

RFP #CPC-FY-25-NJS (NON-JUDICIAL SERVICES)

No.	Question	Response
1	What is the estimated number of children/families that need to be served under this contract?	Approximately 300 children per year are served under this contract.
2	Is there a recommended budget amount for the RFP?	Submit budget based on what is needed to serve identified population.
3	Is there a recommended staffing structure for the RFP?	Three units with four case managers in each plus administrative structure for oversight and supervision.
4	Will there be a required 24-hour, 7 day a week staff who are on call to respond to family emergencies in addition to accepting referrals?	On-call will be required for emergencies only for children and families open to Non-Judicial Case Management under this contract.
5	What does optimum staffing look like? [How many staff would be required? And what is the level education required]?	See #3. Bachelor's degree required for Non-Judicial Case Managers.
6	Would the clients' DCF case remain open during non-judicial services?	DCF Investigation closes following Case Transfer Staffing to Non-Judicial Case Management.
7	What involvement, if any, would DCF CPIs or case managers have with non-judicial services staff?	DCF CPI would be available for joint response for non-compliance with Non-Judicial Case Management Services.
8	Would services be considered voluntary?	No
9	Would there be required support services that a client in non-judicial would have to participate in? (i.e., counseling, parenting)	Services would be provided based on the Case Plan as outlined in 39.6012 F.S. and DCF CFOP 170-9.
10	Would the meetings with clients be required to take place in the home? What is the frequency of meetings required, if any? How many meetings would be required? Is there a limit or maximum amount of time that a client can be in non-judicial services?	The frequency of home visits would be based on the family's Safety Plan and applicable laws to include Florida Administrative Code 65C-30, General Child Welfare Provisions.
11	Would staff be required to administer drug tests for any clients having substance misuse as a verified finding?	Yes
12	What would the performance indicators be for the contract?	Performance Measures include: Home Visits, Abuse During Services, Abuse Following Termination of Services, Client Satisfaction, Timeliness of Initial Contact, Timeliness of Family Functioning Assessment- Ongoing, Timeliness of Family Team Meeting and Timeliness of Case Closure.
13	What would the reporting requirements be for this program?	Reporting will include an invoice, a statistical report for clients served, a performance measure report and a quarterly revenue and expense report.

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14	What is the anticipated number of families that would be referred per contract year? Volusia County? Flagler? Putnam?	Please see response to #1
15	What is the recommended caseload per worker supporting non-judicial services?	1:14
16	Is the program considered a treatment model or/vs curriculum?	Program would be considered Non-Judicial Case Management Services in accordance with F.A.C. 65-C.
17	Is the program targeted at providing Case Management or/vs Intervention?	Non-Judicial Case Management Services
18	Do you anticipate funding extending beyond the initial contract, moreover renewing?	Contract period is one year with renewal option.
19	Does the contract include FLEX funds for clients?	Yes
20	Will there be a separate budget for start-up costs?	Yes, if a start-up budget is needed.
21	Are startup costs able to be submitted in the budget proposal?	Yes
22	Will CPC have an office that the provider will be housed in?	No
23	How many families/children did the current Diversion Provider serve in FY 2024?	Please see response to #1
24	What are the monthly removal rates in FY 24?	Monthly average of 25 children removed and placed in out of home care over the last two fiscal years.
25	How many abuse reports were received in FY24?	Approximately 1100-1300 Intakes are received per month in the three-county area- Volusia, Flagler and Putnam Counties.
26	What is the desired case load for our Diversion team (example 1:17 kids)?	The desired caseload ratio is 1:14.
27	Will the count served by the # of families per contract year or the # of children?	By the number of children.
28	Who is the current provider for Non-Judicial Services?	Neighbor To Family is currently providing Non-Judicial Case Management Services for CPC.
29	Is there a MATCH requirement?	No
30	Should there be a separate budget for start-up or is the budget all inclusive?	Separate start-up budget.
31	Will the contract include flex funds?	Yes
32	Is there a MATCH component?	No
33	How often is Match reported?	N/A
34	Is the contract fixed or on a cost basis?	Fixed price/FTE Contract with cost reimbursement for flex funds
35	Are there penalties for staff vacancies? What is that penalty?	Positions vacant for over 30 days will require an invoice adjustment until the position is filled.

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36	Will the contract include COLA component?	Based on budget submitted at the beginning of year fiscal year.
37	Will contract include OT?	Yes, if included in the budget.
38	Can budget lines be reallocated to manage deficits and shortfalls? Can unused funds be reinvested at 100%?	Yes, reallocation of budget lines is permitted during the contract period. If there is not a budget amendment submitted/approved for unused funds, the unearned funds will revert to CPC.
39	Will financial reporting be monthly/quarterly/annually?	Quarterly and annual audit required.
40	What has been the removal rate in Volusia, Flagler, and Putnam Counties in the last 2 fiscal years?	Average of 25 children per month.
41	What is the removal rate for children who received Non-Judicial Services in Volusia, Flagler, and Putnam Counties in the past 2 fiscal years?	2023-2024 - 33 children removed while receiving Non-Judicial Services (12% of total removals) 2024-2025 - To date 15 children removed while receiving Non-Judicial Services (10% of total removals)
42	What is the current caseload size in Volusia, Flagler, and Putnam Counties broken down by judicial and non-judicial cases?	Current child-to-worker ratios are 1:16 for Non-Judicial cases and 1:13 for Judicial cases.
43	How many children and families were served in Volusia, Flagler, and Putnam Counties per fiscal year for the last 2 years?	Approximately 300-350 children per year
44	What are the anticipated number of children and families to be served in FY25-26?	Approximately 300
45	How many children have been staffed with DCF for an MDT/Lock Out call in Volusia, Flagler, and Putnam Counties in the past 2 fiscal years?	Approximately 75
46	What is the average length of service for Non-Judicial Services in the last 2 fiscal years?	Based on the case circumstances with an overall average of 7.7 months.
47	What diversion services are available in these counties to support the families served?	All community and CPC services are available to support families served under this contract.
48	Counseling services-are there community agencies available to partner with and do they have waiting lists?	Yes
49	Can you describe the current case transfer process as cases transfer to Non-Judicial Services?	Case Transfer would occur in accordance with 65C-30 F.A.C. and DCF CFOP 170-1.
50	Can you describe the current case transfer process as cases transfer from Non-Judicial Services to In Home Judicial Services or Out of Home Care?	Case Transfer would occur in accordance with 65C-30 F.A.C. and DCF CFOP 170-1.
51	Does the Non-Judicial Service provider staff cases with CLS or equivalent for shelter if	Yes

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	necessary?	
52	Is the Lead Agency or the Non-Judicial Service provider responsible for facilitating case staffings and for case closure?	Non-Judicial Service provider would be responsible for facilitating staffings and for case closures. DCF CPI and CPC staff are available as needed for any staffings or support.
53	What is the frequency of case staffings during service provision?	In accordance with CFOP and as needed for emergencies and critical junctures.
54	Are non-Judicial Services communicated to families at the time of referral, and is it communicated as a voluntary program or a last resort before court ordered services?	Yes- the need and reasons for Non-Judicial Services is described to families by the DCF CPI and at the Case Transfer Staffing by DCF and the Non-Judicial services provider.
55	How many contacts with the family are expected each week? How many of those would need to be by a certified case manager?	The frequency of home visits would be based on the family's Safety Plan and applicable laws to include Florida Administrative Code 65C-30, General Child Welfare Provisions. Non-Judicial Services are provided by a credentialed case manager.
56	Is there an opportunity to have professional safety monitors available if appropriate informal natural supports are not available?	Yes
57	Are there current office locations available for use by the selected provider?	No
58	What is the current average cost per family for Non-Judicial Services?	Contract is FTE based not cost per family.
59	Are Purchase of Service or Client Related funds included in the contract? If not, what is the allocated amount?	Yes. Current amount to prevent removal is \$150,000.00.
60	What is the current contracted funding amount for Non-Judicial Services in FY2024-2025?	\$1,434.336.00
61	What is the total number of full-time equivalents (FTEs) in the current staffing and total number of part-time equivalents?	17 Full-Time FTE's
62	How is the staffing model currently organized, and what was its configuration in prior years?	1 Manager, 3 Case Manager Supervisors, 12 Case Managers, and 1 Administrative Support position
63	What is your current salary range for each position?	Manager Range \$75k-\$78k Supervisor Range \$55k-\$58k Case Manager Range \$47k-\$52k Ranges are Approximate and based on Experience/Training
64	What is the staff-to-supervisor ratio?	1:4
65	Which party is responsible for covering the costs of equipment and cell phones?	The contracted provider