



Q1. General: Can an agency apply to have more than one wraparound team?

General: The scope of services and service delivery is different in the Jefferson County Wraparound RFP and the Shelby County Wraparound RFP. Are the target populations different?

R1. Yes, an agency may apply to have more than one wraparound team. The target population for Shelby County DHR is a family receiving child protective services.

Q2. p. 7 section 1.0 *Wraparound Services* are intensive in-home services to families to prevent removal or to facilitate reunification between children and their families.

Q: Is there an anticipated/estimated difference in case duration between cases to prevent removal and cases to facilitate reunification.

Q: What is the historical referral data on number of cases referred – preservation vs. reunification?

R2. There is no anticipated/estimated difference in case duration between cases to prevent removal or to facilitate reunification. Case plans are developed by the ISP team. No historical data readily available regarding preservation referrals and reunification referrals. However, the Wraparound Team will be expected to serve a minimum of 30 individuals/families.

Q3. p. 15 Section 3.3 The supervisor will not only provide supervision and support to the case manager, family support workers, clerical worker and drive but will provide in-home counseling, crisis intervention and/or other services as identified in the ISP with no restriction on the caseload size.

Q: Is the supervisor expected to deliver ongoing counseling services to the families? It would not be possible for one person to serve an unlimited caseload on a weekly basis. If the family needed weekly therapy or counseling services, could they be referred for ongoing mental health services outside of the wraparound team – either to the provider's mental health services or to another provider agency?

R3. The Wraparound Team will serve a minimum of 30 individuals or families based on the needs identified in the Individualized Service Plan (ISP) process. The supervisor will not only provide supervision and support to the case manager, family support workers, clerical worker and drive but will also provide in-home counseling, crisis intervention and/or other services as identified in the ISP with no restriction on the caseload size. The ISP team will discuss and plan for additional therapy or counseling services that may be needed outside of the Wraparound services. It is important that families have access to services that can remain in place after the Wraparound intervention.

Q4. p. 16 3.3 STAFFING AND CASELOAD RESTRICTIONS The Wraparound Team will service a minimum of thirty (30) individuals or families

Q: How many families are expected to be served annually? What is the average number of families being served currently per team?

R4. The Wraparound Team will serve a minimum of 30 individuals/families. At this time each team averages 6-8 families per team.

Q5. p. 16 Section 3.5 Service Delivery

Q: What is the referral criteria used by DHR for families in the Wraparound program?



R5. Open Child Protective Services are referred to the Wraparound program.

Q6. p. 16 Section 3.5 Service Delivery At the time of the initial referral, an Intake Assessment meeting Medicaid requirements will be completed and a family client chart developed by the Department's worker.

Q: Will the referring DHR worker provide the Comprehensive Family Assessment (**CFA**) to the wraparound provider? Does the wraparound team need to complete an additional assessment?

R6. The DHR worker will not provide the Comprehensive Assessment to the Wraparound vendor. The vendor will complete an Intake Assessment meeting Medicaid requirements.

Q7. p. 17 Section 3.5 Service Delivery "even if a child ultimately requires out-of-home placement, the services continue with the family to help them adjust to this transition and work towards reunification."

Q: If the child(ren) are removed from the home, how long is the wraparound team expected to remain on the case? Our question refers to both the length of time (duration) of the case and the goals/objectives of the case (i.e. until a new ISP is developed, referrals are made, etc).

R7. Timeframes will be developed through the ISP Team.

Q8. p. 17 Section 3.5 Service Delivery In-Home Services

Q: In Home Family Support and Parent Education is NOT listed in the scope of services for the Shelby County RFP, but it is listed in the Jefferson County RFP. Is it the expectation that In Home Family Support and Parent Education are NOT services to be delivered through the Shelby County Wraparound teams?

R8. The Wraparound Team will serve a minimum of 30 individuals or families based on the needs identified in the Individualized Service Plan (ISP) process. The supervisor will not only provide supervision and support to the case manager, family support workers, clerical worker and drive but will also provide in-home counseling, crisis intervention and/or other services as identified in the ISP with no restriction on the caseload size.

Please also see definition of Family Support on page 18 of the RFP.

Q9. p. 17-18 Section 3.5 Basic Living Skills

Q: Is there a particular curriculum that DHR would like to see used for this area?

R9. Basic Living Skills services are provided on an individual, as well as, group basis in order to leave families with the skills needed to cope and function more effectively. To assist the worker in skill teaching, a wide range of resources will be available through the vendor including reading, homework sheets, videotapes, and audio-tapes, etc. Various assessment tools may be utilized as a measurable tool to determine current skill level and needs to determine specific materials for individual families in order to facilitate learning of particular skills, which may include assistance in obtaining driver's license and/or GED classes.

Q10. p. 18 Section 3.5 Mental Health Consultation and Coordination



Q: If agreeable to the family, the referring worker and the ISP, can the wraparound provider refer the family to its own agency for needed ongoing services when applicable?

R10. The Wraparound Team will work with a variety of community agencies and resources to coordinate and arrange for services needed by family members. A major aspect of the intervention involves connecting families with appropriate community resources for on-going services.

Q11. p. 18 Section 3.5 Family Support - Direct services to the families will assist them in understanding the nature of the illness of their family members and help the child to be maintained in the community.

Q: Clarify “nature of the illness” in this statement? Should we infer that all families referred have a family member with a mental health or medical diagnosis?

R11. “Nature of the illness” refers to the issues that require rehabilitation.

Q12. p. 18 Section 3.5 Family Support On-going support groups will be provided to help parents learn to network and enhance skills for improving community living.

Q: Is the provider expected to implement and maintain support groups? If so, what are the parameters and expectations? Weekly, monthly? Is this cost included in the contract?

R12. Monthly ongoing support groups will be provided to help parents learn to network and enhance skills for improving community living. This cost is included in the fixed rate.

Q13. p. 20 Section 3.6 Q. Assistance with and the assurance that required Medicaid documentation of provided billable services is being properly maintained and in compliance with all policy and billing guideline per the Medicaid Vendor Manual, Medicaid Rehabilitative Services, 105 Rehabilitative Services – DHR, DYS, DMH, and DCA.

Q: Is the provider expected to bill for Medicaid services? If so, who collects payment – the provider or DHR?

R13. Medicaid billing is not an option for this procurement. See Amendment #1 for Shelby County Wraparound Services.

Q14. 21 LL After the family has agreed to the service intervention, the Wraparound Team agency will accompany the Department worker to the ISP/home/other site for the first introduction to the family and will participate in a discussion of the plan for the family.

Q: What is the expected timeframe (in relation to the referral and/or agreement to participate in services) for this first visit?

R14. As soon as possible, the Wraparound Team will be required to be available to the families 24 hours per day, 7 days per week, 365 days per year, and should be available to provide crisis intervention as needed.

Q15. p. 22 ZZ The Wraparound Team staff will meet weekly at Shelby County DHR with the appropriate DHR staff to review each open Wrap services case. Case reviews will be conducted each week, alternating between Foster Care cases and Family Preservation cases.



Q: Is every member of the wraparound team (including the transporter and the family support worker) expected to attend the weekly meetings?

R15. Team members that can provide pertinent information and need to be present. There may be times when it is necessary for the transporter and family support workers to be present.

Q16. 23 3.12 MEDICAID BILLING

Q: Who is the provider submitting the Medicaid billing to? And, again, who is collecting the Medicaid revenue?

R16. Medicaid billing is not an option for this procurement. See Amendment #1 for Shelby County Wraparound Services.

Q17. 39 Appendix E Budget "Program Income"

Q: If provider receives the revenue from the Medicaid services billed, do we need to estimate that revenue in this section?

R17. Medicaid billing is not an option for this procurement. See Amendment #1 for Shelby County Wraparound Services.

Q18. 37 Appendix E Budget "Daily Rate per Unit"

Q: What is the expected unit? Each family or all families (the total program)?

R18. See R20 and Section 1.0 of the RFP.

Q19. 39 Appendix E Budget "Other Allowable Costs"

Q: Is it expected that proposals include "flexible" or "concrete" funds that should be used for ISP goal directed activities with each family? If not the expectation, could that be an allowable cost anyway?

R19. This is a fixed rate procurement. Any additional projected cost will be reviewed on a case-by-case basis and must be received prior approved from the County.

Q20. 39 Appendix E Budget "Rate Information"

Q: Could you clarify the definitions of a slot and a unit for this RFP?

R20. A slot and a unit are synonymous.

Q21. Section 1.3, CONTRACT TERM, pg. 7: RFP states, "The contract term is for a period of two (2) years... Renewals of the contract...may be made at one-year intervals....not to exceed a total of three (3) years..." It was the Vendor's understanding that all DHR services contracts were moving to three-year standard contracts, with an extension option beyond the three years. Some DHR contracts already use this model. Please clarify whether this contract will move to the longer contract period.

R21. The contractual term is correct as stated in the RFP document for this procurement.

Q22. Section 3.1, STAFF QUALIFICATION REQUIREMENTS; Section 3.2 NUMBER OF STAFF; Section 3.3 STAFFING AND CASELOAD RESTRICTIONS, Pages 15 and 16: Sections 3.1 and 3.2



mention "Caseworker", but not "Case Manager". Section 3.3 refers to "Case Manager" but not "Caseworker". It is the Vendor's understanding that DHR is always case manager. Is the "Case Manager" in Section 3.3 the same as "Caseworker" in sections 3.1 and 3.2? Please clarify the staffing.

- R22. The Wraparound Team will be staffed by the following: 1 full-time Supervisor, 2 full-time Caseworkers, 1 Family Support Worker, 1 Clerical Worker and 1 Transportation Specialist**
- Q23.** Section 3.6, WRAPAROUND SERVICE REQUIREMENTS, Page 18: Second sentence in first paragraph reads, "The Wraparound Team staff will be housed in a limited number of offices at the Department." Wraparound Team staff are currently housed at the Vendor's offices. Will it be acceptable for the Wraparound Team to continue being housed in the Vendor offices?
- R23. It is acceptable for the Wraparound Team to be housed at the Vendor's office.**
- Q24.** Section 3.6, WRAPAROUND SERVICE REQUIREMENTS, Page 19: Paragraph I – States that Wraparound staff will "Attend ISP's, IEPs, Court Hearings..." Currently Vendor staff attend only the court hearings where Wraparound staff have been subpoenaed to appear. Will that be acceptable under the new contract?
- R24. The Wraparound Team will attend court as requested by DHR or per subpoena.**
- Q25.** Section 3.6, WRAPAROUND SERVICE REQUIREMENTS, Page 19: Paragraph K – states that Wraparound staff will "Provide progress summary/report to the Department worker prior to any Family Court hearing..." Is this a new summary/report beyond what the Wraparound Vendor currently provides on a regular basis?
- R25. The Wraparound Team will provide progress summary/report to the Department worker prior to any Family Court hearing, documenting progress and making recommendations based on current level of functioning.**
- Q26.** Section 3.12, MEDICAID BILLING, Page 23: The Vendor previously engaged in Medicaid billing, but at the request of DHR the Vendor ceased Medicaid billing since the last contract award. Will this contract reinstate Medicaid billing activities by the Vendor, or will DHR retain this function? Please clarify this requirement.
- R26. Medicaid billing is not an option for this procurement. See Amendment #1 for Shelby County Wraparound Services.**
- Q27.** NO SECTION: Vendor typically restricts services to an area within 30 miles of the Vendor offices in Shelby County. No such restriction is referenced in the RFP. Is that restriction still acceptable under the new contract?
- R27. There is no restriction to service area in the contract. The target population is Shelby County families receiving child protective services.**
- Q28.** NO SECTION: Given the level of need for complex services and availability of other counseling-only resources, Vendor typically does not accept referred cases for clients needing only counseling. A client and client family must need a minimum of two team services to be accepted into the Vendor Wraparound program. Is this restriction still acceptable under the new contract?
- R28. This procurement is for families in need of Wraparound services as determined by DHR and the ISP Team.**