

**PROCUREMENT NOTICE**

**State of Connecticut**

**Department of Children and Families**

**LEGAL NOTICE**

The State of Connecticut, Department of Children and Families is seeking proposals for **Parenting Support Services (PSS)**.

The intent of this request is to procure fourteen (14) PSS teams to provide Connecticut families statewide access to in-home parenting interventions. With this procurement, the Department (DCF) will ensure that PSS service contracts are implemented with a consistent staffing model and funding allocations based on level of need across all DCF regions. Having multiple contractors providing PSS services to one Area Office, as well as the recent reduction in funding resulting in reduced capacity statewide, helped to inform the decision to re-procure this service. This procurement is intended to increase capacity and maximize service provision throughout the state in a more streamlined and efficient manner.

PSS is a service for families with children 0-18 years of age to support and enhance positive family functioning. Families can receive one or more of the PSS interventions along with case management services, utilizing a Wraparound philosophy and process. PSS offers the evidenced-based model, Level 4 Triple P (Positive Parenting Program®) and the Circle of Security Parenting© intervention. Triple P helps parents become resourceful problem solvers able to create a positive and safe home learning environment for children to develop emotional, behavioral, and cognitive strengths. Circle of Security Parenting (COS P) is designed to build, support, and strengthen parents' relationship capabilities so they are better equipped to provide a quality of relationship that promotes and is more supportive of secure attachment. For more information regarding these parenting interventions, please access the links below: <https://www.triplep.net/glo-en/home/> and <https://www.circleofsecurityinternational.com/about>

These parenting interventions are consistent and aligned with the Family First Prevention Services Act (FFPSA) designed to maintain children safely within their families, and to ensure, if removal is necessary, that they are placed in an appropriate, least restrictive setting able to meet their individual needs. This Act reforms the federal child welfare financing streams, Title IV-E and Title IV-B of the Social Security Act, to provide services to families who are at risk of entering the child welfare system. The Act aims to prevent children from entering foster care by allowing federal reimbursement for mental health services, substance use treatment, and in-home parenting skill training. It also seeks to improve the well-being of children already in foster care by incentivizing states to reduce placement of children in congregate care. For more information regarding FFPSA, please access the following link: <https://campaignforchildren.org/resources/fact-sheet/fact-sheet-family-first-prevention-services-act/>

The Request for Proposals is available in electronic format on the State Contracting Portal at:

[https://biznet.ct.gov/SCP\\_Search/Default.aspx?AccLast=2](https://biznet.ct.gov/SCP_Search/Default.aspx?AccLast=2)

on the Department's website at:

<https://portal.ct.gov/DCF/Contract-Management/Home>

or from the Department's Official Contact:

Name: Stacie Albert  
Address: 505 Hudson Street / Hartford, CT 06106  
Phone: 860 550-6543  
E-Mail: Stacie.Albert@ct.gov

A printed copy of the RFP can be obtained from the Official Contact upon request.

Deadline for submission of proposals is **April 12, 2019**.

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**I. GENERAL INFORMATION**

**■ A. INTRODUCTION**

- 1. RFP Name or Number.** RFP #190222008 / Parenting Support Services (PSS)
  
- 2. Summary.** The purpose of this request is to rebid the current DCF PSS program and procure 14 teams to provide PSS services to families of children and adolescents in all DCF Regional Area Offices within the state.
  
- 3. Synopsis (Optional).** The Department is seeking to procure fourteen (14) separate PSS Teams through this procurement, to correlate to each DCF Area Office. An Applicant may respond to more than one Area Office. The Department anticipates distribution of these providers throughout the State of Connecticut as follows:

<b>Region</b>	<b># of PSS Teams</b>
Region 1	2
Region 2	2
Region 3	3
Region 4	2
Region 5	3
Region 6	2
<b>Total</b>	<b>14</b>

- 4. Commodity Codes.** The services that the Department wishes to procure through this RFP are as follows:
  - 2000: Community and Social Services

**■ B. ABBREVIATIONS / ACRONYMS / DEFINITIONS**

- BFO Best and Final Offer
- C.G.S. Connecticut General Statutes
- CHRO Commission on Human Rights and Opportunity (CT)
- COS P Circle of Security Parenting
- CT Connecticut
- DAS Department of Administrative Services (CT)
- DCF Department of Children and Families
- FFPSA Family First Prevention Services Act
- FOIA Freedom of Information Act (CT)
- FY State Fiscal Year (July 1-June 30)
- IRS Internal Revenue Service (US)
- LOI Letter of Intent
- OAG Office of the Attorney General
- OPM Office of Policy and Management (CT)
- OSC Office of the State Comptroller (CT)
- POS Purchase of Service
- PSS Parenting Support Services
- P.A. Public Act (CT)
- PSS Parenting Support Services
- QA Quality Assurance
- RFP Request for Proposal
- SEEC State Elections Enforcement Commission (CT)
- Triple P Level 4 Triple P (Positive Parenting Program)
- U.S. United States

- *contractor*: a private provider organization, CT State agency, or municipality that enters into a POS contract with the Department as a result of this RFP
- *proposer*: a private provider organization, CT State agency, or municipality that has submitted a proposal to the Department in response to this RFP
- *prospective proposer*: a private provider organization, CT State agency, or municipality that may submit a proposal to the Department in response to this RFP, but has not yet done so
- *subcontractor*: an individual (other than an employee of the contractor) or business entity hired by a contractor to provide a specific health or human service as part of a POS contract with the Department as a result of this RFP

## ■ C. INSTRUCTIONS

1. **Official Contact.** The Department has designated the individual below as the Official Contact for purposes of this RFP. The Official Contact is the **only authorized contact** for this procurement and, as such, handles all related communications on behalf of the Department. Proposers, prospective proposers, and other interested parties are advised that any communication with any other Department employee(s) (including appointed officials) or personnel under contract to the Department about this RFP is strictly prohibited. Proposers or prospective proposers who violate this instruction may risk disqualification from further consideration.

Name: Stacie Albert  
Address: 505 Hudson Street / Hartford, CT 06106  
Phone: 860 550-6543  
E-Mail: [Stacie.Albert@ct.gov](mailto:Stacie.Albert@ct.gov)

Please ensure that e-mail screening software (if used) recognizes and accepts e-mails from the Official Contact.

2. **RFP Information.** The RFP, amendments to the RFP, and other information associated with this procurement are available in electronic format from the Official Contact or from the Internet at the following locations:

- Department's RFP Web Page  
<https://portal.ct.gov/DCF/Contract-Management/Home>
- State Contracting Portal  
[https://biznet.ct.gov/SCP\\_Search/Default.aspx?Acclast=2](https://biznet.ct.gov/SCP_Search/Default.aspx?Acclast=2)

It is strongly recommended that any proposer or prospective proposer interested in this procurement subscribe to receive e-mail alerts from the State Contracting Portal. Subscribers will receive a daily e-mail announcing procurements and addendums that are posted on the portal. This service is provided as a courtesy to assist in monitoring activities associated with State procurements, including this RFP.

Printed copies of all documents are also available from the Official Contact upon request.

3. **Contract Awards.** The award of any contract pursuant to this RFP is dependent upon the availability of funding to the Department. The Department anticipates the following:

- Total Funding Available: **\$4,733,618**
- Number of Awards: **14** (at the discretion of the Department)
- Per Team Funding: **See table below**
- Contract Term: 1-5 Years, at the discretion of the Department

<b>Region</b>	<b>Area Office</b>	<b>Annual DCF Funding</b>
<b>Region 1</b>	<i>Bridgeport</i>	<b>\$268,341</b>
	<i>Norwalk</i>	<b>\$268,167</b>
<b>Region 2</b>	<i>Milford</i>	<b>\$205,396</b>
	<i>New Haven</i>	<b>\$236,847</b>
<b>Region 3</b>	<i>Middletown</i>	<b>\$299,662</b>
	<i>Norwich</i>	<b>\$299,575</b>
	<i>Willimantic</i>	<b>\$442,287</b>
<b>Region 4</b>	<i>Hartford</i>	<b>\$835,997</b>
	<i>Manchester</i>	<b>\$505,101</b>
<b>Region 5</b>	<i>Danbury</i>	<b>\$236,717</b>
	<i>Torrington</i>	<b>\$205,309</b>
	<i>Waterbury</i>	<b>\$299,444</b>
<b>Region 6</b>	<i>New Britain</i>	<b>\$299,749</b>
	<i>Meriden</i>	<b>\$331,026</b>

- 4. Eligibility.** Private provider organizations (defined as non-state entities that are either nonprofit or proprietary corporations or partnerships), CT State agencies, and municipalities are eligible to submit proposals in response to this RFP. Individuals who are not a duly formed business entity are ineligible to participate in this procurement.
- 5. Minimum Qualifications of Proposers.** To qualify for a contract award, a proposer must have the following minimum qualifications:
- The agency must possess a current Connecticut Business License;
  - The agency must possess valid status as a nonprofit;
  - The agency must demonstrate the ability to provide in-home/group parenting and case management services using the Wraparound philosophy/approach within the Area Office for which they are applying;
  - The agency must demonstrate a willingness to provide services in all neighborhoods of the towns in the DCF Area Office for which they are applying; and
  - The agency must demonstrate a willingness to implement PSS with fidelity. This involves a commitment to full participation in the quality assurance program and agreement to implement only the interventions designed in consultation with DCF as part of Quality Assurance practices;
- 6. Procurement Schedule.** See below. Dates after the due date for proposals ("Proposals Due") are target dates only (\*). The Department may amend the schedule, as needed. Any change will be made by means of an amendment to this RFP and will be posted on the State Contracting Portal and, if available, the Department's RFP Web Page.
- RFP Planning Start Date: September 1, 2018
  - RFP Released: February 22, 2019
  - RFP Conference: March 4, 2019
  - Deadline for Questions: 3:00 PM / March 8, 2019
  - Answers Released: March 15, 2019
  - Letter of Intent Due: 3:00 PM / March 22, 2019
  - Proposals Due: 3:00 PM / April 12, 2019
  - (\*) Proposer Selection: May 1, 2019
  - (\*) Start of Contract Negotiations: May 15, 2019
  - (\*) Start of Contract: July 1, 2019

- 7. Letter of Intent.** A Letter of Intent (LOI) **is required** for this RFP. The LOI is non-binding and does not obligate the sender to submit a proposal. The LOI must be submitted to the Official Contact via e-mail by the deadline established in the Procurement Schedule. The subject line of the email must read, "Parenting Support Services RFP / Letter of Intent". The LOI must clearly identify the sender, including name, postal address, telephone number, fax number, e-mail address and DCF Region and Area Office being applied for. It is the sender's responsibility to confirm the Department's receipt of the LOI. **If applying for multiple Regions/Area Offices, 1 Letter of Intent may be submitted, but each specific Area Office being applied for must be indicated.** The Department will not accept proposals from any applicant for an Area Office for which a Letter of Intent was not submitted. Failure to submit the required LOI in accordance with the requirements set forth herein shall result in disqualification from further consideration.
- 8. Inquiry Procedures.** All questions regarding this RFP or the Department's procurement process must be directed, in writing, to the Official Contact before the deadline specified in the Procurement Schedule. The early submission of questions is encouraged. Questions will not be accepted or answered verbally- neither in person nor over the telephone, except at the RFP Conference, during which questions will be accepted and answered verbally, recorded, and included with the final release of Questions and Answers. All questions received before the deadline(s) will be answered. However, the Department will not answer questions when the source is unknown (i.e., nuisance or anonymous questions). Questions deemed unrelated to the RFP or the procurement process will not be answered. At its discretion, the Department may or may not respond to questions received after the deadline. The Department may combine similar questions and give only one answer. All questions and answers will be compiled into a written amendment to this RFP. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such. The agency will release the answers to questions on the date(s) established in the Procurement Schedule. The Department will publish any and all amendments to this RFP on the State Contracting Portal and, on the Department's RFP Web Page.
- 9. RFP Conference.** An RFP conference will be held to answer questions from prospective proposers. Attendance at the conference is **non-mandatory**, but highly recommended. Copies of the RFP will not be available at the RFP Conference. Prospective proposers are asked to bring a copy of the RFP to the conference. At the conference, attendees will be provided an opportunity to submit questions, which the Department's representatives may (or may not) answer at the conference. Any oral answers given at the conference by the Department's representatives are tentative and not binding on the Department. All questions submitted will be answered in a written amendment to this RFP, which will serve as the Department's official response to questions asked at the conference. If any answer to any question constitutes a material change to the RFP, the question and answer will be placed at the beginning of the amendment and duly noted as such. The agency will release the amendment on the date established in the Procurement Schedule. The Department will publish any and all amendments to this RFP on the State Contracting Portal and, if available, on the Department's RFP Web Page.
- Date: **March 4, 2019**
  - Time/Location: 2:00 PM / Connecticut Department of Correction  
Maloney Center for Training and Staff Development  
275 Jarvis Street  
Cheshire, CT 06410  
*\*valid ID required*
- 10. Proposal Due Date and Time.** The Official Contact is the **only authorized recipient** of proposals submitted in response to this RFP. Proposals must be **received** by the Official Contact on or before the due date and time:
- Due Date: **April 12, 2019**
  - Time: **3:00 PM**

Faxed or e-mailed proposals, other than email submission of an electronic copy when submitted in conjunction with all other submission requirements, will not be evaluated. When hand-delivering proposals by courier or in person, allow extra time due to building security procedures. The Department will not accept a postmark date as the basis for meeting the submission due date and time. Proposals received after the due date and time may be accepted by the Department as a clerical function, but late proposals will not be evaluated. At the discretion of the Department, late proposals may be destroyed or retained for pick up by the submitters.

An acceptable submission must include the following:

- one (1) original proposal;
- six (6) conforming copies of the original proposal; and
- one (1) conforming electronic copy of the original proposal.

The original proposal must carry original signatures and be clearly marked on the cover as "Original." Unsigned proposals will not be evaluated. The original proposal and each conforming copy of the proposal must be complete, properly formatted and outlined, and ready for evaluation by the Screening Committee.

The electronic copy of the proposal must be emailed to the Official Agency Contact for this procurement. The subject line of the email must read: **Parenting Support Services / Electronic Proposal Submission**. For the electronic copy, required forms and appendices must be scanned and submitted in Portable Document Format (PDF).

**11. Multiple Proposals.** The submission of multiple proposals is an option with this procurement. The Department is requiring the submission of one (1) proposal per DCF Area Office. Applicants may submit proposals for one (1), or more Area Offices, but may not combine proposals. The Department reserves the right to negotiate the number of Teams awarded for any proposal based on Departmental needs.

**12. Declaration of Confidential Information.** Proposers are advised that all materials associated with this procurement are subject to the terms of the Freedom of Information Act (FOIA), the Privacy Act, and all rules, regulations and interpretations resulting from them. If a proposer deems that certain information required by this RFP is confidential, the proposer must label such information as CONFIDENTIAL. In Section C of the proposal submission, the proposer must reference where the information labeled CONFIDENTIAL is located in the proposal. *EXAMPLE: Section G.1.a.* For each subsection so referenced, the proposer must provide a convincing explanation and rationale sufficient to justify an exemption of the information from release under the FOIA. The explanation and rationale must be stated in terms of (a) the prospective harm to the competitive position of the proposer that would result if the identified information were to be released and (b) the reasons why the information is legally exempt from release pursuant to C.G.S. § 1-210(b).

**13. Conflict of Interest-Disclosure Statement.** Proposers must include a disclosure statement concerning any current business relationships (within the last three (3) years) that pose a conflict of interest, as defined by C.G.S. § 1-85. A conflict of interest exists when a relationship exists between the proposer and a public official (including an elected official) or State employee that may interfere with fair competition or may be adverse to the interests of the State. The existence of a conflict of interest is not, in and of itself, evidence of wrongdoing. A conflict of interest may, however, become a legal matter if a proposer tries to influence, or succeeds in influencing, the outcome of an official decision for their personal or corporate benefit. The Department will determine whether any disclosed conflict of interest poses a substantial advantage to the proposer over the competition, decreases the overall competitiveness of this procurement, or is not in the best interests of the State. In the absence of any conflict of interest, a proposer must affirm such in the disclosure statement. *Example: "[name of proposer] has no current business relationship (within the last three (3) years) that poses a conflict of interest, as defined by C.G.S. § 1-85."*

**■ D. PROPOSAL FORMAT**

- 1. Required Outline.** All proposals must follow the required outline presented in Section IV– Proposal Outline. This includes numbering and bulleting requirements. Proposals that fail to follow the required outline will be deemed non-responsive and not evaluated.
- 2. Cover Sheet.** The Cover Sheet is Page 1 of the proposal. Proposers must complete and use the Cover Sheet form provided by the Department in Section IV.I – Forms.
- 3. Table of Contents.** All proposals must include a Table of Contents that conforms with the required proposal outline. (See Section IV.)
- 4. Executive Summary.** Proposals must include a high-level summary, not exceeding 1 page, of the main proposal and cost proposal.
- 5. Attachments.** Attachments other than the required Appendices or Forms identified in Section IV are not permitted and will not be evaluated. Further, the required Appendices or Forms must not be altered or used to extend, enhance, or replace any component required by this RFP. Failure to abide by these instructions will result in disqualification.
- 6. Style Requirements.** Submitted proposals must conform to the following specifications:
  - Binding Type: Loose Leaf, Bound with a Butterfly Clip
  - Dividers: No Dividers
  - Paper Size: Standard Letter
  - Print Style: 2-sided
  - Page Limit: 30 Single-Sided (15 sheets of Paper, printed Double-Side) for Section IV.F (Main Proposal)
  - Font Size: 12
  - Font Type: Times New Roman
  - Margins: Normal
  - Line Spacing: 1.5
- 7. Pagination.** The proposer’s name must be displayed in the header of each page. All pages, including the required Appendices and Forms, must be numbered in the footer.
- 8. Packaging and Labeling Requirements.** All proposals must be submitted in sealed envelopes or packages and be addressed to the Official Contact. The Legal Name and Address of the proposer must appear in the upper left corner of the envelope or package. The RFP Name or Number must be clearly displayed on the envelope or package. Any received proposal that does not conform to these packaging or labeling instructions will be opened as general mail. Such a proposal may be accepted by the Department as a clerical function, but it will not be evaluated. At the discretion of the Department, such a proposal may be destroyed or retained for pick up by the submitters.

**■ E. EVALUATION OF PROPOSALS**

- 1. Evaluation Process.** It is the intent of the Department to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, negotiating with successful proposers, and awarding contracts, the Department will conform with its written procedures for POS procurements (pursuant to C.G.S. § 4-217) and the State’s Code of Ethics (pursuant to C.G.S. §§ 1-84 and 1-85).
- 2. Screening Committee.** The Department will designate a Screening Committee to evaluate proposals submitted in response to this RFP. The contents of all submitted proposals, including any confidential information, will be shared with the Screening Committee. Only proposals found to be responsive (that is, complying with all instructions and requirements described herein) will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. Attempts



by any proposer (or representative of any proposer) to contact or influence any member of the Screening Committee may result in disqualification of the proposer.

- 3. Minimum Submission Requirements.** All proposals must comply with the requirements specified in this RFP. To be eligible for evaluation, proposals must (1) be received on or before the due date and time; (2) meet the Proposal Format requirements; (3) follow the required Proposal Outline; and (4) be complete. Proposals that fail to follow instructions or satisfy these minimum submission requirements will not be reviewed further. The Department will reject any proposal that deviates significantly from the requirements of this RFP.
- 4. Evaluation Criteria (and Weights).** Proposals meeting the Minimum Submission Requirements will be evaluated according to the established criteria. The criteria are the objective standards that the Screening Committee will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals. The criteria are weighted according to their relative importance. The weights are disclosed below.
- Organizational Profile 10 points
  - Cultural & Linguistically Competent Care 15 points
  - Scope of Services 20 points
  - Staffing Plan 15 points
  - Work-plan & Implementation Timeline 10 points
  - Family Partnership & Community Linkage 10 points
  - Data and Technology 4 points
  - Financial Profile 5 points
  - Budget and Budget Narrative 8 points
  - Appendices & Formatting 3 points

Note:

As part of its evaluation of the Staffing Plan, the Screening Committee will consider the proposer's demonstrated commitment to affirmative action, as required by the Regulations of CT State Agencies § 46A-68j-30(10).

- 5. Proposer Selection.** Upon completing its evaluation of proposals, the Screening Committee will submit the rankings of all proposals to the Department head. The final selection of a successful proposer is at the discretion of the Department head. Any proposer selected will be so notified and awarded an opportunity to negotiate a contract with the Department. Such negotiations may, but will not automatically, result in a contract. Pursuant to Governor M. Jodi Rell's Executive Order No. 3, any resulting contract will be posted on the State Contracting Portal. All unsuccessful proposers will be notified by e-mail or U.S. mail, at the Department's discretion, about the outcome of the evaluation and proposer selection process.
- 6. Debriefing.** Within ten (10) days of receiving notification from the Department, unsuccessful proposers may contact the Official Contact and request information about the evaluation and proposer selection process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the ten (10) days. If unsuccessful proposers still have questions after receiving this information, they may contact the Official Contact and request a meeting with the Department to discuss the evaluation process and their proposals. If held, the debriefing meeting will not include any comparisons of unsuccessful proposals with other proposals. The Department will schedule and hold the debriefing meeting within fifteen (15) days of the request. The Department will not change, alter, or modify the outcome of the evaluation or selection process as a result of any debriefing meeting.
- 7. Appeal Process.** Proposers may appeal any aspect the Department's competitive procurement, including the evaluation and proposer selection process. Any such appeal must be submitted to the Department head. A proposer may file an appeal at any time after the proposal due date, but not later than thirty (30) days after an agency notifies unsuccessful proposers about the outcome of the evaluation and proposer selection

process. The e-mail sent date or the postmark date on the notification envelope will be considered "day one" of the thirty (30) days. The filing of an appeal shall not be deemed sufficient reason for the Department to delay, suspend, cancel, or terminate the procurement process or execution of a contract. More detailed information about filing an appeal may be obtained from the Official Contact.

- 8. Contract Execution.** Any contract developed and executed as a result of this RFP is subject to the Department's contracting procedures, which may include approval by the Office of the Attorney General.

## II. MANDATORY PROVISIONS

### ■ A. POS STANDARD CONTRACT, PARTS I AND II

*By submitting a proposal in response to this RFP, the proposer implicitly agrees to comply with the provisions of Parts I and II of the State's "standard contract" for POS:*

Part I of the standard contract is maintained by the Department and will include the scope of services, contract performance, quality assurance, reports, terms of payment, budget, and other program-specific provisions of any resulting POS contract. A sample of Part I is available from the Department's Official Contact upon request.

Part II of the standard contract is maintained by OPM and includes the mandatory terms and conditions of the POS contract. Part II is available on OPM's website at: [http://www.ct.gov/opm/fin/standard\\_contract](http://www.ct.gov/opm/fin/standard_contract)

Note:

Included in Part II of the standard contract is the State Elections Enforcement Commission's notice (pursuant to C.G.S. § 9-612(g)(2)) advising executive branch State contractors and prospective State contractors of the ban on campaign contributions and solicitations. If a proposer is awarded an opportunity to negotiate a contract with the Department and the resulting contract has an anticipated value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts has an anticipated value of \$100,000 or more, the proposer must inform the proposer's principals of the contents of the SEEC notice.

Part I of the standard contract may be amended by means of a written instrument signed by the Department, the selected proposer (contractor), and, if required, the Attorney General's Office. Part II of the standard contract may be amended only in consultation with, and with the approval of, the Office of Policy and Management and the Attorney General's Office.

### ■ B. ASSURANCES

*By submitting a proposal in response to this RFP, a proposer implicitly gives the following assurances:*

1. **Collusion.** The proposer represents and warrants that the proposer did not participate in any part of the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance. The proposer further represents and warrants that no agent, representative, or employee of the State participated directly in the preparation of the proposer's proposal. The proposer also represents and warrants that the submitted proposal is in all respects fair and is made without collusion or fraud.
2. **State Officials and Employees.** The proposer certifies that no elected or appointed official or employee of the State has or will benefit financially or materially from any contract resulting from this RFP. The Department may terminate a resulting contract if it is determined that gratuities of any kind were either offered or received by any of the aforementioned officials or employees from the proposer, contractor, or its agents or employees.
3. **Competitors.** The proposer assures that the submitted proposal is not made in connection with any competing organization or competitor submitting a separate proposal in response to this RFP. No attempt has been made, or will be made, by the proposer to induce any other organization or competitor to submit, or not submit, a proposal for the purpose of restricting competition. The proposer further assures that the proposed costs have been arrived at independently, without consultation, communication, or agreement with any other organization or competitor for the purpose of restricting competition. Nor has the proposer knowingly disclosed the proposed costs on a prior basis, either directly or indirectly, to any other organization or competitor.
4. **Validity of Proposal.** The proposer certifies that the proposal represents a valid and binding offer to provide services in accordance with the terms and provisions described in this RFP and any amendments or

attachments hereto. The proposal shall remain valid for a period of 180 days after the submission due date and may be extended beyond that time by mutual agreement. At its sole discretion, the Department may include the proposal, by reference or otherwise, into any contract with the successful proposer.

5. **Press Releases.** The proposer agrees to obtain prior written consent and approval of the Department for press releases that relate in any manner to this RFP or any resultant contract.

■ **C. TERMS AND CONDITIONS**

*By submitting a proposal in response to this RFP, a proposer implicitly agrees to comply with the following terms and conditions:*

1. **Equal Opportunity and Affirmative Action.** The State is an Equal Opportunity and Affirmative Action employer and does not discriminate in its hiring, employment, or business practices. The State is committed to complying with the Americans with Disabilities Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities.
2. **Preparation Expenses.** Neither the State nor the Department shall assume any liability for expenses incurred by a proposer in preparing, submitting, or clarifying any proposal submitted in response to this RFP.
3. **Exclusion of Taxes.** The Department is exempt from the payment of excise and sales taxes imposed by the federal government and the State. Proposers are liable for any other applicable taxes.
4. **Proposed Costs.** No cost submissions that are contingent upon a State action will be accepted. All proposed costs must be fixed through the entire term of the contract.
5. **Changes to Proposal.** No additions or changes to the original proposal will be allowed after submission. While changes are not permitted, the Department may request and authorize proposers to submit written clarification of their proposals, in a manner or format prescribed by the Department, and at the proposer's expense.
6. **Supplemental Information.** Supplemental information will not be considered after the deadline submission of proposals, unless specifically requested by the Department. The Department may ask a proposer to give demonstrations, interviews, oral presentations or further explanations to clarify information contained in a proposal. Any such demonstration, interview, or oral presentation will be at a time selected and in a place provided by the Department. At its sole discretion, the Department may limit the number of proposers invited to make such a demonstration, interview, or oral presentation and may limit the number of attendees per proposer.
7. **Presentation of Supporting Evidence.** If requested by the Department, a proposer must be prepared to present evidence of experience, ability, data reporting capabilities, financial standing, or other information necessary to satisfactorily meet the requirements set forth or implied in this RFP. The Department may make onsite visits to an operational facility or facilities of a proposer to evaluate further the proposer's capability to perform the duties required by this RFP. At its discretion, the Department may also check or contact any reference provided by the proposer.
8. **RFP Is Not An Offer.** Neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or the Department or confer any rights on any proposer unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the proposer and the Department and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for costs incurred by the proposer or for payment of services under the terms of the contract until the successful proposer is notified that the contract has been accepted and approved by the Department and, if required, by the Attorney General's Office.

**■ D. RIGHTS RESERVED TO THE STATE**

*By submitting a proposal in response to this RFP, a proposer implicitly accepts that the following rights are reserved to the State:*

- 1. Timing Sequence.** The timing and sequence of events associated with this RFP shall ultimately be determined by the Department.
- 2. Amending or Canceling RFP.** The Department reserves the right to amend or cancel this RFP on any date and at any time, if the Department deems it to be necessary, appropriate, or otherwise in the best interests of the State.
- 3. No Acceptable Proposals.** In the event that no acceptable proposals are submitted in response to this RFP, the Department may reopen the procurement process, if it is determined to be in the best interests of the State.
- 4. Award and Rejection of Proposals.** The Department reserves the right to award in part, to reject any and all proposals in whole or in part, for misrepresentation or if the proposal limits or modifies any of the terms, conditions, or specifications of this RFP. The Department may waive minor technical defects, irregularities, or omissions, if in its judgment the best interests of the State will be served. The Department reserves the right to reject the proposal of any proposer who submits a proposal after the submission date and time.
- 5. Sole Property of the State.** All proposals submitted in response to this RFP are to be the sole property of the State. Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State, unless stated otherwise in this RFP or subsequent contract. The right to publish, distribute, or disseminate any and all information or reports, or part thereof, shall accrue to the State without recourse.
- 6. Contract Negotiation.** The Department reserves the right to negotiate or contract for all or any portion of the services contained in this RFP. The Department further reserves the right to contract with one or more proposer for such services. After reviewing the scored criteria, the Department may seek Best and Final Offers (BFO) on cost from proposers. The Department may set parameters on any BFOs received.
- 7. Clerical Errors in Award.** The Department reserves the right to correct inaccurate awards resulting from its clerical errors. This may include, in extreme circumstances, revoking the awarding of a contract already made to a proposer and subsequently awarding the contract to another proposer. Such action on the part of the State shall not constitute a breach of contract on the part of the State since the contract with the initial proposer is deemed to be void *ab initio* and of no effect as if no contract ever existed between the State and the proposer.
- 8. Key Personnel.** When the Department is the sole funder of a purchased service, the Department reserves the right to approve any additions, deletions, or changes in key personnel, with the exception of key personnel who have terminated employment. The Department also reserves the right to approve replacements for key personnel who have terminated employment. The Department further reserves the right to require the removal and replacement of any of the proposer's key personnel who do not perform adequately, regardless of whether they were previously approved by the Department.

**■ E. STATUTORY AND REGULATORY COMPLIANCE**

*By submitting a proposal in response to this RFP, the proposer implicitly agrees to comply with all applicable State and federal laws and regulations, including, but not limited to, the following:*

- 1. Freedom of Information, C.G.S. § 1-210(b).** The Freedom of Information Act (FOIA) generally requires the disclosure of documents in the possession of the State upon request of any citizen, unless the content

of the document falls within certain categories of exemption, as defined by C.G.S. § 1-210(b). Proposers are generally advised not to include in their proposals any confidential information. If the proposer indicates that certain documentation, as required by this RFP, is submitted in confidence, the State will endeavor to keep said information confidential to the extent permitted by law. The State has no obligation to initiate, prosecute, or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. The proposer has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. While a proposer may claim an exemption to the State's FOIA, the final administrative authority to release or exempt any or all material so identified rests with the State. In no event shall the State or any of its employees have any liability for disclosure of documents or information in the possession of the State and which the State or its employees believe(s) to be required pursuant to the FOIA or other requirements of law.

- 2. Contract Compliance, C.G.S. § 4a-60 and Regulations of CT State Agencies § 46a-68j-21 thru 43, inclusive.** CT statute and regulations impose certain obligations on State agencies (as well as contractors and subcontractors doing business with the State) to insure that State agencies do not enter into contracts with organizations or businesses that discriminate against protected class persons.
- 3. Consulting Agreements, C.G.S. § 4a-81.** Proposals for State contracts with a value of \$50,000 or more in a calendar or fiscal year, excluding leases and licensing agreements of any value, shall include a consulting agreement affidavit attesting to whether any consulting agreement has been entered into in connection with the proposal. As used herein "consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the State, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction, requests for information or (C) any other similar activity related to such contract. Consulting agreement does not include any agreements entered into with a consultant who is registered under the provisions of C.G.S. Chapter 10 as of the date such affidavit is submitted in accordance with the provisions of C.G.S. § 4a-81. The Consulting Agreement Affidavit (OPM Ethics Form 5) is available on OPM's website at [http://www.ct.gov/opm/fin/ethics\\_forms](http://www.ct.gov/opm/fin/ethics_forms)  
IMPORTANT NOTE: A proposer must complete and submit OPM Ethics Form 5 to the Department with the proposal.
- 4. Gift and Campaign Contributions, C.G.S. §§ 4-250 and 4-252(c); Governor M. Jodi Rell's Executive Orders No. 1, Para. 8 and No. 7C, Para. 10; C.G.S. § 9-612(g)(2).** If a proposer is awarded an opportunity to negotiate a contract with an anticipated value of \$50,000 or more in a calendar or fiscal year, the proposer must fully disclose any gifts or lawful contributions made to campaigns of candidates for statewide public office or the General Assembly. Municipalities and CT State agencies are exempt from this requirement. The gift and campaign contributions certification (OPM Ethics Form 1) is available on OPM's website at [http://www.ct.gov/opm/fin/ethics\\_forms](http://www.ct.gov/opm/fin/ethics_forms)  
IMPORTANT NOTE: The successful proposer must complete and submit OPM Ethics Form 1 to the Department prior to contract execution.
- 5. Nondiscrimination Certification, C.G.S. §§ 4a-60(a)(1) and 4a-60a(a)(1).** If a proposer is awarded an opportunity to negotiate a contract, the proposer must provide the Department with *written representation* or *documentation* that certifies the proposer complies with the State's nondiscrimination agreements and warranties. A nondiscrimination certification is required for all State contracts – regardless of type, term, cost, or value. Municipalities and CT State agencies are exempt from this requirement. The nondiscrimination certification forms are available on OPM's website at [http://www.ct.gov/opm/fin/nondiscrim\\_forms](http://www.ct.gov/opm/fin/nondiscrim_forms)  
IMPORTANT NOTE: The successful proposer must complete and submit the appropriate nondiscrimination certification form to the awarding Department prior to contract execution.

### III. PROGRAM INFORMATION

#### ■ A. DEPARTMENT OVERVIEW

The mission of the Department of Children and Families is: ***“Working together with families and communities for children who are healthy, safe, smart and strong.”*** To that end, the Department has issued seven (7) cross-cutting themes that guide all DCF operational units in advancing the mission and strategies of the Agency:

1. implementing strength-based family policy, practice and programs;
2. applying the neuroscience of early childhood and adolescent development;
3. expanding trauma-informed practice and culture;
4. addressing racial inequities in all areas of our practice;
5. building new community and agency partnerships;
6. improving leadership, management, supervision and accountability; and
7. becoming a learning organization.

Using these themes, the Department has implemented and strives to adhere to the following strategies:

1. increasing investment in prevention, health promotion, early intervention and educational success;
2. strengthening family-centered practice;
3. expanding regional networks of in-home and community services;
4. continuing congregate care rightsizing and redesign;
5. addressing the needs of identified populations of children and families;
6. increasing DCF and community partnerships;
7. supporting the public and private sector workforce;
8. managing ongoing DCF operations and change initiatives; and
9. improving revenue maximization and development of new investment resources

The Department of Children and Families was instituted by the Connecticut General Assembly as the Department of Children and Youth Services in May, 1969. In 1974, child welfare services were transferred to the Department, with children’s mental health services and a unified school district for children in the Department’s care and custody added one year later and substance abuse services for children and youth 13 years after that (in 1988). The Department’s name (Children and Families) was officially changed through legislation in 1993, to reflect the Department’s still-evolving mission of providing child-centered, family focused, community-based programs and services throughout Connecticut.

In 1987, the Department instituted a regional management model, strengthening community-based services through grants and child-centered social work practice. Six regions began managing grants and contracted services within assigned geographical locations, thus cementing the Department’s partnerships with local, area community service providers. Since that time, the Department’s contracted service milieu has grown to encompass 76 contracted services types provided by 99 community service agencies providing 400 individual programs to Connecticut’s children and their families.

#### ■ B. PROGRAM OVERVIEW

Parenting Support Services is a service for families with children 0-18 years-of-age that supports and enhances positive family functioning. Families receive one or more of the PSS interventions along with case management services using the Wraparound philosophy and approach. PSS offers the evidenced-based model, Level 4 Triple P (Positive Parenting Program®) and the Circle of Security Parenting© intervention. Triple P helps parents become resourceful problem solvers and be able to create a positive and safe home learning environment for children to develop emotional, behavioral, and cognitive strengths. Circle of Security Parenting (COS P) is designed to build, support, and strengthen parents’ relationship capabilities so they are better equipped to provide a quality of relationship that is more supportive of secure attachment. If needed, families may receive more than one PSS intervention, and the Contractor may also provide Circle of Security Parenting group programming.

**History of PSS in CT:** PSS has been part of the DCF service array since 2013. At that time, the 27 providers who were delivering Family Enrichment Services transitioned to Triple P. In 2016, Circle of Security Parenting was added to this level of care to better serve families with infants and young children with challenging parent/child relationships.

A sample (subject to change prior to contract implementation) Scope of Service for all PSS programs awarded as a result of this RFP is included and made part of this document as Attachment 5.

■ **C. MAIN PROPOSAL COMPONENTS**

**1. Organizational Requirements (10 points)**

- (a) Purpose / Mission / Philosophy: Briefly describe the purpose, mission and philosophy of the agency and the proposed program. This section should also describe how your program or agency will adhere to applicable state and federal laws, regulations and policies specific to the services to be provided.
- (b) Entity Type / Years of Operation: Please provide a brief history of the agency and the proposed program. Please include detail regarding your experience providing services to children, services to families and services to DCF-involved families including previous in-home service provision and group programming service provision. Proposals must also include an overview of where the proposed program will sit in the agency structure. A Table of Organization to support this description must be included as Appendix 4.
- Proposals must also demonstrate the applicant's knowledge and level of familiarity of the communities for which the applicant is proposing to serve. It is the Department's expectation that PSS services will be provided to all communities within the Area Office's catchment area. Proposals must describe the existing and historical presence level of the applicant in these communities, or the plans for engagement of the community in the services to be provided.
- (c) Administrative and Program Office Locations: Please provide the location of the agency's administrative offices as well as the location of the offices in which the PSS team will be housed. It is the Department's expectation that providers will establish presence in the communities in which they will serve.
- (d) Qualifications / Certification / Licensure: Please describe your agency's experience providing the services described in this RFP and experience assuring quality assurance to ensure model fidelity being requested through this RFP. All applicants will be required to possess a CT Business License and proof of non-profit status. Proof of such must be provided in the applicant's proposal as Appendices 5 and 6.
- (e) Corrective Action: If the agency required a Corrective Action Plan, Service Development Plan (or any other similar action) for any DCF-funded program in the past two (2) years, proposals must identify the program, the primary problem(s), and how the problem(s) was (were) addressed.

**2. Cultural & Linguistically Competent Care (15 Points)**

Provide a detailed description of your agency's knowledge, expertise and understanding of diversity (including, but not limited to: racial, ethnic, gender and gender identity, sexual orientation, culture, linguistic, immigrant, disabilities, and religion) as it relates to the provision of services. (15 points overall) Detail your response according to the following:

- (a) Culturally Diverse Communities: Describe your organization's successes & challenges serving diverse communities. Include any data your agency has that reveals the ability to effectively serve and achieve positive outcomes for children and families of multiple diverse groups. Additionally, describe how your organization overcame previous challenges. **(5 points)**
- (b) Culturally Diverse Families: Please detail how your program/service will effectively meet the needs of the community/communities you propose to service through this application. Describe policies, practices, and data collection mechanisms. Include supporting data about the race, ethnicity, and languages of the communities you are seeking to serve. Also, include how your organization works to establish rapport and trust with families related to experiences of racism and how this influences and



guides client engagement and treatment planning. (Supporting data may be included as Appendix 7)  
**(5 points)**

- (c) Culturally Diverse Staff: Describe your plan and current activities to recruit, retain, train, supervise, and facilitate dialogue amongst a diverse staff, including those who are bicultural and bilingual, for this program/service and across all levels of your organization. Please include a description of what progress your organization made to increase the diversity of the workforce in the past three years. **(5 points)**

### 3. Service Requirements (20 points)

Proposals should address each of the following areas. **The use of sub-contractors is not permitted for these services.** The Department will expect direct service provision from any awarded contract as a result of this RFP.

- (a) Referral Process: The referral process should be detailed about the criteria, when referrals will be accepted, Contractor staff who will accept and screen the referral, how the screening will occur and how communication will be facilitated with DCF as the referral source.

The Contractor will give priority to referrals from DCF. Community referrals will be accepted as needed in order to maintain maximum caseload, however, the Contractor must ensure timely access to services and maintain available capacity for DCF referrals at all times. Community referrals will not be reviewed through the DCF Gatekeeper.

For families referred by DCF, a joint home visit by the DCF caseworker and the PSS parent educator must occur within 10 calendar days from the date the referral was received. The Contractor will conduct an initial in-home (or at a parent-preferred location) visit as soon as possible, but at least within 10 calendar days from the date the referral was received.

- (b) Number and Type of Clients to be Served: The target population for this service is parents, foster parents, adoptive parents, and grandparents. Proposals should include total number of annual clients served based on the table provided below. A full-time equivalent Parent Educator will be expected to maintain an active caseload of 30 families per year.

Region	Area Office	Annual Capacity
<b>Region 1</b>	<i>Bridgeport</i>	<b>105</b>
	<i>Norwalk</i>	<b>105</b>
<b>Region 2</b>	<i>Milford</i>	<b>75</b>
	<i>New Haven</i>	<b>90</b>
<b>Region 3</b>	<i>Middletown</i>	<b>120</b>
	<i>Norwich</i>	<b>120</b>
	<i>Willimantic</i>	<b>165</b>
<b>Region 4</b>	<i>Hartford</i>	<b>330</b>
	<i>Manchester</i>	<b>195</b>
<b>Region 5</b>	<i>Danbury</i>	<b>90</b>
	<i>Torrington</i>	<b>75</b>
	<i>Waterbury</i>	<b>120</b>
<b>Region 6</b>	<i>New Britain</i>	<b>120</b>
	<i>Meriden</i>	<b>135</b>

100% of contract annual caseload capacity will be served. The number of episodes admitted from the Episode Count and Length of Stay by Provider report will be used to measure annual caseload performance. Due to the limitations with the frequency of training opportunities in Connecticut for the PSS interventions which can cause a delay in having staff trained in the PSS interventions, an agency's caseload performance expectation will be adjusted to take into account any staff vacancies due to unavailability of training in the PSS interventions.

- (c) Length of Stay/Hours of Operation: Provide the average length of stay needed for client's completion of the program, from date of intake. Proposals must include the proposed hours of operation for services to be provided. Since this is a service provided in the client's home or community setting, it is anticipated that programs will offer evening and/or weekend hours (if needed) to accommodate clients in certain situations (proposals should include examples of such situations). Additionally, proposals must include a description of how the Contractor will ensure the provision of 24/7 crisis support.
- (d) Assessment: The Contractor, in collaboration with the parent/caregiver(s), will complete the Parenting Support Services Initial Assessment within the first two visits. Once the assessment is completed, the parent educator, parent(s) and DCF for those cases with agency involvement, will reach agreement about which parenting intervention will be used.

In the case of Circle of Security Parenting groups, the Parenting Support Services Initial Assessment will be completed within the first session. No family will be screened out as inappropriate for one of the parenting interventions without the assessment being completed.

Upon completion of an intervention, the Contractor will complete the Patient Health Questionnaire – 9 and the Coping with Toddler/Child/Teen's Negative Emotions Scale for all families. Families completing COS P will also complete the Circle of Security Parenting Participant Survey.

- (e) Service Intensity: The unit of service for in-home interventions is 1 to 2 hours of face-to-face contact with the family for 10-16 sessions. Given the need for increased case management services in some cases, staff will have up to 6 months to complete an intervention.

The unit of service for Circle of Security Parenting groups is 8-10 sessions.

- (f) Treatment/Service Components: Proposals must describe services offered to clients and the modality by which they are offered. For each of the components, the proposal must clearly describe how services will be provided. Other evidence-based programs or non-evidence-based programs are not to be incorporated into the Parenting Support Services program.
- The Contractor will provide either the Level 4 Standard or the Level 4 Teen parent education curriculum. This is a process lasting 10-16 sessions of approximately 1-2 hours per session.
  - The Contractor will provide the 8-chapter Circle of Security Parenting (COS P) curriculum. This is a process lasting 10-16 sessions of approximately 1-2 hours per session or, if provided as a group intervention, lasting 8-10 sessions. Funding can be used to cover expenses for running COS P groups, such as child care and food, but the budget included with this proposal must delineate such costs.
  - If needed, families may receive more than one PSS intervention. The unit of service is 1 to 2 hours of face-to-face contact with the family for ten to sixteen sessions. Given the need for increased case management services in some cases, staff will have 4-6 months to complete an intervention. Families receiving more than one parenting intervention (one example - Circle of Security Parenting and Triple P Level 4 Standard) will have each intervention counted as a separate case. These sessions will generally occur weekly.
  - Programs also have the option to offer COS P group sessions. Proposals must clearly identify if such are being proposed and must delineate the circumstances for such as well as the modality and level of availability.

- (g) Case Management: The Contractor will also, through case management services, assist the family in such areas as:
- identifying and prioritizing family needs, including crisis planning;
  - navigating and utilizing community resources;
  - creating a family budget;
  - selecting and providing appropriate substitute caregivers;
  - linking to traditional and non-traditional services and support systems; and
  - identifying and utilizing public and/or alternative transportation methods.

#### 4. Staffing Requirements (15 Points)

Applicants are to use the staffing model found below. This staffing model will be the required staffing structure for all contracts implemented as a result of this RFP.

Region	Area Office	Parent Educators	Supervisors
<b>Region 1</b>	<i>Bridgeport</i>	<b>3.5</b>	<b>0.5</b>
	<i>Norwalk</i>	<b>3.5</b>	<b>0.5</b>
<b>Region 2</b>	<i>Milford</i>	<b>2.5</b>	<b>0.5</b>
	<i>New Haven</i>	<b>3</b>	<b>0.5</b>
<b>Region 3</b>	<i>Middletown</i>	<b>4</b>	<b>0.5</b>
	<i>Norwich</i>	<b>4</b>	<b>0.5</b>
	<i>Willimantic</i>	<b>5.5</b>	<b>1</b>
<b>Region 4</b>	<i>Hartford</i>	<b>11</b>	<b>1.5</b>
	<i>Manchester</i>	<b>6.5</b>	<b>1</b>
<b>Region 5</b>	<i>Danbury</i>	<b>3</b>	<b>0.5</b>
	<i>Torrington</i>	<b>2.5</b>	<b>0.5</b>
	<i>Waterbury</i>	<b>4</b>	<b>0.5</b>
<b>Region 6</b>	<i>New Britain</i>	<b>4</b>	<b>0.5</b>
	<i>Meriden</i>	<b>4.5</b>	<b>0.5</b>

Proposals must describe the following:

- (a) Staff Qualifications: The staff categories to be assigned to the proposed program, including the extent to which they have or will have the appropriate training and experience to perform assigned duties. The proposal must describe the extent to which staff is or will be multi-lingual and multi-cultural.
- Parent Educator: Parent Educators will have a minimum of a Bachelor's Degree in Human Services or a related field and experience providing direct services to children and families. Exceptions to the minimum requirements may be made with prior written approval of the DCF PDOC overseeing this level of care.
  - Parent Educator Supervisor: Parent Educator Supervisors will have a minimum of a Master's Degree in Social Work, Counseling, Marriage and Family Therapy, Education, Psychology or related field. Consideration will be given for those with a Bachelor's degree in the same fields and five years of appropriate experience. Exceptions to the minimum requirements may be made with prior written approval of the DCF PDOC overseeing this level of care.
- (b) Staff Recruitment and Retention: Proposals must include the following:
- How Providers will ensure that all employment candidates receive a criminal record and DCF abuse/neglect background check;
  - A staff retention plan detailing measures taken to reduce staff turnover;

- A description of how staff will be recruited and selected;
- A description of how the staffing plan will be appropriate to the language, age, gender, sexual orientation, disability, and ethnic/racial/cultural factors of the target population; and
- A description of how the program will continue to provide services that are timely, effective, and true to the model if sickness, training, vacancies, leaves of absence, etc. make regularly scheduled staff unavailable.

Note: Preference will be given, through the scoring tool utilized by the Review and Evaluation Committee for this RFP, to current applicants with a demonstrated ability to adhere to their current staffing plan and those who have a demonstrated history of maintaining low vacancy rates.

- (c) Staff Training: All staff must be trained in Level 4 Standard Triple P, Level 4 Standard Teen Triple P, and Circle of Security Parenting. A caseload can be assigned once staff have been trained in the Level 4 Triple interventions or Circle of Security Parenting, and deliver the intervention for which the training was completed. Each staff person must be accredited by Triple P America in both Level 4 Standard Triple P and Level 4 Standard Teen Triple P within twelve months after completing the Triple P training for both courses. Training in any other Triple P course is not sufficient.

#### **5. Work-plan & Implementation Timeline (10 Points)**

Programs should be available by April 1, 2019. Proposals should clearly define the timelines and work processes leading up to availability of services. DCF will offer the necessary trainings for the two interventions offered by PSS. Agencies will need to arrange the one-day training on Wraparound philosophy and process from their Community Collaborative/Systems of Care provider.

Proposals must include a detailed start-up process and timeline, including a description of the following:

- The process for hiring, orienting and training staff;
- The process for transitioning existing clients of this level of care from an incumbent provider; and
- The date when applicants will begin to accept referrals.

#### **6. Family Partnerships and Community Linkages (10 points)**

- (a) DCF Communication: Describe the agency's plan to collaborate and communicate with the referral sources, including the DCF Area Offices. The Contractor will maintain frequent contact for open DCF cases with the DCF assigned case worker regarding each family's progress. The Parenting Support Services Program Supervisor will facilitate monthly case reviews at each referring DCF office for open DCF cases if requested by the DCF. The Contractor will be required to maintain a written case record on each family served.

Note: Preference will be given, through the scoring tool utilized by the Review and Evaluation Committee for this RFP, to current applicants with demonstrated positive history of communication and responsiveness to DCF, as measured at the Area Office level, through staff interaction.

- (b) Community Linkages: Describe the agency's effective mechanisms for fostering communication and coordination among families, service providers, and community supports during the treatment episode.

#### **7. Data and Technology Requirements (4 Points)**

The Department will require awarded contractor(s) to submit child and family specific data, and administrative service and training data. Under the Results-based Accountability framework in place for service evaluation throughout the state, the Department will assist contractors to provide information about the modality provided, quantity of service delivered, its consistency with Strengthening Families principles and the effect of the services. The Department requires contractor(s) to use data to ensure the quality of their services, including identifying program challenges or barriers, identify potential best practices, and achievement of the program's goals, objectives and outcomes.

The child and family specific data for this service will be collected using electronic, web-based applications designed for the EBPs implemented. Monitoring program outcomes and model fidelity is an important part of implementing an evidence-based service.

The Contractor will submit individual, client level data to the department's Program Information Exchange (PIE) and/or other system as directed by the department. Complete, timely and accurate data is essential for both the Provider and the Department to help support service provision, identify trends and measure important outcomes. As such, while it is ideal to enter data ongoing and as soon after the event as possible, it is expected that data be entered within 20 days following the end of each month. Such a timeframe is consistent whether as a Contractor the data is batched or directly entered. The Contractor will ensure that the data submitted under PIE and/or other systems are in conformance with the applicable data specifications and picklists. Furthermore, the data must use the conventions and logic as determined by the department to ensure accurate, unduplicated client counts. These data, as set forth by DCF, will be sent to the department. For more information regarding PIE, go to the DCF website as follows: <https://portal.ct.gov/DCF/ORE/PIE>.

- (a) Outcome Achievements: Proposals must describe the agency's success in achieving positive outcomes related to the outcomes listed in the attached Scope of Service. Specific examples must be provided to support all claims.
- (b) Quality Improvement Experience: Describe your agency's prior experience collecting and reporting data for program administration, continuous quality improvement (CQI), and for reporting on program progress. Describe how this experience positions your organization to meet the data and reporting requirements of this RFP. Each Provider is required to develop a quality assurance plan to ensure model fidelity.
- (c) Quality Assurance Resources: Describe the resources (i.e., human, fiscal, physical plant, technology) your agency dedicates to information management, continuous quality improvement, and data analytics.

#### **D. COST PROPOSAL COMPONENT**

##### **1. Financial Requirements (5 points)**

Proposers must submit cover letters from their auditor for the last 3 annual audits of their agency and a copy of their most recent financial audit, included in Section H of the proposal. If the 3 most recent audits are available via the Office of Policy and Management's EARS system, such must be noted in the proposal, and cover letters and the last audit should **not** be included in the proposal.

If less than 3 audits were conducted, detail must be provided as to why, and any supporting documentation assuring the financial efficacy of the applicant agency should be included (i.e. an accountant prepared financial statement, a tax return, a profit and loss statement, etc.).

##### **2. Budget Requirements (8 points)**

Using the Consolidated Budget Form identified in the RFP, prepare an annualized program budget for 1 year. Use the Budget Narrative to clarify and provide backup detail for proposed expenditures, in-kind contributions, and client incentives. The Budget and Budget Narrative should clearly relate to the program outcomes.

Startup costs in addition to Year 1 operating costs are not allowable under this procurement. Based on hiring and implementation dates, the Department will allow applicants to propose reasonable (non-capital) start-up expenditures using Year 1 funding provided that the implementation of services is not unduly delayed.

The final prepared budget must include all sources of proposed funding, to include all 3<sup>rd</sup> Party Revenue, non-DCF funding, private insurance reimbursement and any other funding the applicant anticipates receiving.

To access the Consolidated Budget Form, please go to:  
<https://portal.ct.gov/DCF/Contract-Management/Home#RFPForms>

**IV. PROPOSAL OUTLINE**

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- G. Cost Proposal . . . . .**
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To access the Consolidated Budget Form, please go to:  
[http://www.ct.gov/dcf/lib/dcf/contract\\_management/xls/dcf\\_rfp\\_budget.xls](http://www.ct.gov/dcf/lib/dcf/contract_management/xls/dcf_rfp_budget.xls).

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The CHRO Package should be accessed from the CT.gov CHRO Internet site  
[https://www.ct.gov/chro/lib/chro/Notification\\_to\\_Bidders.pdf](https://www.ct.gov/chro/lib/chro/Notification_to_Bidders.pdf)

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## V. ATTACHMENTS

**I. Attachment #1: Letter of Intent**

To be completed and submitted to the Official Agency Contact for this procurement by the due date delineated in this RFP.

**II. Attachment #2: Proposal Cover Sheet**

To be utilized as Page 1 of all proposals (as indicated in Section IV.A of this RFP).

**III. Attachment #3: Gift & Campaign Contribution Certification**

To be completed and submitted with all proposals (as indicated in Section IV.H (1) of this RFP).

**IV. Attachment #4: Consulting Affidavit**

To be completed and submitted with all proposals (as indicated in Section IV.H (2) of this RFP).

**V. Attachment #5: PSS Scope of Services**



**Attachment #1**

**LETTER OF INTENT**  
**(MANDATORY NON-BINDING)**

Date: \_\_\_\_\_

Our agency is planning to apply for funding in response to the RFP entitled  
***Parenting Support Services*** to serve the following DCF area office(s):

**REGION 1**

- Bridgeport
- Norwalk

**REGION 2**

- New Haven
- Milford

**REGION 3**

- Middletown
- Norwich
- Willimantic

**REGION 4**

- Hartford
- Manchester

**REGION 5**

- Waterbury
- Danbury
- Torrington

**REGION 6**

- New Britain
- Meriden

AGENCY NAME:
FEIN:
AGENCY ADDRESS: (street, city ,state, zip)
AGENCY CONTACT:
POSITION/TITLE:
TELEPHONE NUMBER:
FAX NUMBER:
EMAIL ADDRESS:

Mandatory Letter of Intent must be received by **3:00 p.m.** on **March 22, 2019** to **Stacie Albert.**

**PROPOSAL COVER SHEET**

**Parenting Support Services  
Request for Proposals**

**REGION 1**

- Bridgeport
- Norwalk

**REGION 2**

- New Haven
- Milford

**REGION 3**

- Middletown
- Norwich
- Willimantic

**REGION 4**

- Hartford
- Manchester

**REGION 5**

- Waterbury
- Danbury
- Torrington

**REGION 6**

- New Britain
- Meriden

**Name of Agency:** \_\_\_\_\_

**Address** \_\_\_\_\_

**Application Contact Person:** \_\_\_\_\_

**Contact Person Phone & Fax:** \_\_\_\_\_

**Contact Person Email Address:** \_\_\_\_\_

*This application must be signed by the applicant's executive director or other individual with executive oversight for agency services delivered in Connecticut*

By submitting this application, I attest that all the information included within the application is true.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (Printed): \_\_\_\_\_ Title: \_\_\_\_\_

**Attachment #3**

**STATE OF CONNECTICUT  
GIFT AND CAMPAIGN CONTRIBUTION CERTIFICATION**

*Written or electronic certification to accompany a State contract with a value of \$50,000 or more in a calendar or fiscal year, pursuant to C.G.S. §§ 4-250 and 4-252(c); Governor M. Jodi Rell's Executive Orders No. 1, Para. 8, and No. 7C, Para. 10; and C.G.S. §9-612(g)(2)*

**INSTRUCTIONS:**

Complete all sections of the form. Attach additional pages, if necessary, to provide full disclosure about any lawful campaign contributions made to campaigns of candidates for statewide public office or the General Assembly, as described herein. Sign and date the form, under oath, in the presence of a Commissioner of the Superior Court or Notary Public. Submit the completed form to the awarding State agency at the time of initial contract execution and if there is a change in the information contained in the most recently filed certification, such person shall submit an updated certification either (i) not later than thirty (30) days after the effective date of such change or (ii) upon the submittal of any new bid or proposal for a contract, whichever is earlier. Such person shall also submit an accurate, updated certification not later than fourteen days after the twelve-month anniversary of the most recently filed certification or updated certification.

- CHECK ONE:**     Initial Certification     12 Month Anniversary Update (Multi-year contracts only.)
- Updated Certification because of change of information contained in the most recently filed certification or twelve-month anniversary update.

**GIFT CERTIFICATION:**

As used in this certification, the following terms have the meaning set forth below:

- 1) "Contract" means that contract between the State of Connecticut (and/or one or more of its agencies or instrumentalities) and the Contractor, attached hereto, or as otherwise described by the awarding State agency below;
- 2) If this is an Initial Certification, "Execution Date" means the date the Contract is fully executed by, and becomes effective between, the parties; if this is a twelve-month anniversary update, "Execution Date" means the date this certification is signed by the Contractor;
- 3) "Contractor" means the person, firm or corporation named as the contractor below;
- 4) "Applicable Public Official or State Employee" means any public official or state employee described in C.G.S. §4-252(c)(1)(i) or (ii);
- 5) "Gift" has the same meaning given that term in C.G.S. § 4-250(1);
- 6) "Principals or Key Personnel" means and refers to those principals and key personnel of the Contractor, and its or their agents, as described in C.G.S. §§ 4-250(5) and 4-252(c)(1)(B) and (C).

I, the undersigned, am a Principal or Key Personnel of the person, firm or corporation authorized to execute this certification on behalf of the Contractor. I hereby certify that, no gifts were made by (A) such person, firm, corporation, (B) any principals and key personnel of the person firm or corporation who participate substantially in preparing bids, proposals or negotiating state contracts or (C) any agent of such, firm, corporation, or principals or key personnel who participates substantially in preparing bids, proposals or negotiating state contracts, to (i) any public official or state employee of the state agency or quasi-public agency soliciting bids or proposals for state contracts who participates substantially in the preparation of bid solicitations or request for proposals for state contracts or the negotiation or award of state contracts or (ii) any public official or state employee of any other state agency, who has supervisory or appointing authority over such state agency or quasi-public agency.

I further certify that no Principals or Key Personnel know of any action by the Contractor to circumvent (or which would result in the circumvention of) the above certification regarding **Gifts** by providing for any other Principals, Key Personnel, officials, or employees of the Contractor, or its or their agents, to make a **Gift** to any Applicable Public Official or State Employee. I further certify that the Contractor made the bid or proposal for the Contract without fraud or collusion with any person.

**CAMPAIGN CONTRIBUTION CERTIFICATION:**

I further certify that, on or after December 31, 2006, neither the Contractor nor any of its principals, as defined in C.G.S. § 9-612(g)(1), has made any **campaign contributions** to, or solicited any contributions on behalf of, any exploratory committee, candidate committee, political committee, or party committee established by, or supporting or authorized to support, any candidate for statewide public office, in violation of C.G.S. § 9-612(g)(2)(A). I further certify that **all lawful campaign contributions** that have been made on or after December 31, 2006 by the Contractor or any of its principals, as defined in C.G.S. § 9-612(g)(1), to, or solicited on behalf of, any exploratory committee, candidate committee, political committee, or party committee established by, or supporting or authorized to support any candidates for statewide public office or the General Assembly, are listed below:

**Lawful Campaign Contributions to Candidates for Statewide Public Office:**

<u>Contribution Date</u>	<u>Name of Contributor</u>	<u>Recipient</u>	<u>Value</u>	<u>Description</u>

**Lawful Campaign Contributions to Candidates for the General Assembly:**

<u>Contribution Date</u>	<u>Name of Contributor</u>	<u>Recipient</u>	<u>Value</u>	<u>Description</u>

Sworn as true to the best of my knowledge and belief, subject to the penalties of false statement.

\_\_\_\_\_  
Printed Contractor Name

\_\_\_\_\_  
**Printed Name of Authorized Official**

\_\_\_\_\_  
**Signature of Authorized Official**

**Subscribed and acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.**

\_\_\_\_\_  
**Commissioner of the Superior Court (or Notary Public)**

**Attachment #4**

**STATE OF CONNECTICUT  
CONSULTING AGREEMENT AFFIDAVIT**

*Affidavit to accompany a bid or proposal for the purchase of goods and services with a value of \$50,000 or more in a calendar or fiscal year, pursuant to Connecticut General Statutes §§ 4a-81(a) and 4a-81(b). For sole source or no bid contracts the form is submitted at time of contract execution.*

**INSTRUCTIONS:**

**If the bidder or vendor has entered into a consulting agreement, as defined by Connecticut General Statutes § 4a-81(b)(1):** Complete all sections of the form. If the bidder or contractor has entered into more than one such consulting agreement, use a separate form for each agreement. Sign and date the form in the presence of a Commissioner of the Superior Court or Notary Public. **If the bidder or contractor has not entered into a consulting agreement, as defined by Connecticut General Statutes § 4a-81(b)(1):** Complete only the shaded section of the form. Sign and date the form in the presence of a Commissioner of the Superior Court or Notary Public.

Submit completed form to the awarding State agency with bid or proposal. For a sole source award, submit completed form to the awarding State agency at the time of contract execution.

This affidavit must be amended if there is any change in the information contained in the most recently filed affidavit not later than (i) thirty days after the effective date of any such change or (ii) upon the submittal of any new bid or proposal, whichever is earlier.

**AFFIDAVIT:** [Number of Affidavits Sworn and Subscribed On This Day: \_\_\_\_\_]

I, the undersigned, hereby swear that I am a principal or key personnel of the bidder or contractor awarded a contract, as described in Connecticut General Statutes § 4a-81(b), or that I am the individual awarded such a contract who is authorized to execute such contract. I further swear that I have not entered into any consulting agreement in connection with such contract, **except for the agreement listed below:**

\_\_\_\_\_  
Consultant's Name and Title

\_\_\_\_\_  
Name of Firm (if applicable)

\_\_\_\_\_  
Start Date

\_\_\_\_\_  
End Date

\_\_\_\_\_  
Cost

Description of Services Provided: \_\_\_\_\_

Is the consultant a former State employee or former public official?  YES  NO

If YES:

\_\_\_\_\_  
Name of Former State Agency

\_\_\_\_\_  
Termination Date of Employment

Sworn as true to the best of my knowledge and belief, subject to the penalties of false statement.

\_\_\_\_\_  
Printed Name of Bidder or Contractor      **Signature of Principal or Key Personnel Date**

\_\_\_\_\_  
Printed Name (of above)

\_\_\_\_\_  
Awarding State Agency

**Sworn and subscribed before me on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.**

\_\_\_\_\_  
**Commissioner of the Superior Court  
or Notary Public**

**Attachment #5****PSS Scope of Service (Draft)****A. DESCRIPTION, CONTRACT CAPACITY AND UNIT OF SERVICE****1. Service Description**

**Parenting Support Services (PSS)** is a service for families with children 0-18 years-of-age to support and enhance positive family functioning. Families receive one or more of the PSS interventions along with case management services using the Wraparound philosophy and process. PSS offers the evidenced-based model, Level 4 Triple P (Positive Parenting Program®) and the Circle of Security Parenting© intervention. Triple P helps parents become resourceful problem solvers and be able to create a positive and safe home learning environment for children to develop emotional, behavioral, and cognitive strengths. Circle of Security Parenting (COS P) is designed to build, support, and strengthen parents' relationship capabilities so they are better equipped to provide a quality of relationship that is more supportive of secure attachment. If needed, families may receive more than one PSS intervention. The contractor may provide Circle of Security Parenting groups

**2. Contract Capacity**

The Contractor will serve a total of \_\_\_ families per year.

**3. Unit of Service**

The unit of service **for in-home interventions** is 1 to 2 hours of face-to-face contact with the family for ten to sixteen sessions. Given the need for greater amounts of case management services in some cases, staff will have up to 6 months to complete an intervention. Families receiving more than one parenting intervention (one example - Circle of Security Parenting and Triple P Level 4 Standard) will have each intervention counted as a separate case. These sessions will generally occur weekly.

The unit of service for **Circle of Security Parenting groups** is eight - ten sessions.

**B. SERVICE DELIVERY EXPECTATIONS****1. Target Population**

The target population for this service is parents, foster parents, adoptive parents, and grandparents.

For DCF referred cases of parents/caregivers who do not have their child or children in their care at the time of the referral, they can be served if the DCF gatekeeper and PSS supervisor agree. For the Triple P intervention, there needs to be enough on-going and natural relationship time together between the child and the parent so the parent has adequate opportunity to practice the skills being learned with their "identified" child.

**2. Operating Hours**

The Contractor will maintain a flexible schedule that is convenient to the caregivers, including evening and weekend hours as needed.

**3. Staffing**

Staff for this program will include a parent educator(s) working at least 0.5 FTE and a supervisor working 1.00 FTE.

FTE and case loads will be:

<b>Position</b>	<b>FTE</b>	<b>Case Load</b>
Parent Educator		
Supervisor		

**a. Parent Educators**

- i. A full-time parent educator will have an annual caseload of 30 families per year.
- ii. A parent educator will have a minimum of a bachelor's degree in the human services or a related field and experience providing direct services to children and families.
- i. Requests for an exception to this requirement will be made to the DCF Program Development Oversight Coordinator in consultation with the DCF Regional Systems Development Program Director based on experience or bilingual considerations.
- ii. Based on an expected overall average four month maximum length of service per family, a parent educator will carry an average case load of 10 families receiving the interventions. The number of families served annually by those in the parent educator role (including supervisors who also serve as parent educators) will be the parent educator's FTE X 30. Staff will likely carry a caseload that encompasses all three Parenting Support Services interventions.

- b. Supervisors
- i. Preferred candidates for supervisor will have a minimum of a master's degree in social work, counseling, marriage and family therapy, education, psychology or related field; consideration will be given for those with a bachelor's degree in the same fields with five years of appropriate experience.
  - ii. Supervisors are required to complete one Level 4 Standard, one Level 4 Standard Teen case, and one Circle of Security Parenting case within twelve months of being trained in each intervention. Supervisors must have experience using all of the pre-post assessment instruments.
- c. Staff Training
- i. All staff must be trained in Level 4 Standard Triple P, Level 4 Standard Teen Triple P, and Circle of Security Parenting. A caseload can be assigned once staff have been trained in the Level 4 Triple interventions or Circle of Security Parenting, and deliver the intervention for which the training was completed. Each staff person must be accredited by Triple P America in both Level 4 Standard Triple P and Level 4 Standard Teen Triple P within twelve months after completing the Triple P training for both courses. Training in any other Triple P courses is not sufficient.
  - ii. Staff will be trained in the one-day Wraparound philosophy and process training and use that philosophy and process in delivering case management services.

#### 4. Referral Process

- a. The Contractor will give priority to referrals from DCF. Community referrals will be accepted as needed in order to maintain maximum caseload. The Parent Support Services supervisor will coordinate with the DCF designated DCF gatekeeper about the number of community referrals to accept. Community referrals do not need to go through the DCF gatekeeper for approval.
- b. For families referred by DCF, a joint home visit by the DCF caseworker and the PSS parent educator will occur within 10 calendar from the date the referral was received.
- c. The Contractor may accept community referrals when the slots are not fully utilized by DCF. However, the Contractor must ensure timely access to services and maintain available capacity for DCF referrals at all times.
- d. The Contractor will communicate specific case concerns with the assigned DCF caseworker and case supervisor and/or manager.
- e. The Contractor will conduct an initial in-home (or at a parent-preferred location) visit as soon as possible, but at least within 10 calendar days from the date the referral was received.
- f. If appropriate, families can receive more than one Parent Support Services intervention. If appropriate, families may receive a Parent Support Services intervention a second time. If this occurs with a family, each intervention received will be counted as a new case. **In cases where the quality of the parent-child relationship is a barrier to effective implementation of Level 4 Triple P, consideration will be given to providing Circle of Security Parenting first.**

#### 5. Assessment

- a. The Contractor, in collaboration with the parent/caregiver(s), will complete the Parenting Support Services Initial Assessment within the first two visits. Once the assessment is completed, the parent educator, parent(s) and DCF for those cases with agency involvement, will reach agreement about which parenting intervention will be used. **In the case of Circle of Security parenting groups, the Parenting Support Services Initial Assessment will be completed within the first session.** No family will be screened out as inappropriate for one of the parenting interventions without the assessment being completed
- b. Assessments for the Triple P and COS P interventions are listed below..
- c. Upon completion of an intervention, the Contractor will complete the Patient Health Questionnaire – 9 and the Coping with Toddler/Child/Teen’s Negative Emotions Scale for all families. Families completing COS P will also complete the Circle of Security Parenting Participant Survey,

Level 4 - Triple P*	Circle of Security Parenting
Factors Influencing Child/Teen Behavior	Coping with Toddler/Child/Teen’s Negative Emotions Scale
Coping with Toddler/Child/Teen’s Negative Emotions Scale	
Other assessment instruments recommended by Triple P, as needed.	

#### 6. Core Services

- a. The Contractor will provide the Level 4 Standard Triple P and Level 4 Teen Triple P curriculum interventions. The Contractor will provide either the Level 4 Standard or the Level 4 Teen parent education curriculum. This is a process lasting 10-16 sessions of approximately 1-2 hours per session.

- b. The Contractor will provide the Circle of Security Parenting intervention.  
The Contractor will provide the 8-chapter Circle of Security Parenting (COS P) curriculum. This is a process lasting 10-16 sessions of approximately 1-2 hours per session **or, if provided as a group intervention, lasting 8-10 sessions.** Funding can be used to cover expenses for running COS P groups, such as child care and food.
- c. Case Management  
The Contractor will also, through case management services, assist the family in such areas as:
  - i. identifying and prioritizing family needs, including crisis planning;
  - ii. navigating and utilizing community resources;
  - iii. creating a family budget;
  - iv. selecting and providing appropriate substitute caregivers;
  - v. linking to traditional and non-traditional services and support systems;
  - vi. identifying and utilizing public and/or alternative transportation methods.
- d. Other evidence-based programs or non-evidence-based programs are not to be incorporated into the Parenting Support Services program.

### **7. Collaboration with the DCF Area Office**

- a. The Contractor will maintain frequent contact for open DCF cases with the DCF assigned case worker regarding each family's progress. The Parenting Support Services Program Supervisor will facilitate monthly case reviews at each referring DCF office for open DCF cases if requested by the DCF gatekeeper.
- b. PSS parent educators will attend Permanency Team Meetings held for any in-home or out-of-home cases receiving PSS.

### **8. Case Record**

The Contractor will maintain a written case record on each family served that contains the following information:

- a. Referral/intake form and release of information form, as needed;
- b. A family assessment that addresses the family's needs, strengths, challenges, immediate objectives, and the family's role in developing the agreement;
- c. The Temporary Assistance to Needy Families (TANF) eligibility determination reporting form;
- d. Client family satisfaction survey (in English or Spanish as appropriate, and provided to families 10 days before terminating services with return instructions to either be collected by the Contractor or to be returned to the Contractor by mail.);
- e. Case closing summary form.

### **9. Quality Monitoring**

In his/her quality monitoring role in order to assure staff competency and use of the parenting interventions with fidelity, the Contractor's supervisor will:

- a. Observe each newly accredited parent educator use of the Parenting Support Services interventions with a minimum of two parents per month for the first six months after being accredited in the Triple P interventions and trained in Circle of Security Parenting. Use of videotaped home visits can be used in place of the supervisor attending the home visit. Documentation of the parent educator observations will be maintained.
- b. After the first six-month period is completed, observe each parent educator to observe his/her use of the parenting curriculums with a minimum of one parent per month. Documentation of the parent educator observations will be maintained.
- c. Hold peer support meetings at least monthly with staff members to build staff competency with using Parenting Support Services interventions and to ensure that the interventions are used with fidelity. The contractor will maintain a record of who attended each peer support meeting, the date of the meeting, and a brief summary of what was covered. The Peer Assisted Supervision and Support session checklist will be completed for each peer support meeting. A copy of these records will be kept on file.
- d. The Circle of Security Parenting Program Fidelity Journal will be used to help ensure parent educators are using COS P with fidelity. Parent educators will use it to reflect on their use of COS P, and supervisors will use it in their on-going supervision of new and experienced PSS parent educators.
- e. Provide at a minimum of every two weeks one hour per week of group and/or individual supervision for each direct staff. Documentation of the supervision will be maintained.
- f. Maintain a record of reach parent educator of the dates they were trained in each PSS intervention, the date they were trained in the Wraparound philosophy and process, and the dates the requirements in sections a, b, e and f in the Quality Monitoring section of this scope of service were met.
- g. Maintain a record of the dates the requirements in sections c and d in the Quality Monitoring section of this scope of service were met.
- h. Participate in regional and statewide quality monitoring and learning efforts.
- i. Attend regional supervisor peer-to-peer meetings. The Contractor will maintain a record of the minutes from the meetings. Minutes of the regional supervisor peer-to-peer meetings need to reflect which supervisors attended.



**10. Case Closure**

Upon termination of services for open DCF cases only, the Contractor will complete and submit a Discharge Summary Report to the DCF case worker no later than ten (10) days after the ending of the service with the family.

**11. Purchase of Triple P Materials**

The Contractor is responsible for covering the cost of the parent workbook provided to each parent and for covering the cost for replacing lost or damaged videos that are used in the Parenting Support Services interventions with parents.

**C. DATA REPORTING, CONTRACT COMPLIANCE, AND OUTCOME MEASURES****1. Data Reporting****a. Client Level Data**

The Contractor will submit individual, client level data to the department's Program Information Exchange (PIE) and other system as directed by the department. Data must be entered into PIE within a specified time period to be determined. The Contractor will ensure that the data submitted under PIE and other systems are in conformance with the applicable data specifications and picklists. Furthermore, the data must use the conventions and logic as determined by the department to ensure accurate, unduplicated client counts. These data, as set forth by DCF, will be sent to the department and/or the department's designated vendor(s) at an interval specified by DCF.

The Contractor will submit individual, client level data to the department's Program Information Exchange (PIE) and/or other system as directed by the department. Complete, timely and accurate data is essential for both the Provider and the Department to help support service provision, identify trends and measure important outcomes. As such, while it is ideal to enter data ongoing and as soon after the event as possible, it is expected that data be entered within 20 days following the end of each month. Such a timeframe is consistent whether as a Contractor the data is batched or directly entered. The Contractor will ensure that the data submitted under PIE and/or other systems are in conformance with the applicable data specifications and picklists. Furthermore, the data must use the conventions and logic as determined by the department to ensure accurate, unduplicated client counts. These data, as set forth by DCF, will be sent to the department.

**b. Staffing Level Survey**

- i. The Contractor will complete a quarterly survey of open staffing positions.

**2. Contract Compliance**

The quantity and quality of the Contractor's efforts will be evaluated as follows:

- a. 95% of families have an initial face-to-face visit completed within 10 calendar days from the date the referral is accepted.
- b. 100% of contract annual caseload capacity will be served. The number of episodes admitted from the Episode Count and Length of Stay by Provider report will be used to measure annual caseload performance. Due to the limitations with the frequency of training opportunities in Connecticut for the PSS interventions which can cause a delay in having staff trained in the PSS interventions, an agency's caseload performance expectation will be adjusted to take into account any staff vacancies due to unavailability of training in the PSS interventions.
- c.

**3. Outcome Measures**

- a. What impact did we have on Met Treatment Goals?
  - i. 80% of the families with a discharge in PIE will report as "Met Treatment Goals".
- b. What impact did we have on parents' depression scores? (data from Patient Health Questionnaire -9)
  - i. 80% of the families with a discharge in PIE will report a decrease in their depression score.
- c.
- d. What impact did we have on parents' unsupportive responses to their children's distress? (data from Coping with Toddlers/children/adolescents Negative Emotion Scale)
  - i. 80% of the families with a discharge in PIE will report a decrease in unsupportive responses to their toddler/child/adolescents' distress.
- e. What impact did we have on parents' self-reflective capacity for parents receiving COS P? (data from COS P Participant Survey)
  - i. 80% of the families with a discharge in PIE will report a decrease in their level of stress about parenting.
  - ii. 80% of the families with a discharge in PIE will report an increase in recognizing the behaviors that trigger their negative responses to their child
  - iii. 80% of the families with a discharge in PIE will report an increase in identifying and responding to their child's need for support to explore and for comfort and contact.

- iv. 80% of the families with a discharge in PIE will report an increase in looking for a way to repair their relationship when there is a rupture in their relationship with their child.