

[Request for Proposals # 2023-77](#)

Care Coordination Services using the Wraparound Approach

All questions and answers submitted as of September 19, 2022

Q. Does the contractor need to be located in Montgomery County or have office space if the RFP is awarded?

A. The contractor needs to have a presence in Montgomery County, either through existing programming and/or a physical space here.

Q. Staffing: Will there need to be resumes for all staff required for the RFP? Or can the staff be hired if the RFP is awarded?

A. Key staff must already be hired (i.e., care coordinators, peer specialists) because we want to prevent the delay/interruption of services. Services need to be able to start at the beginning of the contract period which is January 2023. If all of the necessary staff have not been hired, please explain in your narrative how services will be fully operational at the beginning of January 2023 with existing staff.

Q. I don't see a crisis plan included in the timeline. Does the offeror need to specify one?

A. Yes, many of the youth referred to the LCT are coming out of acute hospitalizations and need an immediate crisis plan. Please see the following description on page 9:

Plan of Care (POC). The Plan of Care describes the mix of services individualized to that family, which are agreed upon by the Child and Family Team and which are adjusted based on the changing needs of the child and family. The Contractor must use a standardized POC format, subject to the Collaboration Council's approval which outlines the family's strengths and needs and ties all services and supports to identified goals. An immediate crisis stabilization plan must be included within 15 days of receipt of an acceptable referral. The Plan of Care will be re-evaluated within CFT meetings on a regular basis to determine the effectiveness of service delivery to the family so that progress toward less restrictive and intensive services can be accomplished while strengthening the family's ability to function. At the time that the POC is developed, the Care Coordinator will identify how the wraparound process and goals are integrated into the family's culture.

Q. How does the LCT address the identification and communication of acuity levels for youth and families during the referral process? Are there any eligibility requirements/standards for acuity which the selected vendor will be responsible to serve?

A. Identifications is based on hospitalization, the use of community-based services, willingness to engage in wraparound services, and additional one-on-one conversations with families to identify additional needs. There are no eligibility requirements.

Q. Who is responsible for the development, identification and implementation of fidelity monitoring policies and practices? Will there be any specific guidance from the Collaboration

Council regarding which resources/tools the vendor is required to use? Will care coordinators require certification as part of the fidelity monitoring process?

- A. *The Collaboration Council will monitor, review and approve all policies and practices provided by the vendor. Tools and resources are detailed in the RFP. Any additional tools/resources not mentioned in the RFP must be approved by the Collaboration Council.*

Per the RFP, care coordinators are required to have the minimum of a Bachelor's Degree.

Q. Is there currently (or will there be) any partnership/collaborative association expected between the selected vendor and the local family support organization (i.e. a trained family support partner working with a youth/family referred for Wraparound)?

- A. *Partnership/collaborative association with any local family support organization is at the discretion of the vendor. Any proposed provider must be shared with Collaboration Council before subcontracting.*

Q. Will start-up funds be available at the onset of the contract (as opposed to funds being available completely as a reimbursement contract)?

- A. *No. This is a reimbursement subcontract of a reimbursement contract that the Collaboration Council holds. We cannot distribute funds until we receive them.*

Q. What is the time line for award of the contract, specifically interviews with the candidates that meet the selection criteria and selection of the awardee?

- A. *The Proposal Review Committee will review the written proposals during the week of October 10th. Eligible offerors will be interviewed during the week of October 17 and 24th.*

Q. Regarding the responsibilities of the staff, can the review of the Plans of Care be performed by or shared with another appropriately licensed staff funded by the contract?

- A. *The Plan of Care is created by the Child & Family Team. It is reviewed regularly and adjusted as the family's needs change or goals are met. It can be shared with anyone on the team or supervisors who are associated with the Wrap Contract.*

Q. Does the Care Coordinator Supervisor position need to be licensed?

- A. *Yes, the Care Coordinator Supervisor should have a master's degree and be licensed.*

Q. Is the only source of referral of families from the LCT? Are internal referrals (from other programs) accepted?

- A. *Yes other programs may refer to the LCT. Internal referrals from other programs also must be reviewed by the LCT for approval.*

Q. Is there a maximum amount of flex funds that will be available to provide extra-contractual services for the families?

A. No, but there are only certain allowable uses for flexible funds and they must be approved ahead of time by the Collaboration Council so that we can determine what other sources were explored to access funds before resorting to flex funds. Moreover, we will need to understand how the family can sustain the need beyond the one-time payment. Please explain the anticipated use of the funds in your narrative.

Q. In the middle of this Acknowledgement Form page, you seem to ask for two sets of names/titles, though only one signature. Please explain. Do we need more than one Authorizing Official to sign here?

A. One signature is sufficient, two are encouraged.

Q. Attachment 7B – Do all nonprofits complete this form, even if there are not a minority managed nonprofit?

A. Offerors, whether nonprofit or LLC, should know if they are Minority Business Certified by the Small Business Administration. If an entity is certified, they should complete either 7A or 7B. If they are not, please omit these attachments.

Q. Can technical questions be asked after the deadline?

A. Technical, non-substantive questions can be asked after the deadline and will be answered at the discretion of the Collaboration Council staff. Answers will be posted at the same place that this document has been posted: <https://collaborationcouncil.org/funding-opportunities/request-for-proposals-rfp/>.