

Request for Qualifications (RFQ)

RFQ: Wraparound & Related Provider Services	Qualifications Due By: Open	Madison County Department of Family & Children
<p><u>Overview:</u></p> <p>Madison County Department of Family and Children (on behalf of the Madison County Family & Children First Council) is seeking qualified provider agencies/ organizations that can provide High Fidelity Wraparound Services; Team Facilitation, Transportation, Social and Recreational Supports, Respite, Structured Activities to Improve Family Functioning, Non Clinical Parent Coaching, Youth Mentoring, Parent Education, Non Clinical Support Groups</p>		
<p><u>Goals:</u></p> <p>Use of the High Fidelity Wraparound process and related applicable services to prevent and reduce custody relinquishment of multi system, at-risk youth in Madison county along the continuum of care (birth through age 21).</p>		
<p><u>Scope of Work:</u></p> <p>The Madison County Department of Family & Children, in alignment with the Madison County Family & Children First Council endorses the utilization of High Fidelity Wraparound as primary and best practice to prevent and reduce custody relinquishment of multi system, at risk youth by: Strengthening families’ coping mechanisms, Prioritizing a child being successful in school and in the community and Nurturing, protecting and supporting healthy development of a child.</p> <p>To provide services to High Fidelity Wraparound standards, services will:</p> <ul style="list-style-type: none">● Be family centered and driven when planning for services● Be responsive to cultural, racial and ethnic differences● Be measurable and outcome driven● Be inclusive of formal and informal community support● Be evidence based <p>Providers will:</p> <ul style="list-style-type: none">● Submit a monthly invoice detailing services provided to the Department of Family & Children● Use the state provided Fidelity Electronic Health Record platform for reporting outcomes to the Department and to collecting relevant state required data● Submit an annual summary of all services provided by the end of the calendar year● Submit bi-annually a completed RFQ to remain eligible to provide services in Madison county		
<p><u>Current Roadblocks and Barriers to Success:</u></p> <p>Madison county is a primarily rural area with limited natural supports available to families and youth. Also, presently there are a limited number of service providers able to provide quality services to multi system, at risk</p>		

youth with significant behavioral needs.

Submission Requirements & Evaluation Criteria

(Applicants will be scored based on their ability to meet all the requirements below)

- Detailed description of services the organization/ agency is able to provide; including capacity per month
- A summary and certification/ qualification/ experience documentation providing the services above identified in the Project Description (or similar services) and the following certifications/ training completed annually:
 - Wraparound Facilitator Training
 - Child and Adolescent Needs Survey (CANS- Facilitation service only)
 - Mandated Reporter Training
 - First Aid/ CPR
 - Youth and/ or Adult Mental Health First Aid
 - Question Persuade Respond (QPR)
- Description of the geographic area the organization/ agency is willing to provide services
- Description of how the services will be delivered successfully in addressing the current roadblocks and barriers to success
- Description of how the organization/ agency will ensure that confidentiality will be maintained when receiving/ transmitting/ storing confidential information (including, but not limited to: individual’s full name, address, social security number, copies of identification, disability/ medical history, or any combination of information that could potentially identify a specific individual)
- Organizations/ agencies eligible to provide services are to be governed by the Ohio Ethics Law (Ohio Revised Code 102) and any executive orders issued by the Governor of the State of Ohio in regards to State purchasing or doing business with the State of Ohio. More information can be found by contacting the Ohio Ethics Commission, www.ethics.ohio.gov
- Documentation of a current valid driver’s license
- Documentation of a BCI Criminal background check (within 1 year)
- Documentation of ‘Proof of Business’ status through completion of a W-9 (LLC, Inc., etc)

Qualifications Due By: Open

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Attachment I

Effective 1-1-2020 (Revised 2-26-2020)

FCFC PROVIDER FEE SCHEDULE RATES

Service	Rate	Billed As
Facilitation	\$21.30	Hourly
Transportation	\$15.00	Hourly
Social/ Recreational Supports	\$87.50 (Half Day)/ \$153.00 (Full Day)	Flat Fee (Small Group 1:4)
Respite	\$96.78 (Half Day)/ 193.56 (Full Day)	Flat Fee (Individual)
Structured Activities to Improve Family Functioning	(As approved by SOC)	n/a
Non Clinical Parenting/ Coaching	\$1980.50 (8 week/ 16 hr minimum)	Flat Fee
Mentoring Tier I	\$20.00	Hourly
Mentoring Tier II	\$17.00	Hourly
Parent Education	\$60.00	Hourly
Parent Advocacy	n/a (refer to NAMI)	n/a
Youth/ Young Adult Supporter	n/a (refer to MCP)	n/a
Peer Supporter	n/a (refer to MCP)	n/a
Non Clinical Support Groups	\$230.00 (Half Day)/ \$402.50 (Full Day)	Flat Fee (Small Group 1:4)
Other	(As approved by SOC)	n/a

All services rates are inclusive of expenses and time incurred by the provider.

Mentoring must be provided as a 1:1 service.

Social/ Recreational Supports is a small group activity with mentees. Requiring a separate authorization from the Family Services Coordinator.

Social/ Recreational Supports will be billed at the flat rate divided per youth at no more than a 1:4 staff: youth ratio. All youth participating must have an authorization specifying the need for the small group activity reflective of needs written in the Plan of Care.

FCFC INCENTIVE RATES

Incentive	Rate	Awarded As
Facilitation		
*Intake (*Incentive)	\$110.00 (completed within 10 days)	Flat Fee
*Fidelity Tools (*Incentive)	\$200.00 (Enrollment/ Work Flow completed within 10 days of Youth Assignment)	Flat Fee
	\$100.00 (Enrollment/ Work Flow completed within 20 days of Youth Assignment)	Flat Fee
Mentoring Tier I & II Incentive	\$100.00 per goal met	Flat Fee

Purpose of Incentives:

Incentives were added to the fee schedule to encourage forward movement of services towards desired outcomes so that short term, specific, time limited goals can be met and removed from the plan of care so that new goals can be added.

Review of Incentives

The SOC committee reviews Plans of Care monthly, the 2nd Thursday of each month, to ensure progression and delivery of services (ie. the goal has been met as outlined in the Plan of Care).

Awarding of Incentives

Incentives are awarded as reviewed by the SOC when eligible authorized goal(s) have been met. If a goal is not identified or met the provider is not eligible for the incentive that month and the SOC committee will review again the following month to monitor progress and incentive awardship.

The Facilitation and Mentor goal is identified on the Original Authorization for service along with a date for eligible incentive review by the SOC committee.

**Invoices are not needed from Providers for incentives to be awarded. The SOC committee will determine when the eligible incentive is awarded based on progression of services delivered and goals met- reviewed monthly.*

Attachment II

Effective 1-1-2020 (Revised 2-26-2020)

SERVICE DESCRIPTIONS

- **Facilitation:** Team facilitation is a process in which a neutral person (who is accepted by all group members and has no decision authority) helps the group identifies, solve problems and identify in an effective way. Providers performing facilitation services are responsible for all entry into the online data tracking system and communicating progress to the Family Services Coordinator. Facilitation is the entire county process as defined in the county Service Coordination Mechanism developed by the county council. It includes all the activities included in providing this process to a family.
 - **Intake:** Intake is a function of providers contracted to perform Facilitation of Wraparound Teams. The Provider will meet in person with the parent/ guardian for approximately 3 hrs; time is inclusive of completion of the CANS tool, entering demographic info/ family, strengths/ needs into the online data tracking system and setting up team members and contact lists for successful future team meetings. Functions of intake may also include contact with identified advocates/ other service providers. Following intake the youth and family should have clear expectations of the Wraparound process.
 - **Fidelity Tools:** Use of Fidelity Tools is a function of providers contracted to perform Facilitation of Wraparound Teams. The provider will utilize the Work Flow dashboard to ensure that all Fidelity EHR Tools are utilized.

- **Transportation:** Transportation assistance is provided to a family to accommodate the family in getting from one place to another that is essential for accomplishing a necessary life function. It can be in the form of funds for gasoline, cab/bus/other public transportation. This service is to be delivered 1:1 and to be billed hourly (starting on pick up of youth, transporting to/from the destination)

- **Social/ Recreational Supports:** This service is delivered at a staff to youth ratio of no more than 1:4. (All 1:1 services fall under the category of Mentoring) Small Groups may be provided in a structured or informal setting where youth can interact with peers in a 'typical' age appropriate setting that may not be otherwise available to them. This service should assist with building resilience in the youth and defining interests and building connections with peers and community that will have lifelong impacts.

- **Respite:** Respite care can be provided in the home of the child or family, or at another location. Respite can be provided by a relative or non-relative. This service is meant to be delivered 1:1. Respite care does not involve a change of custody. Respite does not include an out-of-home placement where one or more publicly-funded systems assist in the planning for or placement of children or adolescents outside of their homes, or other placement into one of the following: psychiatric hospital, detention center, residential treatment facility. Respite is not to be confused with childcare- the parent/ guardian must be available at all times during the respite service for emergency purposes. The respite service should be used as a planned reward and not 'punishment'.

- **Structured Activities to Improve Family Functioning:** This category includes activities that support the family's ability to interact more effectively with each other in areas such as: problem solving, communication, and family roles. This service is meant to be delivered per family. Activities typically involve togetherness of the family unit. It can include such things as playing board games together, family outings, planting and harvesting a family garden to Peer Support.

- **Non-Clinical Parent/Child Coaching:** Parent/Child Coaching is a non-clinical intensive program where a parent coach works with the family in the home to improve parenting and communication skills, address specific behavior, and reduce family stress through a strengths-based, individual family-centered approach. This service is meant to be delivered per family. The coach and family develop a plan together to achieve individual family goals. The Parenting Coach provides support and guidance while providing developmental stages information, observing current family functioning, modeling effective parenting and communication skills, and encouraging parents as they build skills and confidence in their parenting abilities. Issues addressed may include developing positive parent/child relationships, family communication, establishing family boundaries and rules, problem solving, age appropriate /effective discipline techniques, school concerns, and managing feelings, stress and family time.

- **Mentoring:** Mentoring is a developmental partnership service provided 1:1 with a youth through which one person shares knowledge, skills, information, perspective and friendship to foster the personal growth of someone else. It is a relationship between an experienced person and a less experienced person for the purpose of helping the one with less experience by providing wisdom, guidance and support. This service is meant to connect the youth to natural supports that can be lifelong in the community. As a paid support this service is time limited and should not be used for more than 6 months unless otherwise directed by the team. This service can and should be provided in community/ public locations at all times to ensure safety of the youth and provider. The Mentoring service is divided into Tier I and Tier II services based on the individual youth needs and experience of the provider. Review of provider qualifications by the Family & Children First Council Director will determine which tier is appropriate. Providers, with proven experience, may move into the higher tier.
 - **Tier I:** Providers must have lived experience and training in the following areas; Trauma Informed Care (TBIT), Work Ethic/ Skills, Personal Finance, CPR/ First Aid, Youth and Adult Mental Health First Aid, Mandated Reporter, Narcan Training; 2+ years interaction with juvenile court, 2+ years interaction with School IEP teams, 2+ years knowledge of state/ local systems of care (Mental Health Services, Public Health, Hospital, Board of DD, Law Enforcement, Children Services, Social Security, Faith Based Organizations, Local Nonprofit groups, and Metropolitan Housing Authority)

 - **Tier II:** Providers must have emerging experience and be actively pursuing training in the following areas: Trauma Informed Care (TBIT), Work Ethic/ Skills, Personal Finance, CPR/ First Aid, Youth and Adult Mental Health First Aid, Mandated Reporter, Narcan Training; interaction with juvenile court, interaction with School IEP teams, knowledge of state/ local systems of care (Mental Health Services, Public Health, Hospital, Board of DD, Law Enforcement, Children Services, Social Security, Faith Based Organizations, Local Nonprofit groups, and Metropolitan Housing Authority)

- **Parent Education:** Parent education is provided in a group or classroom setting. The curriculum used provides guidance in developing and practicing positive parenting techniques. Goals of the program include increasing parents' confidence and competence in enhancing their children's development, learning and social skills. Included are age appropriate/effective discipline techniques, knowledge of child development stages, and establishing age-appropriate parental expectations. Issues addressed may include developing positive parent/child relationships, family communication, establishing family boundaries and rules, problem solving, school concerns, and managing feelings, stress and family time.

- **Parent Advocacy** – Parent advocates assist families in service coordination to navigate the various child-serving systems in which their children may be involved, to research their options available to them, and to work effectively with professionals to achieve the best outcomes for their children. They support families by helping to enhance the parents' advocacy skills and by encouraging them to speak on behalf of their children and families. Advocates attend school meeting, juvenile court hearings, case reviews and treatment team meetings with the

family. Advocates also inform and educate families about the FCF service coordination process and other services available to them in their communities.

FISCAL REQUIREMENTS

Flat Rates:

The duration of Flat Rates shall be defined as a specific amount of time or a specific outcome as identified in the service description of the Fee Schedule. Flat Rates include services authorized on a daily, weekly, or specific milestone/outcome basis.

- **Half days are defined as up to, and including, four (4) hours of service.**
- **Full days are defined as more than four (4) hours.**
- **Flat Rates are inclusive of all contacts required to provide and document the service, e.g. telephone contacts to set appointments, transportation (time + miles), setting up meeting space, any expenses incurred etc.**

INDIVIDUAL AND GROUP RATES

Individual Rates: When the FCFC System of Care authorizes for services at rates identified in INDIVIDUAL FEE SCHEDULE RATES, providers shall deliver services to participants on a 1:1 basis. This means that the one (1) provider staff to one (1) participant ratio must be maintained for the entire duration of the provided service.

- Incentive Awardship for services will be monitored monthly by the System of Care Committee based on information entered into Fidelity EHR, Provider Reports/ Monthly Summaries and Invoicing submitted by the provider. Incentives are set for providers, outside of the fee schedule, at the discretion of the SOC committee and determined eligible for payment by the SOC committee. Incentive utilization is based on the intensity of services and outcomes desired as identified in the Plan of Care.
- Feedback will be provided by SOC committee members and communicated to Providers via the Family Services Coordinator to assist with writing goal statements and setting incentive timelines on Original Authorizations to service providers.

Group Rates: Social/ Recreational Support services may be provided in a small group setting. Groups shall have a maximum staffing ratio of 1:4 (1 Staff: 4 Youth). Individualized services provided in a group setting shall not be considered 1:1 and shall be paid at the Social/ Recreational Support services flat rate for ½ day or Full day divided by the number of youth served.

**When a provider delivers services not defined in the Fee Schedule that have been approved, services shall be provided on a 1:1 basis, unless the provider specifically has requested and the System of Care Committee has approved a special group rate.*

SERVICE DELIVERY CYCLE

Authorizations for services shall be issued for one calendar month. Service dates of authorizations for other Flat Fee services, e.g. Small Group Activities, shall be determined by the Coordinator per the discretion of the System of Care

Committee, based on the expected date of completion. All Authorizations shall not exceed the current State Fiscal Year (SFY) ending June 30th. Providers may not bill for partial or incomplete services during the billing cycle.

AUTHORIZATIONS

Authorizations act as the agreement to purchase a maximum amount of a specific service within a specific range of dates and at what rate the provider will be compensated. Providers should not deliver services without an Original Authorization in their possession from the Family Service Coordinator to ensure payment for services.

If there is a need to increase the amount of service or extend the dates of service from what has been authorized, the provider is responsible for contacting the assigned Facilitator or Family Services Coordinator to obtain approval of the increase or change of dates prior to delivering services. Providers will receive an amended authorization with the increase in the amount of service or extension of dates of service.

REPORTS & INVOICES

Providers shall submit a written report/ summary of service, including the invoice. Reports/ Summaries of Services and Invoices shall include all documentation and address all areas of the service definition and fiscal requirements sections.

Reports and invoices shall be submitted within fifteen (15) calendar days of the date of last service or the last day of authorization defined on the Original Authorization, whichever comes first. The end of service shall be defined as the last direct contact with the participant and/or employer. Subsequent authorizations will not be issued if the reports are not received within the timeframe. Reports/ Summaries of Services will be returned that contain errors and/or do not meet the requirements of the Fee Schedule, Service Description and/or Original Authorization. If returned, providers shall have fifteen (15) calendar days from the date that the report and/or invoice was returned to the provider to make corrections and re-submit for payment.

- **The quality expectation is that Providers submit a correct and proper invoice/report within fifteen (15) days of the end of services; however, the department will release payments beyond the fifteen days, as long as a correct and proper invoice/report are submitted within ninety (90) days of the end of service. Providers who submit an invoice and/or report that is denied will have fifteen (15) days from time that the department issues the denial to correct and re-submit the invoice, even if it falls outside of the ninety (90) days since the date of last service.**

FISCAL RESPONSIBILITIES

- You are responsible to pay all taxes on the earned income.
- You are responsible to seek personal tax advice if you so desire.
- You are responsible to maintain all records needed to claim deductions from your taxable income.

Examples include but may not be limited to:

- Mileage records so that you may claim IRS rates for mileage driven while providing services.
- Receipts for costs associated with travel related to your provider services such as parking, personal meals necessary during training or service provision, unreimbursed training registrations etc.
- Receipts for any food/supplies/entertainment provided to consumers for which you have not been reimbursed.

- Calculations for allowable deductions for use of personal cell phone, computer, home office.
- You are responsible to review each consumers plan to assure that the services you are delivering are applicable for reimbursement.
- You are responsible to complete and submit agreed upon documentation which is applicable to the billing process.
- You are responsible to alert Department staff if you have not received your payment in a reasonable time period or if you believe there has been a billing discrepancy.

**These examples should not be construed as tax advice since the Department is not a financial advisor, but should give you a basis for conversation with a qualified advisor.*

TECHNICAL ASSISTANCE

PROVIDER PORTAL/ E-NEWS DELIVERY DISTRIBUTION LIST

Providers may register for updates by emailing familyandchildren@co.madison.oh.us Providers are responsible for maintaining and updating their current contact information through the e-newsletter distribution list and communicating to the Madison County Department of Family and Children if there is an issue with accessing the Portal.

TECHNICAL ASSISTANCE

Mailbox familyandchildren@co.madison.oh.us This is a monitored email account. The mailbox often receives a large volume of emails especially during periods of transition, during the summer, etc. Messages are checked periodically and attempt to respond within three (3) business days will be made. In some cases, Staff may be out of the Office and there may be a delayed response. Providers should use this mailbox for all business regarding the provision of fee schedule services. If you do not receive a response within five days you may contact Jenn Coleman at 740-852-0339.