

Alabama Department of Human Resources
**Covington County Comprehensive Family Support Services
Program (CFSSP)**



- Q1.** *Section 3.1 STAFF QUALIFICATION REQUIREMENTS (page 15)*
Is a team of two workers per family required or can a provider choose to have one worker accountable for each family?
- R1.** **As stated in the requirements, one worker will be assigned as the primary worker and have responsibility for case work and outcomes. The second worker will be known to the family so the family may be comfortable when the primary worker is unavailable (illness, leave).**
- Q2.** *Section 3.2 NUMBER OF STAFF (page 16)*
Can it be assumed that these are MINIMUM staff numbers and that a provider could employ more CFSSP family support workers for this project if needed?
- R2.** **At a minimum, CFSSP will be staffed by one (1) full-time supervisor, three (3) full-time CFSSP family support workers, and one (1) child care/clerical worker. The contract amount will be set as to the funds available for CFSSP service delivery. It is not anticipated that additional funds will be available beyond the negotiated contract costs.**
- Q3.** *Section 3.5 SERVICE DELIVERY (page 16)*
The RFP states, "The supportive service vendor will service a minimum of twenty-five (25) families or approximately 70 individuals, based on the needs as identified in the ISP process." For clarification, is the vendor is expected to serve 25 families per day and 70 families total over the 3 yr. contract period?
- R3.** **The vendor is expected to serve a minimum caseload of 25 families at any given time frame. The 25 families may include approximately 70 individuals within the 25 family caseload. A case is a family and all persons making up that family unit whether related or unrelated. There is no maximum number of cases or individuals to be served at any time but is based on the need as identified by the ISP and Covington County Department of Human Resources.**
- Q4.** The RFP states, "The CFSSP workers will accept cases (families) totaling thirty (30) hours of in-home services intervention per week." Just to clarify, is it correct that each worker is expected to spend 30 hours per week per family or is the 30 hour expectation across all families being served by that worker?
- R4.** **The expectation is that a minimum of 30 hours of in-home intervention services per week will be provided by each CFSSP worker across all families being served by each worker.**
- Q5.** Can it be assumed that the 30 hours mentioned above can also include basic living skills training, family support, collateral services and mental health training/consultation?
- R5.** **Thirty hours may include basic living skills, family support, collateral services, and mental health training/consultation and any other services as identified by the ISP.**