

Department of Human Services
Plan of Safe Care Request for Proposal
Provider Q&A Document – REVISED 3/19/2021

What is the program's annual operating budget? **The program's annual operating budget is not to exceed \$150,000.**

How will the program/services be reimbursed (i.e. program funded, FFS/fee for service)? **The agency is open to either program-funded or fee for service.**

Are there any agencies currently providing Plan of Safe Care Coordination in Delaware County? **No, currently, Children and Youth Services is working with families to provide the Plan of Safe Care.**

What kind of reporting requirements are there? **The provider is expected to provide documentation to Children & Youth Services of every Plan of Safe Care, letters and/or documentation of contact with the family, documentation if a family declines participation, follow up reports, etc.**

What is the anticipated implementation time frame (i.e. July 1, 2021)? **We hope to start the program as of July 1, 2021 which is dependent upon the completion of the Request for Proposal process and County Council's approval.**

As this program would be starting during a pandemic, are face-to-face contacts/meetings required? Or would virtual meetings be allowed? **Virtual meetings would be acceptable while pandemic restrictions are in place, however it is hoped the program could transition to face-to-face contacts by Fall 2021. Face-to-face contact would be required in the case of the family not being able to do virtual meetings.**

Is the coordination provider expected to provide 24-hour, 7-day/week availability/coverage? **There may be some need for weekend or evening hours, especially if the referral is made shortly before the child's discharge from the hospital, but the program is unlikely to require 24/7 coverage.**

Are there any regulations or expectations for turnaround time at various touch points with the referred patient (i.e. from time of referral to contacting the family, from contacting the family to developing the plan with the team, and to the plan being implemented/follow through)? **The initial meeting must be held before the child is discharged and may be an immediate response depending on when the hospital makes the referral to Children & Youth Services. Future meetings and timelines, if applicable, will be determined during the first meeting.**

How many client referrals are expected over the course of a year? **Numbers may vary month to month but there is a possibility for up to 20-25 referrals a month.**

What is the anticipated flow of referrals over time (i.e. does the County have referrals waiting currently or expect to have referrals at the start of the program)? **Referrals will be made as they come in after the program begins. There is not a current waitlist of referrals, due to the turnaround time.**

How many attempted contacts to the family with no response is expected before notifying Children & Youth Services that the family has not responded to attempts and what forms of contact are required (i.e. calls, texts, letters, drive by to home/hospital)? **Children & Youth Services expects at least three attempts to make contact with the family, with at least one attempted home visit if the family is not responsive.**

If a family declines participation in developing a Plan of Safe Care/working with the Plan of Safe Care Coordination Provider, what is the process to address this (i.e. do we notify Children & Youth Services of refusal to participate)? **Children & Youth Services expects to receive notification and documentation that the family was offered but declined to participate in Plan of Safe Care coordination.**

Over the last 12-18 months, what is the average number of parents who participate in developing a Plan of Safe Care versus the average number of parents who decline to participate? **Currently, we do not have enough data to provide this information.**

Does Delaware County have an identified and approved template for development of the plan, or is the provider expected to identify a template and have it approved by the County? **Delaware County already has an identified and approved template for the development of the Plan of Safe Care.**

Is the provider responsible for monitoring all pieces of the Plan of Safe Care, and conducting follow-up to ensure services are being provided in accordance with the plan? **Yes, the provider is responsible for monitoring the development and follow-up of the Plan of Safe Care.**

Is the provider tracking the outcomes of the developed plan for each family/affected infant? What happens if activities are not completed by the due date, or if the family declines to participate after the plan has been developed? **Yes, the provider is expected to track outcomes of the Plan of Safe Care for each family. The family has the right to decline to continue with the plan at any time. If there are concerns regarding the children's safety and/or well-being, the provider will make a referral to Children & Youth Services via ChildLine or the Pennsylvania Child Welfare Information Solution system. For activities not completed by due date, the provider is expected to document what was not completed and why, to the best of their ability. This is a supportive and voluntary service – families are not required to participate.**

In the email body of the Request for Proposal announcement, it asks for proposals from licensed providers; however, this is not reflected in the actual Request for Proposal. Is it a requirement for applicants to be licensed? If so, what type of licensure? **No, it is not a requirement for applicants to be license.**

What are the expectations regarding average length of time clients are to be followed/served by the grantee? How much follow-up is expected after the Plan of Safe Care is created? **The average length of time for services will vary case by case. However, it is unlikely families will be served by the provider for more than 30-60 days.**

Who is ultimately responsible for ensuring that clients follow through with their plan (i.e. if only one Plan of Safe Care meeting takes place with a parent and X-Y-Z services are recommended, does grantee need to follow-up to ensure that the services were utilized and/or referrals were successful)? **This will vary case by case. At the initial Plan of Safe Care development, the team will determine if a follow up meeting is required. If Children & Youth Services is involved, they will typically do the follow up regarding services/referrals.**

What is grantees responsibility if a client opts out/refuses participation in the offered Plan of Safe Care meeting? Would Children & Youth Services automatically become involved? **Please review the answer to question #16.**

What are the data requirements/reporting requirements for this project? **The provider is expected to collect data on the number of referrals and number of families that follow through with services, maintain and share copies of the Plan of Safe Care and copies of denial/refusal letters, attempts to reach the family, etc.**

What outcomes are expected to be tracked? For how long should the "longer-term outcomes" (mentioned in the technical proposal requirement: A. b. i.) need to be tracked? **Tracking is expected to continue for as long as the Plan of Safe Care is in effect. Children & Youth Services expects to track outcomes related to the number is referrals received, the number of families that agree to participate, etc.**

Is there an opportunity for multi-year funding? If not, what is the renewal process? **The contract may be renewed each fiscal year pending funding availability and County Council's approval.**

Can you provide any additional information regarding formatting, such as font, line spacing, and margins? **There are no expectations regarding formatting, please limit proposals to 10-15 pages.**

Could you please confirm that the answer to the first question is correct in that the program budget cannot exceed \$150,000? That sounds very little considering that the program requires a minimum of 3 staff (2 Conveners and 1 Supervisor) as per the RFP. If that is indeed the case, the award wouldn't be able to cover our cost. **The program office budgeted \$150,000 for this program; however, they will consider a higher budget request if there is adequate justification.**