

MARATHON COUNTY DEPARTMENT OF SOCIAL SERVICES

REQUEST FOR PROPOSALS

SUPERVISED AND IN-HOME FAMILY VISITATION SERVICES

I. PURPOSE

The Marathon County Department of Social Services (Purchaser) is requesting proposals to provide services to Marathon County residents. The primary purpose of this service is to provide a safe environment for family interactions to occur between parent(s) and their child(ren) in out of home care. Supervised visitation is to provide a safe and neutral environment for children to have a relationship with parents, and is often used in high conflict situations. Courts may take the position that it is better to make an error that protects the child as opposed to leaving a child at risk. As a result of this service, parents are expected to increase parenting capabilities, family communication skills and family activity levels based on children's ages and interests. Services may be in an office setting, in a community setting, or in a biological or foster family's home. Services must be available on weekdays to include evening hours, as well as weekends (Saturday and Sunday). Having this flexibility is the key to helping meet the needs and time demands of the children and families that are being served. Recipients of these services may be from families with issues related to:

- Child Abuse or neglect and/or delinquency
- Emotional disturbance
- Developmental disability and/or mental health/AODA

Descriptions of services requested are found in the general definition section.

The Purchaser further intends to offer a contract for the period beginning on or about January 1, 2020. Upon mutual agreement of the parties, this contract may be extended annually through December 31, 2021.

The respondent must be able to provide all of the services.

Total anticipated service units for 2020 is **3,250 hours**.

The respondent is required, as part of the proposal, to submit a statement of unit cost for each year and for each service. A unit is an hour of direct service staff time spent on program activities that is inclusive of all other non-direct service activities such as overhead, training, staff meetings, and staffing the case. The proposal should also indicate how units will be calculated if the full unit is not used. A separate budget sheet is required for each service and for **each of the two years** covered by the proposal. *Travel time should only be billed when it is occupied time.*

II. PROGRAM GOALS AND REQUIREMENTS

A. Program Eligibility and Authorization

Eligibility criteria determination and authorization of this service will be at the sole discretion of the Purchaser.

B. General Definition

1. Supervised and In-Home Visitation Services

Purpose: The primary purpose of this service is to provide a safe environment for family interactions to occur between parent(s) and their child(ren) in out of home care. As a result of this service, parent(s) are expected to increase parenting capabilities, family communication skills and family activity levels based on children's ages and interests.

Description: Supervised Visitation services may be in an office setting, in a community setting, or in a biological or foster family's home depending on the progress of the parents in ensuring child safety. The short term objective of the intervention and the provision of service is to prevent any further abuse or neglect of children and to provide a safe and nurturing environment for family interactions to occur. The more general or long-term goal is to assist parents in increasing their protective capacities, their understanding of child development as it relates to their child(ren)'s needs, and their ability to proactively respond to all of their child(ren)'s needs as it relates to safety, discipline, parenting and nurturing and overall child well-being.

There will be a variety of target populations including, but not limited to, families with children involved in child welfare system who may have been subjects of abuse or neglect, families where children, and sometimes the parents, are developmentally disabled or severely emotionally disturbed, and families where alcohol and drug abuse on the part of children or parents has been identified as a concern. In general, families will be referred to the program when children have been removed from the parental home and there are continued concerns for their safety.

Supervised visitation is required in a facility environment when the safety of the children cannot be insured in either a community or in-home setting. There will also be some instances where family interactions are transitioned into a more natural setting such as a community location or the parent(s)' home when parents have made observable improvements in their parental protective capacities. Monitored visits are requested when parents are just beginning unsupervised contact with their children, as a safety check-in.

The Provider must include a description of tools used to complete required reports including:

- a.) Weekly tool monitoring referrals, scheduled visitations and visitation capacity
- b.) Quarterly and annual reports including number of families served (including names), new cases served, starting and ending states of services.

Family interaction visits must be scheduled to take place in accordance with the Wisconsin Child Welfare Ongoing Standards:

<https://dcf.wisconsin.gov/files/cwportal/policy/pdf/ongoing-services-standards.pdf> .

Per Ongoing Standards, face to face family interaction must occur within five (5) days of children being removed from the parental home. Offsite visit locations will require a confirmation that the environment is reasonably safe for the age and development of the child and family. Include the toll the Provider will use to assess and made this determination.

2. Service Duration

The service duration will vary according to a family's needs. Supervised visitation is intended to be a temporary remedy with most parents moving toward less restrictive or unsupervised visits with their child whenever possible. This service could be short or long term given the degree of issues present for the parent or family to resolve, continued safety concerns between the parent and the child, or other case issues. Child safety is paramount during family interaction visits and must be assessed and monitored according to the Child Protection Services Safety Intervention Standards: <https://dcf.wisconsin.gov/files/cwportal/policy/pdf/safety-intervention-standards.pdf>.

3. Referral Criteria

- a) As a result of abuse and/or neglect, or delinquency, the children have been removed from the parental home and placed in substitute care.
- b) Designated supervisory approval is needed.
- c) Family has serious skill deficits in one or more of the following areas: child protective capacities, child development, communication, emotional response, and age appropriate disciplinary techniques.

4. Expected Outcomes

- a) Children will be safe from threats of abuse or neglect during family interactions
- b) Parents will appropriately respond to the needs of their children during family interaction time.
- c) Parents will demonstrate an interest and ability to engage their children in emotionally and developmentally appropriate communication and play.
- d) Parents will demonstrate an ability to be protective of their children during visits, so that monitored or unsupervised visitation may be the result of progression of the case plan.
- e) Supervised visitation workers are able to effectively intervene when appropriate to redirect a parent or protect a child during a family interaction.
- f) Documentation related to family interaction clearly communicates a parent(s) increase in protective capabilities or their lack of progress on improving parenting abilities.
- g) Through planned, structured, parent-child activities, parents are taught strategies/techniques that they can take home with them.
- h) Visits are attended by at least one parent, or a caregiver seeking reunification.

5. Outputs

- a) The Provider will provide weekly, supervised visits of at least one hour in length.
- b) The Provider will make contact with the parent(s)/caregiver(s) for children within two working days of receipt of a referral.
- c) The Provider will provide a weekly tool to monitor referrals, visitations scheduled and visitation capacity.
- d) The Provider will call the purchaser immediately if safety concerns arise during visitation.
- e) The Provider will submit case notes the next business day if safety concerns arose during visit or weekly if no noted safety concerns arose.
- f) The Provider will provide the number of direct service hours, loaded miles and unloaded miles report by client monthly.

III. DETAILED PROGRAM NARRATIVE

In this section of the proposal, Respondents are to give detailed information about their proposal. The proposal must be consistent with the requirements enumerated in the RFP. Precise language, as opposed to jargon, should be used. **Please respond to each capital lettered item in order.**

A. Qualifications

1. Describe your agency's qualifications as they relate to delivering onsite supervised visitation, offsite supervised visitation and child safety monitoring.
2. Describe your agency's experience in providing supervised visitation or comparable services.
3. Provide any data available demonstrating your ability to achieve the Purchaser's desired outcomes.
4. Describe your agency qualifications as they relate to family struggles with AODA issues, domestic violence, lack of transportation and mental health needs.
5. Describe how your agency will help build parent(s)/caregiver(s) protective capacity as well as how your agency will provide coaching and immediate feedback as it relates to the parent(s)/caregiver(s) parenting style, techniques or safety planning.

B. Staffing

1. Describe your staffing pattern including the number of Full Time Equivalent positions necessary to provide each service. It is required that Respondents provide an organizational chart(s) that indicates positions proposed to implement this project and copies of position descriptions.
2. Include a functional description of the responsibilities of all relevant positions that are involved in this project.
3. Describe the qualifications of all personnel who are to be assigned or are proposed for this project. Information about education, training, experience and certifications must be included.
4. Describe how you intend to meet the needs of a culturally diverse population.
5. Indicate the amount of startup time necessary to fully implement each of the services.

C. Program Components

1. In narrative form, describe the tasks, activities and procedures in a logical progression that will be used to provide the services and their components.
2. The methods identified should:
 - a) Be clearly stated, and should be accompanied by an explanation of the rationale underlying your choice of them. Explain how the activities are to be carried out, where, and by whom.
 - b) Be consistent with objectives, staffing pattern and budget. Applications should not propose to do more than available resources will allow.
 - c) Describe in chronological sequence your implementation design, process, projects tasks and time lines necessary for the accomplishment of objectives, including documentation of visits.
 - d) Include how referrals are processed and what records are kept relative to referrals. Identify what information will be collected, how it is to be collected and how it will be used. Be sure to coordinate this information with your evaluation.

D. Budget

1. Complete the required budget forms, available for download in excel format at the Marathon County website, Work, Bids/RFP at www.co.marathon.wi.us for the service components listed for each calendar year 2020 - 2021. Include printouts of all tabs with the submitted proposal for each respective year.
2. Complete the required budget forms to calculate a separate unit rate for professional and for para-professional services if necessary.
3. All direct and indirect activities must be calculated into one unit rate that is inclusive of all of the costs based on case management activities (direct face to face, collateral contacts, transportation and report writing / paperwork) with the client. Note that this will be part of the unit rate and the proposer will not be allowed to bill separately for non-case management activities such as clerical support, overhead, training, staff meetings and staff supervision.
4. Estimated need of services for 2020 is 3,250 hours annually.

Purchaser may use the unit rate from the selected proposal to determine the quantity of units of service it will purchase in each of the contracted years.

E. Evaluation

Propose a method by which the expected outcomes and outputs (See above II.B.4-5) of services will be evaluated. Include all significant outcomes. At a minimum, address the following areas:

1. Target population and actual recipients of service (including referral, and coordination strategies). Include whom you were unable to serve due to the project limitations (monies, definitions, etc.).
2. Were the project activities and tasks implemented as planned? Minimally include percentages of referrals responded to timely and numbers of home visits completed as requested.
3. Were the services successful or not? Include reflection on program. Recipients of service must have the opportunities to provide a subjective evaluation of the project as they experience it.
4. Describe in what fashion this will be provided with the purchaser and the frequency that this information will be shared.

F. Coordination

Provide a full statement of how you will coordinate the project within the Purchaser's system and with any other community resources that are providing related supportive or complimentary services.

G. Assurances and Attachments

Respondents are also required to answer the numbered items that follow:

1. If you have not contracted with the Purchaser within the past three years, provide documentation of your ability to successfully contract with a public agency.
2. Indicate a willingness to accept the conditions of a Marathon County Purchase of Services contract available at www.co.marathon.wi.us
3. Include a budget establishing the basis for a required rate for each of the two (2) contract periods (1/1/20-12/31/20 and 1/1/21-12/31/21)

IV. ISSUING AGENCY

This Request for Proposal (RFP) is issued for the County of Marathon by the Purchaser. The Purchaser is the sole point of contact for this RFP.

V. MARATHON COUNTY PROCUREMENT POLICY; WISCONSIN STATUTES, CHAPTER 46; WISCONSIN ADMINISTRATIVE CODE

All aspects of this Request for Proposal will be in accordance with the Marathon County Procurement Policy, Sections 3.01 through 3.16 of the General Code of the County of Marathon. A copy of the Procurement Policy is available at the office of the Marathon County Clerk, Marathon County Courthouse, at 500 Forest Street, Wausau, Wisconsin 54403. This Procurement will also be in accordance with Wisconsin Statutes, Chapter 46, and the provisions of the Wisconsin Administrative Code referenced herein.

VI. INCURRING COSTS

The Purchaser is not liable for any costs incurred by any Respondent in replying to this RFP.

VII. CANCELLATION

The Purchaser reserves the right to cancel this solicitation; any or all proposals may be accepted, modified or rejected in whole or in part, and Marathon County further reserves the right to accept the proposal most advantageous to the Purchaser.

VIII. RESPONSES TO THE RFP SPECIFICATIONS

Proposals submitted in reply to the RFP shall respond to the specifications stated herein. Failure to respond to the specifications may be a basis for a Respondent being eliminated from consideration during the selection process.

The Purchaser reserves the right to reject any or all proposals and any part of a given proposal.

IX. PROPOSALS CONTENT/CONTRACTUAL OBLIGATIONS

All aspects of the proposal from a successful Respondent will become a contractual obligation. A sample contract is available at www.co.marathon.wi.us. The Purchaser reserves the right to negotiate the award amount and budget items with the selected Respondent prior to entering into a contract.

The contract may be modified only by written amendment duly executed by all parties. Justifiable modifications may be made in the course of the contract only through prior consultations with and written approval from the Purchaser. Failure of the successful Respondent to accept these obligations in the contractual agreement may result in cancellation of the contract.

X. REPORT & CORRESPONDENCE DISSEMINATION

A. The Respondent shall, at the option of the Purchaser, appear before Administrators of the Purchaser to clarify findings and to answer any questions at any time during the contract or after the contract is completed. The Respondent must be willing to appear before any county governmental committee, if so requested.

- B. Reports of both programmatic and fiscal activities will be required for documenting the satisfactory meeting of service outcomes in accordance with the work plan.
- C. Reports must contain information in a format to be prescribed by the Purchaser. The Respondent should submit a recommended report format describing the specific data content. The actual reporting forms will be negotiated prior to contracting and modified during the life of the contract by mutual consent.
- D. Individual case monthly status and quarterly reports must contain documentation on the achievement of the child and project's specific objectives and outcomes (i.e., what has been done, how successful has it been). The Respondent may be expected to participate in an independent outside evaluation of their program.

XI. NON-DISCRIMINATION LANGUAGE

All reports and correspondence written under the auspices of the Respondent shall not imply language that could be construed as discriminatory based on age, race, color, creed, religion, handicap, sex, sexual preference or national origin.

XII. FUNDING FOR CALENDAR YEARS 2020 - 2021

Continuation of funding for the program for calendar years 2020 - 2021 shall be based upon the Respondents successful or non-successful achievement of the program objectives outlined in the proposal and the availability of federal, state, and local funding.

XIII. PROPOSAL PROCESS

A. Number of Copies

The Respondent must submit five (5) copies of the sealed proposal in the envelope provided to:

Marathon County Department of Social Services
Attn: Supervised Visitation
400 E. Thomas Street
Wausau, Wisconsin 54403

B. Closing Date

The closing date for the receipt of all proposals is **Friday, August 9, 2019**

C. Proposals

Proposals may be mailed or hand delivered. Proposals received after **4:00 PM on Friday, August 9, 2019** will not be accepted and will be returned to the Respondent. Actual receipt is required. Deposit in the mail is not sufficient. There will be no exceptions allowed.

Proposals will be opened and recorded in a register on **Friday, August 9, 2019** after 4:00 PM. The opening, recording, evaluation and award procedures will be carried out in accordance with Section 3.05(2) (d-f) of the Procurement Code.

D. Clarifications and /or Revisions to the Specifications and Requirements

Any questions concerning this RFP must be submitted to: Robin Moravec, Accounting Specialist at DSSFinancialServices@co.marathon.wi.us

Written questions must be submitted prior to 4 p.m. on Monday, July 15, 2019.

Responses to questions received from Respondents will be posted to the Marathon County website, Work, Bids/RFP at www.co.marathon.wi.us on Friday, July 19, 2019.

E. Timeline of RFP Process

RFP Packet Issue Date: Monday, July 8, 2019

Receive Questions from Respondents until: Monday, July 15, 2019

Purchaser responses to Questions: Friday, July 19, 2019

Deadline for Proposal Submission: Friday, August 9, 2019

Anticipated Award Date: September 30, 2019

XIV. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn prior to opening by written notice. The Respondent or his/her authorized representative may withdraw proposals in person, providing that his/her identity is made known and he/she signs the receipt for the proposal.

XV. SUPPLEMENTAL & CLARIFYING INFORMATION

Unless requested by the Purchaser, no additional information will be accepted from the Respondents after the deadline for submission of the proposal.

XVI. REVIEW CRITERIA

Proposals received will be reviewed on a competitive basis by the Purchaser’s staff and ranked accordingly.

All proposals will be reviewed and rated using the following “RFP Evaluation Format and Rating Scale” with the maximum points identified in each category as below:

- Respondent’s ability to meet all of the needs indicated in the RFP (50)
- Budget (20)
- Program Evaluation (20)
- Quality and Content of proposal (10)

XVII. AWARD PROCEDURE

The Purchaser’s Director acts on staff recommendations and is the final approval authority for awarding contracts.

The Purchaser reserves the right to reject any or all proposals, any part of a given proposal and to negotiate the award amount, authorized budget line items and specific programmatic goals with the selected Respondents prior to entering into a contract.

XVIII. PROPRIETARY RIGHTS

The Request for Proposals and all responses thereto shall become public record after the award of the contract.

XIX. NOTIFICATION OF APPROVAL OR NON-APPROVAL

Each Respondent whose proposal is reviewed by the Purchaser shall receive written notice of the determination of the funding or non-funding of the proposed project

Each Respondent whose proposal was not funded shall be given the opportunity to discuss with the staff of the Purchaser the reason for non-funding or may write the Purchaser requesting the reasons for their decision.

XX. APPEAL PROCESS

All appeals must be made in writing pursuant to Section 3.12 (1) of the Procurement Code, and all appeals must fully identify any contested issues. Subjective interpretations by the Purchaser are not subject to protest or appeal.

Written notice of appeal must be postmarked or received by the Purchaser Director within five (5) business days after the notice of awards.