



**NWF HEALTH NETWORK
Request for Proposal
01-2025**

**Wraparound Support Services
Circuit 1**
for the period
July 1, 2025 – October 31, 2027

Closing Date:
April 10, 2025

Contact Person:
Georgette Vandersommen
Procurement Manager
910 Harrison Ave
Panama City, FL 32401
(850) 977-3574
procurement@nwfhealth.org

Section 1 – Request for Proposal 3

I. Introduction..... 3

II. Statement of Need 3

III. Scope of Service 3

IV. Response 4

Section 2 – Corporate Information..... 4

I. Not-for-Profit Status..... 4

II. Professional Liability Coverage..... 4

III. Please provide the following information:..... 4

IV. Disqualification Criteria 5

Section 3 – Programmatic Reply..... 5

I. Questions to be answered..... 5

Section 4 – Fiscal Reply (If an item is marked “Mandatory Response” failure to include could result in disqualification of response to Request for Proposal) 8

I. Financial Reply Title Page..... 8

II. Financial Information..... 8

III. Budget.....10

Section 5 – Schedule of Events and Deadlines12

Section 6 – General Information12

Section 7 – Scoring Criteria13

APPENDIX I: QUESTION SUBMISSION FORM18

APPENDIX II: SAMPLE STANDARD CONTRACT19

APPENDIX III: SAMPLE SUBCONTRACT ATTACHMENTS AND EXHIBITS.....20

Wraparound Support Services

Section 1 – Request for Proposal

I. Introduction

A. NWF Health Network (NWFHN) serves as the Network Management agency for child protection and substance abuse and mental health (behavioral health) services in northwest Florida. Our sole purpose is to provide the highest quality child protection, 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 is seeking a contract with a provider(s) who can administer Wraparound Support Services which include both Wraparound (WRAP) and In-Home Support Services (IHSS) in Circuit 1 (Escambia, Okaloosa, Santa Rosa and Walton counties). The Provider understands that the joint mission of the Department and NWFHN in entering into the DCF Contract under which the Provider is serving as a subcontractor to NWFHN is to ensure the safety, permanency, and the promotion of well-being of the child.
- 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 Respondents, and as a result, enter into a contract with the successful Applicant(s).
- C. 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 of the executive or legislative branch 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. The selected provider will be required to provide Wraparound Support Services which are voluntary services provided in-home for families who have come to the attention of the Department due to a call to the Florida Child Abuse Hotline. Services are provided in an effort to prevent the occurrence or recurrence of abuse, neglect or abandonment. These services are implemented with the ultimate goal of providing assistance to families in crisis so that children may be cared for in their own homes or in the homes of relatives. The program is a collaborative effort between NWFHN and the Provider to prevent the occurrence of a future child abuse investigation and/or child maltreatment to families with children under the DCF Contract between NWFHN and the Department.

IV. Response

- A.** Respondent shall submit an electronic version of the proposal in response to this solicitation (including all required documents) in PDF and Excel format as applicable on a flash drive on or before the date and time specified in **Section 5 - Schedule of Events and Deadlines**. The flash drive should have the name of the respondent clearly marked in a sealed envelope or container. The envelope/container shall be shipped or hand delivered 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 # 01-2025 TO BE OPENED ONLY BY GEORGETTE VANDERSOMMEN, NWF HEALTH NETWORK PROCUREMENT MANAGER.**
- B. Mandatory Requirements:** The Procurement Manager will examine each response to determine whether the response meets the mandatory requirements specified in **sections 2, 3, 4 and 5 below**. A reply that fails to meet the mandatory requirements will be deemed nonresponsive and will not be evaluated. An initial determination that a response meets the mandatory requirements does not preclude a subsequent determination on non-responsiveness.
- C.** Failure to respond to this RFP in the above manner may result in disqualification from consideration.
- D. Written Questions and NWFHN Answers:** Respondent questions related to this RFP must be addressed using the **Question Submission Form (Appendix I)** and must be received by the Procurement Manager by email (procurement@nwfhealth.org) on or before the date and time specified in **Section 5 - Schedule of Events and Deadlines**. Only one Question Submission Form (Appendix I) will be accepted from each Respondent.

Section 2 – Corporate Information

I. Not-for-Profit Status

- A.** The respondent must be a not-for-profit organization.

II. Professional Liability Coverage

- A.** The respondent must have professional liability coverage with minimum limits of \$1,000,000.00/\$3,000,000.00. The respondent must be willing to add NWFHN as an additional insurer on their insurance policies and be willing to add DCF as well.

III. Please provide the following information:

- A.** Full legal name and associated Federal Employer Identification Number (FEIN).
- B.** Country and state of incorporation.
- C.** Principal place of business.
- D.** Proof of not-for-profit status.
- E.** Proof of active registration with [MyFloridaMarketPlace](#).
- F.** Proof of active registration with [Sam.gov](#).
- G.** Proof of accreditation by the Council on Accreditation (COA) or another acceptable national accrediting body.

IV. 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 3 – Programmatic Reply

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 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:

B. Target Population

1. Provide an estimate of how many children and families will be served. Include any evidence or best practice research that suggests that the proposed programming will be successful with the proposed target population.

C. Program Services

1. Describe in detail the services that will be provided, including program description and program model. This description 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. Respondents will be expected to provide services to children and their families residing in the counties of Circuit 1. List the counties in Circuit 1 your agency proposes to serve.

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 client needs and strengths, direct service planning and evaluate progress. Also indicate the frequency with which the assessments will be completed, reviewed and how they will be used to improve client outcomes.

H. Family engagement

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

I. 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.

J. Referral

1. Describe how families will be identified and enrolled 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.

K. Accessing and availability of services

1. Describe where services will be provided.
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 caregivers and families reach case managers if there is an after-hour emergency?

L. 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?

M. Outcome measurement. Respondent’s proposal shall address how the agency intends to meet each outcome measure.

1. Describe how the necessary data will be gathered to measure the outcomes. Include proposed timeframes for measuring and reporting outcome progress.
2. Describe and/or demonstrate how the outcome measurement information and data will be presented to NWFHN.
3. 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.

N. 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.

O. Documentation:

1. How does your agency ensure quality documentation with required reports/ assessments, 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 used in Wraparound Support Services?

P. Staffing

1. The Provider shall maintain an adequate administrative organizational structure and support staff sufficient to discharge its contractual responsibilities under this Subcontract. Staffing levels sufficient to serve families referred and meet the terms and conditions of this contract must be maintained by the Provider.
2. Describe efforts that will be employed to recruit and retain staff and reduce turnover, including hiring philosophy and assuring the right individuals are hired to support families.
3. What are your plans for certification of staff in the Wraparound model, initially and ongoing as staff turnover?

Q. Staff Performance

1. Staff performance issues and decision making and judgement in child protection 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 it was handled by your agency?
 - d. What is the stance of your human resources department and policies toward addressing poor judgement or decision making with licensing staff?
 - e. How will you incorporate Motivational Interviewing in practice in accordance with the Florida Prevention Plan and use of Evidenced Based Practice?

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.

Section 4 – Fiscal Reply (If an item is marked “Mandatory Response” failure to include could result in disqualification of response to Request for Proposal)

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 (Mandatory Response)

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 demonstrates 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.
 - k. Proposed Service Efficiencies and Re-investment

- I. 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 protection system. These funds pay private providers (organizations) for direct services to agency clients.
- m. Ongoing Approach to Reduce Administrative Costs and Expand Services
- n. 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. **(Mandatory Response – not to exceed available award amount) 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. **(Mandatory Response) 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. **(Mandatory Response) 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.

4. **(Mandatory Response) 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 contingent on the annual DCF prevention dollars used to fund this Subcontract. 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?
5. Subject to Agency selection FTE's may change during negotiation.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

Section 5 – Schedule of Events and Deadlines

Activity	Date	Time	Address/Location
RFP advertised and released on NWFHN’s website	February 20, 2025	5:00 PM (EST)	NWFHN Competitive Procurement: Procurement Opportunities – NWF Health Network
Written Questions Due	March 7, 2025	5:00 PM (EST)	procurement@nwfhealth.org
Anticipated Posting of Answers to Written Questions	March 18, 2025	5:00 PM (EST)	NWFHN Competitive Procurement: Procurement Opportunities – NWF Health Network
Replies must be received by NWFHN:	April 10, 2025	12:00 PM (EST)	910 Harrison Ave, Panama City, FL 32401
Anticipated posting of Intended Contract Award	May 14, 2025	5:00 PM (EST)	NWFHN Competitive Procurement: Procurement Opportunities – NWF Health Network

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.

Section 7 – Scoring Criteria

- I. NWFHN’s evaluators will independently evaluate each response for all respondents that meet the mandatory requirements. Each evaluator will assign a score for each evaluation criterion based upon their assessment of the response. The assignment of an individual score will be based upon the following description of the point scores:

IF, in your judgment the response demonstrates and/or describes...	Category	Points
...extensive competency, proven capabilities, an outstanding approach to the subject area, innovative, practical and effective solutions, a clear and complete understanding of inter-relationships, full responsiveness, a clear and comprehensive understanding of the requirements and planning for the unforeseen.	Superior	100
...clear competency, consistent capability, a reasoned approach to the subject area, feasible solutions, a generally clear and complete description of inter-relationships, extensive but incomplete responsiveness and a sound understanding of the requirements.	Good	75
...fundamental competency, adequate capability, a basic approach to the subject area, apparently feasible but somewhat unclear solutions, a weak description of inter-relationships in some areas, partial responsiveness, a fair understanding of the requirements and a lack of staff experience and skills in some areas.	Adequate	50
...little competency, minimal capability, an inadequate approach to the subject area, infeasible and/or ineffective solutions, somewhat unclear, incomplete and /or non-responsive, a lack of understanding of the requirements and a lack of demonstrated experience and skills.	Poor	25
...a significant or complete lack of understanding, an incomprehensible approach, a significant of complete lack of skill and experience and extensive non- responsiveness.	Insufficient	0

THE REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

- II. Evaluators will assign scores to each of the responses received by NWFHN based the thoroughness of the respondents answers and the quality of the responses using the following criteria.

Item #	Programmatic Criteria	High Score (Points)	Weight	Total Possible Weighted Score
1	<p>Target Population Provide an estimate of how many children and families will be served. Include any evidence or best practice research that suggests that the proposed programming will be successful with the proposed target population.</p>	100	1	100
2	<p>Program services Describe in detail the services that will be provided, including program description and program model. This description 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.</p>	100	3	300
3	<p>Service Delivery Area Respondents will be expected to provide services to children and their families residing in the counties of Circuit 1. List the counties in Circuit 1 your agency proposes to serve.</p>	100	1	100
4	<p>Implementation Plan of Operation Readiness Outline timelines and critical milestones associated with the implementation of the program.</p>	100	2	200
5	<p>Quality Improvement a. A commitment to continuous quality is essential in the NWFHN system of care. b. How will your agency address well-being of the children being served? c. Describe how your agency will ensure family engagement and ensure improved family functioning? d. How will your agency utilize technology to enhance contacts with parents and children include those residing in another jurisdiction? e. How will your agency ensure safety concerns have been mitigated?</p>	100	3	300
6	<p>Assessment a. Describe any and all strength-based assessments that will be used to identify client needs and strengths, direct service planning and evaluate progress. b. Indicate the frequency with which the assessments will be completed, reviewed and how they will be used to improve client outcomes.</p>	100	2	200

7	Family Engagement Describe specific efforts to positively and effectively engage and involve families in the proposed services and to maintain their effective engagement and involvement throughout service delivery.	100	2	200
8	Social Networks and Informal Supports 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.	100	2	200
9	Referral Describe how families will be identified and enrolled 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.	100	1	100
10	Accessing and Availability of Services a. Describe where services will be provided. b. Describe the days and hours that services will be provided. c. How will after hours emergencies be handled by the agency? d. How will caregivers and families reach case managers if there is an after-hour emergency?	100	1	100
11	Service Coordination and Information Sharing a. Describe planned efforts to ensure that proposed services are integrated with other services being provided to the child and family. b. 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?	100	2	200
12	Outcome Measurement Respondent's proposal shall address how the agency intends to meet each outcome measure. a. Describe how the necessary data will be gathered to measure the outcomes. Include proposed timeframes for measuring and reporting outcome progress. b. Describe and/or demonstrate how the outcome measurement information and data will be presented to NWFHN. c. 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.	100	2	200

13	<p>Discharge</p> <p>a. Describe the expected length of service and how the family's progress will be assessed and reported.</p> <p>b. Provide the criteria that will be used to determine successful program completion and how it is measured.</p> <p>c. Describe the case closure/disposition process.</p> <p>d. Explain how the referral source is notified of the case disposition so that any necessary follow up with the family can be completed.</p> <p>e. Describe the conditions for unsuccessful program discharge, and how and when it will be under taken.</p>	100	3	300
14	<p>Documentation</p> <p>a. How does your agency ensure quality documentation with required reports/assessments, and FSFN notes?</p> <p>b. Explain how the agency rectifies instances of poor-quality documentation to ensure this does not continue.</p> <p>c. How does the agency ensure thorough documentation of the assessments and decision-making strategies use in Wraparound Support Services?</p>	100	3	300
15	<p>Staffing</p> <p>a. The Provider shall maintain an adequate administrative organizational structure and support staff sufficient to discharge its contractual responsibilities under this Subcontract. Staffing levels sufficient to serve families referred and meet the terms and conditions of this contract must be maintained by the Provider.</p> <p>b. Describe efforts that will be employed to recruit and retain staff and reduce turnover, including hiring philosophy and assuring the right individuals are hired to support families.</p> <p>c. What are your plans for certification of staff in the Wraparound model, initially and ongoing as staff turnover?</p>	100	2	200
16	<p>Staff Performance</p> <p>Staff performance issues and decision making and judgement in child protection can have a detrimental effect on children and families being served.</p> <p>a. Describe your agency's philosophy toward the treatment of employees.</p> <p>b. What are some examples of performance issues which have had to be addressed in your agency, and how were they handled?</p> <p>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?</p> <p>d. What is the stance of your human resources department and policies toward addressing poor judgement or decision making with licensing staff?</p> <p>e. How will you incorporate Motivational Interviewing in practice in accordance with the Florida Prevention Plan and use of Evidenced Based Practice?</p>	100	2	200

17	Cultural competence 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.	100	1	100
Total Score		1700		3300

THE REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

APPENDIX I: QUESTION SUBMISSION FORM

(Attached)

APPENDIX II: SAMPLE STANDARD CONTRACT

(Attached)

APPENDIX III: SAMPLE SUBCONTRACT ATTACHMENTS AND EXHIBITS

(Attached)