

## **OLDER YOUTH SERVICES RFP QUESTIONS and ANSWERS**

1. Is training available on the CLSA – written assessment and when?

Training is available on CLSA. Go to the Help/Training page on the CLSA homepage to access free training materials. You can access a CLS Webinar, three video tutorials, and a comprehensive How-To Guide. There is also a 7-page Practice Guide that gives step by step guidance on how to engage youth in the assessment process. It has links to a number of practice materials that will be useful in assessing a youth and building a learning plan. You will also find the Resources to Inspire Guide – a go-to manual for goals, activities and training resources. Finally, there is a Sandbox site for state training academies and other trainers to use in teaching others the functionality of the CLSA site. It is an exact replica of the CLSA site that can be accessed and used for demonstrations.

2. What is the cost of the CLSA assessment tool?

The CLSA is a free online youth –centered tool.

3. What is the cost of training on the CLSA?

Please see question 1 on how to access information on the CLSA training

4. Will there be training on the NYTD (National Youth in Transition Database)?

For agencies that have not been trained in NYTD training will be provided.

5. Page 13, section 2.3 states “The program proposal will include one Provider Narrative along with Services Narratives for each service under Older Youth Services; Chafee Independent Living Services, Collaborative Care Services, Chafee Voluntary Independent Living Services.” Page 25 lists one Service Narrative per proposal. Are providers to submit three separate Service Narratives ( one each for Chafee Independent Living Services, Collaborative Care Services and Chafee Voluntary Independent Living Services), or a single Service Narrative covering each of the three Older Youth Services?

Respondents should submit one Service Narrative for Older Youth Services. If respondents choose to propose for Staff Supported Housing please submit the required Staff Supported Housing Service Narrative.

6. Regarding EG& S funds, will there be individual accounts?

There are no individual accounts for EG&S. Provider will need to implement a tracking mechanism of disbursement of EG&S funding.

7. How quickly will the provider be reimbursed for the EG&S funds?

There is a billing process each provider will have to complete prior to reimbursement. The timeframe of reimbursement will be dependent upon the accuracy of the billing claim and completion of the billing process.

8. Why will providers not be reimbursed for taxes paid?

DCS is a State agency; therefore, we are exempt from paying sales taxes.

9. Is there a table to refer to or what do we use on each budget for "projected average number of youth"?

The following table is a projected monthly average of youth serviced per Older Youth Services Budget. Number of youth served per budget is subject to changed based on needs of youth.

Projected Monthly Average Number of Youth per OYS Budget				
SERVICIE AREA	Budget 1	Budget 2	Budget 4	Total # of Youth per Service Area
Area 1: Regions 1 & 2	143	5	47	195
Area 2: Regions 3 & 4	118	19	84	221
Area 3: Regions 5 & 6	42	6	9	57
Area 4: Regions 8 & 9	46	3	14	63
Area 5: Regions 10 & 11	165	41	50	256
Area 6: Regions 7 & 12	52	10	16	78
Area 7: Regions 13 & 14	67	10	18	95
Area 8: Regions 16 & 17	75	9	14	98
Area 9: Regions 15 & 18	52	8	30	90

10. Each budget should be for one year, correct?

Yes

11. If we are an agency applying for a region we have never served, can we access their current client numbers in order to build a budget?

Yes, see question #9.

12. What is the total amount that DCS has allocated and/or anticipates awarding for this RFP?

DCS anticipates allocating \$12 million to the Older Youth Services contract. DCS has the option to adjust the award amount based on the actual needs of youth in our program during the period of this contract in the future.

13. Is any outcome data available from current programming that serves this population including the following: number of youth served in each service category, number of youth discharged and or terminated from services, average costs of services?

Evaluation activities are currently underway for older youth services and are not finalized. Please see question number 9 for information of number of youth served.

14. Would DCS consider a provider that does not provide brick and mortar housing (i.e. agency-owned housing, cosigning leases) if the program model used has gone through a randomized controlled trial and has demonstrated a 22% decrease in homelessness.

For those respondents proposing for Staff Supported Housing, they should be able to provide the following:

- This placement shall be a setting where multiple youth may live in a campus or apartment complex setting. This placement may also look like a group home setting
- The placement provider will provide furnishings for the placement.

For those respondents proposing for Older Youth Services leasing responsibilities are as follows: Provider for Collaborative Care youth shall negotiate with each landlord the following arrangements:

- The youth should have an opportunity to qualify for a lease without the provider.
- The provider shall provide a letter of financial support to the landlord or leasing company to ensure payment while the youth is participating in collaborative care. If the youth moves out of the housing or the youths collaborative care case is closed the letter of support will end.
- The youth shall have the right to renew the lease, without assistance from the service provider, after his/her participation in Collaborative Care ceases
- In instances where the youth is unable to qualify for a lease the provider will sign or co-sign a lease. The provider may opt to go into a corporate lease agreement on the behalf of the youth. If the youth moves out of the housing, their name will be removed from the lease and the provider shall be solely liable to the landlord after the youth moves out.

15. “Attachment K: Placement Mix of Older Youth” was available with the RFP released in 2012. Will the same data be available with the current RFP?

Please see question #9.

16. In “Attachment F: Service Narrative,” and “Attachment F: Service Narrative Staff Supported Housing,” respondents are asked to describe Evidenced-Based and/or Best Practice Models to be utilized with program delivery. For clarity, will priority be given to program models that use multiple Evidence-Based Practices?

Respondents will need to document current and best practices of service delivery and engaging older youth as identified in the Older Youth Service Standard and Protocol.

17. On page 21, the RFP states that bidders should be rewarded for their ability to provide supplemental support for their program. For clarity, will priority be given to bidders that can provide supplemental support and matching funds?

The ability to provide supplemental support will be considered as one part of the review process.

18. It is our understanding that successful organizations will provide Chafee IL Services, Collaborative Care Services and Supervision, and Voluntary Chafee IL Services. Will organizations proposing only 2 of the services be considered?

Providers proposing for Older Youth Services must be able to provide services for Chafee IL Services, Collaborative Care Services, and Supervision, and Voluntary Chafee IL Services. These are not three individual services.

19. The Pro Forma budget worksheet includes a line item for personal allowance. Does this mean the Older Youth Services (OYS) provider is required to provide a stipend directly to youth receiving services? If so, in what increments is the funding to be disbursed? What is the typical amount and what is the number of youth receiving stipends?

Older Youth Service Providers are not required to provide a stipend directly to youth receiving services. Personal allowance are funds available to youth in out of home care for specific DCS approved items; up to \$300 per year. Personal allowance funds should only be included

20. On page 23 of the Older Youth Services Protocol, the text states that youth services will be delivered via the broker of resources model. Would DCS allow an OYS provider to provide direct care services even if there are community resources if the OYS provider uses best practices and evidence-based interventions that are supported by outcome data, such as a randomized controlled trial?

The broker of service model is design to help youth connect youth to services in their community and give youth the skills and ability to access services on their own. DCS may approve services provided under this contract on a case by case basis.

21. On page 26 of the Older Youth Services Service Standards, the text states that caseloads shall be in the following ranges: OY services only: 18-22; Collaborative Care: 12-15; Voluntary Services: 25-30. Would DCS allow an OYS provider to have lower in accordance with a formalized program model that has a history of successful outcomes and a Randomized Controlled Trial with positive impacts in multiple domains?

At this time the required case load standard are in the services standards; however, DCS is willing to considered alternative case load based on documented outcomes.

22. On page 26 of the Older Youth Services Service Standards, the text states that a supervisor must have a Master's degree in social work, psychology, or other directly

related human services field or Bachelor's degree with minimum of 5 years experience in social services, case management, education in a community setting, or other relevant experience. Is DCS willing to consider a Bachelor's degree with 2 years of experience if the supervisor receives a high level of training and supervision by a licensed clinician?

**No, it is DCS's expectation that supervisors have a Master's degree and the required number of experience as stated in the Service Standards.**

23. 1. Salaries & Wages--Enter the projected salary and wage expenses for all personnel to be utilized in the program component. All clinical staff should be excluded as these services will be referred and paid separately.
2. Fringe Benefits (benefits and payroll taxes)--Enter the projected fringe benefit expenses for program personnel. Provide detailed calculation and explanation of fringe benefit rate.
3. Consultant/Contract Services--Enter all consultant and contracted services that will be purchased by applicant in order to provide the proposed services. All clinical contractors should be excluded as these services will be referred and paid separately. Calculate at cost without fringe benefits.

***Q: What do you mean by "clinical staff" and "clinical contractors," and why will they be referred and paid separately?***

**Therapeutic services are not included in Older Youth Services and will be paid outside of these contracts.**

24. On the first page of the budget worksheet (instructions) there is some stat info:  
**Budget 1: Chafee IL services ONLY** Independent Living Services as defined and provided to those youth in placements identified as Budget 1 in Chart 1.  
\*While the number of referrals for 16 and 17 year olds is approx 30% currently, we anticipate that increasing to 50%
- Budget 2: Collaborative Care-services and placement supervision** Includes placement costs and supervision for youth for whom DCS has placement and care. Supervision for older youth includes preparing the youth to live independently by serving as a broker of services to connect youth to community service providers as defined in the service standards.  
\*The estimated percentage of CHINS youth entering Collaborative Care at age 17.5 or older is projected to be 70%  
\*The estimated percentage of probation youth entering Collaborative care at age 18 or older is projected to be 50%

***Q: Is this current stat info that we need to apply when estimating days, or was this old info?***

**This information did not get updated from the previous RFP document. We do not anticipated increase in clients during the upcoming contract.**

25. Also, as a note, looks like we have to include the following costs in the budget:  
11. Personal Allowance: Please include \$300 for each youth in Budget 1, 2, 3 and 5.

12. Emancipation Goods & Services: Please include \$500 for each youth in Budget 4.  
***Q: To clarify, we're only submitting for the current area we occupy, right?***

**Yes, respondents should only submit for the area they're proposing. Under the current RFP there is no budget 5. Personal allowance should only be for youth 18 of age and older in budgets 1, 2 and 3.**

26. In reading the RFP, I just wanted to clarify the budget section (page 13):

**2.5 BUDGET NARRATIVE AND BUDGET SUMMARY**

A Budget and corresponding worksheets (Attachment D) are required for each service under Older Youth Services: Chafee Independent Living Services, Collaborative Care Services, and Chafee Voluntary Independent Living Services, and Staff Supported Housing (optional).

**Older Youth Services - PAYMENT TERMS**

Overview

**Collaborative care contracts will be cost reimbursement contracts**, generally not to exceed the contract amount. The contract amount for each provider and service component will be based on 14 the service component budget submitted by the provider and approved/accepted by DCS after its review for reasonableness and allowability (See Allowable and Unallowable Costs section below).

***Q: Does the highlighted above mean that all the budgets are cost reimbursement, or only the Collaborative Care (Budget 2)? If it's only Collaborative Care, what is the method for the other Budgets?***

**At this time it is anticipated that all older youth service contracts will be cost reimbursement.**

27. Contracts will be amended and payments will be made beyond the original contract amount only if the number of service days provided by the provider for a given service component exceeds the number of service days assumed in the Pro Forma Budget for that service component and has been authorized and approved in advance by DCS.

***Q: Does the above (page 14) mean that if we exceed the service days in the budget, we could possibly negotiate for more funding?***

**Yes**

28. Page 19 of the RFP:

The following costs and expenses will be considered by the Department to be unallowable costs and will not be considered:

- a. Salaries: Amounts exceeding the maximum allowable amount as determined by DCS.
- b. Fringe benefits (including payroll taxes): Amounts exceeding the maximum allowable fringe benefit rate (including payroll taxes) as determined by the department.
- c. Case management caseload ratios: Costs associated with case management staff in significant excess of reasonable caseload ratios as determined by the department.

d. Total administrative costs: Administrative costs (including direct and indirect administrative costs) in excess of the maximum allowable total administrative expense rate as determined by the department.

***Q: What are the maximum allowables as determined by the department? Do they have caps established that we need to keep in mind when budgeting for this program?***

**Any cost determined to exceed the maximum allowed amount will be discussed during contract negotiation.**

29. Do the staff have to be awake during sleeping hours?

**In staff supported housing, staff does not have to be awake during sleeping hours; however, should be on site and available 24/7.**

30. Do the staff need to be on-site or do they just have to be reachable (e.g., can they take a trip to the store with a cell phone)?

**In Staff Supported Housing, staff will have to be on site for supervision at all times.**

31. What is the staff-to-client ratio?

**In Staff Supported Housing, the estimated client ratio is 1:10 in staff supported housing.**

32. For Region 15 & 18 Staff Supported Housing ONLY – Do we have to do a budget for both? There is funding available for staff supported housing.

**There is not a specific area associated with staff supported housing. Respondents must submit a budget using attachment D, the budget worksheet for their staff supported housing program.**

33. Where is the Provider Narrative (attachment) for Staff Supported Housing?

**Respondents applying for staff supported housing should use the attachment E, Provider Narrative.**

34. Does DCS plan to contract with more than one provider per service area for Older Youth Services in every area, or just in specific designated areas? If so, which service areas will that be?

**DCS will select the number of providers necessary to meet the need of youth in a particular area.**

35. Also, does DCS plan to contract with more than one provider per service area for Staff Supported Housing?

**DCS has the option to select providers based on the needs of the youth.**

36. Page 13, section 2.3 states “The program proposal will include one Provider Narrative along with Services Narratives for each service under Older Youth Services; Chafee Independent Living Services, Collaborative Care Services, Chafee Voluntary Independent Living Services.” Page 25 lists one Service Narrative per proposal. Are providers to submit three separate Service Narratives ( one each for Chafee Independent Living Services, Collaborative Care Services and Chafee Voluntary Independent Living Services), or a single Service Narrative covering each of the three Older Youth Services?

Respondents should submit one Service Narrative for Older Youth Services. If respondents choose to propose for Staff Supported Housing please submit the required Staff Supported Housing Service Narrative.

37. Are there any page limits to the Provider Narrative and the Service Narratives?

No, there are no page limits to the Provider Narrative and the Service Narrative.

38. Does DCS have demographic information available on youth eligible for Older Youth Services by DCS region or OYS Service Area?

Please see question #9.

39. Are the funding allocations the same as the current contract allocations for each DCS OYS Service Area? Will DCS provide the allocations for each OYS Service Area?

Funding allocations for OYS contract will be determined during the contract negotiations process.

40. Is a separate Budget Narrative to be provided in addition to the Attachment D Pro Forma Budget Worksheets?

Yes

41. Page 20 and 21 of the RFP reference a Financial Strength Indicator and Supplemental Support. How are these to be incorporated into the RFP response? Are they to be provided as separate documents, or are they to be included in the Provider Narrative or in the Service Narrative?

On attachment D, Budget worksheet there is a comment section where respondents are able to submit statements regarding financial strength indicator and supplemental support. Documentation should be added to attachment D, budget worksheet. Please include any additional documents as attachments to the budget worksheet.

42. The Financial Strength Indicator section references several additional items, including: Total operating agency income statement for most recently completed four quarter period; most recently completed quarter end balance sheet; Summary of terms and conditions of any line of credit agreement to which the operating agency is a party and available balance as of date of submission of RFP response; most recent audited financial



statements. Are these to be provided as separate attachments, or incorporated into a single Financial Strength Indicator document?

On attachment D, Budget worksheet there is a comment section where respondents are able to submit statements regarding financial strength indicator and supplemental support. Documentation should be added to attachment D, budget worksheet. Please include any additional document as attachment to the budget worksheet.

43. If a provider is interested in becoming the provider in other areas, how do we go about obtaining the number of open referrals for that specific area?

44. These questions are specific to the Budget 3: Staff Supportive Housing

- a. Would parenting youth be utilizing this option of housing? If so would the expectation be a two bedroom unit.

DCS is open to creative proposals for Staff Supported Housing.

- b. Client transition: If a client is present in staff supportive housing and transition to budget 2 Collaborative Care, would the items go with them?

If a client is placed in Staff Supported Housing and transitions to a budget 2 Collaborative Care and leaves the placement personal items would go with the youth. It is expected that furnishing of the Staff Supported Housing will stay with the Staff Supported Housing program.

- c. Replacement cost: Depending upon turnover, client behaviors, client habits (i.e. hygiene), and damage, should we build into the budget ongoing replacement?

For staff supported housing, it would be acceptable to build in some funding for furnishing replacements.

- d. While most clients would work toward having a cell phone, in an effort to reduce excuses regarding ability to contact and engage, could we provide a landline phone in each apartment?

- i. For example, if one provider is only providing budget 3, but a youth will be transitioning to budget 2 for ongoing independent living, a budget 1 may have to be opened 30-60 days prior to discharge for transition purposes.

Respondents can provide landline phones. However, considering how youth communicate it is important to ensure youth have access to current communication devices (i.e.: cell phone, internet)

45. Our agency has serviced this population in the past under a previous contract. It mentions on the Older Youth RFP that the state is going to be choosing 9 providers to cover the 18 regions across the state. We have a good rapport with the counties we currently service for Home-Based and would be willing to do Older Youth Services in those counties we

are already invested in (Adams, Wells, Blackford, Jay, Randolph, Henry, and Wayne counties). This becomes less feasible to enter additional counties out of our present service region. Is this an option for us to only service these specific counties for Older Youth or to sub-contract with another agency? This would allow an additional option for a service provider for this service in these 7 counties. If you would be willing to respond on or before 12-15-15 it would be greatly appreciated. This will then allow us some time to prepare the Older Youth RFP.

For Older Youth Services, respondents must have the ability to cover the counties/regions in the service area indicated in the RFP. DCS will not approve subcontracts under older youth Services. DCS may consider subcontracting relationships for those proposing under staff supported housing.

46. The RFP says the proposal deadline is January 6, 2016; however, the application document says proposals are due by March 20, 2016. Can you please confirm which is the correct proposal deadline is?

The proposal deadline is January 6, 2016. Please see Addendum for attachment C, Application.

47. Are all types of entities eligible to apply for this program, or is it limited to nonprofit organizations?

DCS would consider proposals from other entities who are not nonprofit organizations.

48. If we are interested in the staff supported housing program, do the housing units need to be in place upon proposal? Or can we lease units as referrals come in?

The proposal will need to describe the type of housing units that will be available for youth. Respondents will need to have the ability house youth upon referral.

49. Must we serve each county in a proposed region?

Yes, for Older Youth Service contracts, respondents must be able to cover each county in the service area. Staff supported housing contracts will not be tied to an area.