



Board of Commissioners:

Greg Hartmann, Chris Monzel, Todd Portune

County Administrator: Christian Sigman

Director: Moira Weir

General Information: (513) 946-1000

General Information TDD: (513) 946-1295

www.hcjfs.org

222 East Central Parkway • Cincinnati, Ohio 45202
(513) 946-1408 • Fax: (513) 946-2384
Email: carsos01@jfs.hamilton-co.org

July 20, 2011

**HCJFS REQUEST FOR PROPOSAL
VISITATION SERVICES RFP#SC0111-R**

ADDENDUM 4

Questions Received After the RFP Conference

- Q1.** Will you allow a period of transition using current location until new location is secured and furnished?
(This question is carried over from Addendum 3.)

A: HCJFS' expectation is to have the provider(s) selected per the RFP time line by the end of August. There will be 4 months for contract execution and implementation, and vendor start-up. HCJFS's goal is to vacate the current visitation location 12/31/11, and have the selected vendor(s) operational at new location(s) 1/1/12. If HCJFS has to amend the RFP timeline or contract execution a transition period may be entertained.

- Q2.** If you have your county already on certificate, do you have to add again for this RFP specifically?
(This question is carried over from Addendum 3.)

A: Each provider must complete the provider certification process for each program or service provided. If your county has already completed HCJFS' provider certification for Visitation services, then another one will not need to be completed.

If this is in regard to insurance, then if Hamilton County is already named as an additional insured you will not need to have it on the policy again - check to make sure the language on the policy and certificate mirrors what is required in the contract language.



Q3. What constitutes room or space for privacy? Could a partition be put up in a large area?

A: Yes, a partition is acceptable. Space should accommodate family size and development/physical needs of children.

Q4. What is considered training of foster parents? Does it have to be during the visitation or after? What types of skills need to be taught? What type of documentation is needed?

A: There is no requirement to train foster parents. This RFP is to support and educate the identified reunification family. The program should incorporate components that help parents have positive interactions with their children. The provider should help structure and plan visitation activities, model desired responses/ interactions, intervene if necessary and provide feedback to the parent regarding strengths and concerns related to child/parent interactions.

Q5. Who/what type of companies can be used for customer reference? If we haven't worked with companies, what would satisfy this requirement?

A: If your agency has not had experience providing Visitation services, general professional references regarding child welfare and other social services may be used.

Q6. What is considered a kitchen? If we do not have a full kitchen, then would a microwave and refrigerator suffice? Do we have to have board certification to have this?

A: A fully equipped kitchen with oven and sink is preferred, but providers will not be excluded if there is some capacity to support meal preparation. Since meals will not be purchased, there is no licensing requirement through the Dept. of Health.

Q7. What would suffice as security? Does it have to be a licensed sheriff and/or police officer?

A: A licensed security agency/ staff may be used to fulfill this requirement.

Q8. Is an evaluative assessment process required for the provider to make recommendations for transition of visitation from supervised to monitored? Would this be helpful?

A: This would be helpful, but not required. The provider should be able to support their recommendation.

Q9. If families do drive to visits, is reimbursing them for gas/giving a Kroger gift card allowable?

A: Yes.

Q10. A previous proposal states 100 slots/week would be available. This current RFP states an average of 833 visits/month or around 200/week. How was this increase managed?



A: The current vendor increased capacity.

Q11. Section H – the Daily Service/Attendance Form. I was under the impression HCJFS was providing the form for us to document the visits. Should we develop our own form?

A: HCJFS does not have a form that must be used to document visits. Provider should be willing to coordinate with HCJFS and be prepared to send information electronically and/or securely.

Q12. For the revised figure of 847 average scheduled visits per month, what is the approximate number or percentage:

- of supervised visits;
- of monitored visits; and
- of monitored community visits?

A: The current percentage of supervised visits is 99.8%, and 0.2% monitored visits (no monitored community visits). The current contract set-up does not necessarily reflect the future needs of HCJFS. HCJFS's intention is to increase utilization of these types of visitation, in a cost effective manner, to meet the range of needs of the families, and ensure the safety of the child/ren.

Q13. Who is responsible for parent transportation when necessary for visits? What is the role of Hamilton County JFS in parental transportation?

A: Parents are responsible for transportation to and from visits. HCJFS may provide vouchers and tokens to the parent based on need.

Q14. What are the rates in the expiring contract for:

- supervised visits;
- monitored visits; and
- monitored community visits?

A: It's \$88.25/hour for supervised visits and \$65.00/hour for monitored visits. There is no specific rate for monitored community visits.

Q15. Are there any *required* credentials or licensing levels for any position in a proposed program?

A: Section 2.5 – Personnel Qualifications lists which personnel must submit resumes. Program manager must have a minimum of 3 years experience as a program manager with a similar program or a program involving child welfare or other social services. There are no required credentials or licensure; however, staff should have experience with the population served.

