



**NWF HEALTH NETWORK**  
**Request for Proposal**  
**# 10-2023**

**Family Support Services**  
Florida Judicial Circuit 2  
(Franklin, Gadsden, Jefferson, Leon, Liberty and Wakulla counties)

Closing Date:  
**March 1, 2024**

**Contact Person:**  
Jeffrey A. Pic, Procurement Manager  
910 Harrison Ave  
Panama City, FL 32401  
(850) 407-2162  
[jeffrey.pic@nwfhealth.org](mailto:jeffrey.pic@nwfhealth.org)

## Family Support Services

### Section 1 - Request for Proposal

#### I. Introduction

- A. NWF Health Network (NWFHN) serves as the Network Management agency for child protection services and substance abuse and mental health (behavioral health) services in northwest Florida. Our sole purpose is to provide the highest quality child protection services, substance abuse and mental health services to children, adults and their families within their communities through a managed network of accredited providers. We serve as a centralized source of resources and support for our community and agency partners. Our agency is far more than an administrative office, however. At NWFHN, we strive to develop relationships with our children and families so we can provide them with the individualized attention they need. At NWFHN, we believe that children have the right to grow up safe, healthy and fulfilled in families that love and nurture them and that the children, adults and elders in our communities deserve exceptional behavioral health services that meet their needs.

#### II. Statement of Need

- A. NWFHN seeks to use prevention activities to stop maltreatment before it occurs by creating awareness to the general public, service providers, and decision-makers about the scope and problems associated with child maltreatment. NWFHN seeks to provide services that are designed to help families resolve the pressing issues they face and gain the knowledge, skills, and resources they need. The goal is to ensure that families in the community are provided supports to strengthen parental capacity, improve family relationships and functioning, increase child and family well-being, ensure child safety, prevent the separation of children from their families, promote successful reunifications following a separation, and prevent future crises.
- B. The purpose of this Request for Proposals (RFP) is to define NWFHN's minimum requirements, solicit proposals, gain adequate information by which NWFHN may evaluate the services offered by Applicants, and as a result, enter into a contract with the successful Applicant(s).
- C. NWFHN is seeking qualified providers who can administer Family Support Services, with preference being Evidence Based Family Support Services, in Circuit 2 (Franklin, Gadsden, Jefferson, Leon, Liberty and Wakulla counties). Respondents may bid on all counties, multiple counties, or a single county.
- D. The term of the contract will be determined during negotiations with selected Respondent.
- E. **Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and the end of the 72-hour period following the agency posting the notice of intended award, excluding Saturdays, Sundays, and state holidays, any employee or officer concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the solicitation documents. Violation of this provision may be grounds for rejecting a response.**

#### III. Scope of Service

- A. NWFHN has been contracted to provide services to children who are at risk of future maltreatment, abuse, neglect or abandonment with appropriate services to ensure the

safety, permanency and well-being of the child while helping parents enhance skills and resolve problems to promote optimal child development.

- B.** Under this Subcontract, Respondents are to provide Family Support Services, utilizing the Child Welfare Practice model. Family Support Services are services provided to children and their families who have been found to be safe and at high or very high risk of future maltreatment. Services are provided in an effort to reduce the occurrence or recurrence of abuse, neglect or abandonment, reduce the number of children entering court ordered supervision and reduce the number of children entering out-of-home care.

**IV. Family Support Services**

- A.** Title IV-E Prevention Services Clearing House identifies well-supported evidence based practices. These practices have defined fidelity measures that will be integrated into the subcontract and will require the use of tools, checklists and coaching. Preference is given to the below evidence based practices identified by the Clearing House for implementation of Family Support Services. Respondent must ensure that Family Support Services are provided in accordance with CFOP 170-1, Chapter 4.
- B. Nurse Family Partnership (NFP):** This practice serves first time, low income mothers from birth through their child's first two years, or pregnant or parenting youth in foster care. The NFP program provides home visits by registered nurses to first-time, low - income mothers beginning during pregnancy and continuing through the child's second birthday. The program promotes women's health, pregnancy outcomes, early childhood development, and parenting capacity. It also enhances relationships and economic well-being of mothers and their children. Nurses provide support related to individualized goal setting, preventative health practices, parenting skills, and educational and career planning.
- C. Parents as Teachers (PAT):** This practices serves parents with young children (birth-5 years) in possible high-risk environments such as teen parents, low income, parental low educational attainment, history of substance use in the family and chronic health condition, or pregnant or parenting youth in foster care. PAT is an early childhood parent education, family support, family wellbeing, and school readiness home visiting model. It teaches new and expectant parents skills intended to promote positive child development and prevent child maltreatment. The PAT model includes four core components: personal home visits, supportive group connection events, child health and developmental screenings, and community resource networks.
- D. Homebuilders- Intensive Family Preservation and Reunification Services:** Families with children from birth to 18 years at imminent risk of placement into or needing intensive services to avoid placement into foster care, group or residential treatment, psychiatric hospitals, or juvenile rehabilitation facilities. This program is a home and community based intensive family preservation services treatment program designed to avoid unnecessary placement of children and youth into foster care, group care, psychiatric hospitals, or juvenile justice facilities. The program model engages families by delivering services in their natural environment, at times when they are most receptive to learning and by enlisting them as partners in assessment, goal setting and treatment planning.

**V. Response**

- E.** Respondents should concisely answer the following questions in a written format by **3:00 p.m. EST, March 1, 2024**. Respondent(s) shall submit to NWFHN one (1) electronic copy of the response on a flash drive as PDF and Excel Files as applicable.

The original response and any supporting documents, as well as the flash drive, should have the name of the respondent clearly marked on a sealed envelope or container. The envelope/container shall be mailed to 910 Harrison Ave, Panama City, Florida 32401, and the outside of the sealed package should be clearly marked with the following:

1. **RESPONSE TO RFP # 10-2023 TO BE OPENED ONLY BY JEFFREY PIC, NWF HEALTH NETWORK PROCUREMENT MANAGER.**
2. Failure to respond to this RFP in this manner may result in disqualification from consideration.

**Section 2 - Written Questions and NWFHN Answers**

**I. Question Submission Form (Appendix I)**

- A. Respondent questions related to this RFP must be addressed using the **Question Submission Form (Appendix I)**, and must be received by the Procurement Manager on or before the date and time specified in **Section 5 - Schedule of Events and Deadlines**. The initial submission of the **Question Submission Form (Appendix I)** by the respondent will be the sole submission accepted from the respondent.

**Section 3 - Programmatic Reply (Binder One)**

**I. Questions to be answered:**

- A. Proposals submitted by Respondents should include detailed description of the services to be provided, how they will be delivered, and how they will meet the objectives referenced in this RFP. NWFHN encourages Respondents to submit as comprehensive and explicit of a response as reasonably possible. Broad generalizations and simple statements will not provide NWFHN with the information needed to properly evaluate the efficiency and potential success of the proposed approach and services. The following guidelines and program components should be considered and discussed in the proposal:
  1. What is the target population of children and families that will be served? Provide a number of how many children and families will be served.
  2. How would serving this target population better Circuit 2? Include any evidence or best practice research that suggests that the proposed programming will be successful with the respective target population.
- B. Target Population
- C. Program services:
  1. Describe in detail the services that will be provided.
  2. Describe the specific service components, activities, resources and supports that will be provided to children and families. Consideration should be given to mental health services, behavioral health services, therapeutic visitation, support services and service linkage
  3. This proposal must include staffing patterns, access procedures, and internal quality improvement activities to determine effectiveness, data management processes, and resources to ensure timely and accurate documentation of service delivery.

**D. Service Delivery Area**

1. Applicants will be expected to provide services in the counties of Circuit 2. List the counties in Circuit 2 your agency proposes to serve.
2. How will the provider ensure they are adequately serving each of the counties in the service area(s)?

**E. Implementation Plan of Operation Readiness**

1. Outline timelines and critical milestones associated with the implementation of the program.

**F. Quality Improvement.**

1. A commitment to continuous quality is essential in the NWFHN system of care.
2. How will your agency address well-being of the children being served?
3. Describe how your agency will ensure family engagement and ensure improved family functioning?
4. How will your agency utilize technology to enhance contacts with parents and children include those residing in another jurisdiction?
5. How will your agency ensure safety concerns have been mitigated?

**G. Assessment**

1. Describe any and all strength-based assessments that will be used to identify needs and strengths of families.
2. Indicate the frequency with which the assessments will be completed, reviewed and how they will be used to improve outcomes.

**H. Family Engagement**

1. Describe specific efforts to positively and effectively engage and involved families in the proposed services and to maintain their effective engagement and involvement throughout service delivery.

**I. Motivational Interviewing**

1. Providers of Family Support Services must use Motivational Interviewing modality. Describe how you will ensure staff are trained in Motivational Interviewing and applying this model.

**J. Blended Funding**

1. Provider of Family Support Services is encouraged to seek multiple ways of billing for these services including but not limited to billing the NWFHN Managing Entity. Describe how you will ensure clients will receive an appropriate clinical diagnosis (in-house or subcontracted).

**K. Social Networks and Informal Supports**

1. To avoid dependency on formal systems, describe how services and supports will encourage building and strengthening social networks and natural supports of family, friends, and community resources for children and families.

**L. Referral and Admission:**

1. Describe how families will be identified in the proposed services. If referral requires coordination with other agencies, describe how those agencies will be engaged and the specifics of the proposed referral process.
2. How will the agency handle after hours admissions?

**M. Accessing and Availability of Services**

1. Describe where services will be provided. How will the agency ensure accessibility for families?
2. Describe the days and hours that services will be provided.
3. How will after hours emergencies be handled by the agency?
4. How will families contact staff if there is an after-hour emergency?

**N. Service Coordination and Information Sharing:**

1. Describe planned efforts to ensure that proposed services are integrated with other services being provided to the child and family.
2. If a team approach is proposed, list the members of the team as specifically as possible and describe in detail how the team will function. How, when and where will it meet and how will individual members be identified, engaged and maintained as effective participants? How and with what other agencies and individuals will client information, including assessments and progress reports, be shared?
3. If limits on or barriers to the sharing of information with NWFHN staff and/or the Second and/or Fourteenth Judicial Circuit Court are anticipated, please describe and explain them. Provide sample or actual cooperative interagency agreements or contracts (such as letters of agreement or memoranda of understanding) if you believe that they will enhance effective interagency cooperation. Simple letters of support that do not provide a detailed description of how the agencies will actually interact are not necessary.

**O. Outcome Measurement**

1. Respondent's proposal shall address how the agency intends to meet each outcome measure.
2. Describe how the necessary data will be gathered to actually measure the outcomes. Include proposed timeframes for measuring and reporting outcome progress.
3. Describe and/or demonstrate how the outcome measurement information and data will be presented to NWFHN.
4. If data gathering will require the efforts of other agencies or entities, present proof of their willingness to assist or describe the efforts that have been made to ensure their cooperation.

**P. Discharge:**

1. Describe the expected length of service and how the family's progress will be assessed and reported.
2. Provide the criteria that will be used to determine successful program completion and how it is measured.
3. Describe the case closure/disposition process.
4. Explain how the referral source is notified of the case disposition so that any necessary follow up with the family can be completed.
5. Describe the conditions for unsuccessful program discharge, and how and when it will be under taken.

**Q. Documentation:**

1. How does your agency ensure quality documentation with required reports and FSFN notes?
2. Explain how the agency rectifies instances of poor quality documentation to ensure this does not continue.
3. How does the agency ensure thorough documentation of the assessments and decision making strategies use in Family Support Services?

**R. Cultural competence**

1. Describe specific efforts to identify, acknowledge and effectively consider the client's culture, including but not limited to such areas as, race, national origin, religion, sexual orientation, and gender, in the provision of services.

**S. Staffing:**

1. Include a detailed description of proposed staffing patterns. Include each position's responsibilities, educational requirement, work experience and specialized training requirements for each position. Provisions for competent and adequate supervision and administration shall also be necessary.
2. Describe efforts that will be employed to recruit and retain staff and reduce turnover among those who have direct contact with children and families.
3. If your agency currently provides Family Support Services, please answer the following questions:
  - a. What is the stability of staff and supervisors within your organization?
  - b. How has your agency addressed staff turnover issues and what have been the results?
  - c. What are your plans for staff retention if selected to receive an award under this advertisement?
  - d. What is the current average caseload size for staff in your organization?
  - e. What is the average unit census by supervisor within your agency?
4. Family Support Service providers must ensure staff qualifications include requirements of s. 409.1754(2)(a)1, F.S., specific to human trafficking.

**T. Staff Performance**

1. Staff performance issues and decision making and judgement in child welfare can have a detrimental effect on children and families being served.
  - a. Describe your agency's philosophy toward the treatment of employees.
  - b. What are some examples of performance issues which have had to be addressed in your agency, and how were they handled?
  - c. Has your agency ever had to address situations where staff made poor decisions or demonstrated poor judgement in the field with a family? If so, please describe the incident(s), and how was it handled by your agency?



- d. What is the stance of your human resources department and policies toward addressing poor judgement or decision making with staff?

**Section 4 - Fiscal Report (Binder Two)**

**I. Financial Reply Title Page**

A. The first page of the reply shall be a Title Page that contains the following information:

- 1. Title of reply;
- 2. RFP number;
- 3. Respondent's name and federal tax identification number;
- 4. Name, title, telephone number, and address of person who can respond to inquiries regarding the reply; and
- 5. Name of program coordinator.

**II. Financial Information**

**A. Financial Management Systems**

- 1. The respondent must describe its current financial management including oversight, segregation of duties, and policies. In addition, the respondent must describe its accounting systems and capability. The respondent must also submit copies of their independent financial and compliance audit report or certified financial statements for the two most recent fiscal years. The copies shall include all applicable financial statements, independent auditor's reports, management letters, and any corresponding re-issued audit components. If the respondent does not have audit reports for the two most recent years, reviewed or compiled financial statements with the applicable Certified Public Accountant's report shall be submitted. A recently created organization shall submit the requested financial reports from each of the founding collaborative partners. The respondent should also submit a copy of its approved cost allocation plan for the most recent fiscal year.
- 2. The purpose of these criteria is to provide NWFHN with a basis for evaluating the respondent's financial capabilities for undertaking this project. The response should address the following:
  - a. How well does the respondent demonstrate the financial stability required to fulfill the terms and conditions of the contract?
  - b. Does the respondent have adequate financial resources for performance of the proposed projects or have the ability to obtain necessary financial resources before beginning performance?
  - c. Does the respondent have an adequate accounting system to support claims that are made in the Cost Allocation Plan?
  - d. What is the respondent's ratio of current assets to liabilities?
  - e. Does the respondent possess adequate cash or operating capital to meet projected monthly operating expenses pending receipt of first and subsequent contract payments?
  - f. What is the respondent's net worth?



- g. Has the respondent satisfactorily completed all corrective actions related to finding(s) in previous audits or areas brought to management's attention in management letters?
- h. Can the respondent conduct business with NWFHN without relying on advances, especially if the project is not a new one?
- i. Has the respondent experienced previous financial difficulties in performing contracts for NWFHN?
- j. Does the reply provide two years of financial information including any of the applicable statements:
  - i. Statements of Financial Position;
  - ii. Statements of Activities;
  - iii. Statements of Cash Flows;
  - iv. Statements of Changes in Financial Position;
  - v. Independent Auditors' Reports;
  - vi. Notes to Financial Statements;
  - vii. Summaries of Significant Accounting Policies;
  - viii. Federal Income Tax Return; and/or
  - ix. Any other relevant statistical information

**3. Proposed Service Efficiencies and Re-investment**

- a. The respondent shall provide information on how it plans to develop efficiencies in the services being provided. From this plan, the respondent shall show how the cost reduction or added services that are realized from these efficiencies will be re-invested into the required services. The respondent must describe how they manage their resources to stay within their budget. In addition, the respondent must specify its approach to manage/control overtime wages as well as Purchase of Service funding allocations. Purchase of Services (POS) funds are earmarked for the provision of services to clients in the child welfare system. These funds pay private providers (organizations) for direct services to agency clients.

**4. Ongoing Approach to Reduce Administrative Costs and Expand Service**

- a. The respondent shall provide its ongoing approach to reduce administrative costs, without affecting the quality of the services.

**III. Budget**

**A.** The respondent must submit detailed budget information consisting of a Line Item Budget, a Budget Summary, a Budget Narrative, (contained in the Excel file by Service Area) (**EXHIBIT \_A\_**) and a Cost Allocation Plan with the reply to the RFP. Each of these categories is described below. The actual budget documents can also be found at the end of this RFP in **EXHIBIT \_A\_**.

- 1. **Line Item Budget:** This includes a line item budget as detailed in the "Budget Summary and Detail Instructions" and the "Budget Summary ", and contained in Excel. These documents can be found in EXHIBIT. This budget shows proposed total costs for the 12 month annual period. In the Line Item Budget, the respondent

must include only costs identified as allowable (Allowable Costs) in accordance with the appropriate federal regulations governing cost principles and audit requirements for federal awards. See C.F.R. Chapters 1 and 2, Part 200, 215, 225, and 230 as applicable. Also, Administrative Costs, including any indirect costs that are administrative in nature, must not exceed 10% de minimis cost of the total direct operating costs in the proposed program budget or the federal approved rate.

2. Budget Narrative: The respondent must submit a complete budget narrative to explain each budget item and include all of the information required in Excel. The respondent must include the past three year history of non-personnel expenses. If the respondent has had previous contracts with NWFHN, the respondent must also disclose any issues with unused funds in prior years and provide an explanation of how all funds awarded through this contract will be dedicated to services or returned to NWFHN.
3. Cost Allocation Plan: The Cost Allocation Plan must identify the methods and procedures that the respondent will use to allocate costs between the proposed services and any other programs or funding sources the respondent has for each year of the proposed contract. It should establish a plan for the categorization of direct, allocable and indirect costs. It must also identify, by line item, any cost in the proposed budget which will be charged at less than 100% to the contract. Each line item of cost must include enough description to clearly identify its purpose and where the cost correlates to the budget summary line item, if applicable. There must be schedules that clearly identify methodologies supporting the portion that is allocated and expensed to the project. The respondent's Cost Allocation Plan must include any indirect costs included in the Cost Reply, the indirect rate, and the allocation methodology used to determine the indirect rates. The plan should ensure that costs treated as indirect costs have not been claimed as direct costs and that similar types of costs have been accounted for on a consistent basis. The Plan should include a certification stating that the plan meets the requirements of Title 2, Part 200, C.F.R., Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.
  - a. The budget totals should be based on available funding projections, if any, and if different, the respondent should explain the differences.
  - b. Subject to Agency selection FTE's may change during negotiation.
  - c. Match: Provider understands that this Subcontract does contain Promoting Safe and Stable Families Act funds which have a twenty-five percent (25%) match requirement (cash or in-kind) and that the estimated amount of this funding each month may be as much as thirty-three percent (33%) of the monthly contract amount. The anticipated annual 12 month Match required amount for this Subcontract is dependent upon the agreed upon budget and funding allocation. The respondent should describe how the agency plans meet the Match requirements for this proposed contract in compliance with 2 CFR 200.306. What resources will the agency utilize to ensure this requirement is met?

**IV. Qualification Requirements**

- A. Mandatory contract award and performance criteria include:**

1. The respondent must be accredited by the Council on Accreditation (COA) or other acceptable national accrediting body. It's not required to be accredited to have a Child Placing Agency License through DCF.
2. The respondent must be a non-profit organization.
3. The respondent must have professional liability coverage with minimum limits of \$1,000,000/\$3,000,000. The respondent must be willing to add NWFHN as an additional insured on their insurance policies and be willing to add DCF as well if this requirement is mandated in the contract between NWFHN and DCF.

**V. Disqualification Criteria**

**A.** NWFHN will not award contracts to any agency or its Providers and/or sub-providers that:

1. Have been barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal, State, or local Department or agency;
2. Have within a 3-year period preceding this proposal, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are presently indicted or otherwise criminally or civilly charged by a government entity with commission of any of the offenses enumerated in the paragraph above.

**Section 5 - Schedule of Events and Deadlines**

<b>Activity</b>	<b>Date</b>	<b>Time Eastern</b>	<b>Address</b>
RFP advertised and released on NWFHN's website	December 28, 2023	5:00 PM (EST)	NWFHN Competitive Procurement: <a href="https://www.nwfhealth.org/about-us/competitive-procurements">https://www.nwfhealth.org/about-us/competitive-procurements</a>
Written Questions Due	January 19, 2024	5:00 PM (EST)	procurement@nwfhealth.org
Anticipated posting of Answers to Written Questions	February 2, 2024	5:00 PM (EST)	NWFHN Competitive Procurement: <a href="https://www.nwfhealth.org/about-us/competitive-procurements">https://www.nwfhealth.org/about-us/competitive-procurements</a>
Replies must be received by NWFHN:	March 1, 2024	3:00 PM (EST)	910 Harrison Ave, Panama City, Florida 32401
Anticipated posting of Intended Contract Award	May 1, 2024	5:00 PM (EST)	NWFHN Competitive Procurement: <a href="https://www.nwfhealth.org/about-us/competitive-procurements">https://www.nwfhealth.org/about-us/competitive-procurements</a>

**Section 6 - General Information**

- I. This Request for Proposal (RFP) does not commit NWFHN to award a subcontract or to pay any costs incurred in the preparation or submission of response or costs incurred in

- making necessary studies for the preparation thereof or to procure or contract for services or supplies.
- II. NWFHN reserves the right to reject any or all responses to this RFP and to negotiate with any of the respondents in any manner deemed to be in the best interest of NWFHN.
  - III. NWFHN reserves the right to withdraw the RFP, add new considerations, information or requirements at any stage of the procurement process and to reject the response of any organization that has previously failed to perform properly or failed to perform in a timely manner in subcontracts of a similar nature, or who, in the opinion of NWFHN, is not in a position to perform or is not sufficiently qualified to perform the subcontract.
  - IV. The funding for this proposal may contain federal monies and as such the awardee may be required to comply with provisions of the Uniform Grant Guidance, 2 Code of Federal Regulation 200.
  - V. This RFP contains no contractual proposal of any kind; any response submitted will be regarded as a response to the RFP and not as an acceptance by the respondent of any proposal by NWFHN. No contractual relationship will exist except pursuant to a written subcontract document signed by the authorized official of NWFHN and by the successful respondent(s) chosen by NWFHN.

**REMAINDER OF PAGE INTENTIONALLY LEFT BLANK**