

Questions and Answers for Transitional Supports for Emerging Adults RFP
Posted March 29, 2019

- 1. The RFP mentions, Master's Degree preferred. Does the department want all staff to have a Master's Degree?**

No, a Master's Degree is preferred for the YVLifeSet Specialist. A Master's Degree and a clinician's license will be required (per the RFP) for the YVLifeSet Supervisor position.

- 2. Do you see this program as eventually going to a 3rd party billable option?**

No

- 3. From the staffing model perspective, this service appears to be more clinical. If bachelors level staffing is accepted, can you talk about how this service can be clinical in its delivery?**

The model includes therapeutic interventions and skill-building that can be delivered with a bachelor's level staff trained in the model and supervised by a licensed supervisor and model expert.

- 4. Would it be accurate to say, the specialist will deliver more therapeutic intervention versus clinical services?**

Yes

- 5. There is some advantages to having less formally trained staff. Initial intake is an assessment. Would direct care staff or the clinical staff be doing the intakes? Is the intake or assessment intended for a diagnosis?**

YVLifeSet specialists will complete the assessments. Assessment is intended for service planning, not for diagnosis.

- 6. Based on age range RFP services, does it also include youth who are not in Chap/Cheer and not successful in placement but still in need of service?**

Yes

- 7. Can the youth get the same intervention Chap/Cheer and YV at same time?**

No

- 8. If there are 32 slots shared between regions 3 and 4, how will capacity be divided or determined how many for each of the two regions?**

The split between Regions is not yet defined, the goal will be to reach and maintain minimum daily capacity at 32.

- 9. To clarify, you are looking at 43 slots statewide?**

43 is the identified minimum annual capacity per site.

- 10. RFP states the program should be within 30 miles of region. What does that mean?**

DCF is looking for the contractor to have one site that allows accessible access for youth with an understanding that the site in *region 3 and 4 will be a challenge*. Ideally, where the YV Specialist resides and the youth being served will be no more than 30 miles apart but it is understood that this could be a challenge given the geography of regions served.

- 11. In home services, YV description is more community based, hands on activities. To clarify, you are not looking for 1:1 in the home only, you are also wanting services to occur within the community?**

There will be a balance of work in the home and out in the community.

- 12. In licensing agreement, the startup fees of \$29,000, is DCF paying or contractors? And is it in addition to the \$43,000?**

There will be no additional start up fees; the Contractor will be responsible for the annual \$43,000 Licensing Fee.

- 13. There is mention of an Expectation of private fundraising. Do we need to work in In-kind matches?**

No, there is not an expectation of private fundraising.

- 14. Is it that any child in care is eligible regardless of placement as long as they meet the age requirements?**

No. There are additional eligibility requirements described on pages 15 and 16 of the RFP.

- 15. Will they provide LIST services?**

Yes

16. Staffing preference, would you consider a lower annual capacity in order to have a higher level of staff qualifications as YV minimum requirements are different than DCF's minimum requirements?

No

17. The staffing level appear to be 1 supervisor to 4 staff. Will that be true for the region 3 and 4 staffing model?

Yes

18. Is it a 43 slots or a 32 slots annually?

32 is the average daily capacity required. 43 is the minimum annualized number of youth served that is required.

19. On page 17, there is reference of a two year of follow up for each participant. Who does that follow up?

Youth Villages, through its call center, will conduct all follow up.

20. When it is necessary for staff replacement training, will it be included in the annual fee licensing fee?

No – new specialist training in the model will require the specialist to receive YVLifeSet clinical foundations training within 60 days. The fee is \$800 per new specialist. Travel expenses are not included.

21. The RFP describes Quarterly and weekly consultations, can you speak to how long the supervision model will last and who is involved?

Group supervision with supervisor and front line staff, the average is 90 to 120 min. Clinical consultation is 90 min per week, individual development is 60 min per week but this activity can be supported in many other ways. Quarterly booster is a one day training every three months.

22. Please clarify on page 22, I appears that the \$43,000 annually fee is waived for this year?

No – the annual Licensing Fee of \$43,000 is included in year one and should be reflected in the proposed Consolidated Budget in your application.

- 23. In the RFP on page 20, you are asking for a written commitment letter from the Boards of Directors, what are you looking for and what do you want the letter to state? In addition, it is not included in the appendix.**

Letter of commitment from the Board of Directors will not be required for this RFP.
Please submit a letter of support from your Board of Directors as an appendix.

- 24. Under this service, will line staff continue to assist youth in finding apartments, employment, talking to landlords etc.?**

Yes

- 25. Given the population, the use of cell phones and text is the main form of communication, how should we be managing that given the HIPPA laws using secure equipment?**

Communication should be covered in the consent forms. Most companies provide the equipment which ensures oversight. Please include equipment line in the budget.

- 26. Is it your experience that youth tend to communicate through texting?**

Yes

- 27. On page 22, each of the clients served annually must have an average of \$500 included. What is it for and is it per youth annually?**

This should be included for emergency needs where no community resources can be found to support youth financially, example housing deposit, utility, test fees, clothing for interview. \$500 per youth annually should be included for calculation in the budget; however one youth may need more funds while another youth needs little to no funds.

- 28. How do you envision the chap and cheer service looking different from YV?**

YVLS has different target population, length of service, distinct program model, and supervision process.

- 29. Could this service be considered a pre-requisite to chap/cheer service?**

No, although a youth might be eligible for CHAP/CHEER upon completion of YVLS.

30. Does MST - EA youth fit into the continuum?

MST - EA youth who successfully complete treatment may be eligible for YVLifeSet. Youth who meet exclusionary criteria for YVLifeSet based on delinquency and acute substance use may be eligible for MST - EA.

31. If I have a youth in New Haven but would be better served for this program, can I refer to this program in another region?

The youth must come from one of the towns served in the Area Offices identified in RFP.

32. Please clarify if you must live in the region not come from the region?

See #31.

33. Is there a referral process? Will chap/cheer workers know how to refer to this program? Will there be a liaison for this service?

Current goal is to have one identified gatekeeper for each site. Upon referral, YVLifeSet pre-enrollment assessment will be completed by specialist to determine eligibility.

34. Do you have any trend data about the proportion of the population served by this program is also receiving mental health and/or on medication?

Not at this time.

35. Is there intent to expand this service to other regions?

It will depend of the success of the two pilot programs

36. Is there a data collection system associated with this service?

Youth Villages requires specific data to be submitted in its data portal as well as the Department's plan is to utilize PIE.

37. Will we be entering data into YVLifeSet database system as well?

Yes

38. Regarding the two year follow up, are you looking at other data services like Department of Labor?

Not at this time.

39. Can you send a list of all in attendance?

Yes, list of Agencies that attended TA will be posted as attachment on DAS contracting portal.

40. On page 17, under Staff Training, is the cost for all of the training to be conducted by Youth Villages covered in the \$43K Model Implementation Fee (cited on page 22) or is this an additional cost? If it is an additional cost, is there an estimate for what we should budget?

Initial training for all new staff will be covered under the Licensing Fee, however subsequent staff hires will cost \$800 per staff (excluding travel expenses).

41. On page 17, under Outcomes Tracking, it states that Youth Villages has access to the outcome data. Will the contracted vendor also have access to that information so that it can be used to inform our work and help improve performance? If we do have access, via what mechanism (and at what frequency) will that be provided?

Outcome data at the youth level and aggregate level will be provided annually to each contractor in conjunction with the program model review. Data can be access via the portal. Ongoing performance data and outcomes at exit are visible at all times in the portal.

42. On pages 19-20, Location of Proposed Services, it appears that this model requires little space as the face to face client contacts are not specified to be in an office setting and doesn't specify any group services. The presumption is that most, if not all, of the face to face contacts will be in the community. Is this the case? If not, is there an estimated number of office to community face-to-face contacts? If services are provided in the community then small office space would only be needed. Are there examples of the type of zoning that are historically acceptable for this YV model?

Face to face contact with youth should occur in home and in the community. Workers should be able to have mobile/telework offices. A private meeting space for the team is required for group supervision and consultation and for individual development between the supervisor and specialists. No specific zoning requirements are identified in this model.

43. On page 5, it states that the agency must demonstrate a willingness to provide services in all neighborhoods of the towns in the region they are applying. Does DCF have a listing of the towns and the corresponding number of youth projected to be served in each of the towns/cities that they can supply?

Towns for each area office identified in RFP are listed on DCF website. Data on youth and which town is not available.

44. Is this a per diem or grant funded contract?

Grant Funded.

45. Since there will be two contracts awarded, I assume Region 3 and 4 are combined and Region 6 is separate?

Yes

46. According to the YVLifeSet™ agreement specialists and supervisors must have a Bachelor's degree in a social services or a related field or have at least one year of experience at a minimum; a Master's degree in a social services field is preferred. The RFP states that the Supervisor must be a licensed master's level clinician. Can you clarify please?

Please follow the instructions outlined in the RFP not the YVLifeSet agreement regarding this issue.

47. Are you assuming normal margins are one inch?

Yes

48. On page 20 under implementation(b) the RFP asks for a "written commitment from your organization's board of directors" I assume that this is a written explanation imbedded in the narrative not a separate document. Please confirm.

See question 23.

49. It appears that there is no space allowed for letters of support or MOU's and not required as part of this RFP?

Letters of Support are not allowed for this RFP.

50. Will the Department require contractor offices be located in one of the towns listed on page 3?

No

51. How are training costs for YVLifeSet expected to be covered i.e. within the available budget, contractor is not expected to cover the costs, etc.?

See question 40.

52. Is the Executive Summary limited to one page single-sided or one page double-sided? (See RFP page 7 under D-4 Executive Summary.)

One page single sided.

53. Can department-related corrective action plans and their outcomes be included as an appendix? (See RFP page 19 under C-1 Organizational Profile (a).)

No

54. In the Bidders' Conference, DCF indicated that there was no private fundraising expectation. Can you confirm? Does DCF still want providers to speak to their capacity for private fundraising?

See question 13.

55. Can you provide clarification on what is needed in the written commitment from the board of directors? (See RFP page 20 under 3. Implementation (b).) Is this required at the time of submission?

See question 23.

56. In the RFP (see page 20 under 3. Implementation (c)), it states providers must provide an organizational chart; however, an organizational chart is not listed on the Proposal Outline. Should the organizational chart be included in this section of the proposal or as an appendix?

Submit under Appendix 9.

57. What does a non-exclusive license mean? (See License Agreement page 5.)

Multiple providers may be given a license for YVLifeSet. Provider does not have right of exclusivity in a specific jurisdiction as sole provider of YVLifeSet.

58. The Licensing Agreement (page 8) indicates that providers may need to collect additional data and/or participate in research intended to improve the program. Is this an expectation for this RFP? Is there any extra financial support for participating in research?

The evaluation plan is not finalized. The provider would not be expected to bear cost of research and evaluation activities for this project.

59. The Licensing Agreement (page 9) states Youth Villages can increase its fees and will give notice if it is going to do so. If Youth Villages increases its fees, will DCF increase funding to cover the gap?

Youth Villages has made a commitment that fees will remain steady for the 3 year pilot period. If Youth Villages increases its fees, the provider will have the option of opting out of continued service provision if DCF is unable to match the increase. At no time will DCF expect the provider to assume responsibility for any such additional costs.

60. It seems that DCF has established educational criteria for staffing that are somewhat different than indicated by Youth Villages (i.e. DCF has indicated they would like a BA/BS with three years of experience or master's preferred vs. Youth Villages, who would like a BA/BS with one year of experience or master's preferred). At the bidder's conference, the Youth Villages

representative indicated that BA/BS staff “often seem to do better” with the model expectations. For clarity, could you please respond to the following: Is DCF committed to three years experience at the BA/BS level for hiring?

Yes