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September 11, 2017

**HCJFS REQUEST FOR PROPOSAL
VISITATION SERVICES
RFP SC04-17R**

ADDENDUM 3

Questions asked after RFP Conference:

- Q1.** During the Q&A portion of the RFP Conference, a question was raised about whether you had to provide both types of visitation services – therapeutic and community-based. The answer provided was yes. However, the RFP states you can apply for one, two or three of the components listed on page 4. Please clarify.
- A.** See Addendum 2 question 3.
- Q2.** Is security personnel required for all visitation proposals? If not, when would security be required?
- A.** Security isn't required for all level visitation. At site base visitation there should be security personnel available.
- Q3.** How will referrals be made to multiple award agencies? Will it be "round robin" or subjective based on the HCJFS referring worker?
- A.** To be determined.
- Q4.** Can we include costs of play materials, meal preparation items, and other materials for visitation?
- A.** Costs related to visitation should be included in your budget. Refer to Attachment B of the RFP – Contract Sample – (4)(A) for allowable and unallowable costs.



- Q5.** Will you allow payment to foster parents for supervising visits?
- A.** HCJFS will make payments directly to foster care agency. How foster care agency compensates foster parents is at their discretion.
- Q6.** Is there a standard observation form and court report template that JFS will provide?
- A.** To be determined.
- Q7.** Since JFS is planning on awarding one organization the training piece, could this organization potentially be training the agencies awarded the supervision portion of the RFP? If so, and they are selecting the evidence based curriculum to be used, how are we able to state which curriculum/model/practices we're going to base our program on if we could potentially be trained on a different one?
- A.** Yes, they will be. The training will be more foundational or global on the inherent *value* and importance of holistic nature of visitation, not on a particular model of visitation.
- Q8.** When referencing the training of "out of home providers and kinship care providers" is this referring to agencies or foster/kinship parents? If the agency awarded the training portion is training foster/kinship parents, again, since we would be "overseeing" the visits we're proposing foster/kinship parents to monitor, wouldn't we all need to be trained using the same curriculum?
- A.** It is both. You may or may not be training and overseeing visitation. If you are awarded both, you may be using the same curriculum. If contracts are awarded to different agencies, you may not be using the same curriculum, but all would use the same foundational training.
- Q9.** Will JFS specify in the referral what level the family should be at – supervised or monitored?
- A.** See Addendum 1 question 24.
- Q10.** If we arrive at a visit and the parent is not safe/sober, do we have permission to end the visit and do we get paid if the visit is terminated?
- A.** Yes, you may end the visit and you will be paid.



- Q11.** Are there staffing expectations (bachelor's degree, foster parent, etc.) for each visitation category (supervised, monitored, etc.)?
- A.** See Addendum 1 question 28.
- Q12.** Is there a distinction between the deliverables for the two types of visitation services (Therapeutic Visitation Services and Placement Provider Visitation Services). For instance, are security personnel and metal detectors required under each?
- A.** No. See Addendum 2, Question 3.
- Q13.** Who determines the length of the visit?
- A.** See Addendum 1 question 24. The standard length of visitation is typically 2 hours for children and 4 hours for infants weekly.
- Q14.** Will the caseworker attend the initial visitation or any visitation?
- A.** A case worker can attend a visit at any point. They may not be at the initial visit however.
- Q15.** What needs to occur within three days – a connection or visitation?
- A.** See Addendum 1 question 36.
- Q16.** What percentage of families need supervised visitation v. monitored?
- A.** Refer to Section 1.2.1 – Population – of the RFP for identified population.
- Q17.** For therapeutic visitation, does the program need to be strictly evidence-based, or can we use a promising program currently undergoing review process?
- A.** See Addendum 1 question 8.
- Q18.** What percentage of visits are being done by current provider?
- A.** Best estimate is that our current Provider handles 75-80% of visitation.
- Q19.** Are there current incentive measures in place? If so what are they?
- A.** Refer to Attachment H of the RFP.



- Q20.** Who are the 3 largest substitute Providers of foster care for HCJFS?
- A.** Based on monthly expenditures the top three are: Lighthouse, NYAP, and NECCO.
- Q21.** What are the top 3 zip codes of families with children in care for HCJFS?
- A.** Based on the number of children removed from specific zip codes within the last 12 months, the three top zip codes are 45205, 45211, and 45225.
- Q22.** What is the current breakdown of visits being done in a facility, community and home environment (parents, foster parents, kinship homes).
- A.** Of visitation currently being provided by contracted Provider, 80.3% happens in a facility (72.1% facilitated and 8.2% monitored), 10.25% of visits occur in a community environment, and 9.5% in the home. The majority of visitation handled by agency staff occur at the agency offices, often prior to a family being able to transfer to visitation with a Provider. This current breakdown of visitation does not necessarily reflect the distribution of levels of need anticipated moving forward.
- Q23.** Does “provide transportation” indicate a requirement for the agency to transport or provide parents with the means to get to visits (bus, cab, etc.)?
- A.** Provide transportation could include providing a means of transportation to get to the visit.
- Q24.** Can start-up costs covered (ramping up employees)?
- A.** HCJFS does not pay start-up costs.
- Q25.** What is the current percentage of children placed out of county?
- A.** At the time of this addendum, 36% of children in custody are placed outside of Hamilton County.
- Q26.** What is the current Provider(s) rate for visitation? Monitored visits?
- A.** \$83.81 per hour for a supervised visitation.
\$38.75 per hour for a monitored visitation.
\$92.67 per hour for a community based visitation.



- Q27.** Does HCJFS have a current referral form and if so can bidders receive a copy?
- A.** Yes, HCJFS has a current referral form. HCJFS 3501 is attached.
- Q28.** Page 10 1.2.1 "Assessment" is there a current form or who would develop HCJFS or provide? What are the timeframes around giving HCJFS the assessment?
- A.** To be determined.
- Q29.** Page 13 #16 Metal detectors—can this be a wand or does it need to be a walk through detector?
- A.** Either is acceptable.
- Q30.** Page 19 3c- Does rescheduling occur when ANY party cancels (parent, foster parent, etc.)?
- A.** Yes.
- Q31.** On page 22, section 2.2 F states: "Visitation observation reports shall be submitted electronically to HCJFS within 24 hours of visits". How are reports to be submitted electronically? Is a specific file format required? Please describe the process.
- A.** To be determined.

