

Older Youth Services

RFP

Addendum

3.23.12

This Addendum outlines changes to the RFP.

1. For Staff Supported Housing the following was added:
 - a. Staffing qualifications to the qualifications section in the Service Standard, Attachment A
 - b. Staffing requirements to the Staff Supported Housing Supervision section of the Service Standard, Attachment A
2. Updated Service Narratives (see below)
 - a. Added new sections for Staff Supported Housing and Specialized Vocational Education Program.
 - b. Added each service area (i.e., Independent Living, Collaborative Care, Voluntary Independent Living) for Section 3 in the Service Narrative for Older Youth Services
 - c. Add Proposals should address any differences in programming anticipated in the varying service areas, for example any program changes due to delivering services in a rural versus urban area.

ATTACHMENT C-PROVIDER NARRATIVE- PROVIDER NARRATIVE FY 2012-2014

Respondents should only submit one Provider Narrative. The service narrative must address the following topics:

1. GENERAL PROGRAM/SERVICE TITLE

This section should cover all important history and development of the organization to date, along with the organizational chart including Board of Directors and any other affiliates. This section of the narrative should also be used to cover all important organizational history and your agency's ability to deliver Services to Older Youth in foster care.

2. Collaboration

Bidders must describe their ability and experience with working with a full array of participants in a collaborative manner. This should include DCS and probation staff, the court, service providers, after care providers, youth, and all potential Child and Family Team members, which are not limited to Department or agency staff, but also include family members and those invited by the youth as their sources of support.

This section should also include the bidders plan for delivering services via the broker of resources model. Specifically, how will the bidder build upon existing partnerships/collaborations with community resources and providers of services outside the bidder's agency? If such partnerships/collaborations do not exist, this section should outline a plan for how will the provider build new partnerships/collaborations in order to connect youth with needed resources and services within the community they live.

Bidders should outline a plan to partner with local landlords on negotiating monthly rent and the possibility of continuing one lease for multiple youth if the first youth cannot fulfill the lease terms, if bidding for Older Youth Services.

3. Cultural and Religious Competence

Bidders must respect the culture of the children placed in their care, make every attempt to support the child's culture, and provide opportunities, if applicable, for the child to participate in activities related to their cultural heritage. Bidders shall not prohibit the child's participation in the child's religious faith nor prohibit related religious activities. The Bidder shall ensure that every youth has an opportunity to participate in religious services of his/her choice, or to refrain from religious practice if so desired.

All staff persons who come in contact with the youth must be aware of and sensitive to the child's cultural, ethnic, and linguistic differences. All staff also must be aware of and sensitive to the sexual orientation of the child, including gay, lesbian, bisexual, transgendered or questioning children/youth. Efforts must be made to employ or have access to staff and/or volunteers who are representative of the community served in order to minimize any barriers that may exist.

Bidders must describe how they will meet the above. They must describe their practices and policies for working with families from diverse backgrounds. This should include their plan for developing and maintaining the cultural competence of their programs, including the recruitment, development, and training of staff, volunteers, and others as appropriate to the program or service type; treatment approaches and models; and the use of community resources and informal networks that support cultural connections.

4. Quality Assurance

Bidders shall maintain a quality assurance and/or performance improvement system and must submit an overview of its quality assurance and/or performance improvement plan as part of its Proposal. Proposals should describe the capacity to collect and provide accurate, timely treatment planning and service delivery information.

5. History of quality services

This section should document that the agency/provider historically has had an acceptable working relationship with the local DCS or other community agencies, if there is no prior relationship with the DCS.

6. History of delivering Chafee Independent Living Services

This section should document the agency's history of delivering Chafee Independent Living services. If bidder has never delivered Chafee Independent Living services in the past, this section should document the agencies capacity to provide Chafee Independent Living services, including program name and plans for service delivery. This section should also document the bidders experience working with older youth in foster care.

ATTACHMENT D-SERVICE NARRATIVE

OLDER YOUTH SERVICES

SERVICE NARRATIVE FY 2012-2014

Respondents should only submit one Service Narrative per Service Area. The service narrative must address the following topics:

1. PROGRAM NAME/INTAKE/REFERRAL PROCESS

The Service Narrative should provide the program name, describe the intake and referral process to be utilized in the program including Respondent's procedure/methods for a guaranteed time frame for initiation of services.

2. SERVICE DEMOGRAPHICS

Narrative defines the target population, the geographical service area, and provides the projected number of clients the Provider/Agency intends to serve

3. PRACTICE MODEL/SERVICE DELIVERY

Describe Evidence-Based and/or Best Practice Models to be utilized in delivering the program as well as Respondent's experience and training related to the service delivery model. If an Evidence-Based/Best Practice Model is not available for the service(s), you must justify the service delivery method/model(s) to be utilized. Include estimated length of service and methods used (i.e. in home, office-based, individual, family, group, etc.). The method or model utilized must be consistent with the Older Youth Services Service Standards. Please address for the following:

3a. Independent Living

3b. Collaborative Care Placement Supervision & Services

3c. Voluntary Independent Living

Proposals should address any differences in programming anticipated in the varying service areas, for example any program changes due to delivering services in a rural versus urban area.

4. PROGRAM EVALUATION AND REPORTING

Identify outcomes consistent with the corresponding Service Standard. If the program measures outcomes in addition to those described in the Service Standards, please identify those outcomes and the measurement process are described.

5. Training

Proposals should address the providers training requirements, including training for services offered via this RFP: Older Youth Services.

6. Staffing Qualifications

Proposals should address providers plan to meet staffing qualifications. Include Job Descriptions for positions associated with this RFP: Older Youth Services.

7. Satisfaction Surveys

Proposals should document the plan for gathering confidential and anonymous satisfaction survey's from youth and disseminating the results to DCS.

8. Youth Engagement

In recent years, more attention is being paid to authentic youth engagement. Resources for engaging youth can be found within this RFP. Proposals should document existing or planned practices for authentic youth engagement for youth of varying ages and development levels.

Youth voice should be present in all aspects of the youth's life while in foster care. Proposals should document how bidder will incorporate youth voice in all activities and decision points in the life of the case.

9. Youth With Children

Proposals should document policies and practices to deliver services to youth with children.

10. COLLABORATIVE CARE PLACEMENT SUPERVISION AND SERVICES

A. General: This section should document the following:

1. plan to assist youth in transitioning into independence
2. plan to assist youth in building social capitol
3. plan to assist youth in obtaining relational permanency
4. plan for disbursing funds to youth
 - a) what are the timeframes and transition plan for youth to pay their own bills
 - b) plan for personal allowance
 - c) capacity to co-sign leases for multiple youth
5. experience with youth-adult partnerships; if no experience, bidder should document plan for youth- adult partnerships as part of the service delivery

B. Shared Housing & Apartment

1. document capacity to pay youths rent
2. supervision schedule for youth in placements that requiring vendor to provide supervision; including plan for decreased supervision over time
3. communication plan for youth and placing agent
 - a) address capacity for social media, including text messaging, as a method of communication with youth
 - b) address ability to use social media with appropriate privacy settings and personal boundaries (not sure how to word the last part)
4. document capacity and plan to meet the 24/7 contact requirement
5. document safety plans and safety education
6. plan to assist youth in locating affordable, safe housing

11. Chafee Voluntary Independent Living Services

- A. plan for assisting youth to transition from services

ATTACHMENT D-SERVICE NARRATIVE

STAFF SUPPORTED HOUSING

1. SERVICE NARRATIVE FY 2012-2014

Respondents should only submit one Service Narrative. The service narrative must address the following topics:

2. PROGRAM NAME/INTAKE/REFERRAL PROCESS

The Service Narrative should provide the program name, describe the intake and referral process to be utilized in the program including Respondent's procedure/methods for a guaranteed time frame for initiation of services.

3. SERVICE DEMOGRAPHICS

Narrative defines the target population, the geographical service area, and provides the projected number of clients the Provider/Agency intends to serve

4. PRACTICE MODEL/SERVICE DELIVERY

Describe Evidence-Based and/or Best Practice Models to be utilized in delivering the program as well as Respondent's experience and training related to the service delivery model. If an Evidence-Based/Best Practice Model is not available for the service(s), you must justify the service delivery method/model(s) to be utilized. Include estimated length of service and methods used (i.e. in home, office-based, individual, family, group, etc.). The method or model utilized must be consistent with the Older Youth Services Service Standards.

5. PROGRAM EVALUATION AND REPORTING

Identify outcomes consistent with the corresponding Service Standard. If the program measures outcomes in addition to those described in the Service Standards, please identify those outcomes and the measurement process are described.

6. Training

Proposals should address the providers training requirements, including training for services offered via this RFP: Older Youth Services.

7. Staffing Qualifications

Proposals should address providers plan to meet staffing qualifications. Include Job Descriptions for positions associated with this RFP: Older Youth Services.

8. Satisfaction Surveys

Proposals should document the plan for gathering confidential and anonymous satisfaction survey's from youth and disseminating the results to DCS.

9. Youth Engagement

In recent years, more attention is being paid to authentic youth engagement. Resources for engaging youth can be found within this RFP. Proposals should document existing or planned practices for authentic youth engagement for youth of varying ages and development levels.

Youth voice should be present in all aspects of the youth's life while in foster care. Proposals should document how bidder will incorporate youth voice in all activities and decision points in the life of the case.

10. Youth With Children

Proposals should document policies and practices to deliver services to youth with children.

11. Staff Supported Housing (if applicable)

- a. description of experiential learning opportunities to gain/practice Independent Living skills in the community
- b. document supervision schedule and plan to offer increased independence while providing support
- c. document emergency response protocol
- d. document safety plans and safety education
- e. describe daily, weekly, monthly and annual activities and routines, recreational and program activities, incentive systems, hygiene instruction and group events, such as unit problem solving meetings, and how rules that specify appropriate and inappropriate behavior are determined.
- f. describe the personal allowances and special occasion gifts that are provided to youth in their programs per the below definitions:
 - a) Personal allowance: An allowance given to youth during their stay in the program. Items purchased with the personal allowance belong to the youth and go with the youth when he/she leaves the program.
 - b) Special occasion gift: A gift provided to youth on his/her birthday and during the December holidays.
- g. describe the policies for the administration of financial resources.
- h. describe funding sources and how they will leverage community resources.
- i. description of the living units, including:
 - c) Floor plans of the physical space, including the number of children placed in each room;
 - d) Representative photographs of the physical space (inside and out) (e.g. resident room, common/group rooms, kitchen);
 - e) A description of cameras or other safety devices; and
 - f) A description of resources available to children (e.g. group rooms, gyms).
- j. copy of the handbook (or outline if a handbook is not yet created) that is provided to residents, that identifies policies of the provider and the Staff Supervised Housing Program.

ATTACHMENT D-SERVICE NARRATIVE

SPECIALIZED VOCATIONAL EDUCATION PROGRAM

1. SERVICE NARRATIVE FY 2012-2014

Respondents should only submit one Service Narrative. The service narrative must address the following topics:

2. PROGRAM NAME/INTAKE/REFERRAL PROCESS

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3. SERVICE DEMOGRAPHICS

Narrative defines the target population, the geographical service area, and provides the projected number of clients the Provider/Agency intends to serve

4. PRACTICE MODEL/SERVICE DELIVERY

Describe Evidence-Based and/or Best Practice Models to be utilized in delivering the program as well as Respondent's experience and training related to the service delivery model. If an Evidence-Based/Best Practice Model is not available for the service(s), you must justify the service delivery method/model(s) to be utilized. Include estimated length of service and methods used (i.e. in home, office-based, individual, family, group, etc.). The method or model utilized must be consistent with the Older Youth Services Service Standards.

5. PROGRAM EVALUATION AND REPORTING

Identify outcomes consistent with the corresponding Service Standard. If the program measures outcomes in addition to those described in the Service Standards, please identify those outcomes and the measurement process are described.

6. Training

Proposals should address the providers training requirements, including training for services offered via this RFP: Older Youth Services.

7. Staffing Qualifications

Proposals should address providers plan to meet staffing qualifications. Include Job Descriptions for positions associated with this RFP: Older Youth Services.

8. Satisfaction Surveys

Proposals should document the plan for gathering confidential and anonymous satisfaction survey's from youth and disseminating the results to DCS.

9. Youth Engagement

In recent years, more attention is being paid to authentic youth engagement. Resources for engaging youth can be found within this RFP. Proposals should document existing or planned practices for authentic youth engagement for youth of varying ages and development levels.

Youth voice should be present in all aspects of the youth's life while in foster care. Proposals should document how bidder will incorporate youth voice in all activities and decision points in the life of the case.

10. Youth With Children

Proposals should document policies and practices to deliver services to youth with children.