will utilize one plan for each child/family.
36. The Bidder will develop and implement a child/family satisfaction survey process. The survey will be submitted to and approved by CFS prior to release.
37. The Bidder will develop and implement a process for documenting, tracking and monitoring of family involvement.
38. The Bidder will develop and implement tools to assess effectiveness of family involvement.
39. The Bidder will develop and implement a process to ensure communications are culturally and linguistically competent.

#### Reporting Requirements

40. The Bidder will maintain a list, updated weekly, of all available staff/programs by geographical location, disability population access, and cultural and linguistic competencies.
41. The Bidder will provide web-enabled transaction capabilities to DHHS for submission of safety plans/case plans/progress reports.
42. The Bidder will submit all proposed pre and post testing criteria to CFS for its consideration and approval.
43. The Bidder will send reports regarding compliance and monitoring of safety plans, service provision and progress reports to the CFS caseworker and others as indicated by CFS. CFS will review and approve the format and language for the safety compliance and monitoring process.
44. The Bidder will describe a system to track the following elements as part of the utilization/management review:
  - Request of services date and time
  - Response of Bidder date and time
  - Intervention requested
  - Location of service
  - Length of service
  - Criteria met for services
  - Status of all required documentation, comments or notes, as appropriate.
45. The Bidder will ensure that service outcome and utilization data will be provided monthly to DHHS by intervention service type.

46. The Bidder will develop a system to track and monitor spending outcomes by in-home and safety intervention service type as it relates to CRFS outcomes.
47. The Bidder will develop and implement a secure process for sharing safety services information to CFS.
48. The Bidder will develop and utilize a management information system to track crisis response for face to face with a family by periods of less than two hours as well as the response time upon acceptance of a referral.
49. The Bidder will conduct geomapping of services/resources/staff to provide safety intervention services to identified children/families by CFS.
50. The Bidder will identify resources, and gaps in resources.
51. The Bidder will identify emerging trends (population, fiscal, etc.).

#### Training Requirements

52. The Bidder will describe a training plan for staff to include initial and on-going training on: the evidence based model(s) selected by the Bidder to ensure program fidelity; understanding the child welfare and juvenile services systems to support child and community safety, permanency and well-being; service/resource availability within communities located in the Service Area or Areas served; understanding the needs of special populations.
53. The Bidder will submit a plan to provide open forums to educate/inform the courts, attorneys, Foster Care Review Board, advocacy groups, etc. about Safety and In-Home Services and the specific services provided by the Bidder.
54. The Bidder will submit a plan to conduct at least two forums annually, in the Service Area or Areas included in its' bid, on evidenced-based practice and family driven care concepts. Families and youth will be included in the planning and delivery of the forums. Participants invited must include families, youth, community and DHHS
55. The Bidder will submit a plan to conduct at least two annual training sessions in person or via webinars to the proposed Service Area(s) included in its bid, for CFS staff including Protection and Safety Workers, Juvenile Services Officers, and CFS attorneys regarding the terms of and implementation of the contract.

#### **PROPOSAL REQUIREMENTS**

The proposal format will include the following clearly identifiable sections:

1. An Executive Summary
2. General Requirements
3. Service Requirements
4. Quality Assurance Requirements
5. Family Centered Requirements
6. Reporting Requirements
7. Training Requirements
8. Cost Proposal

The Bidder will submit a proposal that addresses the information and requirements contained within this RFB. At a minimum, the proposal will contain information specific to all of the Bid requirements with reference made clearly to the requirement number.

The Bidder will also indicate, with each service or administrative activity provided in response to this RFB, which services or activities will be performed by the Bidder and which will be performed by a subcontractor or subcontractors.

Proposals that do not address these minimum proposal requirements or that do not clearly indicate the requirement number will not be accepted for further consideration:

**APPENDIX:**

The Appendix to this RFB includes the following:

- Department of Health and Human Services Service Area Map
- Federal and State Outcome Goals
- Service Array Diagram
- Administrative Memo #1-2008
- Nebraska Safety Intervention System (NSIS) Policy: Safety Assessment
- Nebraska Safety Intervention System (NSIS) Policy: On-Going
- Glossary of Terms
- Insurance Requirements
- Derived Placement Report Raw Data Calendar 1-08
- Derived Placement Report by Age and Service Area 2006 to present
- Statewide and Service Area Entry/Exit Data June 02 to present
- CAN Intake Trends
- Paid Claims by Service Type
- Nebraska Lifespan/Respite Network Brief
- Nebraska Respite Network Contacts
- Cost Proposal Form