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August 20, 2008

**REQUEST FOR PROPOSALS – CHILDREN’S SERVICES VISITATION SERVICES  
RFP08-010**

**ADDENDUM 2**

To All Potential Proposers:

HCJFS Panel Members: Tracy Reeves, Sandra Costa, Rosemary Hain, Chris Berger

Providers Present:

Family Nurturing Center  
St Joseph Orphanage

The Children’s Home of Cincinnati  
Lighthouse Youth Services

Additional Information

Hamilton County Holiday Schedule  
Hamilton County Inclement Weather Policy

Visitation Wait List with current statistics

-We currently have 80 outstanding requests on the waiting list. January through July, we averaged 665 visits per month.

Questions and Answers

Q1. The checklist on the back of Attachment A shows ‘soft copy of budget sent...’ Please explain/clarify.

**A: We are going to send you an electronic copy of the budget in Excel format. You will fill it out and by the proposal deadline date (if submitting a proposal) you will send in the completed budget for all three years as an excel spreadsheet. The electronic copy should match exactly the hard copy that is part of your proposal.**

Q2. Do you accept the federal indirect cost rate?

**A: Yes. If you are getting a federal reimbursement, note it in the budget as an offset.**

Adult Services/421-LIFE • Cash Assistance • Child Care Services  
Child Support Services • Children’s Services/241-KIDS • Employment and Training  
Food Stamps • Medicaid • Mt. Airy Shelter • Tuberculosis Control



Q3. The 3% increase from year 1 to 3, are you more focused on the unit rate increase or the total contract?

**A: Unit rate increase.**

Q4. What happens when there are different variables involved? One rate goes up and the other goes down?

**A: You would want to construct your costs to stay within the set increase and capture the full costs in your revenues. One strategy is to estimate both of them increasing 3% into one program. We will evaluate based on comparisons with other rates and budgets. Of course, any increases would also be based upon available funding, vendor performance and overall satisfaction with the service.**

Q5. Do you have a max on the indirect allocation?

**A: No. Your narrative should explain how you are allocating executive costs.**

Q6. Can you provide a funding range for appropriate program design? Or give information on how much you currently spend?

**A: The current contract has substantial and distinct differences from the services procured through this RFP. The current contract provides supervised visitation only. For the current contract JFS provides the space, security, computer support and other support functions at no cost to the provider. You would need to build these costs into your budget and unit rate.**

Q7. Are visits at 630 Main included in this RFP?

**A: That is a separate service.**

Q8. Is the unit equivalent to be one hour?

**A: We suggest that providers use one hour as the unit equivalent. If the provider uses a different unit equivalent, they should explain why in the budget narrative.**

Q9. Do you know how long an average visit is?

**A: Yes, our average visit lasts 2 hours, once a week. However, we do have families visiting two or three times a week or once a month. Some visits are for one, three or four hours. We do a few visits that are 8 hours long, right before reunification. There are times when you won't be able to go for the full 2 hours because the family or children arrived late.**

Q10. What about requirements to go to court. Is that paid the same the unit rate as the contract? Can we build that cost into the unit cost?

**A: Court appearances cannot be directly billed to HCJFS. The cost of court appearances**



**and “no shows” should be built into the unit rate. In the past, approximately 25% of scheduled visits have resulted in no shows.**

Q11. Is your goal to contract with multiple providers?

**A: We are looking for a vendor that can provide the whole continuum. As stated in the RFP, we reserve the right to award multiple contracts.**

Q12. If you do multiple contracts, you would honor provider capacity limitations? i.e. rejection of referral due to no openings in the program.

**A: It depends on the proposals and the evaluation committee. The committee may only see one that fits the service or they may see multiple.**

Q13. How many vendors do you contract with now?

**A: One. However, as stated in Q6 the services we are procuring now are not a replica of the current contract. The RFP has expanded the service. The service we have now is at a JFS location and we provide most of the occupancy costs. This will be an expansion of location (moving off JFS property). The service we provide in our current contract is a facilitated supervised visitation. We are asking for supervised and monitored visits in this RFP.**

Q14. How will the current program interact with this program?

**A: We don't see that there will be any interaction between the current contracted service and this new service.**

Q15. Will it be different clients?

**A: In most instances you will see different clients. It is possible that our current contract, which provides supervised weekly visits, may need to share a client if the case worker wishes to increase the weekly family visits beyond the capacity or terms of the current contract. You may be sharing a family in that respect.**

Q16. Are there certain criteria that would send the family one way or another?

**A: The current provider has hours that are 8:00 – 4:45 except on Wednesdays (visits occur later). So all the late visits, the Saturday visits and all the monitored visits will go to the new provider. All visits that take place out in the community will go to the new provider as our current provider provides all services at their location in one of our buildings.**

Q17. In the current supervised visits, are you looking for families to advance to monitored visits?

**A: Yes, the goal is for the family to advance to monitored visits. The JFS case worker would make that decision based on appropriate progress of the family. The court may also be involved in this decision.**



Q18. Are the supervised visits currently provided similar to the supervised visits being asked for in the RFP?

**A: Yes**

Q19. Will JFS transport children?

**A: Yes. We provide most of the transportation; however when our children who are in contract foster homes, the foster parents or contracted agency provide their transportation. The only transportation for your proposal will be staff travel, as needed to supervise or monitor the visits.**

Q20. How long of a time frame would you like to see supervised visits go to monitoring?

**A: That is difficult to answer because it depends on the family's response to the treatment in which they are mandated to participate.**

Q21. Would you consider a collaborative effort among providers? One agency being the vendor, but collaborating with several agencies providing services?

**A: Yes. We would contract only with the proposal that was selected by the evaluation team; the other members of the collaboration would have to be subcontractors for the selected proposal.**

Q22. Regarding the evening visits – could a request for a court appearance be conducted by the supervisor of the staff person who monitored the visits?

**A: No, our magistrates want a first person account of progress.**

Q23. The JFS Caseworker determines the type and frequency of the visits?

**A: Yes. Sometimes the court determines frequency and duration.**

Q24. Will JFS staff continue to provide some visitation?

**A: Our staff will continue to provide visitation services as appropriate.**

Q25. Will you continue to provide “high risk” visits directly?

**A: Yes. The visits take place at our Taft building where security is provided.**

Q26. Since this service is an expansion of the current capacity, should we not look at the current statistics provided in determining our costs?

**A: Statistics are provided only to provide a framework of understanding. The statistics should be a factor in constructing your proposal; however, it would not be prudent to rely on them, as there are many differences between the current service and the proposed**



**service.**

Q27. Of the 838 visits in 2008, how many were JFS facilitated?

**A: Our contract agency facilitates approximately 200 of the 838 monthly visits.**

Q28. When we look at the budget and scope, you are not looking at 838 visits per month?

**A: Correct**

Q29. One of the services to be provided is to facilitate the final visit after permanent commitment. How is that done? What is the length of the visit?

**A: It is voluntary on the part of the family. It depends on where the visit is held, how it is handled. Right now the visit is on average 2 hours long. Some caseworkers have visits that go 4 - 6 hours long. The family and contracted agency would know in advance that it is the final visit. The vendor would be expected to have pictures and goodbye notes and facilitate that final goodbye. We hope that in the future that those visits will only last about 20 minutes (within the next year or so). We don't currently have any written protocol as pertains to final visits.**

Q30. Are there other agencies that facilitate the final visit?

**A: Right now our contract agency facilitates the visits for those families that are at their site. We do not hold any final visits in the community, because of safety issues. They will all be at an agency location.**

Q31. Quantitative and qualitative outcome measures will be reported – how would this be accomplished? Do you provide the manner in which it is reported or is it developed by the provider?

**A: We will decide on the exact reporting data when negotiating the contract. At a minimum, reports will need to include the number of visits provided, the length of stay in out-of-home care and the impact on achieving permanency for the child.**

Q32. Do you have data on the length of stay of children in care involved in visits?

**A: Children with supervised visits average length of stay in out-of-home care is 623 days. Children without supervised visits average length of stay is 1125 days.**

Q33. Can you provide expected numbers of clients needing supervised vs. monitored visits for planning and budgeting purposes?

**A: We did 640 visits per month in 2007. For 2008 we have been averaging about 838 visits a month. Approximately 98% are supervised.**



Q34. What percentage of visits are currently off-site – community locations, treatment facilities, restaurants, home-based, etc?

**A: 5 to 10%**

Q35. Do you have an expected number of visits that you will contract for annually in this contract?

**A: The number of visits will be a balance of the proposed unit rate and the capacity of the provider. You must determine how many hours of visitation services you can provide at what cost, factoring in the requirements listed in the RFP document.**

Q36. Can you provide all attachments in word format via email?

**A: Attachments were sent via email on August 11, 2008 to registered providers.**

Q37. There does not seem to be a significant difference in your definition of supervised vs. monitored visits that would translate into a different unit rate. Can you expand on the difference? i.e. different education levels for the staff?

**A: Supervised visits require that the staff member is present throughout the visit, regardless of the location of the visit. Monitored visits take place in the home and do not require the staff member to supervise every interaction during the entire visit. Visits in the home are monitored as it is physically impossible to follow every child from room to room during the home visit. The monitored visits in the home are a step-down from supervised visits.**

Q38. Can two visits be monitored simultaneously? Use of video equipment to monitor multiple visits at once?

**A: It would depend on how you stagger the start times of your visits, as the vendor must be in the monitored visits more than not. Monitored visits will start with the first and last 15 minutes of the visits unsupervised and the remaining time supervised. However, the amount of time supervised, may decrease per direction of the caseworker.**

**The use of electronic devices is not permitted. Staff must be sufficient to provide the service.**



<b>2008 Holiday Closings</b>
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**Jan. 1 -- New Years Day**

**Jan. 21 -- Martin Luther King Jr. Day**

**Feb. 18 -- Presidents Day**

**May 26 -- Memorial Day**

**July 4 -- Independence Day**

**Sept. 1 -- Labor Day**

**Nov. 11 -- Veteran's Day**

**Nov. 27 -- Thanksgiving**

**Nov. 28 -- Day after Thanksgiving**

**Dec. 24 -- Christmas Eve half-day**

**Dec. 25 -- Christmas Day**

**Note: We are open the first three Saturdays of the month. When a holiday falls on Friday or Monday and is within the first three weeks of the month, we are closed on that Saturday.**

# HCJFS

## Letter Series

**Director's Letter:** 51 B  
**Subject :** County Vehicles Policy and Procedures  
**Effective Date:** Immediate  
**This Letter Obsoletes:** 51A  
**This Letter Becomes Obsolete:** Upon Revision  
**This Letter Approved By:** Moira Weir  
**Approval Date:** 08/15/08

<b>Purpose</b>	<p>This policy discusses specific procedures regarding usage of county vehicles. The safety of staff and the consumers that we serve is of utmost importance to HCJFS and the county.</p> <p>County vehicles are to be used for <b>business only</b> - no personal usage allowed. Failure to adhere to this practice is grounds for discipline.</p>
<b>Vehicle Sign Out Procedures</b>	<ul style="list-style-type: none"> <li>• <b>Reserving a county vehicle:</b> The employee's supervisor must contact Fleet Manager Chuck Knight by written memo, by e-mail (<a href="mailto:cknight@CMS.hamilton-co.org">cknight@CMS.hamilton-co.org</a>), or by calling 946-2422 with the date(s) and time(s) the vehicle is needed. Vehicles will be scheduled based on availability.</li> <li>• <b>Signing out a county vehicle:</b> Employees signing out vehicles at the A&amp;D Parkhaus must show the parking attendant a valid driver's license, proof of insurance, and complete a <a href="#">HCJFS 4314 – County Vehicle Sign-out Agreement</a>. There are two vehicles located at 237 Wm. Howard Taft. These vehicles may be signed out by contacting Earl Farmer or the Transportation &amp; Family Support Services' Program. Employees signing out vehicles at Taft must show a valid driver's license, proof of insurance, and complete an <a href="#">HCJFS 4314 – County Vehicle Sign-out Agreement</a>. The HCJFS 4314 form will be forwarded to DCF Fleet Manager.</li> <li>• <b>The caged vehicle can be signed out at the A&amp;D information booth 24/ hours a day/seven days a week.</b> Security can be contacted at 946-2000 to reserve this vehicle.</li> <li>• <b>Returning a county vehicle during business hours:</b> Employees returning vehicles at the A&amp;D Parkhaus will return the keys and sign the vehicle back in with the parking attendant. Employees returning vehicles at Taft will return the keys and sign the vehicle back in with the Transportation &amp; Family Support Services' Program or the Department of County Facilities Security Staff located in the visitation area.</li> <li>• <b>Returning a county vehicle after business hours:</b> Employees returning vehicles at the A&amp;D Parkhaus should return the keys to Security at the A&amp;D front lobby desk. Employees returning vehicles at Taft should turn the keys into the Transportation &amp; Family Support Services' Program or the Department of County Facilities Security Staff located in the visitation area by 7:15 the following morning.</li> <li>• The County Facilities Department has designated two spots by the Taft dock for county vehicles. These spots should be utilized when returning the vehicles.</li> </ul> <p><b>NOTE:</b> Business hours for signing out and returning county vehicles are: Mon. – Fri. from 7:00 a.m. to 4:30 p.m.</p>
<b>Accident Procedures</b>	<p>When an accident has occurred, the local police department must be notified. County accident forms are kept in the glove box and must be completed and returned to Tim Grabenstein, County Risk Manager. Children's Service's employees need to follow the procedures as outlined in CS Manual 1.01, 2.07, 2.10, and 15.01 Personnel Policy Manual Section 8, "Vehicle Use Policies and Procedures."</p> <p>Also located in the glove box is an insurance card to show the police.</p>
<b>Reimbursement for Gasoline</b>	<p>If a county employee needs to refuel a vehicle, they must complete a <a href="#">Mileage Reimbursement Voucher (RM)</a> (available in the Stockroom). Forward <a href="#">completed forms</a> to Donna Steinau, County Facilities, Court House B-95.</p>



**Inclement  
Winter Weather**

HCJFS will review the snow emergency guidelines established by the Hamilton County Sheriff's Office as a tool in making decisions to cancel or delay the signing out of county vehicles.

<b>Weather Alert</b>	<b>Description</b>
<b>Level I Snow Alert</b>	Roadways are hazardous with blowing and drifting snow.
<b>Level II Snow Advisory</b>	Roadways are hazardous with blowing and drifting snow. Only those who feel it is necessary to drive should be out on the roadways.
<b>Level III Snow Emergency</b>	All roadways are closed to non-emergency personnel. No one should be out during these conditions unless it is absolutely necessary to travel. Those traveling on roadways may subject themselves to arrest.

If there is a Level II or Level III snow emergency vehicles will not be signed out. Vehicles already signed out should complete pick ups and return to the agency ASAP. When the use of county vehicles is delayed, the County Facilities Fleet Manager will monitor and evaluate the situation throughout the day based on weather alerts, current road conditions, and local weather forecasts using the following links and/or phone numbers:

- ODOT Traffic Information - <http://www.buckeyetraffic.org/>
- ARTIMIS - <http://www.artimis.org/> or dial 511
- National Weather Service - <http://weather.noaa.gov/>
- Ohio State Highway Patrol - <http://statepatrol.ohio.gov/>
- Indiana State Police – <http://www.in.gov/isp/roadinfo/weather.html>
- Kentucky State Police – <http://www.kentuckystatepolice.org/>
- The Weather Channel - <http://www.weather.com/>
- SORTA - <http://www.sorta.com/>