

Please accept the question below regarding Family Engagement Services RFP JUV 24-CB-7-001.

1.1 Purpose

- Has this service been offered by another Contractor in the past or is this a completely new service? If new, were any other service models utilized in the development of this RFP? **This is a new service D7 would like to bring to the area.**
- Will the Agency provide some insights into the anticipated referral process? Should the Contractor expect referrals to be initiated by JCS exclusively? Will referrals only be for juvenile's who have been arrested? **Yes to all of these questions (this is for the parents of the juveniles who have had JCS contact)**
- What is the Agency's expectation for how soon the Contractor should initiate contact with a new referral once a referral has been made? **This is open for discussion during contract negotiations, sooner is always better though.**
- Has the Agency identified an anticipated number of referrals for the initial contract period? Or can the Agency provide an estimate based on data/trends? **No, this is a new program that is in the pilot year and this will be changing as the program develops.**
- Will the Agency be specifying maximum caseload per staff or will the Contractor have discretion to determine that based on best practice standards? **There is no specific maximum caseload per staff at this time, it is a pilot program that will be developed by the Contractor**
- Can the Agency clarify what it projects as the average life of a caseload? **This will vary by situation.**
- Has the Agency identified a minimum threshold for how often the Contractor is required to meet with each case? **This will be illustrated by the bidder's proposal and in agreement with the Agency during contract negotiations.**
- Will the Agency be requiring all service provision to be face to face? If permitted, when would the Agency see the use of telephone and/or virtual meetings as appropriate? **All face to face group meetings will be in person, the goal is to get the families engaged, and face to face meetings would be ideal for this.**
- Will the Contractor be primarily working with the parents of the referred juvenile? **Yes**
- The Agency states that parents will be paid for their involvement in this process and with Juvenile Court Services, has an amount been set for this? Will the Agency provide guidelines for this payment? **Please reference section 1.1.13 of the RFP.**
 - Please define "operational policy and protocols", in regards to the payment to parents. **This is references how communication with JCS staff will assist**

us in developing/changing our internal policy and protocols in our day-to-day contact with clients.

- The Family Engagement Group/members- Is this the staff or an advisory board? **This is a combined effort**

1.2 Definitions

Parent Ally:

- Are 15 Parent Ally participants required? **No**
- Will a background check need to be conducted for Parent Allies? **Yes**
- What does the Agency see as the role of the Parent Ally? Will Parent Allies be meeting clients/families individually? Or are the only attending meetings? **Please utilize creativity as a bidder in developing a program you see this to be for the families.**
- What does the Agency see for the frequency of how often the Parent Ally meets with the family? Has the Agency identified specific trainings that Contractors will be required to offer to involved parties (i.e. staff, Parent Allies, etc.), or is the Contractor allowed to determine that based on best practice standards and identified needs? **Please utilize creativity as a bidder in developing a program you see this to be for the families.**
- Will the Contractor need to pay the Parent Allies to participate in training or will they only be paid for meetings attended with the families? **Potentially both.**

3.2.7

- How often does the Agency require Contractors to conduct criminal background and child abuse record checks? **Annually**
- It is stated the Agency will require criminal history check and background investigation on shareholders and partners, of the Contractor, is this only if they have contact with clients? **No**

3.3 Cost Proposal

- What is the maximum allowable indirect/administrative cost rate for proposers? **15%**
- What is the total amount of funding available per award, per year? **\$50,000**
- How will proposers bill for services? For example, per diem, unit rate, hourly rate or cost reimbursement. **This is open to discussion during contract negotiations.**