Community Based Care: Hardee, Highlands & Polk Counties

ITN# FY24/25-002:
- **Case Management Services: In-Home Non-Judicial**
- **Case Management Services: Judicial**

Questions and Answers

Neighbor To Family, Inc.

1. On page 10, please clarify the request for a resume: Is this a resume for the agency applicant or the agency CEO?

   This would be for agency leadership staff and anyone who would be directly providing oversight (if known) of the program/service you are responding to.

2. Pg. 10, Please clarify: are copies of external monitoring referring to financial audits and past COA audits that may be outside of 2 years? Please clarify as to what type of audit is being requested.

   This refers to any programmatic or administrative monitoring the agency has had regarding the proposed service or similar service. This would include monitoring from funders, accrediting bodies, financial audits, and similar oversight agencies.

3. What is the Heartland for Children Network Provider Orientation, and where can that be found?

   The Heartland for Children Network Provider Orientation presents the core principles that comprise HFC's System of Care and defines what clients, families and agencies should expect from HFC in regards to high quality service. The link is provided in the Network Provider Application Packet:

   Verification of completion of Heartland for Children's Network Provider Orientation located at: https://heartlandforchildren.org/uploads/files/Network%20Provider%20Orientation%20Powerpoint%20(2016)%20-%20Final.pdf (this will also be required of all direct service staff if your application is approved)

   At the conclusion of the orientation please click on "Complete Registration" located on the last page of the presentation. This will take you to the verification form which will notify Heartland for Children that you have completed the orientation.

4. Is there a page limit or max for the final submission?

   There is no page limit for the final submission.

5. Page 12, It is unclear where to find the fatal criteria documents. Is that just page 22 and the following attachments?

   Fatal Criteria is listed directly under "Fatal Criteria":

   Fatal Criteria
   If any of these criteria are not met, the response cannot receive further consideration.

   - The proposal must be received by the time and date specified in this ITN.
   - The proposal must include a line-item budget with narrative justification.
   - The proposal must include the following required Statements and Assurances:
     o Certification of Binding Reply and Acceptance of Terms of ITN and Contract Document
     o Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
     o Certification Regarding Lobbying
     o Certification Regarding Drug Free Workplace
     o Nondiscrimination & Equal Opportunity Assurances
     o Certification Regarding Public Entity Crimes
     o Trafficking Victims Protection Act of 2000
     o Conflict of Interest Statement

6. Is HFC open to financially supporting EBP training/ assessments/ and curriculum for services within the contract awards.

   A response proposing an EBP as part of the service should include the proposed EBP and costs along with them being built into the proposed budget. If alternatives for covering these costs become available, HFC would share those opportunities with the selected providers.

Children's Home Network

In-Home Non-Judicial Case Management

1. The ITN indicates approximately 210 youth received In-Home Non-Judicial Case Management Services in FY23/24. What was the average, maximum, and minimum daily number of youth receiving In-Home Non-Judicial Case Management Services?

   HFC will pull historical data and provide the information on the HFC website by November 1, 2024.

2. Are In-Home Non-Judicial Case Management Services currently being provided as an integrated component of Family Support and Safety Management Services models?

   They are not integrated but work in partnership.

3. Does HFC maintain open Non-Judicial Case Management Services without open Family Support or Safety Management Services in any circumstances?

   Yes, most cases open to IHNJ do not have open Family Support or Safety Management Services.

4. If so, under what circumstances do In-Home Non-Judicial Case Management Services remain open without Family Support or Safety Management Services?

    IHNJ are unsafe case management services. They will remain open as long as an active safety plan is in place.

    Safety management services are formal and/or informal services that can support the monitoring and implementation activities of the safety plan. See document titled "Types of Safety Management Services" at the end of the Questions and Answers.

    Safety management services can end at the assessment determination that the child is safe, no additional safety plan is required and case is ready for closure. Family Support Services are designed to serve safe children and would not be used in conjunction with IHNJ case management services.

Children's Home Society of Florida

Case Management Services

1. Question 9: Please define which access procedures you would like described. For example: would you like a description of FSFN access procedures?

    This would be procedures to ensure timely initiation and termination of confidential systems access.

2. Question 10 Would you like a Regional Budget or Statewide Budget and Narrative?

    Both. There should be a statewide and regional budget as well as a proposed program budget to allow adequate assessment of resource allocations.

3. In Part B would you also like copies of resumes for individual staff members and if so, which positions do you require resume submission for?

    The resumes being requested would be for agency executive leadership and local leadership, if known, positions.

4. Are electronic signatures allowed for forms?

    Yes.

Types of Safety Management Services

Supervision and Monitoring:

- ➢ The most common safety service intervention
- ➢ Address caregiver behavior, children's conditions, in-home setting and implementation of the safety plan
- ➢ Oversee and manage safety

Stress Reduction:

- ➢ Consider with the caregiver things that can reduce their stress (this service is not the same as treatment or counseling)
- ➢ Observe how the caregiver manages or mismanages stress
- ➢ If coping is a profound dynamic in the caregiver's functioning, then planned change is indicated through a case plan, not a safety plan

Behavior Modification:

- ➢ Monitor and seek to influence behavior that is associated with present or impending danger and is the focus of the safety plan
- ➢ Limit and regulate caregiver behavior as it relates to what is required in the in-home safety plan
- ➢ Influence caregiver behavior to accept and participate in the in-home safety plan
- ➢ Assure effective implementation of the in-home safety plan

Friendly Visiting:

- ➢ Purposefully reducing isolation and connecting caregivers to social support
- ➢ Includes other professional and non-professional safety management service providers, resources or support network
- ➢ Direct and coach others in terms of purpose, how to proceed, setting expectations and seeking caregivers' accountability

Basic Parenting Assistance:

- ➢ Basic parenting assistance; a means to social connection
- ➢ Socially isolated caregivers do not have people to help them with basic caregiver responsibilities
- ➢ Includes essential parenting knowledge and skills the caregiver is missing or failing to perform
- ➢ Typically related to children with special needs (infant/disabled child) and caregivers are usually incapacitated or unmotivated
- ➢ Involves bringing someone into the in-home safety plan who becomes a significant social connection to help the caregiver with the challenges of basic parenting behavior, which is fundamental to the children remaining in the home.

Supervision and Monitoring as Social Connection:

- ➢ In-home safety plans require social connection and behavior management, specifically supervision and monitoring
- ➢ Occurs through conversations occurring during routine safety management service visits (as well as information from other sources)
- ➢ Conversations also provide social connection for the caregiver
- ➢ Promote achievement of different safety categories and safety management services when the opportunity is available.

Social Networking:

➢ Child Welfare professional considered a facilitator or arranger
➢ Organize, create and develop a social network for the caregiver (consisting of friends, family or new people introduced into their life)
➢ Encompass various forms of focused and purposeful social contact which is formal and informal via individuals and groups

Resource Support:

➢ Resource acquisition related specifically to a lack of something that affects child safety
➢ Transportation services particularly in reference to an issue associated with a safety threat
➢ Financial/Income/Employment assistance aimed at increasing monetary resources
➢ Housing assistance that seeks a home that replaces one
➢ General health care as an assistance or resource support
➢ Food and clothing as an assistance or safety management service
➢ Home furnishings as an assistance or safety management service

Separation:

➢ Planned absence of caregivers from the home
➢ Respite care
➢ Day care that occurs periodically or daily for short periods or all day
➢ After school care
➢ Planned activities for the children that take them out of the home for designated periods
➢ Family made arrangements to care for the child out of the home; short-term, weekends, several days, or a few weeks