

# Questions and Responses

## Therapeutic Foster Care-Therapeutic Foster Care- Enhanced



### Q1.TFC/TFC-E utilization rate (page 17):

- a. What does the TFC home utilization 45% occupancy rate to be considered for TFC-E mean? Does this mean 45% of the year (calendar days)?
- b. How will this utilization be counted? Is it based on the previous year?
- c. Will there be a new report to capture occupancy, how will this be tracked?
- d. How will current TFC -E homes be categorized from the beginning of the contract going forward?
- e. Will this affect current placements?
- f. How will “respite only” families affect our utilization rate?
- g. How will families be counted that can provide care to TFC or TFC-E children and youth?
- h. If a foster resource has a specialized skill and has expressed interest in providing care for a specific child that is TFC-E, will there be an exception? For example, a nurse or counselor that has worked with the child?
- i. How will inappropriate referrals be tracked regarding utilization rates? For example, referrals that indicate multiple levels of care? This is often the case where we receive referrals for “moderate” with an indication that “moderate and TFC are the same level of care”. There are two different standards and contracts for TFC and moderate, but many times the county considers them the same level.

- R1. a. 45% utilization occupancy rate does not mean calendar days, 45% TFC home utilization occupancy rate means that the available TFC Homes must be occupied at 45% based on the number of TFC homes you have during the year to be considered for TFC-Enhanced (Ex. 45 out of 100 homes)
- b. Utilization will be measured month to month at start of new contract, but not based on previous year.
  - c. Occupancy will be based and tracked by monthly reports sent in to SDHR and vendors should have mechanisms in place to track internally.
  - d. Do not understand the question, but TFC-E homes that are currently TFC-E homes will remain the same at beginning of the contract, however vendors should monitor the appropriateness.
  - e. Possibly, each placement should be assessed for appropriateness, but going forward TFC homes must be occupied at 45% to be considered for TFC-E.
  - f. The only categories are TFC or TFC-E.
  - g. Don't understand your question, but placements will be TFC or TFC-E based on current placement.

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**h. Resources must meet minimum standards and provide the appropriate level of care for the particular child and any exception is considered on an individual basis.**

**i. Moderate/TFC is same levels of care.**

**Q2. The changes to Medicaid Chapter 105 (restorative services) in 2019 are still a concern for Medicaid rehab services billing. This RFP does not appear to address the changes made in Chapter 105 since 2017. Since there is no actual payment from DHR for TFC placements, are there any plans to assist providers with further clarification of billable services, especially in situations where children have not ever demonstrated the behaviors/skills they need for success?**

**R2. The Office of Financial Resource Management in the Children and Family Services Division offers training to TFC providers that include specific training to clinical staff as well as foster parents related to restorative services.**

**Q3. Should we assume the fully operational date on page 7 is a typo? It reads October 1, 2025. Should this read 2022?**

**R3. Yes, please see Amendment 2 on department's website.**

**Q4. Pg. 16, 3.0 paragraph 3 states Children served in a TFC-E home must meet the same criteria with the children specified in the TFC home..." The sentence goes on to reference youth with chronic medical conditions. Those youth may not have a DSM-V Axis 1 diagnosis. Would this prevent youth with chronic medical conditions from being classified at TFC-E?**

**R4. No.**

**Q5. Can the number of pages be extended to ensure adequate length of response or may we provide only the 1<sup>st</sup> page of the Everify MOU or only specific pages from the 2020 audited financial statement to ensure we do not exceed the page limit? Pg 24, Section 4.2 states "Proposals must not exceed one hundred (100) pages, including attachments". The attachments alone may take up to 89 pages. This proposal also asks for additional information in the response, specifically related to Outcome measure tracking and Quality assurance.**

**The attachments make up the following number of pages:**

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Required attachment	Number of pages
Cover sheet	1 page
Table of Contents	1-2 pages
Legal status letter/Taxpayer identification	1 page
Job Descriptions or Resumes (4.2.5.1.4)	6-12 pages
Licenses and Credential verifications	4-5 pages
2020 audited financial statement (4.2.5.2)	26 pages
2019 letter from the auditor	2 pages
2018 letter from the auditor	2 page
Disclosure statement	2 pages
Trade Secret Affidavit	1 page
Certificate of Compliance	1 page
E-verify MOU	23 pages
Immigration Status form	1 page
Cost proposal	1 page
Separate budgets for Year 1, Year 2, Year 3	9 pages
Total number of pages of required attachments	81-89 pages

**R5. Please review amendment 2 on the department’s website.**

**Q6. Can some additional language be added to Core Services to insure that county DHR workers understand the responsibility of the Department in emergency medical and psychiatric treatment? In most cases, the provider agency is left handling the entire situation with delayed or minimal follow up by the county worker. This includes hospital admissions where DHR needs to have a person present to have the child admitted.**

**Page 22 Section 3.7 RESPONSIBILITIES OF THE DEPARTMENT OF HUMAN RESOURCES**

**4) Emergency treatment – providers will initiate emergency attention and treatment for a child requiring immediate medical attention, but the county is responsible for seeing the child as soon as possible and determining that appropriate care is being received. The county is responsible for follow up and discharge planning.**

**R6. This can be addressed further in contract award as well as discussed and addressed in ISP meetings with County.**

**Q7. Page 25, Contract Performance, third paragraph states, “No points will be assigned to proposals submitted by new or current vendors who have performed their contractual obligations satisfactorily. However, current vendors who have performed unsatisfactorily may experience point deductions up to a maximum of 10**

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points”. How will current vendors’ performance be assessed? What factors are considered to determine that a vendor has performed satisfactorily or unsatisfactorily?

- R7. Vendors performance will be assessed based on utilization rate and willingness/ability to partner with SDHR for placement and services. However, SDHR will consider factors presented that may be out of a vendors control.**
- Q8. What type of additional information are you looking for besides Appendix F regarding Vendor’s cost? How do you want that additional information to be presented? i.e. spreadsheet, word document, pdf, etc. (Referencing page 10, section 1.8.3)**
- R8. There is no additional information required besides, Appendix F.**
- Q9. Section: Appendix B through F. Pages 36 through 40. Will DHR provide a copy of the required appendix forms as Word documents? There was a provided link in the 2017 TFC RFP.**
- R9. Yes, please review department’s website under the title of this RFP.**
- Q10. Section 6: RFP sections in the Evaluation Criteria (p. 30 RFP) do not match RFP Section 4.2.5.3.3 through 4.2.5.3.7 (p. 26 RFP). The Evaluation Criteria lists three additional sections with point values (Referral, Admission, and Exclusion Policy; Number of Slots Proposed, and Reject/Discharge Policy); however, they are not listed in the Technical Proposal Outline on page 26 of the RFP. This also means that RFP Section numbers do not match for Assessment of Benefits and Impact and Office Location in the Evaluation Criteria and Technical Proposal Outline.**
- a. Which RFP Section numbers should we use in our proposal outline?**
  - b. Are RFP Sections 4.2.5.3.3 to 4.2.5.3.7 that are no longer in the Technical Proposal Outline not required, or should responses to these items be included elsewhere in our proposal response? If so, where?**
  - c. In prior proposals, RFP Section 4.2.5.3.3 (evaluation criteria on Admission missing in the Technical Proposal Outline) required attachment of the vendor's policies. Are copies of the policies governing these sections required in response to this proposal? If so, are these included in the page total for the response? Please note these could add up to a significant number of pages.**
- R10. Please review Amendment 2 on the department’s website.**

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**Q11. Section 4.2, page 24.**

The PDF copy I have of the previous RFP proposal submitted has 95 pages written in as the total number of pages on the cover sheet. The e-verify MOU attached at the end of the PDF didn't count towards the page limits. The current RFP on page 24 (4.2) makes it sound as though it would be part of the page count. Will the MOU count towards the page total? Please note it is 11 pages long.

**R11. Please review, R10 and all pages of the E-verify MOU are required.**

**Q12. Page 16, Section 3: Scope of Project, 3.0 Programmatic Information – Is DHR looking for Emergency placements or planned TFC/TFC-E placement that happen after-hours?**

**R12. Planned TFC/TFC-E placements, however emergencies can occur after hours and assistance may be needed.**

**Q13. Page 17, Section 3: Scope of Project, 3.0 Programmatic Information - How do we calculate occupancy rate (is it number of days in year OR total slots?).**

**R13. Total slots.**

**Q14. Page 17, Section 3: Scope of Project, 3.2.1. Services to Foster Children from TFC Agency, b. - Will an afterhours placement be considered a crisis placement, pre-placement, or permanency placement? If it is a crisis placement, what rate of payment will the provider receive?**

**R14. It will be determined based on the needs of the child and handled individually.**

**Q15. Page 17, Section 3: Scope of Project, 3.2.1. Services to Foster Children from TFC Agency, b. - Are pre-placements going away for after hour placements? Typically, when a placement occurs afterhours, it is considered a "placement" not a "pre-placement."**

**R15. No.**

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**Q16. Page 19, Section 3: Scope of Project, 3.2.1. Services to Foster Children from TFC Agency, u. - How many after-hour placements are anticipated on a monthly basis?**

**R16. This information is unavailable.**

**Q17. Page 19, Section 3: Scope of Project, 3.2.2. Services to Birth Families or Relatives of Children in TFC/TFC-E Enhanced Placements. a. – Could DHR’s existing assessments of parental functioning be shared with placement provider?**

**R17. Unsure of what assessments that is being referenced, ISP team will agree of appropriateness.**

**Q18. Page 19, Section 3: Scope of Project, 3.2.2. Services to Birth Families or Relatives of Children in TFC/TFC-E Enhanced Placements. a. – Would DHR like placement providers to conduct an assessment of parental functioning?**

**R18. Unknown, ISP team will need to be consulted.**

**Q19. Page 19, Section 3: Scope of Project, 3.2.2. Services to Birth Families or Relatives of Children in TFC/TFC-E Enhanced Placements, c. - For the Visitation Coach, some of the Visitation Coaches time is spent observing the child and parent together and other time is spent just providing coaching to the parent, without the child present. Could the coaching with the parent be done virtually or is it DHR’s expectation that the services is provided in person?**

**R19. In person.**

**Q20. Page 25, 4.2.5.1.3, Contract Performance - Will DHR notify contractors who are performing unsatisfactorily?**

**R20. Yes.**

**Q21. Page 29, Section 5. Cost Proposal, 5.0 Cost Proposal - In addition to Appendix F, do we need to submit annual budgets for each fiscal year also? If yes, does DHR have a particular template/format you would like us to complete that in?**

**R21. Yes, submit annual budgets for each fiscal year and DHR does not have a particular template.**