

*Devereux Community Based Care
of Okeechobee and the Treasure Coast*

LEAD AGENCY FOR

CIRCUIT 19

INDIAN RIVER, MARTIN, OKEECHOBEE &

ST. LUCIE COUNTIES

ITN # DCBC-ITN-DIV-FY14

**Diversion Services
Circuit 19:**

St. Lucie County

*Devereux Community Based Care of Okeechobee and the Treasure Coast is sponsored by the state of
Florida, Department of Children and Families*

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ATTACHMENTS – To be completed by Respondent

Attachment A: Authorization

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Attachment G: Proposed Budget

I. Statement of Need

Devereux Community Based Care of Okeechobee and the Treasure Coast is the Lead Agency in Circuit 19 effective November 1, 2013, under master contract #ZJK85 with the Department of Children and Families “DCF”. In accordance with the master contract, Devereux Community Based Care of Okeechobee and the Treasure Coast is seeking to contract for the collective delivery of present and impending danger Diversion services, in **St. Lucie County**.

Devereux Community Based Care of Okeechobee and the Treasure Coast is seeking to contract for Diversion services that are innovative, responsive to the Lead Agency and DCF, efficient, cost effective, and will meet applicable Federal and State requirements for the provision of Diversion services. Contracted providers will provide intense diversion services to children and families in **St. Lucie County** who are in need of services that range from a moderate risk intervention model to an intensive high risk diversion program. These services will include an in home non-court ordered process to prevent unnecessary future involvement in the child welfare system and to strengthen families while also preventing children from entering the formal dependency system by way of a dependency petition or removal episode. Contracted provider will engage in networking and collaborative agreements with community, faith-based, fraternal and professional organizations, to include a wide range of professional and voluntary services. Contracted provider will utilize a solution-focused, family centered approach and evidenced-based practices to assist families in meeting needs and goals while preventing further incidents of abuse, neglect and abandonment.

Families will be intensely engaged in timely services and will take an active role in the identification of their needs and the construction of their preservation plan. Respect and trust will be built and exemplified toward all family members. The plan to preserve the family will be built around the families strengths. Services will be flexible and will focus on the family preservation plan and goals are to be provided within the family home and community. Families will be encouraged to build their skills and improve their parental protective capacities through assistance and by engaging and enhancing the family’s support system. The program will provide a supportive, empowering, and respectful relationship with families to facilitate change and emphasize the need to take action to the multiple causes of the family’s distress by providing both concrete services and family interventions.

Only the Child Protective Investigative (CPI) unit may make referrals to this program. Devereux Community Based Care of Okeechobee and the Treasure Coast will participate in staffings, will provide a point of contact for diversion assistance, and will be responsive to the changing needs of the Diversion services as may change from time to time throughout the contracted period.

II. Term of Agreement and Estimated Contract Amount

- A. The initial term of the corresponding contract, subject to the availability of funds, will be no later than February 1, 2014 and ending on June 30, 2016. The agreement may be renewed for an additional thirty-six months or an amount of time equal to the initial term, subject to the availability of funds. Unless renewed, this agreement will end on June 30, 2016. Any such renewal will be contingent upon satisfactory performance evaluations of the provider by Devereux Community Based Care of Okeechobee and the Treasure Coast and will be subject to a contract with the Department and as well as the availability of funds.
- B. Devereux Community Based Care of Okeechobee and the Treasure Coast reserves the right to negotiate funding based on the services provided. The final funding available for services is to be determined by Devereux Community Based Care of Okeechobee and the Treasure Coast at its sole discretion. The funding sources are

- inclusive of, but not limited to general funds, Children's Mental Health Wrap Around Funding (100/800) funds, and Promoting Safe and Stable Funds (PSSF) funds. PSSF funds will require a 25% match from the contracted providers.
- C. The proposed method of payment in consideration for the services provided will be a fixed monthly 1/12th annual budget amount payment, payable after the month of service, with an adjustment for monthly staff vacancies. Monthly vacancies will be deducted in an amount equal to the total annual budget divided by the number of weekdays in the year divided by the number of staff funded by the contract.
 - D. Devereux Community Based Care of Okeechobee and the Treasure Coast and the contracted providers will track services which can be charged to 100/800 funds. Devereux Community Based Care of Okeechobee and the Treasure Coast will provide the format for this reporting.
 - E. Contracted providers will submit monthly Match reports. Devereux Community Based Care of Okeechobee and the Treasure Coast will provide the format for this reporting.
 - F. Devereux Community Based Care of Okeechobee and the Treasure Coast will provide Flex funds annually subject to the availability of funds. These funds are available to alleviate the risk to the children, thus allowing the family to remain intact. Flex funding will be requested to meet emergency or critical needs, when no other sources of funds or free services are available. Flex funds may be used for assistance such as: rental assistance, utilities, clothing, hygiene items, car repairs, gas cards, food, drivers license fees, cleaning supplies, organizing bins, mattresses, linens, specialized mental health or substance abuse counseling, medical/dental care when no other source is available; and bus passes may be provided to assist with transportation to work, job interviews, one-stop centers, medical, legal, and social service appointments.

III. Definitions

- A. Case Management Agency (CMA) – an agency in which Devereux Community Based Care of Okeechobee and the Treasure Coast enters into a contract with to provide Case Management and Adoptions Services in Circuit 19. At the time of this ITN, the current providers of Case Management and Adoptions in Circuit 19 are: Devereux Community Based Care of Okeechobee and the Treasure Coast in St. Lucie County, and Children's Home Society in Indian River, Martin, and Okeechobee Counties.
- B. Case Management Agency Case Manager (CMA Case Manager) – A person who is responsible for the coordination of all services rendered to the child and/or family and who serves as the single and continuous point of contact for the child and system to the extent feasible. The CMA case manager is an employee of one of the Case Management Organization that contracts with Devereux Community Based Care of Okeechobee and the Treasure Coast.
- C. Circuit – DCF's territorial boundaries pertaining to the assignment of geographical service areas for Community Based Care. Circuit 19= Indian River, Martin, Okeechobee, and St. Lucie Counties.
- D. Community Based Care Lead Agency- A provider in Circuit 19 with whom DCF contracts for the provision of child welfare services.
- E. Contract – An agreement between Devereux Community Based Care of Okeechobee and the Treasure Coast and an individual or organization for the procurement of services. (A formal contract consists of the Core Contract, Scope of Services Attachment, plus additional attachments and exhibits.)

F. Diversion

- i. **Present Danger (threats are identified when the threat(s) are immediate, significant, clearly observable and actively occurring at the point of initial CPI contact):** These cases will be identified by the CPI as meeting the threshold of probable cause for present danger and removal from the home. These services will offer at least 4 weekly visits (3 in home with all participants) to the family. These families will be offered referrals and services based on their current family needs such as parenting, housing, counseling, intensive substance abuse referrals and life skills/financial assistance. The program will complete an in-depth clinical assessment by a LMHC or by an equally qualified staff member with a focus on Trauma Informed Care treatment at initiation of the case, updated at critical junctures and at closure of the case. The program will assist the family with identifying and accessing both traditional and alternative funding sources and overcoming any barriers related to external program access.
- ii. **Impending Danger (refers to a child being in a continuous state of danger due to caregivers behaviors, attitudes, motives, emotions, and/or situations posing a specific threat of severe harm to a child):** These cases will be identified by CPI and program intake designee as being appropriate for an in home dependency petition absent of a prevention program intervening. The program will offer at least 3 (minimum of 2 being in home) weekly visits with all caregivers/parents/children. The program will complete an in-depth clinical assessment by a LMHC or by an equally qualified staff member with a focus on Trauma Informed Care treatment at initiation of the case, updated at critical junctures and at closure of the case. These families will be offered referrals and services based on their current family needs such as parenting, housing, counseling, intensive substance abuse referrals and life skills/financial assistance. The program will assist the family with identifying and accessing both traditional and alternative funding sources and overcoming any barriers related to external program access.

- G. Devereux Community Based Care of Okeechobee and the Treasure Coast- The lead Community Based Care agency for Circuit 19. At the time of this ITN, the contract number is #ZJK85.
- H. Outcomes - Quantitative indicators used by Devereux Community Based Care of Okeechobee and the Treasure Coast to objectively measure a provider's performance toward a stated goal.
- I. Performance Measures - Quantitative indicators, outcomes, and outputs used by Devereux Community Based Care of Okeechobee and the Treasure Coast to objectively measure a provider's performance.
- J. Provider – An individual or organization contracted to provide services or materials to Devereux Community Based Care of Okeechobee and the Treasure Coast, in accordance with the terms specified in the contract.
- K. Other definitions available upon request.

IV. **Contact Person**

The designated “single point of contact” for this ITN is:

Name: Shannon Johnson
Title: Director of Contracts
Address: 10570 S. Federal Highway, Ste 300
Port. St. Lucie, Florida 34952
Phone: (772) 873-7800 extension 8321
Fax: (772) 249-0166
Email: shannon.johnson@uff.us

V. Eligible Respondents

Organizations eligible to submit proposals include:

- A. Individuals/Organizations with a history of delivering Diversion services for at-risk children and families, including those served by the child welfare system.
- B. Individuals/Organizations with a history providing services other than Diversion services for families involved in the Child Welfare System.
- C. Florida-based businesses and minority owned businesses encouraged to respond and may be given preferential treatment in contracting when all else is considered equal.
- D. Individuals/Organizations that DO NOT meet the disqualification criteria as defined in Section VI. Disqualification.

VI. Disqualification

- A. Failure to have performed any previous contractual obligations with any state's equivalent of Florida's Department of Children and Families (DCF), Devereux Community Based Care of Okeechobee and the Treasure Coast – Lead Agency for child welfare in Circuit 19 or another child welfare Lead Agency (LA), in a manner satisfactory to DCF, Devereux Community Based Care of Okeechobee and the Treasure Coast or LA will be a sufficient cause for disqualification. To be disqualified as a respondent under this provision, the respondent must have: (1) previously failed to satisfactorily perform in a contract with DCF, Devereux Community Based Care of Okeechobee and the Treasure Coast or LA, been notified by DCF, Devereux Community Based Care of Okeechobee and the Treasure Coast or LA of the unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of the DCF, Devereux Community Based Care of Okeechobee and the Treasure Coast or LA; or (2) had a contract terminated by DCF, Devereux Community Based Care of Okeechobee and the Treasure Coast or a LA for cause.
- B. The prospective bidder will be disqualified for failing to meet the instructions/qualifications/timeframes/format instructions/qualifications/timeframes/format and contact rules as described in this ITN, to include:

- IV. Contact Person
- V. Eligible Respondents
- VII. Schedule of Events and Deadlines
- VIII. Limitation on Contacting Devereux Community Based Care of Okeechobee and the Treasure Coast Personnel
- IX. Inquiries
- XII. Acceptance of Proposals
- XV. Negotiation Process

XIX. Mandatory Criteria

VII. Schedule of Events and Deadlines

Milestone	Scheduled Date & Time (All times are denoted in Eastern Standard	Address
Release of ITN	Friday 9/27/13 by 5:00 PM	www.devereuxcbc.org
Proposers' Conference (Call)	Tuesday 10/8/13 1-3 PM	10570 S. Federal Highway, Ste. 300 Port St. Lucie, FL 34952 Calling # 1-866-946-1739 Participants Pin# 3082299 then #
Final date and time deadline written questions will be accepted	Friday 10/11/13 by 4:00 PM	Mail, delivered in person or email: 10570 S. Federal Highway, Ste. 300 Port St. Lucie, FL 34952
Official Response to Questions	Wednesday 10/16/13 by 5:00 PM	www.devereuxcbc.org
Sealed Proposals due	Monday 10/28/13 by 4:00 PM	Hard Copy only: Devereux Community Based Care of Okeechobee and the Treasure Coast 10570 S. Federal Highway, Ste. 300 Port St. Lucie, FL 34952
Distribute qualified respondents proposals to evaluators	Tuesday 10/29/13 by 5:00 PM	10570 S. Federal Highway, Ste. 300 Port St. Lucie, FL 34952
Proposal scores and recommendation due to Devereux Community Based Care of Okeechobee and the Treasure	Thursday 11/7/13 by 4:00 PM	10570 S. Federal Highway, Ste. 300 Port St. Lucie, FL 34952
Post "Notice of "Invitation to make Oral Presentation"	Friday 11/8/13 by 5:00 PM	www.devereuxcbc.org
Oral Presentations (limited to 2 hours each) - Evaluation Team judges Oral Presentation(s) and makes recommendation to Devereux Community Based Care of Okeechobee and the Treasure Leadership	Week of November 11-15, 2013 Time: TBD	10570 S. Federal Highway, Ste. 300 Port St. Lucie, FL 34952
Post Notification of the Negotiations	Monday 11/18/13 by 5:00 PM	www.devereuxcbc.org
Negotiations	Week of November 25-29, 2013 Time: TBD	10570 S. Federal Highway, Ste. 300 Port St. Lucie, FL 34952
Post Intent to Award	Monday 12/2/13 by 5:00 PM	www.devereuxcbc.org

Anticipated Contract Start date	No later than 2/1/2014	10570 S. Federal Highway, Ste. 300 Port St. Lucie, FL 34952
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VIII. Limitations on Contacting Devereux Community Based Care of Okeechobee and the Treasure Coast Personnel

Prospective bidders are prohibited from contacting Devereux Community Based Care of Okeechobee and the Treasure Coast personnel regarding this Invitation to Negotiate (ITN) other than the contact person identified in this document. Contact with the contact person must be in writing and may be submitted by fax, e-mail or mail delivery services. Any occurrence of a violation may result in the disqualification of the prospective bidder.

IX. Inquiries

Inquiries must be submitted in writing to the contact person identified in Section IV. Contact Person, of this ITN on or before the time and date specified in Section VII. Schedule of Events and Deadlines.

No questions related to this ITN will be accepted after the date specified above. Oral inquiries will not be accepted at any time.

All inquiries will only be considered if the following are completed:

- A. All inquiries must be in writing to the Devereux Community Based Care of Okeechobee and the Treasure Coast Contact Person.
- B. All inquiries must be accepted by deadline date stated in Section VII. Schedule of Events and Deadlines.
- C. All inquiries must include organization name, contact name and title, address, telephone number, facsimile number and e-mail address of the individual to whom all correspondences should be forwarded.

X. Authority

The successful providers must comply with all applicable and valid provisions of federal and Florida laws including, but not limited to, the federal and state laws and Devereux Community Based Care of Okeechobee and the Treasure Coast Lead Agency contract # ZJK85, which is expressly incorporated herein by reference.

The Devereux Community Based Care of Okeechobee and the Treasure Coast Lead Agency contract # ZJK85 and subcontracts resulting from this ITN process are authorized by Section 409.1671, Florida Statutes, which requires the Department to privatize the provision of foster care and related services by contracting with competent community-based agencies.

XI. Withdrawal of Intent and Proposals

A written request for withdrawal of intent to submit a proposal, signed by the Respondent's single point of contact, may be submitted at any time prior to the date that proposals are due.

A written request for withdrawal of submitted proposal, signed by the Respondent's single point of contact, may be considered if received by Devereux Community Based Care of Okeechobee and the Treasure Coast within 72 calendar hours after the proposal opening time and date indicated in the Schedule of Events and Deadlines. A request received in accordance with this provision may only be granted by Devereux Community Based Care of Okeechobee and the Treasure Coast upon proof of the impossibility to perform based upon an obvious error on the part of the Respondent.

XII. Acceptance of Proposals

Mandatory Requirement. All proposals must be received by Devereux Community Based Care of Okeechobee and the Treasure Coast's contact person, named in Section IV. Contact Person, on or before the following date and time at the designated location:

October 28, 2013 4:00pm Eastern Time

Devereux Community Based Care of Okeechobee and the Treasure Coast
10570 S. Federal Highway, Ste. 300
Port St. Lucie, FL 34952

Failure to submit a proposal in the required timeframe will disqualify the respondent from being able to be considered.

No changes, modifications or additions to the proposals submitted, will be accepted by or be binding to Devereux Community Based Care of Okeechobee and the Treasure Coast after the deadline for submitting proposals has passed.

Proposals not received at either the specified place, or by the specified date and time, or both, will be rejected and returned unopened to the offeror. Devereux Community Based Care of Okeechobee and the Treasure Coast will retain one copy for use in the event of a dispute.

XIII. Right to Waive Minor Irregularities Statement

Devereux Community Based Care of Okeechobee and the Treasure Coast reserves the right to reject any and all replies or to waive minor irregularities when to do so would be in the best interest of the youth and families to be served. A minor irregularity is defined as a variation from the ITN terms and conditions, which does not affect the price of the services, delivery of quality of the services, or give the respondent an advantage or benefit not enjoyed by other respondents, and does not adversely impact the interests of Devereux Community Based Care of Okeechobee and the Treasure Coast or DCF. At its option, Devereux Community Based Care of Okeechobee and the Treasure Coast may correct minor irregularities but is under no obligation whatsoever to do so. All replies accepted by Devereux Community Based Care of Okeechobee and the Treasure Coast are subject to Devereux Community Based Care of Okeechobee and the Treasure Coast's terms and conditions and any and all additional terms and conditions submitted by the respondents are rejected and will have no force and effect. Devereux Community Based Care of Okeechobee and the Treasure Coast reserves the right to withdraw this ITN even after an award is made.

XIV. Evaluation Process

An Evaluation Team will score the written and oral presentations.

Each of the evaluation components, both written and oral, are weighted and assigned a maximum number of points. Proposals will be evaluated in each of the categories and scored by each evaluator independently. The evaluators' total scores will be added to get the final score for each respondent.

The Evaluation Team will review the submitted written proposals and score them in accordance with the provisions of Section XIX. Mandatory Criteria, of this ITN. Evaluators will score the written response on the parts A, B and C, as well as the corresponding attachments and exhibits. The total maximum points for the Written Response are 60 points. Up to three respondents will be invited to the oral presentation phase.

The oral presentation phase is open to the public for observation. Evaluators will score the oral presentation(s) based on the ability of the presenter(s) to clearly articulate how the information presented in the ITN response will come to life if the respondent is presented with a contract. During this phase, the respondent's oral presentation score will be added to the written evaluation score. At the conclusion of the presentation(s), the Evaluation Team will submit their total scores; the Contact Person will calculate the scores and will prepare a recommendation to Devereux Community Based Care of Okeechobee and the Treasure Coast Leadership for negotiations. The total maximum points for the Oral Response are 40 points. Up to three respondents may be invited to the negotiation phase.

The Devereux Community Based Care of Okeechobee and the Treasure Coast Contact Person will certify that the tabulated scores are correct and forward the tabulation and identification of their recommended respondents to the Devereux Community Based Care of Okeechobee and the Treasure Coast Leadership Team, for their final decision, which will be posted at www.DevereuxCBC.org as indicated in Section VII. Schedule of Events and Deadlines. The Devereux Community Based Care of Okeechobee and the Treasure Coast Leadership team reserves the right to accept or reject the recommendation of the evaluators for negotiations, and to negotiate with up to two parties until a decision of "contract award" is made.

XV. Negotiation Process

Devereux Community Based Care of Okeechobee and the Treasure Coast Contact intends to negotiate with up to two respondents, however, Devereux Community Based Care of Okeechobee and the Treasure Coast reserves the right to include additional respondents for negotiations if it determines that to do so would be in the best interest of C19. Negotiation plans will be posted on the Internet at www.DevereuxCBC.org in the timeframe indicated in Section VII. Schedule of Events and Deadlines. At the conclusion of the negotiations, a notice of contract award will be posted as outlined in section XVII. Notice of Contract Award, and transitional services will begin.

XVI. Notice of Contract Award

Official notice of any anticipated award made pursuant to this ITN will be electronically posted in accordance with Section VII. Schedule of Events and Deadlines. The aggregate scores will be posted on the Internet at www.DevereuxCBC.org.

The electronic notice posted on the Internet will remain for seventy-two (72) hours. It is the responsibility of those submitting a response to obtain the results from the Internet posting in sufficient time to protect their own interests. If no written notice of protest is received during this posting, the anticipated contract award becomes final and Devereux Community Based Care of Okeechobee and the Treasure Coast will enter into contract negotiations. The Internet posting is the official posting for the purpose of determining deadlines for further proceedings including protests.

XVII. Protest or Disputes

Any person who is adversely affected by the terms, conditions and specifications contained in this solicitation, including any provisions governing the methods for ranking this proposal, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract will file a notice of protest in writing within 72 hours after the posting of the solicitation or decision or intended decision.

When protesting a decision or intended decision the protestor must post a bond equal to one percent (1%) of the estimated contract amount. The estimated contract amount will be based upon the contract price

submitted by the protestor. FAILURE TO FILE THE PROPER BOND AT THE TIME OF FILING THE FORMAL WRITTEN PROTEST WILL RESULT IN A REJECTION OF THE PROTEST.

XVIII. Cost of Proposal Preparation

Devereux Community Based Care of Okeechobee and the Treasure Coast is not liable for any costs incurred by an offeror in responding to this Invitation to Negotiate under any circumstances.

XIX. Mandatory Criteria

Submitted replies will be opened at Devereux Community Based Care of Okeechobee and the Treasure Coast beginning at 4:01 p.m. to verify that they meet the mandatory criteria requirements of this ITN. Replies that do not meet the mandatory criteria will be rejected, and the agency will be required to retrieve their proposals at their own cost within 10 days, or forfeit them; Devereux Community Based Care of Okeechobee and the Treasure Coast will retain one copy for use in the event of a dispute. Replies that meet the mandatory requirements will be forwarded to the Evaluation Team for consideration and scoring.

A. Original Signature and Authorization: Proposals must be signed and submitted in the legal entity name of the individual/organization, by an authorized representative. A copy of such authorization must be submitted to Devereux Community Based Care of Okeechobee and the Treasure Coast with the proposal (Attachment A). Signature facsimile stamps will not be accepted. Each bidder must complete and submit all items referenced in the ITN.

B. Format: The response content must be in accordance with section XX. Proposal Format, and must be formatted as follows:

- Typed in Times New Roman font size 11; double spaced
- Use only 8 1/2 X 11 paper with a one (1) inch margins
- All pages must be clearly and consecutively numbered
- Submit one (1) original and four (4) copies of the proposal
- For ease of handling, please do not use binders, staples, or rings. Please bind with a large binding clips.

C. Face Sheet: All proposals must include a face sheet, and must identify the following:

- Name of Organization
- Name and title of respondents single point of contact
- Address
- Telephone number
- Facsimile number
- E-mail address
- Proposed annual budget amount
- Marking with "Original" or "Copy # ___"
- Signature – The "Original" proposal must be signed by the officer/representative authorized by the organization, as listed in Attachment A. Signature facsimile stamp will not be accepted.

D. Order of Documents: All proposals must be in the following order:

1. Face Sheet page (do not number)
2. Table of Contents page (do not number)

3. Proposal Format response (maximum of 40 pages)
 - a. A. Organizational Capacity...10 pages...worth 15 points written evaluation
 - b. B. Programmatic Proposal...20 pages...worth 30 points written evaluation
 - c. C. Outcomes...10 pages...worth 15 points written evaluation
4. Mandatory Attachments A-G (completed by Respondent)
5. Exhibits 1-11 (from Respondent – not mandatory, as listed in the ITN)

XX. Written Proposal Format & Written Evaluation Scoring

The written proposals are valued at 60%, while the other 40% is reserved for the oral presentation, if selected for the oral presentation phase. If not selected for the oral presentation phase, the evaluation phase is complete at the conclusion of the written evaluation.

The order of information provided in the response must correspond to the outline that follows and will be labeled accordingly.

- A. Organizational Capacity and Collaborative Relationships limited to 10 pages, excluding related Exhibits.** All responses in this section should be consistent with the information provided below in the sections labeled, *“Staffing Levels”*, *“Professional Qualifications”*, and *“Training and Travel”*.

Maximum points possible = 15

1. Describe the individual/organization’s mission, philosophy, and purpose and how it pertains to Diversion services. Describe the individual/organization’s experience with this population.
2. Provide a brief overview statement on past success that will demonstrate the potential to successfully contract for a Child Welfare service in either county, and provide supporting evidence where necessary. List all current and terminated child welfare contracts by service type/location/ funder/annual budget/end date, since January 1, 2010.
3. Describe the individual/organization’s ability, proposed service locations and plan to begin service delivery on January 1, 2014. Include an implementation timeline for the period from Notice of Award through December 31, 2013, and provisions for immediate service delivery effective January 1, 2014, to new clients, and for the continuity of care for existing clients, as applicable.
4. Propose a plan for obtaining “Match” (cash or in-kind) resources if PSSF dollars are used as well as what experience the provider has had in developing community linkages to support the proposed Diversion services. Describe what resources will be sought prior to seeking Flex funds from Devereux Community Based Care of Okeechobee and the Treasure Coast.
5. Describe details around the current financial status of organization to assure Devereux Community Based Care of Okeechobee and the Treasure Coast will be contracting with a financially secure and robust organization. Explain what expenses you plan on incurring during the transition and where the funding to support this will come from.

Related Exhibits:

6. Attachment G Provide Agency’s proposed 12 month budget, with detailed narrative using excel form provided.
7. Exhibit 1 - Provide the latest audited financial statement, independent audit and management letter.

8. Exhibit 2 - Provide an organizational chart including the proposed Diversion services structure.
9. Exhibit 3 – Provide board member list, terms, meeting schedule, and past 12 months of board meeting minutes.
10. Exhibit 4 - Provide three one-page letters of support.

Staffing levels:

- (a) All Diversion Case Managers will have at least a Bachelor's degree.
- (b) It is recommended that at least one Licensed Mental Health Clinician (LMHC) is on staff to provide initial assessments and stand alone assessments to the CPI division.
- (c) It is recommended that at least one Certified Addictions Professional (CAP) individual is on staff to provide clinical and treatment assistance when necessary.
- (d) It is recommended that at least two experienced masters' level individuals are on staff to work with the present danger risk level population.
- (e) The provider will employ an Intake Specialist inclusive of all intake processes. Given the above requirements, the provider will be able to and will bill Medicaid for eligible services rendered.
- (f) The Program Director will be a full time, on site, "hands on" manager, ready to support and advise each team, and manage relationships with the CPI office and Devereux Community Based Care of Okeechobee and the Treasure Coast, and will step into resolve crises and disagreements as needed.
- (g) The Program Director will have a minimum of five (5) years related experience and the Diversion Case Managers and Family Counselors will each have at least two (2) years of child welfare experience.

Professional Qualifications:

All staff will meet the qualifications, screening and training/certification requirements as required by Rules 65C-14, F.A.C. and/or 65C-15, F.A.C., sections 435.04, 402.731, and 491.012, Florida Statutes, as applicable. Provider will fulfill the requirements to participate and attend staff development training for professional growth. Specific training will be provided to prepare staff to respond appropriately to children's complex needs who are receiving services by provider.

- (a) Provider will recruit and hire staff sufficient to provide the Services as required by this project, provide all supervision and expenses related to the Services, including supplies, mileage, benefits and other support services, and ensure sufficient professional expertise so as to enable staff to deliver services required by this project. All staff will successfully pass the state required background screening prior to employment.
- (b) Prior to employment, all new applicants will comply with the good moral character screening in accordance with Sections 435.04-435.11 Florida Statute.
- (c) Provider will staff consistent with the model of service delivery and the allocated funding. The staffing patterns must allow flexibility to serve the needs of the families referred.
- (d) Provider staff and volunteers will meet all applicable state and federal licensing or certification requirements as well as Level 2 background screening requirements established in Section 435.04, Florida Statutes.
- (e) Staffing is designed to bring diverse skills and experience to bear upon each referred family, and to maximize flexibility to meet each family's needs.

- (f) Team members will work irregular hours, as dictated by the needs and circumstances of each of their assigned families.
- (g) The Program Director will preferably have a Master's degree from an accredited college or university in a human services related field with five years of experience in managing the delivery of child welfare service, and/or diversion/prevention program experience.
- (h) Provider staff will be responsible for providing direct services to ensure that the families receive services appropriate to their needs and focused on resolving or preventing the issues of child abuse or neglect. In addition, these staff will provide assessment utilizing the assessment tools; treatment planning (therapy/ counseling, individual and family); linkage, coordination, monitoring, and evaluation to the child and family. The staff will work as a team and maintain a direct working relationship with informal supports such as family members and community providers such as mental health professionals in order to meet the needs of the child.

Training & Travel:

- (a) Provider staff must successfully complete industry related training providing direct service to children and families annually. Pre-service training will include industry standard training for child welfare services, examples include: HIPAA, security awareness, domestic violence, substance abuse and housing issues; pre-service training within 90 days of the date of hire contingent on availability, and a minimum of 40 hours of job-specific annual training.
- (b) Provider will record all travel expenses on a uniform travel voucher that represents all the elements of form DFS-AA-15 (State of Florida Voucher for Reimbursement of Traveling Expenses). Original receipts for expenses incurred during officially authorized travel (items such as car rental and air transportation, parking and lodging, tolls and fares) are required for reimbursement. Subsection 287.058(1)(b), F.S., requires that bills for any travel expense will be submitted in accordance with section 112.061, F.S., governing payments by the state for traveling expenses.

B. Programmatic Proposal limited to 20 pages, excluding related exhibits. All responses in this section should be consistent with the information provided below in the sections labeled, *“Scope of Service”*, *“Manner of Service Provision”*, and *“Service Delivery Location and Times”*.

Maximum points possible = 30

Provide a general overview of the service delivery structure. List and describe all service components to be provided as follows:

1. Describe how organization will provide services including frequency, duration, staff structure and ratios, staff competency/ability. Please also provide information on how the program will be administratively supervised.
2. Describe the organization's staffing plan, indicating if possible, names and credentials of staff you would hire to manage and run either contract.
3. Describe how the organization will provide a service that is community inclusive and appropriate for meeting the needs of the families to be served in any or all risk levels of Diversion.

Related Exhibits:

4. Exhibit 5 - Sample tracking spreadsheet for referrals, services monthly

5. Exhibit 6 - Sample Risk Assessment Tool (may use CPI's tool)
6. Exhibit 7 - Sample Intake Form
7. Exhibit 8 - Sample High Risk Inventory
8. Exhibit 9 – Sample Clinical Assessment
9. Exhibit 10 – Proposed Job Descriptions including qualifications

Scope of Services:

Provider will maintain a tiered approach to working with at-risk children and their families. The provider staffing will consist of child welfare experienced and mental health professionals who will utilize their combined skills to provide short-term crisis intervention services to at-risk families, as well as having a licensed therapist on staff and available for families. All levels of intervention will offer in home services and will be flexible as to the parents individual needs and will include a discharge/after care plan for each family upon case closure. This approach will allow the team to observe the family in their own environment, where they are comfortable, and assist the team in fully understanding the dynamics and issues of the family as a whole. This approach will also allow the team to identify the family's strengths and resources and if required, services that do not exist in the community.

All cases will be staffed between the program designee intake specialist and the CPI either by telephone call or face to face (f/f) contact. This process will be flexible to meet the needs of the family and in cases where the program will be preventing the immediate removal of a child, the intake process will be available 24hours/7 days a week.

Referrals will be accepted from the CPI division only and the risk level will be jointly determined through a team approach. The process will be developed between the program, the CPI division, and Devereux Community Based Care of Okeechobee and the Treasure Coast. The length of service for all accepted referrals will be a total of 90 days for the entire program involvement not to exceed 120 days given the circumstances support the need for an exception. The provider will schedule and facilitate all staffings to be held at a minimum 2x per month for both Present and Impending Danger safety levels. A closure staffing with the CPI Supervisor will be held at the time it is determined the family will be discharged from the program. All staffing attendees will be in a leadership role to include the assigned CPI, Diversion Case Manager and provider director and all clinicians associated with the case in attendance. Staffings will include current treatment plan progress/completion, immediate safety level identification and discussion of movement between safety levels. The Program Director will bring the request and supporting evidence to reduce the risk/intervention level to the next scheduled staffing for discussion. The provider Program Director will have the final decision on reducing or increasing the service intervention following the team staffing discussion. The program will serve ____ (# to be determined upon contract negotiation) families per 12 month fiscal year. Acceptance of families in projected openings will only occur when the opening is scheduled in the next 5 business days. The provider will notify all invited parties at least forty-eight (48) hours in advance of the schedule of cases to be staffed.

Provider Will:

- (a) Deliver diversion services through community-based partnerships while ensuring the safety and well-being of children.
- (b) Maintain contacts with other agencies in the community to ensure the diversion of child welfare care on behalf of the clients.
- (c) Provide support and services (including evidence-based services) that contribute to safety and stability of youth and families being diverted.
- (d) Serve as an advocate for client's rights.

- (e) Intervene, assist and share expertise, as needed, in crisis situations and during related follow up activities with youth and families served and community partners.
- (f) Maintain Client Confidentiality:
- (g) Maintain Cultural Competency/Proficiency.
- (h) Maintain Collaboration/Communication.

Services Offered

Provider will provide services that are targeted toward the family needs, both individual and as the family unit as a whole. Services, either provided directly or referred out through community partners, will include but will not be limited to the following:

- Family Counseling
- Parenting
- Skills Training
- Family Team Meetings
- Domestic Violence Services
- Intensive Case Management
- Therapeutic Intervention
- Wrap Around Services
- Stress Management
- Individual Counseling
- Behavior Management
- Hands-on assistance to increase safety and sanitation of the home
- Professional Team Approach to Family Preservation
- Immediate Family Engagement
- After Care Support (up to 6 months)
- Trauma Debriefings
- Substance Abuse assessment, counseling and/or treatment
- Relapse Prevention
- Emergency financial, food, or other assistance
- Clothing, household items
- Child Care Assistance
- Services to children with Axis I diagnosis

Manner of Service Provision:

- (a) The corresponding Child Protective Investigator (CPI) will make the initial identification of a referral need to the provider, on a daily basis, as part of their normal work function via phone or f/f contact.
- (b) Upon acceptance of all referrals, the provider will respond to the family as follows: impending danger safety level- within 24 business hours, present danger safety level - within 2 hours during normal business hours and 4 hours during nights and weekends or agreed upon with the families specific needs and inclusive of the child(ren)'s safety in the interim.
- (c) Initial contact with the family will occur in conjunction with the corresponding CPI after receipt of a referral for services to begin assessment and determine the family's acceptance of services. This service is voluntary for the family, however, if not accepted by the family, could result in judicial action and/or removal of the children from the home. Upon acceptance of the referral an initial joint home visit including the assigned CPI and the Diversion Case Manager will be conducted to ensure a smooth transition from CPI and provider to include the expected treatment plan goals for the family.

- (d) An in-depth approved clinical assessment will be completed within three (3) business days of initial contact by the Diversion Case Manager and/or Family Counselor. The family assessment will be developed on the family's strengths, supports and needs to eliminate the critical crisis issues. A Family Team Meeting will follow within the next five (5) business days to finalize the family's preservation plan. Families will be highly encouraged to invite their outside support systems and providers to the meeting.
- (e) If a family becomes uncooperative with the Diversion Case Manager at any time throughout the service provision, the Diversion Case Manager will staff the case with the referring CPI. The first contact will be made with the assigned CPI and will continue up the chain of command until contact is made with a CPI representative. If the risk to the child is determined to be present danger due to the lack of cooperation from the family this staffing will take place directly following knowledge of the lack of cooperation. If the risk to the child is determined to be impending danger due to the lack of cooperation the Diversion Case Manager will staff the case with the CPI within 24 hours. This staffing will determine the risk and safety to the children and what additional steps need to be taken to ensure safety. For present danger cases attempts to locate become unsuccessful after two attempts in a 48 hour period. For impending danger cases attempts become unsuccessful after the third attempt in 48 hour period. These attempts to locate can be by telephone or in person.
- (f) In the event of any disputes regarding the eligibility or acceptance of clients, the protocol to resolve the dispute will lie with the Child Protective Investigator Supervisor, or designee, and the provider Program Director; if still unresolved, then the Child Protective Investigator Supervisor, the provider Administrator and the Devereux Community Based Care of Okeechobee and the Treasure Coast County Manager or designee will make a determination that is final and binding upon all parties.

Service Delivery Location and Times:

Services will be delivered primarily in the family home or in locations suitable to the services needed and preferences of the families served, at times convenient for the family members. The Diversion Case Manager will be available for emergency crisis intervention on open cases despite the safety level and be available for referral intakes of new families 24 hours per day, seven days per week in the present danger model. The provider director will develop and implement a rotating on call schedule that assigns the appropriate level on call staff each day after regular business hours. The Program Director (on call) will be on call 24/7 for back-up and emergency consultation, except when on leave, in which case the designee will provide back up and consultation. Administrative services will be provided during normal business hours, Monday through Friday, 8:00 AM – 5:00 PM, in an office co-located within St. Lucie County, when possible.

C. Performance Outcomes and Quality of the Services to be provided limited to 10 pages. All responses in this section should be consistent with the information provided below in the sections labeled, *“Records and Documentation”*, *“Major Program Goals”* and *“Outcome Measures”*.

Maximum points possible = 15

1. Please provide detail on the formal quality mechanisms that are in place in your organization and how those formal quality mechanisms result in consistent, high quality service provision. Please include information on who is responsible for ensuring that the quality standards in the organization are maintained.
2. Explain how you will meet the outcome measures and how you will capture and report on the information outlined below in *“Records and Documentation”*, *“Major Program Goals”* and *“Outcome Measures”*.

Related Exhibits

3. Exhibit 11 – Sample Monthly Outcome report, to include a quality improvement plan for the following month.

Records and Documentation

Provider will maintain a file for each family served. The file will contain the following routine information and all encompassing information that involves the family.

- (a) A complete intake for any services rendered.
- (b) A completed in-depth clinical assessment addressing the issues outlined in the referral and based on the Diversion Case Manager's home visits and inclusive of all recommendations.
- (c) Case notes for all interactions and interventions with the family, including progress or lack thereof.
- (d) Copy of all Family Team Meeting (FTM) notes and FTM plan.
- (e) Progress notes or notice of assistance by any community referrals or connections.
- (f) A closing summary which includes service dates and summary of all services rendered, participation and attendance; completion of preservation plan tasks and goals and any further recommendations.
- (g) Case Notes will be documented in FSFN within 48 hours of the event. A termination summary will be provided to the referral source and entered into FSFN at the time of case closure.
- (h) Axis I services report monthly, documented on the invoice, to account for 100/800 funding requirements.
- (i) Any referrals not able to be served due to the program capacity will be tracked and submitted monthly by the provider for future discussion regarding capacity needs. This listing of unserved referrals will include the parent's name, number of children and maltreatment(s).
- (j) Timely satisfaction surveys for all closed services will be provided and gathered at no cost to the family.

Major Program Goals

- (a) To equip families with the tools and resources to properly care for their children in a safe and stable environment.
- (b) To build families skills and protective capacities through assistance in realizing their potential and by engaging and enhancing the family's support system.
- (c) To document the effectiveness of general and evidence-based diversion services, and track the completion and success rate of the various services to which clients are referred. This information may then be used to direct future service and program development.
- (d) To preserve the family unit where children's safety can be supported and to promote the safety and well-being of children and their families.
- (e) To promote resilience in families by promoting emotional, psychological and social well-being of children and their families.
- (f) To increase parenting skills and knowledge of child development, and to build on strengths while reducing risk factors.
- (g) To help clients in crisis to promote effective coping that can lead to positive growth and change by acknowledging the problem, recognizing its impact, and learning new or more effective behaviors for coping with similar experiences.
- (h) To keep children safe in their own homes through immediate delivery of intervention services to children and families in crisis.
- (i) To reduce the number of children removed from their homes due to abuse or neglect.

Outcome Measures:

Cumulative Outcome Measures are part of the contracts to be executed, as follows:

- (a) **100%** of all Diversion initial face to face contacts will be attempted within two (2) hours of referral (present danger only) during normal business hours, and within four (4) hours after normal business hours.
- (b) **100%** of all Diversion initial face to face contacts will be attempted within twenty-four (24) business hours of referral (impending danger only).
- (c) **100%** of safety management Initial Family Assessments will be completed and approved by the Program Director or designee in three (3) business days of initial contact with the family.
- (d) **95%** of the Initial Family Team Meetings will occur within five (5) business days of the initial contact with the family.
- (e) **100%** of the Diversion cases will demonstrate improved parental protective capacities to the extent that the child can remain safely in the home.
- (f) **90%** of the children receiving provider's Diversion services will not experience subsequent maltreatment, considered as verified or not substantiated findings, during the provision of services.
- (g) **90%** of the children served will have no verified or not-substantiated findings of subsequent maltreatment during the twelve months following case closure.
- (h) **100%** of all Diversion cases will have a case closure summary completed and submitted to the referral source within two business days of case closure.
- (i) **85%** of families who receive and complete provider Diversion services will be satisfied overall with the services received.

XXI. Oral Presentation Evaluation

Respondents who are invited to the oral presentation phase will have up to two hours to answer six questions – three of which are standard for each agency that is invited to make an oral presentation, and at least three questions specifically developed by the Evaluation Team to clarify elements of the agency's written response.

Maximum points possible = 40

1. Based on your written response to Section A., Attachments A-G, and the Exhibits 1-4, please demonstrate why your agency/company should be chosen.
2. Based on your written response to Section B. please explain your operational plan to execute the requirement of the pending contract.
3. Demonstrate the utilization of Exhibits 5-10, and how they will be utilized as a part of Section B.
4. Based on your written response to Section C. and Exhibit 11, please explain your plan to ensure quality and exceptional outcomes.
5. Agency-specific question 1
6. Agency-specific question 2
7. Agency-specific question 3