ITN# FY24/25-001:
- **Family Support Services**
- **Safety Management Services**
- **Prevention, Family Preservation, and Intensive Reunification Services**

Questions and Answers

Champion for Children Foundation

1. I know it says the questions are due on the 11ᵗʰ. Is this referring to the 21 questions in section A or are these just questions regarding the proposal?

   Questions regarding the proposal are due no later than 10:00 a.m. on October 11, extended to October 18, 2024 per Addendum One. As noted in the ITN Response Requirements: "All respondents must complete and address the items listed in parts A and B." Responses are due no later than 2:00 p.m. on November 15, 2024.

2. I went through the power point slide show for the provider orientation. I am not seeing an option to have any verification for that. Am I missing some sort of survey or certificate for completing this orientation?

   At the conclusion of the orientation please click on "Complete Registration" located on the last page of the presentation. This will take you to the verification form which will notify Heartland for Children that you have completed the orientation.

3. As far as monthly reporting and data, how does this look different from our other funds we receive from Heartland? I am reviewing the performance measure requirements. I was curious if there is a specific form or spreadsheet that we will need to create to keep up with that data, or is it the same sort of data that we already turn in for our current funds?

   A reporting format will be developed for each service as part of the contracting process to streamline the type of reporting and data that is being submitted. Reporting that can easily be pulled from the other data sources applicable to particular services by HFC will not be required to be duplicated as a whole but may also be used to provide checks and balances on some data elements. Reporting would be similar to current types of data reporting but may modify slightly depending on the actual service being provided.

4. Do you have any recommendations on what type of professional should be writing our reference letter? Should this be other grantors, our accountant or a county official?

   These can come from other funders, community stakeholders, government officials, etc.

5. Are we making a dollar amount request?

    A proposed budget and budget narrative outlining what is being proposed/requested should be submitted with your response to the procurement.

Children's Home Network

Assessed Need & Capacity

1. The ITN indicates approximately 600 youth received Family Support Services during FY23/24. What was the average, maximum, and minimum daily number of youth receiving Family Support Services?

    HFC will pull historical data and provide the information on the HFC website by November 1, 2024.

2. The ITN indicates approximately 160 youth received Safety Management Services during FY23/24. What was the average, maximum, and minimum daily number of youth receiving Safety Management Services?

    HFC will pull historical data and provide the information on the HFC website by November 1, 2024.

3. The ITN indicates approximately 1000 youth received Prevention, Family Support Services, and Reunification Services during FY23/24. What was the average, maximum, and minimum daily number of youth receiving Prevention, Family Support Services, and Reunification Services?

    HFC will pull historical data and provide the information on the HFC website by November 1, 2024.

4. How many distinct Family Support Services models are currently provided in Circuit 10?

    One.

    a. What models are currently used for this service category?

        This is not a formalized model. It is Family Support Services provided in accordance with CFOP.

    b. What entity or entities provide these services?

        SCARF (Serving Children and Reaching Families LLC)

5. How many distinct Safety Management Services models are currently provided in Circuit 10?

    One.

    a. What models are used for this service category?

        This is not a formalized model. It is Safety Management Services provided in accordance with CFOP.

b. What entity or entities provide these services?

Neighbor To Family.

6. How many distinct Prevention, Family Support Services, and Reunification Services models are provided in Circuit 10?

Four.

a. What models are used for this service category?

Most are not a formalized model. Youth Villages provides Intercept which is a recognized EBP.

b. What entity or entities provide these services?

SCARF, Peace River Center, Champion for Children Foundation, and Youth Villages.

7. What outcomes does HFC seek to change with the adoption of new models in these service categories?

While specific outcome/performance measures will be negotiated through the contracting process the overall goals are to:

1. *Decrease the number of children and families entering judicial dependency services.*
2. *Increase the number of children and families that are exiting out of home care at the earliest possible moment that child safety concerns can be effectively managed through a safety plan.*
3. *Increase the number of children and families that are able to achieve conditions for return and be reunified successfully and able to maintain a safe and stable environment for the child(ren) long term.*

Services

8. The Prevention, Family Preservation, and Intensive Reunification Services portion of the ITN describes an in-home counseling model for pre and post reunification support.

a. Is this the sole model HFC seeks to fund in this service category?

HFC is open to considering a broad array of effective services.

b. Would the scope of this model be limited to families moving towards reunification or may it also extend to support relative placements, pre-adoptive placements, and placements for permanent guardianship?

HFC is open to considering a broad array of effective services.

9. What timeframe or landmark in a youth's case triggers the beginning of the pre-reunification supports described in this ITN?

Pre-reunification services can begin as early as the determination from the child welfare professional that the following criteria for conditions to return are met. This can be as early as 14 days post case transfer from DCF investigations to CBC case management judicial services.

10. Does HFC seek services providing behavioral and developmental treatment services for children and youth with developmental delays or intellectual disabilities?

    HFC is open to considering a broad array of effective services.

Funding

11. Are HFC's current Family Support programs supported with Medicaid revenue?

    Not currently, however HFC would be very open to hearing more about diversifying funding options through the use of Medicaid opportunities. Please include these in your budget narratives.

12. Are HFC's current Safety Management Services supported with Medicaid revenue?

    Not currently, however HFC would be very open to hearing more about diversifying funding options through the use of Medicaid opportunities. Please include these in your budget narratives.

13. Are HFC's current Prevention, Family Preservation, and Intensive Reunification Services supported with Medicaid revenue?

    Not currently, however HFC would be very open to hearing more about diversifying funding options through the use of Medicaid opportunities. Please include these in your budget narratives.

Children's Home Society of Florida

1. How many Safety Management cases are deemed to be unsafe?

    489 children were deemed unsafe via FFA-I in C10 for last FY. Via source report 1258 (Post investigation services).

2. The Description of Family Support Services (p. 2) and Safety Management Services (p. 3) is the same. Is this correct? The Provider will deliver fully engaging, intensive, family-centered, strength-based, and solution focused in-home services aimed at restoring families in crisis to an acceptable level of functioning. Services are designed to stabilize the crisis which puts children at imminent risk for out-of-home placement, and keep the child, family, and community safe by defusing the ongoing risk and safety factors. Services will include, but not be limited to, connection to community resources, mental health services, and System of Care partners; and assistance with paperwork and documents to access services.

    Both Family Support Services and Safety Management Services should provide the above stated services along with following guidelines and requirements of CFOP 170-1, Chapter 4 for Family Support Services and CFOP 170-7, Chapter 8 for Safety Management Services.

3. Question 8: Please define which access procedures that you would like described. For example: Would you like a description of FSFN Access Procedures?

    This would be procedures to ensure timely initiation and termination of confidential systems access.

4. Question 9: Would you like CHS to submit a Regional Budget or Statewide Budget and Narrative?

Both. There should be a statewide and regional budget as well as a proposed program budget to allow adequate assessment of resource allocations.

5. Are questions 15 and 16 correct in the ITN. They are both very similar. See below.
   a. 15. Provide details regarding your agency's experience working with evidence-based and trauma-informed care and/or therapeutic services and how you will infuse the essential elements into your program.
   b. 16. Describe your agency's experience working with evidence-based and trauma informed care and/or therapeutic services and how you will infuse the essential elements into your program.

   Questions 15 and 16 are essentially the same question, they do not require separate answers.

6. Project Design Question: Does Heartland have a risk assessment for family support services they would like us to use? If so, what is it?

The preliminary risk tool that is completed for Family Support services is completed by the CPI. All other assessments and tools/plan are within the FSFN Family Support module.

Neighbor To Family, Inc.

1. On page 10, please clarify the request for a resume: Is this a resume for the agency applicant or the agency CEO?

This would be for agency leadership staff and anyone who would be directly providing oversight (if known) of the program/service you are responding to.

2. Pg. 10, Please clarify: are copies of external monitoring referring to financial audits and past COA audits that may be outside of 2 years? Please clarify as to what type of audit is being requested.

This refers to any programmatic or administrative monitoring the agency has had regarding the proposed service or similar service. This would include monitoring from funders, accrediting bodies, financial audits, and similar oversight agencies.

3. What is the Heartland for Children Network Provider Orientation, and where can that be found?

The Heartland for Children Network Provider Orientation presents the core principles that comprise HFC's System of Care and defines what clients, families and agencies should expect from HFC in regards to high quality service. The link is provided in the Network Provider Application Packet:

Verification of completion of Heartland for Children's Network Provider Orientation located at: https://heartlandforchildren.org/uploads/files/Network%20Provider%20Orientation%20Powerpoint%20(2016)%20-%20Final.pdf (this will also be required of all direct service staff if your application is approved)

At the conclusion of the orientation please click on "Complete Registration" located on the last page of the presentation. This will take you to the verification form which will notify Heartland for Children that you have completed the orientation.

4. Is there a page limit or max for the final submission?

   There is no page limit for the final submission.

5. Page 12, It is unclear where to find the fatal criteria documents. Is that just page 22 and the following attachments?

   Fatal Criteria is listed directly under "Fatal Criteria":

   Fatal Criteria
   If any of these criteria are not met, the response cannot receive further consideration.

   - The proposal must be received by the time and date specified in this ITN.
   - The proposal must include a line-item budget with narrative justification.
   - The proposal must include the following required Statements and Assurances:
     - Certification of Binding Reply and Acceptance of Terms of ITN and Contract Document
     - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
     - Certification Regarding Lobbying
     - Certification Regarding Drug Free Workplace
     - Nondiscrimination & Equal Opportunity Assurances
     - Certification Regarding Public Entity Crimes
     - Trafficking Victims Protection Act of 2000
     - Conflict of Interest Statement

6. Is HFC open to financially supporting EBP training/ assessments/ and curriculum for services within the contract awards.

   A response proposing an EBP as part of the service should include the proposed EBP and costs along with them being built into the proposed budget. If alternatives for covering these costs become available, HFC would share those opportunities with the selected providers.