

Questions and Answers
RFP's
7-1-11 to 6-30-13

Question	Answer
Homebuilders	
1. With the Homebuilders' rate, is the "pay back" calculated monthly or at year -end? In other words, when are the numbers of families served added up to make sure the agency has served the minimum amount of families required?	Since the Homebuilders contract is will start early (April1,2011), we will not start counting families for the target, until July 1, 2011. Families will be service from April 1, 2011 – July 1, 2011, but the start of the count will occur beginning 7/1/11 and for the period of time 7/1/11 to 6/30/12.
2. With the Homebuilders' rate, it is not clear about why a partial payment of \$300 per diem would be done. Even if a staff member quit in the middle of the month, someone would be servicing the family hence they would be a counted family. So why the need for a break down partial payment?	Under this cost structure, DCS is paying for the staff member, there is not a cost paid per family. There is a targeted number of families that each team should service. If the target is not met, then DCS may require the agency to pay back a portion of the funding. There is shared risk in this cost structure.
3. For the Homebuilders' SS, how many training will be provided/required per year from the team? Are these trainings we have to pay for and where will they be located? In the past they were free, meaning we did not have to pay for the trainer to come. Now that cost is on us, do we pay for the trainer to come or is the Institute still under some contract with the State? These are budget concerns that I need clarification on.	The State will be responsible for the payment to the Institute for Family Development for training on the Homebuilders model. The contracted agencies will be responsible for their staff's expenses to attend.
4. For the Homebuilders' SS, if after servicing a family for 20 hours, the child is removed and put into placement, do we close out the case and ultimately get no credit for that family since the hours with the family did not get to the 40 hour mark to count as .5? What about if a child does not come home in the 30 days as expected, yet we have spent 40 hours in the home, can we count this family (as .5)?	Yes, you are correct, no credit for your first example. It is anticipated that the provider will spend about 20 hours per week serving a family. If this is the case, the 40 hours would be reached around the end of week 2. If the family does not get past that point then they would not count as .5. The same hour criteria would hold true for children returning home. Although in most cases, the intensive service would likely begin at the point the child was returned home.
5. Homebuilder's SS states that a family is counted as served once 60 hours of services to the family or "on behalf	Yes, it includes all time spent on the case.....which includes such things as you mentioned.

<p>of the family" has been met. What does "on behalf of the family" mean? Does this include phone calls to FCMs, phone calls to collateral entities, and travel to the client's home? Please clarify what is allowed to be calculated in the 60 hours.</p> <p>What do you mean by the 60 hours for a completed case and 40 hours for a partial case? Do you mean all/total hours (face to face, travel, paperwork, supervision, collateral, telephone with client etc)? Homebuilders fidelity measures indicate that interventions be around 36-40 face to face hours, and Homebuilders total hours (around 80 an intervention) includes face to face, telephone with client, travel, paperwork, supervision/consultation and collateral.</p>	
<p>6. According to the last RFP for Homebuilders, any agency providing the Homebuilders' SS also had to have the contract to perform Caseworker services so that the family could be referred for on- going monitoring/maintenance. Is that the same this time around?</p>	<p>No requirement for Home Based Family Centered Casework Service.</p>
<p>7. Does the agency have the right to say a case/family does not fit the requirements of the Homebuilders' SS? Many judges court order the family to Homebuilders and they are not actually appropriate yet the FCM feels ordered to refer for that service. Also, can there be a waiting list if too many referrals come-since a worker can only have 2, tops 3, cases at a time?</p>	<p>In cases where there is disagreement as to the appropriateness of the referral, the provider and DCS should discuss the case. The Institute for Family Development will also be able to offer assistance in this area to ensure appropriate referrals are made.</p> <p>Since the requirement for Homebuilders is that the children are at imminent risk of placement, there can be no waiting list.</p>
<p>8. There has always been a cap put on Emergency Funds. Now that it is just a cost to be rolled into the Homebuilders budget does the cap have to stay at \$500?</p>	<p>No</p>
<p>9. With the Homebuilders' SS the State has mandated the number of families to be served and the number of workers to serve them. For Regions 2 & 3 the State has listed 1 supervisor and 5 direct workers (1 in Region 2, 4 in Region 3). 90 families are to be served. Can the</p>	<p>The number of direct workers were placed in the regions based on the number of projected families for each region. Each worker should be able to work with 18 family each year. Therefore in your example 18 of the families are projected to come from Region 2 and 72 families will come from Region 3.</p>

<p>workers "supposedly assigned" in Region 3 serve families in Region 2 if census calls for it? One worker does not seem appropriate by any means-especially with the travel distance between the counties in Region 2. Also, is there a Region breakdown of how many of the 90 families are to be served in each of the regions or can it be any combination?</p>	
<p>10. Who is going to decide which agency gets the Homebuilders contract for Regions 2 and 3? Will the two regional service counsels discuss this in a joint meeting?</p>	<p>The scoring of the proposals will be done with the input of all regions that will be affected.</p>
<p>11. Will the FCM's be notified of the billing changes for Homebuilders?</p>	<p>Yes</p>
<p>12. The only way we could have gone through the Homebuilders training a few years back was to have a contract, which we didn't. Can we be providers now? Must we have hired the person with the experience prior to submitting an RFP?</p> <p>Do providers have to have one trained experienced staff on a team at time of proposal or can we hire upon award?</p> <p>Does the one year experience have to be IFPS IFRS with Indiana or can it be Homebuilders services in other areas? Can it be intensive home based services in general?</p>	<p>The provider must have a staff member that has the training and experience as defined in the service standard in order to apply under this RFP. If the one year of experience is not within Indiana, it must be experience providing services according to the Homebuilders® standards.</p>
<p>13. Is it one budget for the full 27 months, or is it one budget for April-June 2011, one budget for July 2011-June 2012, and one budget for July 2012-June 2013?</p>	<p>One budget for a one year period of time. This budget will be used to represent the entire term of the contract. Suggest you choose the period 7/1/11 to 6/30/12.</p>
<p>14. Who initiates which providers form Homebuilder teams? Do RSC contact agencies or choose one main provider to contact others?</p>	<p>There will only be one provider chosen to serve as a team. The potential provider chooses the team or teams they want to provide services through. They make the application based on the teams.</p>
<p>15. When will an organization learn about being selected as a Homebuilders provider, since the contract is scheduled to begin on April 1, 2011?</p>	<p>The timeline in the RFP is between 1/31/11 to 2/15/11.</p>
<p>16. Regarding the requirement for training staff with 1 year experience. Does that team member have to be a supervisor or direct service worker or can that person be the program manager?</p>	<p>We did not specify the position, just that they had been trained by the Institute for Family Development and served families for 1 year. .</p>
<p>17. Is the training provided by the state?</p>	<p>The training will be by the Institute for Family</p>

<p>When is the next scheduled training for Homebuilders?</p> <p>How do you become certified to become a homebuilder's provider? When will Homebuilders training be offered again?</p>	<p>Development. The training has not been scheduled yet.</p> <p>Certification comes through the Institute for Family Development.</p>
<p>18. Why does Homebuilders require a budget if you are telling us in the service standard what you are paying?</p>	<p>We want to know how you intend to utilize the funds.</p>
<p>19. Homebuilders in region 1- it is noted there is only 1 team, does that mean only one agency will be funded? Based upon the diversity of the population and the large number of cases with the region. Why is it being held to one team and more in other regions?</p>	<p>Yes, the formula we used indicated that Region 1 could support 1 team.</p>
<p>20. Please clarify you states DCS is going to pay \$9,000 per month per worker? That is \$118,000 per year for homebuilders?</p>	<p>Yes</p>
<p>21. Does a person with a PH.D or Psy. D have to have a master's level license to supervise therapists?</p>	<p>No</p>
<p>22. Why is there only 1 direct worker assigned to Region 2 for Homebuilders?</p>	<p>The formula we used showed they could support 1 direct worker.</p>
<p>23. Is the 54 families per year for region 1 Homebuilders or is that 54 for the contract time (2 ½ years)?</p>	<p>It is 54 families for one year.</p>
<p>24. If 2 regions are combined, for example 17 and 18, can a provider apply for only of the one regions?</p>	<p>No</p>
<p>25. Our region is combined with another large rural region for Homebuilders. Both regions are large rural areas in which services would incur great deal of travel time. If we are unable to locate a partner in the other region can we propose services only for our region? We can locate a partner in our region.</p>	<p>No, this contract is for teams</p>
<p>26. For Homebuilders, can MRO be accessed in addition to the monthly rate?</p>	<p>No</p>
<p>27. For Homebuilders, are only existing teams considered for awarding of the contract? We have a staff who has been trained, but do not/have not had an active team.</p> <p>We were trained and approved for IFPS and IFRS in the last grant cycle, we but were never used. Can we be considered for the Homebuilders Services in this RFP?</p>	<p>It does not need to be an existing contract, just that they had been trained by the Institute for Family Development and served families under IFPS/IFRS (Intensive Family Preservation Services/Intensive Family Reunification Services) for 1 year</p>

<p>28. What costs should the respondent include for training related activities?</p>	<p>All Homebuilders workers will need to attend the Fundamentals training (if they have not already). This training lasts 4 days and will be located in Indianapolis. In addition, each Supervisor will need to attend a supervisor training which will last 3 days and also be located in Indianapolis. The agency will need to designate a data entry person, who will need to attend an ODM training which will last one day. There will be other short trainings that will occur throughout the year.</p>
<p>29. At the RFP providers' meeting it was indicated that only one provider per region will be approved to provide HomeBuilders services. Will a current HomeBuilders preferred provider be the one chosen in a region?</p>	<p>The contracts will be for teams which could include more than one region. Those who meet the minimum qualifications for the team will be considered.</p>
<p>30. We totally understand that the provider agencies are responsible for helping educate the local offices about the service, referral process and eligibility criteria, and for developing strong relationships with the referring workers and supervisors. However, given the history of low referrals in some parts of the state, and the reluctance of some offices to meet with providers, what will DCS do to encourage enough and appropriate referrals to IFPS/Homebuilders, and will DCS play an ongoing role as liaison (support for the providers) and help intervene with the local offices when there are problems with referrals (either appropriateness or quantity)? In many states, Washington, KY, Louisiana, Michigan, state DCS staff works with the providers and local offices to help ensure appropriate and sufficient referrals.</p>	<p>DCS will have staff resources to assist with this. In addition, the Institute for Family Development will provide assistance.</p>
<p>31. For the Homebuilders RFP, how will the Teams' be assigned? Do we need to specify which Team we apply for?</p>	<p>Yes you should identify the team for which your agency is applying. There will only be one provider chosen per team. Within the online</p>

	<p>application the provider will be required to choose the counties in which they are applying, therefore they should chose the counties that are included in the Regions the team is going to serve . The provider should also describe the area they are applying to serve within the service narrative.</p>
<p>32. For the Homebuilder RFP, if the assigned Team maximizes the potential number of families, will the funding increase if the Team services additional families, or do we have the option to decline taking on the additional referrals?</p>	<p>The funding will not increase. The agency cannot decline referrals simply because the minimum number of families served as been met. DCS is paying for the team's time, and therefore would expect the team to accept appropriate referrals throughout the contract period.</p>
<p>33. In providing the Homebuilders service, is there additional opportunities to bill insurance?</p>	<p>DCS is not aware of and has not identified insurance billable components</p>
<p>34. Should agencies submit their proposal for both teams in Region 10, or just pick one?</p>	<p>The agency can apply for one or both teams.</p>
<p>35. What is considered a "new supervisor"?</p>	<p>It would be a new supervisor according to the definition in the Institute for Family Development Homebuilders Standard.</p>
<p>36. How will agencies be able to justify hiring new staff who are not able to do anything else to bring in revenue, with the risk of being dependent on DCS to receive referrals? As part of the risk sharing, will there be some guarantee of a certain number of referrals?</p>	<p>DCS will work to ensure referrals are made to the teams. The rate of payment is based on the number of direct workers and not on the families referred. If the agency does not serve the minimum number of families, they may be asked to pay back a portion of the funding, but it would not be the equivalent of the entire funding—that is the risk sharing.</p> <p>Each agency must determine if the provision of this service fits into their mission and vision for their agency.</p>
<p>37. There is a maximum budget amount per team for Homebuilders. Is this for 12 months or for the contract period, 24 months?</p>	<p>The maximum is for 1 year or 12 months.</p>

38. Regarding Homebuilders® teams, are the teams going to be comprised of providers from only one agency or multiple agencies?	DCS will contract with one provider for a team.
39. Can the boundaries of the Homebuilders® be shifted? As an example, region 16 and region 17 be put together? The reason is that there are service practices and relationships in place already adapted to the very rural nature of 17. The arrangement defined in the rfp makes sense numerically but not functionally. Is it possible for regional managers to provide some input regarding the lines of demarcation?	These boundaries will remain as drawn.
40. Could the Homebuilders program be staffed with contract workers for the direct service workers? This might eliminate some of the "shared risk" factor, allowing providers to be successful in offering the program, since workers would only bill / be paid when they were working a case.	The payment system is not set by the case, it is by the number of direct workers. The funding assumes that each worker is a full time employee.
41. At the time of responding to this RFP is it necessary to have at least one staff person employed in our agency who has had this training and has provided the service?	Yes
42. If applying to provide HOMEBUILDERS programming for Team 12, is there an option for the provider to only serve Region 17 or Region 18 individually or must the provider serve both regions?	Both
43. If a provider has a staff member that has provided intensive home-based intensive services for at least one year, but has not been trained. Can we send the staff member to a scheduled Homebuilders training in January or February 2011 and still apply?	No, it is expected that they have provided one year of service after being trained.
44. Can the trained experienced staff person serve as program manager for the team?	Yes, as long as the agency meets to qualifications.
45. Should respondents anticipate any technology costs?	Homebuilders workers will need high speed internet for ODM, and the agency needs speaker phone and Skype for tying in their consultant.

