

ATTACHMENT C
Statement of Work
Youth Service Bureau (YSB) Administration Coordination

Due to conflict of interest issues, agencies who are currently receiving or would be applying for YSB funds for programs in the future will not be eligible under this Request for Proposal. This statement of work is to administer those YSB funds for programs that meet the Indiana Code (IC) 31-26-1.

The Selected Vendor will be expected to:

A. Administer the Youth Service Bureau Certification Process

- a. DCS is the certification body, having sole authority to certify agencies as an YSB according to IC 31-26-1-3.
 - i. DCS is delegating the certification process to a vendor through this RFP.
 - ii. Vendor will work with DCS to develop a certification process.
 1. Vendor will make recommendations to DCS regarding the certification of existing and new agencies providing YSB programs.
 - a. DCS has final authority to accept or deny the recommendation.

B. Develop, Distribute and Review of Service Standards and a Request for Proposals for the Youth Service Bureau Fund

- a. Vendor will adhere to Indiana Code (IC) 31-26-1-3.
- b. Vendor will research and develop service standards, design the request for proposal, and create a RFP scoring training curriculum. The vendor will make recommendations on these items to DCS which will have final approval of any document or process created.
- c. Request for Proposals
 - i. Vendor will develop and distribute a request for proposal (RFP) to organizations that meet the certification according to IC 31-26-1-3. The RFP process will be used to select YSB subcontractors for 9/1/19-6/30/21.
 - ii. Vendor's RFP process must mirror the State's process of releasing RFPs including the proposed funding allocation, objective criteria to evaluate, and proposal reviewer team.
 - iii. Vendor will develop a funding methodology with DCS approval prior to the RFP, and will train and engage proposal reviewers to score the proposals using objective criteria.

- iv. Vendor will make recommendations to DCS for which organizations should be awarded a contract and funding through the RFP process with the Vendor including the completed evaluation score sheets.
 - 1. DCS has the final authority per IC 31-26-1-3 on granting approval of which organizations will be extended contracts and the amount of YSB funds to be distributed.
 - 2. Vendor will work with DCS on development of Service Standards that guide the operation of direct and indirect service programs designed to
 - a. Support, represent, and protect the rights of young people,
 - b. Prevent adolescent misbehavior and to divert young people from the justice system,
 - c. Maintain a referral system with other service agencies that might benefit young people, and
 - d. Inform and educate citizens about the functions and services available through the organization and serve as a link between the needs of youth and the community.

C. Oversee Service Provision of Individual Agencies providing YSB programs

- a. Quality Assurance (QA) Process
 - i. Vendor will conduct annual QA reviews.
 - ii. Vendor oversight includes scheduling, collection of materials, and follow-up and remediation, if necessary.
 - iii. Vendor will provide reports that show the schedule of reviews to be done and results of the reviews and progress made on mediation.
 - iv. Vendor will make recommendations to DCS regarding the continued certification of the agencies providing YSB programs.
 - 1. DCS has final authority to accept or deny the recommendation.
- b. Ensure compliance of agencies providing YSB programs to Contract and Service Standard requirements.
 - i. Vendor will ensure agencies providing YSB programs provide services according to contract and Service Standard specifications.
 - ii. Vendor will ensure all agencies funded adhere to the background check requirements set forth by DCS as well as other contractual requirements that the Vendor must meet.
- c. Trainings
 - i. Vendor will provide up to three (3) trainings at various locations across the state of Indiana, per year.

- ii. Training will be offered to YSBs and to other youth service providers including those working with runaway and homeless youth, mentoring children of incarcerated adults, as well as other affiliates of the Vendor.
 - iii. Trainings may focus on elements contained in the YSB fund certification requirements of prevention of adolescent misbehavior and diversion of youth from the juvenile justice system, youth advocacy, community education, and information and referral.
 - iv. Vendor will provide follow-up evaluations of trainings in the quarterly/annual reports. Data will include topic and length of the training and number of attendees.
 - v. The trainings may also be subsidized with resources from grants and contracts outside of DCS resources.
- d. Development of Outcome Measures
 - i. Vendor will develop outcomes measures for agencies providing YSB programs.
 - ii. Vendor must include input from the agencies in the development of the outcomes measures.
 - 1. Input may include surveys to all agencies providing YSB programs, creation of a committee on which the agencies are represented, or request the involvement of the other advisory members.
- e. Development of a comprehensive, web-based outcomes reporting tool
 - i. Vendor will develop a database to collect outcomes.
 - ii. This tool will allow all agencies to report standardized outcomes and will be capable of long-term outcomes tracking, customized reporting, and automated year-end aggregate reporting.
- f. Data collection
 - i. Vendor will collect quarterly reports from all agencies. These reports are to contain outcomes data.
 - ii. Vendor will work with DCS to propose an outcomes report format that is acceptable and approved by DCS.
 - iii. Vendor will gather and review monthly agencies' program reports as part of the monthly claiming process.
 - iv. Vendor will provide DCS with four (4) quarterly reports aggregating all agencies showing outcomes.
- g. Billing
 - i. Vendor will create a monthly claiming process to pay appropriate claims to YSB Fund Grantees.
 - ii. Vendor will verify that all reports are current, accurate, and properly prepared, prior to processing and paying a claim.

- h. Reporting to DCS
 - i. Vendor will provide four (4) quarterly reports to DCS as described in section f above.
 - ii. Vendor shall provide DCS with an overall comprehensive annual report of vendor and agencies providing YSB program activities.
 - 1. Vendor will work with DCS to determine an acceptable report format and the information to be reported.
 - 2. Report will include quantitative and qualitative data that show outcomes were reached as well as overall utilization of funding from the YSB fund.

D. Administer the Project Safe Place (PSP)

Ensure that programs meet national standards and are licensed by National Safe Place (PL 209-1988) by doing the following:

- a. Service Delivery
 - i. Vendor must ensure that program services consist of the five National Safe Place Program components:
 - a. Outreach, including
 - i. Presentations to youth audiences
 - ii. General community education directed to adults;
 - b. Safe Place site recruitment, education/training and maintenance;
 - c. Crisis intervention responses to youth at Safe Place sites;
 - d. Appropriate staffing/human resources needed to coordinate the Safe Place program, including volunteers and paid staff;
 - e. Maintenance of program records and data collection and reporting.
 - f. Additionally as part of a commitment to a continuum of services, the vendor will ensure the Safe Place programs provide runaway/homeless youth involved in the child welfare system in the past with information on the Older Youth Services including Collaborative Care (<https://www.in.gov/dcs/OlderYouthInitiatives.htm>).
- b. Billing
 - i. Vendor will create a monthly claiming process to pay appropriate claims to PSP grantees.
 - ii. Vendor will ensure that all fees will be paid to the National Safe Place program annually.
- c. Reporting to DCS
 - i. Vendor will provide quarterly reports to DCS from the National Safe Place database to evaluate the PSP grantee program outcomes and effectiveness based on the National Safe Place Program components.