

Request for Information 20-030

Community-Based Family Preservation Services

Indiana Department of Administration

On Behalf Of

The Indiana Department of Child Services (DCS)

Pre-Response Conference

August 2, 2019

David Brandon-Friedman
IDOA/Procurement Division



Indiana Department of Administration

Agenda

1. Introduction and Overview of the RFI
2. Goals of the Program
3. Per Diem Reimbursement Model



1. Introduction and Overview of the RFI

General Information

- Sign-In Sheet for Attendees
- Sign-In Sheet and PowerPoint will be posted on IDOA's Solicitation Website
- Hold questions until the end of each of the three sections of the presentation
- **Any verbal response is not considered binding; Respondents are encouraged to submit any questions formally, in writing, if it affects the response that will be submitted to the State.**



Key Dates

Activity	Date
Issue of RFI	Friday, July 26, 2019
Pre-Response Conference	Today, Friday, August 2, 2019 9am to 12pm ET
Deadline to Submit Written Questions and Optional Intent to Respond Form	Thursday, August 8, 2019 3pm ET
Response to Written Questions	Thursday, August 15, 2019
Submission of Responses	Monday, August 26, 2018 3pm ET



Purpose of the RFI

- The purpose of this RFI is to gather information regarding both specific goals for Community-Based Family Preservation Services as well as cost information from providers to assist in setting the single rate for a per-diem reimbursement model.
- Responses to this RFI will not result in a Contract or award
- The information gained from this RFI may be used in the development of a future competitive solicitation process, leading to the designation of entities best suited to provide Community-Based Family Preservation Services in a manner that is consistent with the Principles of Child Welfare Services.
- Any future competitive solicitation, including a potential Request for Proposal (RFP), will likely be released through KidTraks



Background

- Family Preservation Services are services designed to work with families who have had a substantiated incident of abuse and/or neglect, but, where the Indiana Department of Child Services (DCS) believes the child(ren) can remain in the home with their caregiver(s) with the introduction of appropriate services to the family. “Caregiver” is broadly defined to include: Birth parent(s), Adoptive parent(s), Relative caregiver(s), Fictive kinship caregiver(s), Other caregiver(s) who has been providing care and housing to the child(ren) and who has been deemed to be appropriate by DCS.
- Family Preservation Services include assessment of child/parent/family resulting in an appropriate service/treatment plan that is based on the assessed need. The clear goal for these services is to preserve the family and avoid removal of the child(ren), provided it is safe for the child(ren) to remain with their identified caregiver(s).
- These services may also be utilized in the absence of a substantiated abuse or neglect allegation if the case is an in-home CHINS or Informal Adjustment (IA). This service shall be for the entire family.



Background (cont.)

- At the direction of the Indiana State Legislature, Family Preservation Services will move to a per-diem model for reimbursement (see HEA 1001). Separately from this mandate, DCS is also requiring that evidence-based models be used in the provision of Family Preservation Services.
- Evidence-based services and a per-diem pay structure will result in better outcomes for families and more support and consistency for providers, such as:
 - Claims process for providers will be easier
 - Using evidence-based practices which have been tested and proven effective should lead to better outcomes for families.
 - Minimum number of in-home visits will be required to ensure safety, but, above this minimum, providers can choose how to serve families based on their clinical impressions of each individual family's needs
 - Families are served by one provider, which will allow for better teaming of cases, reduce confusion for families, and give providers clearer information about the results of their work
 - Etc. (see RFI Section 2.B for more information)



Background (cont.)

- To classify as evidence-based, a practice must be classified at a minimum as a “Promising Practice” on the California Evidence-Based Clearinghouse (CEBC) (<http://www.cebc4cw.org/>). Models that are classified on the CEBC as “Supported” or “Well-Supported” may also be used. No practice that is classified as “Fails to Demonstrate Effect” or “Concerning Practice”, or that is not listed at all on the CEBC may be utilized except for concrete assistance.
- Providers must be able to document adherence to the evidence-based practice(s) that they are utilizing and be able to show that staff delivering these practices have had adequate training/certification/credentials (as required by the model being utilized).
- Please see RFI Attachment D - Draft Family Preservation Service Standard for more information.



Background (cont.)

- Respondents should be aware that the approved models for federal reimbursement (Title IV-E Prevention Services Clearinghouse) have been posted by the Administration for Children and Families (ACF) and will continue to develop over time (<https://preventionservices.abtsites.com/>).
- In the future, the State intends to move toward these models and encourages providers to review this list in comparison to the CEBC and stay informed as the Title IV-E Prevention Services Clearinghouse continues to develop.



Scope of Work

- Potential Family Preservation service providers shall provide information to help better define the goals of the program and well as submitting cost information to help the State set the single rate for the new per-diem reimbursement model.
- Respondents shall provide a list of suggested goals for the Family Preservation program moving forward. The goals should be measurable, specific, and clear so that all stakeholders can obtain a better understanding of how families are responding to DCS services and learn together about the best ways to serve families. These goals should include targets or thresholds where applicable as well as a justification for each of the proposed goals.
- Additionally, Respondents will be required to provide input in order to help set a fair, comprehensive single rate for the new per-diem reimbursement model.



Vendor Requirements

- While there are no mandatory requirements for submitting a response to this RFI, the State's intended respondents include future and current community-based service providers and stakeholders.



Response Instructions

- Responses should follow the outline as provided below and in RFI Section V Response Instructions. Responses must be kept to a limit of 5 pages. Any attachments, appendices, graphics, or timelines not contained in the main body of the document (including the cost template response) will not count towards this page limit.
 - A. General Provider Information
 - B. Goals of the Program
 - C. Per Diem Reimbursement Model (*narrative companion to the completed Excel*)
- Responses must be submitted in writing via email to David Brandon-Friedman at DBrandonFriedman@idoa.IN.gov no later than 3pm ET on Monday, August 26, 2019. The email subject line should contain the following phrase “RFI 20-030 – Community-Based Family Preservation Services.” Any information received after the due date and time will not be considered.
- Attachment A, Cost Template should be returned in the original, unaltered Excel format (No PDFs)



Confidential Information

- Subject to State law, all information submitted in Respondents' responses to this RFI will be kept confidential unless this RFI results in the release of a competitive solicitation at a later date.
- If a competitive solicitation results from this RFI, the information contained in the response submissions for this RFI will be made available to the public once the resulting solicitation has been awarded and the protest period has ended.
- Proprietary information may be requested to be kept confidential, but will be subject to the State's APRA guidelines.
- Any other such information must be marked clearly in your response submission as "CONFIDENTIAL MATERIAL." It is the responsibility of the Respondent to ensure that all confidential information is easily identifiable as confidential.



Question/Inquiry Process

- All questions in regards to this RFI must be submitted in writing via email using Attachment B - Questions and Answers Template to David Brandon-Friedman at DBrandonFriedman@idoa.IN.gov no later than 3pm ET on Thursday, August 8, 2019. The email subject line should contain the following phrase “RFI 20-030 – Community-Based Family Preservation Services.”
- Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses to these questions will be posted to the IDOA website. Only answers posted on the IDOA website will be considered official and valid by the State.
- Please note that David Brandon-Friedman is the State’s single point of contact for this RFI. Inquiries are not to be directed to any staff member of DCS.
- Any verbal response is not considered binding; Respondents are encouraged to submit any question formally in writing if it affects the response that will be submitted to the State.



Question/Inquiry Process (cont.)

See a screenshot of Attachment B, Question and Answer Template below:

State of Indiana, RFI 20-030

DCS Community-Based Family Preservation Services

Attachment B - Question and Answer Response Template

Respondent Name:	<Insert Respondent Name>
	Please Complete Yellow Shaded Regions

Question No.	RFI Document	Page	Topic	Specific Question/Inquiry
1	Please make a selection			
2	Please make a selection			
3	Please make a selection			
4	Please make a selection			
5	Please make a selection			
6	Please make a selection			
7	Please make a selection			
8	Please make a selection			
9	RFI Section I: Purpose of the Request for Information (RFI)			
10	RFI Section II: Background			
11	RFI Section III: Goals of the RFI			
12	RFI Section IV: Vendor Requirements			
13	RFI Section V: Response Instructions			
14	RFI Section V.A: General Provider Information			
15	RFI Section V.B: Goals of the Program			
16	RFI Section V.C: Per Diem Reimbursement Model			
17	RFI Section VI: Confidential Information			
18	RFI Section VII: Questions/Inquiry Process			
19	RFI Section VIII: Response Documents Submission			
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Intent to Respond Form

See a screenshot of the optional Attachment C, Intent to Respond Form:

State of Indiana
RFI 20-030
DCS Community-Based Family Preservation Services
Attachment C – Intent to Respond Form

Return this optional form by e-mail to David Brandon-Friedman
(DBrandonFriedman@idoa.IN.gov) no later than 3:00 p.m. Eastern Time on 8/8/19.

Provider Name: _____

Contact Name: _____

Contact Title: _____

Address: _____

Contact Telephone: _____

Contact Email: _____

Fax: _____

Mark **one** of the following:

_____ We **do** plan to respond to this RFI

_____ We **do not** plan to respond to this RFI

Reason if no: _____



Questions on Introduction and Overview of the RFI

Any verbal response is not considered binding; Respondents are encouraged to submit any question formally in writing if it affects the response that will be submitted to the State.



2. Goals of the Program

Overview

- DCS is soliciting input on the specific goals for Family Preservation Services. DCS is seeking provider input into these goals as we want all stakeholders delivering these services to have a shared understanding of the kinds of outcomes we are seeking for Hoosier families.
- DCS has a number of general concepts that will be integrated into the goal statements and objectives, such as safely keeping children with their primary caregiver(s) more often, obtaining case closure as quickly and safely as possible, and keeping families who have received these services successfully and safely out of the system after their cases have closed (sustained positive effects).
- In addition, seeing as Family Preservation Services will require the utilization of evidence-based models, another general goal is that evidence-based models will be delivered with fidelity and the specific goals of each model will be met or exceeded.



Overview (cont.)

- Lastly, DCS aims to also help families identify and expand their protective factors (conditions or attributes that mitigate or eliminate risk) while successfully addressing and reducing presenting risk factors to child safety and healthy family functioning.
- Using these general concepts, DCS is asking providers to assist by providing feedback and input for this program's specific goals and objectives. The goals should be measurable, specific, and clear so that all stakeholders can obtain a better understanding of how families are responding to DCS services and learn together about the best ways to serve families.
- To that end, DCS anticipates that providers will be asked to track the specific evidence-based approaches that they are using with each family, as well as any episodes where concrete assistance was used to prevent removals of children. This will be valuable data as DCS plans for the future and prepares for implementation of the Family First Prevention Service Act (FFPSA). DCS values provider input in our preparations for FFPSA and in our selected goals for Family Preservation Services.



Goals of the Program Responses

- Respondents should provide their input on goals of the program in response to the questions outlined in RFI Section V.B:
 1. Please provide a list of your suggested goals for Family Preservation program moving forward. The goals should be measurable, specific, and clear so that all stakeholders can obtain a better understanding of how families are responding to DCS services and learn together about the best ways to serve families. Please provide specific targets or thresholds where applicable.
 2. Please provide justification for each of your proposed goals, including how each goal aligns with DCS' initial general concepts outlined in RFI Section III.A.
 3. Provide any additional information regarding the goals for Family Preservation Services.
- Section IV Goals and Outcomes of the Family Preservation Service Standard (see Attachment D) may be updated based on responses received from RFI 20-030.



Questions on Goals of the Program

Any verbal response is not considered binding; Respondents are encouraged to submit any question formally in writing if it affects the response that will be submitted to the State.



3. Per Diem Reimbursement Model

Overview

- DCS has already begun conducting financial impact and cost analyses but is seeking input from providers in order to set a fair, comprehensive single rate for the new per-diem reimbursement model.
- The per diem will start the day of the first face-to-face with the targeted caregiver(s) and end the day of the closure of the case or the child(ren) is removed from the home. For medically necessary services, Medicaid or other third-party payers may be utilized to treat the presenting condition. Examples of medically necessary services include, but are not limited to: Substance Use Disorder Treatment, Detoxification, and Acute hospitalization.



Overview (cont.)

- In addition, the location of and cost of interpretation, translation, and sign language services are the responsibility of the Service Provider. If the translation, sign language, or interpretation service is needed in the delivery of Family Preservation Services referred, DCS will reimburse the Provider for the cost of the interpretation, translation, or sign language service at the actual cost of the service to the Provider.
- The referral from DCS must include the request for interpretation services and the agency's invoice for this service must be provided when billing DCS for the service. Providers can use DCS contracted agencies and request that they be given the DCS contracted rate, but this is not required.
- The Service Provider is free to use an agency or persons of their choosing as long as the interpretation, translation, or sign language service is provided in an accurate and competent manner and billed at a fair market rate.



Attachment A, Cost Template

- Respondents must complete Attachment A, Cost Template in its original, unaltered Excel format (No PDFs)
- *Begin projection and walkthrough of Attachment A, Cost Template*



Per Diem Reimbursement Model Responses

- In addition to filling out Attachment A – Cost Template and following all applicable instructions. Respondents should provide any additional input on the per diem reimbursement model in response to the questions outlined in RFI Section V.C:
 1. Please provide a narrative briefly explaining the information contained in your completed Attachment A – Cost Template, including how you will manage medically necessary services and the cost of interpretation, translation, and sign language services.
 2. Provide any additional commentary on the per diem reimbursement model.
 3. Outline any methods to make to make Family Preservation Services more cost effective while still meeting the needs of DCS.



Questions on Per Diem Reimbursement Model

Any verbal response is not considered binding; Respondents are encouraged to submit any question formally in writing if it affects the response that will be submitted to the State.



Thank You

David Brandon-Friedman

DBrandonFriedman@idoa.IN.gov



Indiana Department of Administration