



***REQUEST FOR INFORMATION:
CAREGIVER REDESIGN PROJECT***

Procurement Manager:

Susan Lowe
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Issue Date: May 3, 2019

RFI Name: Caregiver Redesign Project 2019

RFI Number: FY1920-REDESIGN-001

Response Due Date: June 3, 2019 no later than **3:00 pm** Eastern Standard time. Please limit responses to **twenty (20) pages**.

Information will not be provided by telephone. Any information received through oral communication shall not be binding on Embrace Families and shall not be relied upon by any respondent.

Responses to this request will be reviewed for **Informational Purposes Only** and will not result in the award of a subcontract. Respondents submitting answers to the RFI are not prohibited from responding to any related subsequent solicitation.

Embrace Families encourages participation by smaller businesses and organizations, minority firms, women's business enterprises and labor surplus area firms certified as such by the State of Florida, if possible. Any entity or person is eligible to submit a response and Embrace Families is committed to an open, competitive and fair procurement process. Embrace Families shall not discriminate against a potential provider or any person on the basis of race, creed, sex, religious orientation, or affiliation.

All costs and expenses incurred by any Respondent or party in responding, preparing or participating to this Request for Information and any re-submittals, are the sole responsibility of the Respondent.

Please carefully read this RFI in its entirety including Attachment & Appendices.

A. Introduction & Background

Embrace Families Community Based Care, Inc. (formerly Community Based Care of Central Florida) was created as a direct response to the Florida Legislature's and Department of Children and Families' (DCF) initiative to improve child welfare services by developing solutions to care for children and families in their home communities. Embrace Families CBC is the non-profit child welfare lead agency charged with developing community-based services and supports for children and families in Judicial Circuits 9 and 18, serving Orange, Osceola and Seminole Counties.

We have been committed to serving the children and families of Central Florida who have been victims of, or at risk of, abuse, neglect or abandonment since 2004. Our ongoing goal includes providing the necessary services to the more than 5,800 children we serve annually by strengthening the relationships between our families, caregivers, Case Management and network of local service providers who deliver a multitude of direct services to children. We envision a community that embraces vulnerable children and families with support – so that every child has a safe, stable and loving home and a path to a bright future.

Embrace Families has developed a local System of Care based upon the belief that child welfare services should be focused on children and families and embedded in the communities in which they live. A vital part of our System of Care is ensuring that all caregivers (biological parents/guardians, relatives, non-relatives, foster parents and group home providers) and Case Management staff have the support they need to in turn support our children. In October 2018, Embrace Families commissioned an independent research study by Marketing for Change to explore how our caregiver experience could be improved to ensure that children have greater stability and normalcy in their day-to-day lives while also meeting state and federal child welfare requirements.

The three month research process sought feedback and insight from key stakeholder groups, including adoptive, foster and group home parents, relative/non-relative caregivers, Licensing Specialists, Case Management, Guardians ad Litem, Embrace Families and DCF staff. In addition, two consensus-building workshops were organized to bring a broad group of stakeholders together to develop a shared understanding of priority problems and potential solutions. Based on the study's recommendations and new relative licensure opportunities, Embrace Families has developed a conceptual framework of a Caregiver Redesign.

B. Purpose of RFI

The purpose of this RFI is to gather additional written feedback and information from youth currently or previously involved in child welfare, caregivers, biological parents or legal guardians, providers and other stakeholders about each of the following sections listed below. Responses will be thoroughly reviewed and used to improve upon our System of Care, with a goal to provide better support to our children, biological parents or legal guardians, all caregivers, Case Managers and other system of care stakeholders.

C. Information Requested

Please review the feedback requested and answer any or all of the questions listed below in your response.

1. Emotional and Practical Caregiver Support

- a. How would you ensure that caregivers have the practical and emotional support needed to best care for their child and family?
- b. How might we better onboard new caregivers including relatives, non-relatives, foster parents and group home providers?
- c. What types of trainings (in addition to trauma and de-escalation techniques) would be helpful for each type of caregiver listed above to help support them as they care for child(ren) placed with them, as well as support to navigate and understand the child welfare and dependency court systems?
- d. What are some ideas to build access to mentorship, support groups and a sense of community/family to better support caregivers?
- e. How can we use our informal supports including our foster family advocates, initial placement foster family advocate and faith-based or volunteer organizations to increase caregiver support and satisfaction?
- f. How can we ensure that caregivers know how to request and receive immediate help for rent, utilities, food, day/after school care, furniture, etc. and the appeal process if denied for assistance?
- g. How can we improve timely access to medical, dental, mental health, mentoring and other wraparound services, whether facilitated directly by caregivers or through caregiver support staff?
- h. What are some specific Kinship Support services that are missing or deficient in our current system of care?
- i. What are some ideas about building more available respite care or transportation assistance opportunities within our caregiver, foster parent associations, volunteers and provider networks?
- j. How can we develop a better balance between all caregivers and “the system?”
- k. How can we better assess our children and caregiver’s initial and ongoing service needs during the first 30 days after being placed by Protective Investigator to Case Manager, Kinship and Caregiver Support assignment?
- l. What are some ways to engage families that have completed their training, home studies and background screening who are not interested in fostering and are on a waitlist for adoption?
- m. How can we organize teams/units of Case Manager and Caregiver Support staff to ensure caregivers with multiple children from different cases or Case Management Agencies receive streamlined visits, communication and coordination of care?
- n. How would you ensure that the Caregiver Support staff have the time, knowledge, skills and abilities to appropriately support their assigned homes and children? What would the job description look like?
- o. How can we better coordinate care, support and services for children and caregivers through Interstate Compact for Placement of Children (ICPC) placed from other states and Out of County Services placed from other CBCs?

- p. Do you have any suggestions or comments regarding caregiver support that is not being address with the questions above?

2. Emotional and Practical Case Manager Support

- a. What type of initial, on-the-job and ongoing professional development is needed for new Case Managers to be successful and retained?
- b. How can we better use technology to help support our Case Managers?
- c. What are some ideas to build access to professional mentorship, leadership development and a sense of community/family to better support Case Managers?
- d. How should job duties be separated to allow for required paperwork to be completed while promoting relationship building with children, parents and caregivers?
- e. How can we better assign cases to new and experienced Case Management staff in a way that improves relationships with child, caregiver and parents?
- f. How would you ensure that the Case Managers have the time, knowledge, skills and abilities to appropriately assess parental protective capacities? What would the job description look like?
- g. Do you have any suggestions or comments regarding Case Manager support that is not being address with the questions above?

3. System of Care Communication

- a. What are some tangible ways for communication and information sharing to be more efficient and timely across the entire System of Care?
- b. In what specific ways can technology, training and staffing patterns be improved to reduce paperwork and increase relationship building between child, parents, caregiver and Case Manager?
- c. How can real-time feedback be gathered from youth, caregivers, Case Managers, Guardians ad Litem, and the Court to identify and resolve issues before they escalate?
- d. How do we ensure important information regarding child development, parental protective capacities and case progress including for the Family Functioning Assessment – Ongoing (FFA-O) is shared with everyone working with the families?
- e. What do you see as the widest communication gaps within the system of care and how would you resolve them?
- f. Do you have any suggestions or comments regarding our system of care communication that is not being address with the questions above?

4. Reasonable and Prudent Parenting Standard

- a. In what ways can we better educate our entire System of Care of the Reasonable and Prudent Parenting standard afforded to our caregivers, children and youth?
- b. How can we empower caregivers to exercise their right of Reasonable and Prudent Parenting?
- c. How can we better promote involvement in normal childhood activities, such as: extracurricular activities including sports, dance, theatre, sleep overs, attending school

- events on their own (dances, prom, athletic events, etc.), going on dates, getting driver's license, etc.?
- d. How would you balance caregiver support and perceived risk/liability of agencies?
 - e. Do you have any suggestions or comments regarding this standard that is not being address with the questions above?

4. Caregiver Redesign Conceptual Framework

- a. What are some of the barriers to separating the job duties into Child Well-Being (Caregiver Support) and Parent Needs (Case Management)?
- b. What are some of opportunities to separating the job duties into Child Well-Being (Caregiver Support) and Parent Needs (Case Management)?
- c. Under the "Shared Responsibilities – Variable by Case", are there additional tasks or issues not listed that we need to be aware of? Is there a natural lead (Embrace Families, CMA, CPA, Kinship staff) for making sure these activities are completed?
- d. If Caregiver Support staff are assigned as secondary to the case, what type of documentation would they be responsible completing and entering into FSFN?
- e. We are anticipating reduced travel time by both Case Manager (supporting parents/court in close proximity to their work location) and Caregiver Support staff (supporting homes with multiple tri-county children in close proximity to their work location) excluding some exceptions (child placed out of area, runaways, separated siblings, etc.). Do you agree or not?
- f. Do you have any suggestions or comments regarding the proposed Caregiver Redesign that is not being address with the questions above?

D. Schedule of Events

All Times Eastern Standard Time. Time and Locations are Subject to Change.

ACTIVITY	DATE	TIME	COMMENT
RFI posted to Embrace Families CBC website	May 3, 2019	3 pm	https://embracefamilies.org/make-a-difference/prospective-providers
Responses received by Embrace CBC Families	June 3, 2019	3 pm	Email: Susan.Lowe@embracefamilies.org

E. Response Contents

If you are interested in responding to any or all of the areas identified in **Section C**, Embrace Families CBC requests the following:

- a. **Detailed Written Response** to any/all questions listed in **Section C**. A respondent can select which questions to respond to; all questions need not be addressed.
- b. **Presentations/Demonstrations**: Embrace Families CBC may request presentations by some or any of the respondents. Please indicate your willingness to schedule an in-person presentation. Should this opportunity become available, Embrace Families CBC will contact you with dates and times that are convenient for both parties.
- c. **Attachment I Response Cover Sheet**. Respondent's Information, which includes contact information, including name, title, mailing address, email address, signature, and phone number of the contact person for questions relating to the RFI.

F. How to Respond

- a. Submit one copy of the RFI response in PDF or Word format.
- b. Submit your response no later than the time indicated on the Schedule of Events.
- c. Submit your response electronically via email to the Procurement Manager listed on the Schedule of Events.

G. Confidential / Proprietary Information

- a. Do not submit anything considered by you or your agency to be confidential or proprietary. Do not indicate confidential or proprietary on any submission documents.

H. Attachment & Appendices

Attachment I: Response Cover Sheet

Appendix I: Marketing for Change Research Study

Appendix II: Caregiver Redesign Conceptual Framework

**ATTACHMENT I
RESPONSE COVER SHEET**

Agency or Person Name: _____

Street Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Mailing Address (if different): _____

City: _____ **State:** _____ **Zip Code:** _____

Telephone: _____ **Fax Number:** _____

Email Address: _____

Website Address: _____

Type of Respondent:

Agency:	Former/Current Foster Youth:
Individual:	Caregiver: Case Manager:

Other (Specify): _____

Name of Person Completing: _____

Title of Person Completing: _____

Phone Number: _____

Email Address: _____