

# **REQUEST FOR PROPOSAL**

## **TRUANCY SERVICES**

DELAWARE COUNTY  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF CHILDREN & YOUTH SERVICES

## **INTRODUCTION**

The Commonwealth of Pennsylvania has a county administered and state supervised child welfare system. Children and Youth Services of Delaware County is the county office responsible for the investigation of allegations of child abuse and neglect. Children and Youth Services ensures the immediate safety and protection of children. The agency makes all reasonable efforts to provide services to children in their homes and communities and to enhance the family's capacity to provide for their children's educational, physical and behavioral health needs.

The PA Juvenile Act, 42 PA C.S. chapter 63, defines a dependent child as one without proper parental care and control, subsistence, and education as required by law. This includes children, who while subject to compulsory school attendance, are habitually and without justification, truant from school. PA Act 138 of 2016 further defines truancy as having three or more days of unexcused absences during the current school year. Act 138 also outlines a comprehensive approach to identify and address attendance issues, mandates when education institutions should report truancy to county child welfare agencies and underscores the importance of preserving the unity of the family whenever possible as issues of truancy are addressed.

## **PROJECT GOALS**

Children and Youth Services of Delaware County has funding to provide truancy services to youth and families through an Alternative to Truancy Prevention grant. This funding will be used for practices and programs that reduce the number of students referred to the child welfare agency for truancy, increase school attendance among program participants, decreases youth and caregiver conflict and reduces the need for dependency court intervention for truancy.

## **SCOPE OF WORK**

Delaware County Children and Youth Services is requesting proposals for the provision of Truancy Prevention Services for youth who are habitually truant from school or who are experiencing behaviors in school that negatively impact regular school attendance. Preference will be given to proposals that are trauma informed and use a promising, supported or well supported evidence-based model. In the proposal, the provider may want to consider separate models, to serve youth ages 5 to 12 and youth ages 13 to 18, as the issues affecting truancy and the needed interventions may be very different for the identified age groups.

The Truancy Prevention Services require a strong collaboration between the provider, Delaware County School Districts and Delaware County District Courts. While referrals for truancy services will sometimes come from Children and Youth Services, the program is meant to be a diversionary program, without the necessity for ongoing Children and Youth Services caseworker involvement. School districts, court and parents should be able to refer directly to the program. The provider for the truancy program will need to develop strong working relationships with Delaware County school districts as well as District Justices to fully utilize the supportive services that are available within the school district and to form a team to meet the needs of the student and family. The provider for the Truancy Prevention Services will need to conduct quarterly truancy meetings with representatives from Children and Youth Services as well as

representatives from all thirteen county school districts and charter schools to identify needs, barriers to services and trends in truancy referrals.

Truancy Prevention Services should be time limited and intensive with a strong parental education component. These services should include frequent collaboration with the school, including participation in school meetings when needed, to support the School Attendance Improvement Plan. Clinicians providing Truancy Prevention Services should conduct an assessment of all youth entering the program and should make needed referrals to other levels of care and work to ensure a seamless transition to those services, when appropriate, and when Truancy Prevention Services cannot meet the needs to the child and family. A service plan, outlining barriers to school attendance and services to be provided by the Truancy Prevention Provider, should be completed with each youth and his parent(s) at the start of the service.

Youth and families experiencing truancy may initially express reluctance or avoidance to engage in services to reduce truancy. A strong plan for outreach and engagement of families in the service is critical to its success. Outreach should include letters, home visits and connection through the school.

The Truancy Prevention Provider can anticipate an average of 375 referrals that are opened for service during one fiscal year. The length of service will vary from brief contact to intensive intervention based on the needs of the family and the response of the family. The referrals come from school districts, district courts and Children and Youth Services. The number of referrals will increase closer to the end of the academic year. There will likely be additional referrals that will not open due to parental refusal, relocation of the family or need for a different service. The Truancy Prevention Services provider will maintain a wait list for youth to receive services and will establish criteria, in conjunction with Children and Youth Services, to prioritize referrals to ensure youth with the greatest level of need have timely access to services. It is also expected that truancy services for vulnerable youth will continue throughout the summer months. Twenty percent of truancy cases served by the program will be open for intensive in-home services with Delaware County Children and Youth Services. For those cases open with Children and Youth Services, the Children and Youth Services caseworker and the Truancy program provider shall have monthly team meetings with the family and the Truancy program shall provide monthly written reports to the agency.

Truancy Prevention Services should have clear definitions to define successful case closure. If successful case closure is not possible and truancy has not been reduced, the provider must work with Children and Youth Services and the school district to determine what ongoing services will be needed for the youth and family. The provider shall meet with Children and Youth Services personnel a minimum of quarterly to review service delivery and referral patterns. The provider should also establish a system for three, six and nine-month follow-up following case closure to look at longer term outcomes.

## **BUDGET**

The Truancy Prevention Program is funded through an Alternative to Truancy Prevention Grant awarded to Children and Youth Services of Delaware County through the Needs Based Plan and Budget process. The funding is a combination of state and local funds.

## ANTICIPATED SELECTION SCHEDULE

Action	Date
Release of RFP	August 5, 2019
Applicant Questions Due Address Questions to: Kelly Wiltsie wiltsiek@delcohsa.org	August 19, 2019
RFP Responses Due	September 9, 2019
Proposal Review Dates	September 9 through Sept 23, 2019
Applicant Selection Date	September 30, 2019

## TIME AND PLACE OF SUBMISSIONS

The RFP will be posted on the Delaware County Department of Human Services website, [www.delcohsa.org](http://www.delcohsa.org) and the County's website, [www.delcopa.gov](http://www.delcopa.gov) and can be downloaded from there directly as of August 5, 2019.

Respondents to this RFP must submit one original and five copies of their proposal. Responses should be received no later than September 9, 2019. All RFP responses should be sent to:

Kelly M. Wiltsie, Contract Administrator  
Delaware County Department of Human Services  
20 South 69<sup>th</sup> Street, 4<sup>th</sup> Floor  
Upper Darby, PA 19082

## INSTRUCTIONS

1. Applicants must respond to all components of the Request for Proposal and work within page limits where indicated.
2. All proposals must be signed by an official who has the legal authority to bind the organization to the terms of the agreement.
3. The county reserves the right to disqualify any and all proposals received after the specified date and time.
4. Proposals should be submitted with the following understanding:
  - a. This RFP is not subject to the competitive bidding process and any contract entered into as a result of any proposal will not be based on the concept of the "lowest responsible applicant."
  - b. The county may modify the selection process or the scope of the project or the required responses.
5. All costs of developing proposals and any subsequent expenses related to contract negotiations are entirely the responsibility of the respondent.
6. The county will select finalists with whom they will begin the interview and selection process prior to contract negotiations.
7. The County reserves the right to conduct Best and Final negotiations in its sole discretion.
8. The following links are provided as resources that may be helpful in the preparation of proposals:

- California Evidence-Based Clearinghouse for Child Welfare registry at: <http://www.cebc4cw.org/>.
- Penn State University Evidence-Based Prevention and Information Support (EPIS) Center - <http://www.episcenter.psu.edu/ebp>
- What Works Clearinghouse - <https://ies.ed.gov/ncee/wwc>
- Family Resource Information, Education, and Network Development Service (FRIENDS) National Resource Center – <https://friendsnrc.org/evidence-based-practice-in-cbcap/evidence-based-practice-directory>

## **ADDITIONAL INFORMATION FOR APPLICANTS**

### **1. Issuing Office**

The issuing officer is the sole point of contact for this RFP. Note that, following the release of this RFP, all questions should be submitted to the Contract Administrator in writing or via email by the indicated date. All submitted questions and answers will be posted on the County and Human Services websites, [www.delcohsa.org](http://www.delcohsa.org)/[www.delcopa.gov](http://www.delcopa.gov).

### **2. Contract**

The successful applicant will be expected to enter into an agreement with Delaware County for a 1.5-year period (1/1/2020 – 6/30/2021) with an annual extension option through 6/30/2024, subject to the availability of local, state, and federal funds. County contracts are subject to approval by County Council with the opportunity for renewal each fiscal year thereafter.

i. The successful applicant must comply with the following contract appendices, attached.

1. Appendix F – Insurance
2. Appendix U – Audit Requirements
3. Appendix EE – Child Protective Services Law
4. Appendix CC – HIPAA Business Associate Agreement

### **3. Rejection of Proposals**

Delaware County Council reserves the right to reject any and all responses or parts thereof and to determine whether the quality and type of service to be furnished meets the requirements for which it is intended. They further reserve the right to insist or waive any technicalities required for the best interest of the County and to consider competency and responsibility of the bidder before the award of the contract. Also, the County may negotiate separately with competing applicants in an effort to get a BAFO. If all proposals are unacceptable, the County reserves the right to reject the proposals and to issue a new RFP, if indicated.

### **4. Amendments to RFP**

If it becomes necessary to revise any part of this RFP, the County will issue an Amendment to all applicants who respond and post on the County and Department of Human Services websites, [www.delcopa.gov](http://www.delcopa.gov)/[www.delcohsa.org](http://www.delcohsa.org).

## ELEMENTS OF PROPOSAL

1. Technical Proposal – should be no more than 15 pages in length
  - a. Experience and Background Information
    - i. Describe how the addition of this service is consistent with the continuum of services offered by your organization is consistent with your organization’s mission and vision
    - ii. Describe your organization’s current level of experience working with public child welfare agencies and local school districts
    - iii. Describe the governance structure of your organization
    - iv. Describe your organization’s current system for program and system oversight and quality improvement
    - v. Describe your organization’s current system for assuring cultural competence
    - vi. Describe your plan for outreach and engagement of youth and families referred by the local school district, district court or child welfare agency.
    - vii. Describe the proposed staffing and staff supervision plan, including job descriptions, supervision requirement and methods of supervision
  - b. General
    - i. Describe proposed record keeping, to include quarterly statistical reports and tracking of longer term outcomes
    - ii. Describe how data will be utilized to track and adjust services based on identified trends and needs.
    - iii. Describe the information technology to be used by the program
    - iv. Describe the procedure for addressing consumer complaints and grievances.
2. Financial Proposal – should be no more than ten pages in length. Job descriptions can be attached separately
  - i. 1.5-year operating budget and narrative
  - ii. Provide supporting details for the Personnel line item:
    1. Individual positions and job descriptions with required qualifications
    2. Annual salaries
    3. Full time equivalencies
    4. Total annual cost
  - iii. Supporting documentation or description of fringe benefits. If fringe benefits are referenced as an applied percentage of salary, provide an explanation of how applied percentage was derived.
  - iv. Supporting detail for all equipment expenses and Capital expenses by item and cost
  - v. Supporting detail or description of Operating (General and Administrative) expenses.

## EVALUATION CRITERIA

An RFP review committee will score each proposal, using a pre-defined scoring system. Each element of the RFP will be ranked based on whether all service delivery components are addressed and the degree to which the proposed components achieve project goals.