



ECKERD CONNECTS
(A D/B/A FOR ECKERD YOUTH ALTERNATIVES, INC.)

COMMUNITY-BASED CARE LEAD AGENCY FOR
CIRCUIT 6- PINELLAS COUNTY

ITN #ITN-ECA-C6-DIV-FY21

To Provide Diversion Services
Circuit 6: Pinellas County

Table of Contents

I. Statement of Need 3

II. Terms of Agreement and Estimated Contract Amount 3

III. Contact Person 4

IV. Eligible Respondents 4

V. Disqualification..... 4

VI. Schedule of Events and Deadlines..... 5

VII. Limitations on Contacting Eckerd Connects Personnel 6

VIII. Inquiries 6

IX. Diversion Services Authority..... 6

X. Notice of Intent to Submit a Proposal 6

XI. Withdrawal of Proposals..... 7

XII. Acceptance of Proposals..... 7

XIII. Right to Waive Minor Irregularities Statement..... 7

XIV. Evaluation Process 7

XV. Negotiation Process..... 8

XVI. Notice of Contract Award..... 8

XVII. Protest or Disputes..... 8

XVIII. Cost of Proposal Preparation..... 9

XIX. Mandatory Criteria..... 9

XX. Budget and Financial Documents 10

XXI. Written Proposal Format and Written Evaluation Scoring 10

XXII. Oral Presentation Evaluation 29

XXIII. Required Attachments..... 30

 A. Attachment A: Authorization..... 30

 B. Attachment B: Affidavit of Service Provider Standards 30

 C. Attachment C: Lobbying..... 30

 D. Attachment D: Debarment 30

 E. Attachment E: Convicted Vendor..... 30

 F. Attachment F: Conflict of Interest 30

 G. Attachment G: Proposed Budget..... 30

 H. Attachment H: Current Diversion Scope of Services..... 30

 I. Attachment I: MOU Eckerd Connects and PCSO CPID..... 30

I. Statement of Need

Eckerd Youth Alternatives, Inc. d/b/a Eckerd Connects is the Community-Based Care Lead Agency in Circuit 6 effective July 1, 2008.

In accordance with the Master Agreement as the Lead Agency for Child Welfare in Pinellas County, Eckerd Connects is seeking to contract for comprehensive Diversion Services that are innovative, responsive to the Lead Agency, the Florida Department of Children and Families (DCF) and to the Pinellas County Sheriff's Office Child Protective Investigations Division (PCSO-CPID). Eckerd Connects is seeking Diversion services that are efficient, cost effective, and will meet applicable Federal and State requirements for the provision of Diversion services. PCSO-CPID will make referrals to this program. Providers who wish to collaborate on a response may do so, so long as one agency is identified as the lead and sole representative of the proposal.

Diversion services will include intense-in home services to children and families in Pinellas County and will include a non-court ordered process to prevent unnecessary future involvement in the child welfare system and to strengthen families while also preventing children from entering the formal dependency system by way of a dependency petition or removal episode. The Contracted provider will engage in networking and collaborative agreements with community, faith-based, fraternal and professional organizations, to include a wide range of professional and voluntary services. The Contracted provider will utilize a solution-focused, family centered, trauma informed approach, and evidenced-based practices to assist families in meeting needs and goals while preventing further incidents of abuse, neglect and abandonment.

Families will be intensely engaged in timely services and will take an active role in the identification of their needs and the construction of their preservation plan. Respect and trust will be built and exemplified toward all family members. The plan to preserve the family will be built around the families' strengths. Services will be flexible and will focus on the family preservation plan and goals are to be provided within the family home and community. Families will be encouraged to build their skills through assistance in realizing their potential and by engaging and enhancing the family's support system. The program will provide a supportive, empowering, and respectful relationship with families to facilitate change and emphasize the need to take action to the multiple causes of the family's distress by providing both concrete services and family interventions.

II. Terms of Agreement and Estimated Contract Amount

- A. The initial term of this agreement shall be for no more than twelve (12) months, subject to the availability of funds beginning on July 1, 2020 and ending on June 30, 2021. The agreement may be renewed for an additional two (2) years, subject to the availability of funds. Unless renewed, this agreement will end on June 30, 2021. Any such renewal shall be contingent upon satisfactory performance evaluations of the Respondent by Eckerd Connects and shall be subject to the availability of funds.
- B. The estimated compensation for the services described in this ITN, including funds for the transition of services, is a total annual amount of \$2,560,896.00. This amount represents the maximum amount to be paid by Eckerd Connects, subject to the availability of funds.
- C. In addition to the total annual amount, Flex Funds shall be available to Respondent for allowable expenditures incurred for Emergency Assistance to youth and families served. Emergency Assistance is a support or service that may be provided to prevent the removal of children or to facilitate reunification. The maximum annual amount reimbursable by Eckerd Connects, subject to the availability of funds, is \$54,720.00. These funds are cost reimbursed by Eckerd Connects subject to supporting documentation and determination by Eckerd Connects that the expenditure is allowable, necessary and appropriate.
- D. Administrative costs shall not exceed Respondent's Federal Indirect Rate. If Respondent does not have a Federal Indirect Rate, the administrative costs shall not exceed the 10% De Minimis rate of the Modified Total Direct Costs in compliance with Code of Federal Regulations (CFR) 200.414(f).

III. Contact Person

The designated “single point of contact” for this ITN is:

Name:	Jason Thomas
Title:	Director of Contract Management
Address:	9393 N. Florida Ave., Suite 1100 Tampa, FL 33612
Phone:	813-225-1105, ext. 1249
Email:	jthomas@eckerd.org

IV. Eligible Respondents

Organizations eligible to submit proposals include:

- A. Agencies with a history of delivering Diversion Services for at-risk children and families, including those served by the child welfare system.
- B. Community Organizations or Individuals with a history providing services other than Diversion Services for families involved in the Child Welfare System.
- C. Florida-based businesses and minority owned businesses are encouraged to respond and may be given preferential treatment in contracting when all else is considered equal.
- D. Agencies/Community organizations/Individuals that DO NOT meet the disqualification criteria as defined in Section V. Disqualification.

V. Disqualification

- A. Failure to have performed any previous contractual obligations with the Department or Eckerd Connects in a manner satisfactory to the Department or Eckerd Connects will be a sufficient cause for disqualification. To be disqualified as an offeror under this provision, the offeror must have: (1) previously failed to satisfactorily perform in a contract with the Department or Eckerd Connects, been notified by the Department or Eckerd Connects of the unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of the Department or Eckerd Connects; or (2) had a contract terminated by the Department or Eckerd Connects for cause.
- B. The prospective bidder will be disqualified for failing to meet the instructions/qualifications/timeframes/format and contact rules as described in this ITN, to include:
 - 1. Contact Person
 - 2. Eligible Respondents
 - 3. Schedule of Events and Deadlines
 - 4. Limitation on Contacting Eckerd Connects Personnel
 - 5. Inquiries
 - 6. Notice of Intent to Submit a Proposal
 - 7. Acceptance of Proposals
 - 8. Negotiation Process
 - 9. Mandatory Criteria

VI. Schedule of Events and Deadlines

ACTIVITY	DUE DATE	TIME	LOCATION
A. ITN posted on the Eckerd Connects website.	1/7/20	4:00 pm	http://https://eckerd.org/contract-procurement/
B. Pre-Proposal Conference: <u>Mandatory</u> (open to the public) Q&A and General Information- Unofficial	1/14/20	1:00 pm	8550 Ulmerton Rd., Suite 130 Conference Room 1 Largo, FL 33771 Conference Line: 1-866-479-6576 Access Code: 7862833#
C. Deadline for submitting written questions	1/17/20	4:00 pm	Via email: Jason Thomas, Director of Contracts jthomas@eckerd.org
D. Official Response to written questions	1/22/20	4:00 pm	https://eckerd.org/contract-procurement/
E. Notice of Intent to Submit a Proposal due. <u>Must be submitted on Agency Letterhead to the proposal contact listed in the ITN.</u>	1/24/20	4:00 pm	Certified mail, in person, or via email: Jason Thomas, Director of Contracts 8550 Ulmerton Rd., Suite 130 Largo, FL 33771 jthomas@eckerd.org Confirmation of Intent to Submit proposal will be submitted via email with return receipt; hard copy will be available upon request
F. Deadline to submit Proposals. <u>Must be submitted to the proposal contact listed in the ITN in a sealed container and adhere to ITN mandatory criteria.</u>	2/14/20	4:00 pm	Hard copy only: 8550 Ulmerton Rd., Suite 130 Largo, FL 33771 Proposals submitted past the established deadline will not be accepted
G. Proposal opening and review of mandatory criteria.	2/14/20	4:01 pm	8550 Ulmerton Rd., Suite 130 Largo, FL 33771
H. Proposal Scoring	2/17/20- 2/24/20	4:00 pm	8550 Ulmerton Rd., Suite 130 Largo, FL 33771
I. Post the Notice of “Invitation to make Oral Presentation”.	2/25/20	4:00 pm	https://eckerd.org/contract-procurement/
J. Oral Presentations (limited to 2 hours each) - Evaluation Team judges Oral Presentation(s) and makes recommendation to Eckerd Leadership	2/28/20	8:00 am – 4:00 pm	8550 Ulmerton Rd., Suite 130 Conference Room 1 Largo, FL 33771
K. Post Notification of the Negotiations	3/2/20	4:00 pm	https://eckerd.org/contract-procurement/
L. Negotiations	3/5/20	8:00 am – 4:00 pm	8550 Ulmerton Rd., Suite 130 Conference Room 1 Largo, FL 33771
M. Post Intent to Award Notice	3/6/20	5:00 pm	https://eckerd.org/contract-procurement/
N. Protest Deadline	3/9/20	5:00 pm	Certified mail, in person, or via email: Jason Thomas, Director of Contracts 8550 Ulmerton Rd., Suite 130 Largo, FL 33771

			jthomas@eckerd.org
O. Transition Implementation	3/12/20	8:00 am	Eckerd Connects 9393 N. Florida Avenue Suite 1100 Tampa, FL 33612
P. Anticipated effective date of contract	7/1/20	12:00 am	

VII. Limitations on Contacting Eckerd Connects Personnel

Respondents are prohibited from contacting Eckerd Connects’ personnel regarding this Invitation to Negotiate (ITN) other than the contact person identified in this document. Contact with the contact person must be in writing and may be submitted by e-mail or mail delivery services. Any occurrence of a violation may result in the disqualification of the prospective bidder.

VIII. Inquiries

Inquiries must be submitted in writing to the contact person identified in Section IV. of this ITN on or before the time and date specified in Section VI. Schedule of Events and Deadlines.

Copies of responses to all inquiries which involve clarifications and/or changes to this ITN will be made available at <https://eckerd.org/contract-procurement/>. **No questions related to this ITN will be accepted after the date specified above. Oral inquiries will not be accepted at any time.**

All inquiries will only be considered if the following are completed:

- A. All inquiries must be in writing to the Eckerd Connects ITN Contact Person indicated in this document.
- B. All inquiries must be accepted by deadline date stated in Section VI. Schedule of Events and Deadlines.
- C. All inquiries must include organization name, contact name and title, address, telephone number, facsimile number and e-mail address of the individual to whom all correspondences should be forwarded.
- D. Responses to all properly submitted inquires will be posted at <https://eckerd.org/contract-procurement/>.

IX. Diversion Services Authority

The Diversion Services include foster care and related services pursuant to Florida Statutes, Chapter 39 (Proceedings Related to Children) Chapter 409, (Social and Economic Assistance) Chapter 402 (Health and Human Services), 20.19 F.S (Department of Children and Family Services), Chapter 435 (Employment Screening) and Chapter 65C F.A.C. as well as all applicable Federal Law and any specified Eckerd Connects policy and procedures, while ensuring each child’s safety, well-being and permanency.

X. Notice of Intent to Submit a Proposal

Respondents shall submit a Notice of Intent to Submit a Proposal as referenced in Section VI. Schedule of Events and Deadlines. The Notice of Intent shall be on agency letterhead, from an authorized representative with contracting signature authority. The submission of a Notice of Intent to Submit a Proposal does not obligate the Respondent to submit a proposal.

Notice of Intent shall include Respondent’s statement as to the eligibility and non-disqualification of agency and shall include full contact information, including email information for the Respondent’s single point of contact (to be determined by the authorized representative of the responding agency). Upon receipt and review, Eckerd Connects will issue, via email, confirmation of receipt of the Respondent’s Notice of Intent to Submit a Proposal, and if Eckerd Connects identifies any disqualification at that time Eckerd Connects will indicate such in its response.

Information regarding any addenda to the Invitation to Negotiate and copies of written responses to questions resulting in clarifications or addenda to this ITN will be posted at <https://eckerd.org/contract-procurement//contract-procurement>. Respondents are encouraged to check the website daily.

XI. Withdrawal of Proposals

A written request for withdrawal, signed by the Respondent's single point of contact, may be considered if received by Eckerd Connects within 72 calendar hours after the proposal opening time and date indicated in the Schedule of Events and Deadlines. A request received in accordance with this provision may only be granted by Eckerd Connects upon proof of the impossibility to perform based upon an obvious error on the part of the Respondent. Such withdrawn proposals may be retrieved from Eckerd Connects at the expense of the Respondent.

XII. Acceptance of Proposals

All proposals must be received by Eckerd Connects, addressed to the ITN Contact Person, named in Section III., on or before the following date and time at the designated location:

February 14, 2020
4:00 pm Eastern Standard Time
Eckerd Connects
8550 Ulmerton Road, Suite 130
Largo, FL 33771

No changes, modifications or additions to the proposals submitted, will be accepted by or be binding to Eckerd Connects after the deadline for submitting proposals has passed.

Proposals not received at either the specified place, or by the specified date and time, or both, will be rejected and returned unopened to the Respondent.

XIII. Right to Waive Minor Irregularities Statement

Eckerd Connects reserves the right to reject any and all replies or to waive minor irregularities when to do so would be in the best interest of the youth to be served. Minor irregularities are defined as a variation from the ITN terms and conditions, which does not affect the price of the services, delivery of quality of the services, or give the respondent an advantage or benefit not enjoyed by other respondents and does not adversely impact the interests of Eckerd Connects or DCF. At its option, Eckerd Connects may correct minor irregularities but is under no obligation whatsoever to do so. All replies accepted by Eckerd Connects are subject to Eckerd Connects' terms and conditions and any and all additional terms and conditions submitted by the respondents are rejected and shall have no force and effect. Eckerd Connects reserves the right to withdraw this ITN at any point in time, including after an award is made.

XIV. Evaluation Process

An Evaluation Team, consisting of at least three (3) community members and four (4) Eckerd Connects employees will score the written and oral presentations.

Each of the evaluation components, both written and oral, are weighted and assigned a maximum number of points. Proposals will be evaluated in each of the categories and scored by each evaluator independently. The evaluators' total scores will be added to get the final score for each respondent.

Representatives from the Eckerd Connects Finance Department will review the submitted budget proposal and finance related documentation in accordance with the provisions of Section XX. Budget and Financial Documents of this ITN. The evaluators will score the response as well as any corresponding exhibits identified in this section. The total maximum points for the Budget Response represent 10% of the total points.

The Evaluation Team will review the submitted written proposals and score them in accordance with the provisions of Section XIX. Mandatory Criteria, of this ITN. Evaluators will score the written response on the parts A, B and C, and D as well as the corresponding exhibits. The Written Response represents 60% percent of the total maximum points. Up to three respondents will be invited to the oral presentation phase.

The oral presentation phase is not open to the public for observation pursuant to F.S. §286.0113. Evaluators will score the oral presentation(s) based on the ability of the presenter(s) to clearly articulate how the information presented in the ITN response will come to life if the Respondent is presented with a contract. During this phase, the Respondent's oral presentation score will be added to the written evaluation score. The Oral Presentation represents 30% percent of the total maximum points. At the conclusion of the presentation(s), the Evaluation Team will submit their total scores. The Contact Person will calculate the scores and will prepare a recommendation to Eckerd Connects Leadership for negotiations.

The Eckerd Connects ITN Contact Person will certify that the tabulated scores are correct and forward the tabulation and identification of their recommended respondents to the Eckerd Connects Leadership Team for their final decision, which will be posted at <https://eckerd.org/contract-procurement/> as indicated in Section VI. Schedule of Events and Deadlines. The Eckerd Connects Leadership team reserves the right to accept or reject the recommendation of the evaluators for negotiations and to negotiate with up to two parties until a decision of "contract award" is made.

XV. Negotiation Process

At least one, possibly two, agencies will be invited to negotiate for the contract. Negotiation plans will be posted at <https://eckerd.org/contract-procurement/> in the timeframe indicated in Section VI. Schedule of Events and Deadlines. At the conclusion of the negotiations, a notice of contract award will be posted as outlined in section XVI. Notice of Contract Award, and transitional services will begin.

The selected provider(s), between the time of the award and the first day of service, will be expected to work with Eckerd Connects to schedule and complete, at Eckerd Connects' expense, the six modules of OpX360, which is an online assessment tool based upon accepted best practices and proven industry standards to assist an organization in assessing its competence levels and effectiveness in the areas of Finance & Accounting; Program Management & Accountability; Fundraising, Marketing & Communications; Governance, Legal & Risk Management; People & Organizational Development; and Business Systems, Information Technology & Facilities. OpX360 is sponsored by The Global Center for Non-Profit Excellence. The provider will be expected to make its executives and leadership personnel available for one day's time to complete this exercise.

XVI. Notice of Contract Award

Official notice of any anticipated award made pursuant to this ITN will be electronically posted in accordance with Section VI. Schedule of Events and Deadlines. The aggregate scores will be posted at <https://eckerd.org/contract-procurement/>.

The electronic notice posted on the Internet will remain for seventy-two (72) hours. It is the responsibility of those submitting a response to obtain the results from the Internet posting in sufficient time to protect their own interests. If no written notice of protest is received during this posting, the anticipated contract award becomes final and Eckerd Connects will enter into contract negotiations. The Internet posting is the official posting for the purpose of determining deadlines for further proceedings including protests.

XVII. Protest or Disputes

Any person who is adversely affected by the terms, conditions and specifications contained in this solicitation, including any provisions governing the methods for ranking this proposal, awarding contracts, reserving rights of further negotiation, or modifying or amending any contract shall file a notice of protest in writing within 72 hours after the posting of the solicitation or decision or intended decision.

When protesting a decision or intended decision the protestor must post a bond equal to one percent (1%) of the estimated contract amount. The estimated contract amount shall be based upon the contract price submitted by the protestor. FAILURE TO FILE THE PROPER BOND AT THE TIME OF FILING THE FORMAL WRITTEN PROTEST WILL RESULT IN A REJECTION OF THE PROTEST.

XVIII. Cost of Proposal Preparation

Eckerd Connects is not liable for any costs incurred by an offeror in responding to this Invitation to Negotiate under any circumstances.

XIX. Mandatory Criteria

Submitted replies will be opened at the Eckerd Connects office beginning at 4:01 p.m. on September 10, 2018 to verify that the replies meet the mandatory criteria requirements of this ITN. Replies that do not meet the Mandatory criteria will be rejected, and the respondent will be required to retrieve their proposals at their own cost within ten (10) calendar days or forfeit them. Replies that meet the mandatory requirement will be forwarded to the ITN Evaluation Team for consideration and scoring.

- A. Original Signature and Authorization: Proposals must be submitted in the legal entity name of the agency or organization, or an authorized representative. Proposals submitted must be signed by the corporation officer/representative authorized by the organization. A copy of such authorization must be submitted to Eckerd Connects with the proposal (Attachment A). Signature facsimile stamps will not be accepted. Each bidder must complete and submit all items referenced in the ITN.
- B. Format: The response content must be in accordance with section XIX. Proposal Format, and must be formatted as follows:
- Typed in Times New Roman font size 12, Single Spaced
 - Use only 8 ½ X 11 paper with a one (1) inch margins, double-sided
 - All pages must be clearly and consecutively numbered
 - One (1) original and seven (7) copies of the proposal
 - For ease of handling, please do not use binders, staples, or rings. Please bind with paper clips and/or binding clips.
- C. Face Sheet: All proposals must include a face sheet, and must identify the following:
- Name of Organization
 - Name of ITN contact person and title
 - Address
 - Telephone number
 - Facsimile number
 - E-mail address
 - Proposed annual budget amount
 - Marking with “Original” or “Copy #__”
 - Signature – The “Original” proposal must be signed by the officer/representative authorized by the organization, as listed in Attachment A. Signature facsimile stamp will not be accepted.
- D. Order of Documents: All proposals must be in the following order:
1. Face Sheet page (do not number)
 2. Table of Contents page (do not number)
 3. Budget and Financial Documents (do not number)
 4. Proposal Format response (maximum of 45 pages)

- a. Organizational Capacity...10 pages
- b. Programmatic Proposal...20 pages
- c. Outcomes...10 pages
- 5. Transition Plan...5 pages
- 6. Mandatory Attachments A-G (from Eckerd Connects – completed by Respondent)
- 7. Exhibits

XX. Budget and Financial Documents

The budget and required financial documentation is valued at 10% of the total scoring.

Maximum points possible = 70

1. Propose a plan and monetary goal for obtaining outside funding resources and community linkages to support the proposed service (other than Eckerd Connects). Specifically describe how the services offered will qualify for federal match under the FFPSA when this law becomes effective in Florida.
2. Describe details around the current financial status of your organization to assure Eckerd Connects will be contracting with a financially secure and robust organization. Explain what expenses you plan on incurring during the transition and where the funding to support this will come from.
3. The Respondent’s twelve (12) month budget, to include a detailed narrative using Attachment G.

Related Exhibits:

1. Exhibit 1 - Provide the Respondent’s latest audited financial statement, independent audit and management letter.
2. Exhibit 2 – Provide board member list, terms, meeting schedule, and past 12 months of board meeting minutes.

XXI. Written Proposal Format and Written Evaluation Scoring

The written proposal is valued at 60% of the total scoring. If not selected for the oral presentation phase, the evaluation phase is complete at the conclusion of the review of the budget and financial documentation and the written evaluation.

The order of information provided in the response must correspond to the outline that follows and shall be labeled accordingly.

A. Organizational Capacity and Collaborative Relationships limited to 10 pages, excluding related Exhibits.

Maximum points possible = 70

1. Describe the Respondent’s mission, philosophy, and purpose and how it pertains to Diversion Services. Describe the Respondent’s experience with this population.
2. Provide a brief overview statement on past success that will demonstrate the potential to successfully contract for a Child Welfare service and provide supporting evidence where necessary. List all current child welfare contracts by service type/location/Funder/annual budget/end date.
3. Describe the Respondent’s ability, proposed service locations and plan to begin service delivery on July 1, 2020. The plan shall include an implementation timeline for March 12, 2020 through July 1, 2020, and provisions for immediate service delivery to new clients, as well as for the continuity of care for existing clients.

Related Exhibits:

1. Exhibit 3 - Provide an organizational chart for the agency including the proposed Diversion Services structure.
2. Exhibit 4- Provide the Respondent’s proposed job descriptions

3. Exhibit 5 - Provide 3 one-page letters of support, preferably from a financial or collaborative partnership.

B. Programmatic Proposal limited to 20 pages, excluding related exhibits. All responses in this section should be consistent with the information provided below in the sections labeled, “Circuit Overview & Program Objectives”.

Maximum points possible = 245

Provide a general overview of the service delivery structure. List and describe all service components to be provided as follows:

1. Describe the organization’s staffing structure and staff competency/ability, indicating if possible, names and credentials of staff you would hire to manage and run this contract. The minimum professional qualifications and certification are required:
 - a) The Respondent shall ensure all staff to be employed under this agreement meet the minimum qualifications required as outlined in Florida Administrative Code 65C-15.017.
 - b) Respondent shall ensure that all Child Welfare staff are appropriately licensed and/or certified, as required. Additionally, Respondent will ensure that employed or subcontracted staff performing services on behalf of Respondent have also successfully complied with the requirements set forth by all Department of Children and Families and Florida Certification Board requirements and any other relevant legal or contractual authority, to include Eckerd Connects Policies and Procedures.

2. Describe how the organization will provide evidence based, in-home services to provide enhanced support to children and families and prevent foster care placements that will meet the requirements outlined in the Family First Prevention Services Act (FFPSA).

3. Describe how the organization will provide a service that is community based, responsible and affordable.
 - a) Describe the linkages that your organization has with community-based resources from other sectors and how these links will be useful in providing this service.
 - b) How will program design meet the criteria of “*Circuit Overview and Program Objectives*”

Circuit Overview & Program Objectives

Shelter Information-Pinellas County

Number of Children Sheltered in Pinellas County

FY16-17	FY17-18	FY18-19
596	720	802

Diversion Service Provider Data-Pinellas County

Number of Families Served by Pinellas Diversion Provider by Fiscal Year (Unduplicated)

FY16-17	FY17-18	FY18-19
337	422	409

Number of Families Served by Pinellas Diversion Provider by Fiscal Year (Duplicated)

	FY16-17	FY17-18	FY18-19
Early Assessment/Traditional	128	249	336
SMS	162	158	182
FSS	57	49	53
IHNJ	201	231	182
Total	548	687	753

Number of Families Served by Pinellas Diversion Provider by Primary Maltreatment (Unduplicated)

	FY16-17	FY16-17 %	FY17-18	FY17-18 %	FY18-19	FY18-19 %
Family Violence Threatens Child	106	31.5%	139	32.9%	156	38.1%
Substance Abuse	109	32.3%	141	33.4%	111	27.1%
Inadequate Supervision	42	12.5%	48	11.4%	60	14.7%
Physical Injury	36	10.7%	42	10.0%	36	8.8%
Environmental Hazards	13	3.9%	30	7.1%	32	7.8%
Threatened Harm	12	3.6%	7	1.7%	6	1.5%
Medical Neglect	10	3.0%	3	0.7%	5	1.2%
Mental Injury	0	0.0%	2	0.5%	2	0.5%
Failure to Thrive	3	0.9%	1	0.2%	1	0.2%
Parent Needs Assistance	3	0.9%	3	0.7%	0	0.0%
Sexual Abuse	3	0.9%	4	0.9%	0	0.0%
Other	0	0.0%	2	0.5%	0	0.0%
Total	337		422		409	

Families with Judicial Action at the Time of Case Closure (Duplicated)

	FY16-17 Total	FY16-17 with Judicial Action	FY16-17 % with Judicial Action	FY17-18 Total	FY17-18 with Judicial Action	FY17-18 % with Judicial Action	FY18-19 Total	FY18-19 with Judicial Action	FY18-19 % with Judicial Action
Traditional	128	7	5.5%	222	30	13.5%	323	44	13.6%
SMS	133	34	25.6%	126	36	28.6%	157	40	25.5%
FSS	48	0	0.0%	38	2	5.3%	49	2	4.1%
IHNJ	145	48	33.1%	173	26	15.0%	160	15	9.4%
Total	454	89	19.6%	559	94	16.8%	689	101	14.7%

Caseload Information for Pinellas Diversion Provider-September 2019 through November 2019

Caseload Data as of the Last Day of the Month	September 2019			October 2019			November 2019		
	# of Case Carrying Staff	# of Open Cases	Average Caseload	# of Case Carrying Staff	# of Open Cases	Average Caseload	# of Case Carrying Staff	# of Open Cases	Average Caseload
Case Manager	16	108	6.75	17	103	6	17	115	6.7
Counselor	15	66	4.4	15	67	4.4	13	69	5.3

1. Diversion Service Tasks

Respondent shall perform tasks in accordance with Eckerd Connects policies and procedures and other relevant legal and/or contractual authority to include, but not be limited to:

a. Safety Management Services

Safety Management Services shall be provided to UNSAFE families when the need for a Present Danger Safety Plan is determined by PCSO CPID for children to remain safely in the home when informal safety management services are not available or appropriate. PCSO CPID is assigned as primary on Safety Management Services cases and is responsible for the safety determination for the children in each case. PCSO CPID shall determine the level of intervention necessary to manage the identified safety threat and ensure the home environment is stable enough for safety actions and services. Safety Management services shall be accessible and available to monitor and control the danger threats by completing action-oriented activities identified within the Present Danger Safety Plan. PCSO CPID maintains responsibility and accountability for creating and updating the Present Danger Safety Plan, arranging the Safety Management Conference, and ensuring its implementation with Respondent and the family.

1) **Availability**

Respondent shall be available on a twenty-four (24) hour basis and provide flexible service delivery times for families being served or who meet the eligibility criteria of the program. Families shall be informed of the Respondents after-hour's emergency number during the initial intake response. Respondent shall respond to after-hours calls immediately but no later than one (1) hour from receipt of call.

2) **Initial Response Time**

Respondent shall make a joint visit to the home with PCSO CPID with the family within two (2) business hours during normal business hours and three (3) business hours after-hours. If the family is not available within the required timeframe as communicated to the Respondent by the CPI at the time of referral, the CPI shall attempt to reschedule the initial joint home visit with the family and Respondent as soon as possible within the same calendar day of the referral or each day after until services are implemented.

3) **Frequency of Visits**

The Respondent shall provide the appropriate number of visits required to address imminent safety factors and details outlined in the impending danger safety plan. Respondent is required to respond to the needs of the family, as necessary to mitigate the danger threat, which shall include unannounced visits. Ongoing visits shall occur with the family in the home at least weekly throughout service delivery until case closure.

4) **Safety Plan**

a) With all Safety Plans, Respondent shall refer to CFOP 170-7 Develop and Manage Safety Plans.

b) Safety Plans in response to present danger are temporary, short-term (no more than fourteen (14) calendar days without a staffing) and more restrictive until additional information about the family dynamics, caregiver protective capacities, and child vulnerability are known by PCSO CPID. Respondent shall attend the Safety Management Conference coordinated by PCSO CPID and the family to implement the Present Danger Safety Plan. In the event that Present Danger safety plans extend beyond fourteen (14) calendar days, PCSO CPID shall be responsible for approving continuation of the safety plan at the 14th day and every 7 calendar days thereafter and documenting approval of the Safety Plan in FSFN.

- c) PCSO CPID shall have the primary responsibility of monitoring the Safety Plans and Respondent shall assist with ongoing monitoring of child safety and well-being by assessing and stabilizing the family according to the tasks identified at the Safety Management Conference. Respondent and PCSO CPID shall re-evaluate present danger Safety Plan at the conclusion of the Family Functioning Assessment (FFA) to determine the long-term plan for managing child safety.

5) Uncooperative Families

If a family becomes uncooperative at any time throughout the service provision, Respondent shall staff the case with the referring CPI and Supervisor. The first attempt shall be made with the assigned CPI and Supervisor and will continue up the chain of command until contact is made with a PCSO CPID representative and the outcome shall be documented in FSFN. Respondent will notify Eckerd Connects Senior Director of Growth and Transformation or designee immediately after contact or attempted contact with PCSO CPID.

6) Staffings

Prior to CTS, Respondent shall conduct weekly Intensive In-Home Staffings. These staffings shall be facilitated by the Respondent and shall be held in conjunction with PCSO CPID representatives, Respondent Program Director or Designee, and Respondent Staff to discuss the family's availability and willingness to work with services, safety plan compliance, clinical impressions and recommendations, and any additional safety concerns identified during service provision. In accordance with the Respondent's Family Works model, the Respondent shall invite the Eckerd Connects' Prevention and Diversion Staff to all such staffings, and the Respondent shall identify for Eckerd Connects, in advance, all high-risk case related staffings. Respondent shall document all Intensive In-Home Staffings in the Meeting Icon in FSFN.

b. Traditional Diversion Services

Traditional Services shall be provided to families identified by PCSO CPID as being identified in need of intensive services regardless of present/impending danger being identified. PCSO CPID is assigned as primary on Traditional Diversion Services cases and is responsible for the safety determination for the children in each case. The goal is to strengthen families and prevent unnecessary removals and placements in emergency shelter and foster care, at the time of service delivery and in the future. These services are intended to prevent the unnecessary placement of children away from their families by providing fully engaging, intensive, family centered, strength-based and solution focused in-home services aimed at restoring families in crisis to an acceptable level of functioning. These services are designed to stabilize the crisis which put children at imminent risk for out-of-home placement, and keep the child, family and community safe by defusing the ongoing risk and safety factors. Traditional Diversion Services will determine whether the family is better served by In-Home Non Judicial or Family Support Services.

1) Availability

Respondent shall be available on a twenty-four (24) hours basis and provide flexible service delivery times for families being served or who meet the eligibility criteria of the program. Families shall be informed of the Respondents after-hour's emergency number during the initial intake response. Respondent shall respond to after-hours calls immediately but no later than one (1) hour from receipt of call.

2) Initial Response Team

Respondent shall make a joint visit to the home with PCSO CPID with the family within two (2) business hours during normal business hours and three (3) business hours after-hours. If the family is not available within the required timeframe as communicated to the

Respondent by the CPI at the time of referral, the CPI shall attempt to reschedule the initial joint home visit with the family and Respondent as soon as possible within the same calendar day of the referral or each day after until services are implemented.

3) Teams

A team shall be provided to each family, which may include a Family Advocate, Family Case Manager, and/or a Family Counselor. A licensed therapist and CAP-certified substance abuse counselor will be available to all families. One team member will be assigned as Primary on the case to ensure deliver of social work and clinical services to meet a full range of a family's needs within the home.

4) Frequency of Visits

The Respondent shall provide the appropriate number of visits required to address imminent safety concerns as deemed necessary in the safety plan to prevent unnecessary removals. Respondent is required to respond to the needs of the family, as necessary, to mitigate risk which may include unannounced visits. Ongoing visits shall occur with the family in the home at least weekly throughout service delivery until case closure to assess the safety and risk factors identified with the children.

a) Face to Face Requirements

Services will be provided in-home and in the community on a weekly basis, a minimum of two (2) visits each week, with at least one (1) visit in the home with the caregivers and children present. If Respondent is unable to complete the minimum of one (1) visit in the home with the children present due to the children not residing in the home due to an active Out-of-Home Safety Plan, Respondent shall notify the Eckerd Connects Senior Director of Growth and Transformation or designee. Any reduction in the frequency of visits shall be addressed during the weekly Intensive In-Home Services staffings to obtain approval by all members of the team.

b) Duration of Visits

Visits by Respondent shall be tailored to the individualized case circumstances and at a minimum shall be sufficient to assess the family progress, needs and child safety. Each Face to Face visit shall be documented in Florida Safe Families Network (FSFN) to include the duration of the visit and whether the visit was announced or unannounced.

5) Service Role

a) Respondent shall utilize a Family Assessment tool to complete the Individual Family Assessment. The assessment shall be based on the families' strengths, supports, and needs to eliminate the critical crisis issue. The tool shall be completed within thirty (30) calendar days from CTS for Traditional Diversion Services. Ongoing contacts with the family and their support system shall occur throughout assessment to determine the appropriate family needs.

b) Family Functioning Assessment (FFA) and Progress Updates

- i. Respondent shall refer to the Department of Children and Families CFOP 170-9 Family Assessment and Case Planning.
- ii. Respondent shall complete and approve the FFA-Ongoing in FSFN within thirty (30) calendar days from CTS for families identified as UNSAFE receiving In-Home Non-Judicial services.
- iii. Respondent shall complete Progress Updates in FSFN at critical junctures of the case but no less than every ninety (90) calendar days until case closure.

c) Comprehensive / Psychosocial Assessment

The assessment shall be completed on an as needed basis within ten (10) business days from Intake. Ongoing contacts with the family and their support system shall occur

throughout assessment to determine the appropriate family needs. If the Assessment is not required, the Respondent must document the reason.

d) Family Support Plan (Treatment Plan)

Plan shall be completed initially within thirty (30) calendar days from Intake. Any updates to the Treatment Plan shall be completed as needed throughout the duration of services by Respondent. Ongoing contacts with the family and their support system shall occur throughout assessments to determine the appropriate family needs for the Treatment Plan.

e) Referrals

The Respondent shall submit community referrals for any additional assessments needed on behalf of the parent(s) or children in an effort to gather sufficient information and provide their clinical impression and recommendations to PCSO CPID. Respondent shall also submit any necessary community referrals for services identified to address the needs of the children.

f) Family Finding Efforts

Respondent shall constantly engage the parent(s) throughout service provision to identify and develop a support system for the family consisting of relatives and non-relatives to include but not limited to family friends, neighbors, co-workers, church members, school officials, etc. Respondent shall document the names, relationship, and contact information for these supports in FSFN.

6) Case Supervision

Respondent shall ensure that quality supervisory reviews are conducted and documented in FSFN on all cases as frequently as needed to meet each family's specific needs. If a Supervisory Review is conducted in conjunction with a staffing, two (2) FSFN notes must be entered: a Staffing Note must be entered in the Meeting tab and Supervisory Review note must be entered under Supervisory Review.

c. Family Support Services

All FSS referrals must come from the PCSO CPID and referred through the Respondent's intake process: through Respondent's phone intake line. Family Support Services shall be provided to SAFE families with high or very high-risk levels as determined by PCSO CPID's actuarial Risk Assessment completed at the conclusion of an investigation for alleged child maltreatment (however a referral can be received/accepted at any time). PCSO CPID will determine that the referred children are deemed safe prior to making the Family Support Services referral to Respondent. The Diversion Respondent is assigned as primary on Family Support Services cases. Family Support Services shall be recommended when PCSO CPID has determined that children in the family are safe from impending danger; however, the family has a high or very high likelihood for maltreatment given their risk level.

These services are intended to prevent the occurrence of a future child abuse investigation and/or child maltreatment by: strengthening protective factors that will increase the ability of families to nurture their children successfully; enhancing the social and emotional well-being of each child and the family; enabling families to use other resources and opportunities available in the community; and assisting families with creating or strengthening family resource networks to enhance and support childrearing.

1) Availability

Respondent shall be available on a twenty-four (24) hours basis and provide flexible service delivery times for families being served or who meet the eligibility criteria of the

program. Families shall be informed of the Respondents after-hour's emergency number during the initial intake response. Respondent shall respond to after-hours calls immediately but no later than one (1) hour from receipt of call.

2) Initial Response Time

a) Initial Contact

Upon receipt of referral from PCSO CPID, Respondent shall make an initial contact with the family within three (3) business days. Initial contact can be made via telephone or home visit (or a combination) as long as successful contact is made within three (3) business days. In the event that successful contact with the family cannot be accomplished via telephone, a minimum of one (1) home visit attempt must be made. If after three (3) business days initial contact with the family is not successful or Respondent makes contact with the family and determines that the family does not wish to work with the program, Respondent shall notify PCSO CPID and Eckerd Connects Senior Director of Growth and Transformation within one (1) business day via email. Respondent shall document all attempts to make contact with the family in FSFN and submit a monthly report to Contracts.

If case is a transfer from a different service type, the Respondent shall continue contact with the family as it pertains to frequency of visits for this service type.

b) Initial Intake

Once initial contact is completed and family has agreed to services, the Respondent shall make face to face contact with the family for all Safe but High and Very High-Risk families within two (2) business days of acceptance of services by the family. If the family is not available within two (2) business days of acceptance of services, Respondent shall attempt to make face to face contact with the family as soon as possible until contact is made. Respondent shall document all attempts as well as communicate all efforts to PCSO CPID and Eckerd Connects Senior Director of Growth and Transformation. Face to face contact is not required if family declines services during initial contact.

3) Teams

A team shall be provided to all Safe but High and Very High-Risk Families. A team may include a Family Advocate, Family Case Manager, and/or a Family Counselor. A licensed therapist and CAP-certified substance abuse counselor will be available to all families. One team member will be assigned as Primary on the case to ensure delivery of social work and clinical services to meet a full range of a family's needs within the home.

4) Frequency of Visits

The Respondent shall provide the appropriate number of visits required to address imminent safety factors and what is outlined in the Family Functioning Assessment (FFA) and/or the PCSO CPID actuarial Risk Assessment. Respondent is required to respond to the needs of the family, as necessary, to mitigate risk, which may include unannounced visits. Ongoing visits shall occur with the family in the home at least weekly throughout service delivery until case closure to assess the safety and risk factors identified with the children.

a) Face to Face Requirements

Services will be provided one (1) time per month in-home with the caregivers and children present per FCOP 170-1 4-3b. If unable to complete the minimum of one (1) visit in the home with the children present, Respondent shall notify the C6 Eckerd Connects Senior Director of Growth and Transformation or designee. Any increase in visits due to child safety concerns must occur immediately.

b) Duration of Visits

Visits by Respondent shall be tailored to the individualized case circumstances and at a minimum shall be sufficient to assess the family progress, needs and child safety. Each Face to Face visit shall be documented in Florida Safe Families Network (FSFN) to include the duration of the visit and whether the visit was announced or unannounced.

5) Service Role

a) Family Finding Efforts

Respondent shall continuously engage the parent(s) throughout service provision to identify and develop a support system for the family consisting of relatives and non-relatives to include but not limited to family friends, neighbors, co-workers, church members, school officials, etc. Respondent shall document the names, relationship, and contact information for these supports in FSFN.

b) Comprehensive / Psychosocial Assessment

Respondent shall determine if the Assessment needs to be completed based on initial assessment with the family. The assessment shall be completed on an as needed basis within ten (10) business days from Intake. Ongoing contacts with the family and their support system shall occur throughout assessment to determine the appropriate family needs. If the Assessment is not required, the Respondent must document the reason.

c) Family Support Plan / Treatment Plan

Respondent shall determine if Family Support Plan needs to be completed based on initial assessment with the family. Plan shall be completed initially within thirty (30) calendar days from Intake. Any updates to the Treatment Plan shall be completed as needed throughout the duration of services by Respondent. Ongoing contacts with the family and their support system shall occur throughout assessments to determine the appropriate family needs for the Treatment Plan.

d) Family Team Meetings

i. Initial

Meeting shall be completed within fifteen (15) business days from Intake. Respondent shall invite the family and their support system to attend, which may include but is not limited to, PCSO CPID, relatives, friends, neighbors and community Respondents. All family members and household members must be in attendance. Ongoing contacts with the family and their support system shall occur throughout assessments to determine the appropriate family needs for the Treatment Plan.

ii. Ongoing

Respondent shall coordinate additional Family Team Meetings with the family and their support system as needed throughout service provision or at any critical juncture or when changes are made to the Treatment Plan as needed.

iii. Closure

Respondent shall meet with the family to discuss the status of the Treatment Plan and determine the recommendations in the Individualized After Care Plan prior to case closure but no greater than fifteen (15) business days from last Family Support Services Staffing. Respondent shall invite the family and their support system to participate in the Closure Family Team Meeting, which may include but is not limited to, PCSO CPID, relatives, friends, neighbors and community Respondents.

e) **Referrals**

The Respondent shall submit community referrals for any additional assessments needed on behalf of the parent(s) or children in an effort to gather sufficient information and provide their clinical impression and recommendations for the Treatment Plan. Respondent shall also submit any necessary community referrals for services identified to address the

6) **Uncooperative Families**

If a family becomes uncooperative or refuse services at any time throughout the service provision, Respondent shall make email contact with referring CPI to advise of the family not cooperating or refusing services. The first attempt shall be made with the referring CPI and Supervisor and shall continue up the chain of command until contact is made with a PCSO CPID representative and the outcome shall be documented in FSFN. Respondent will notify Eckerd Connects Senior Director of Growth and Transformation or designee immediately after contact or attempted contact with PCSO CPID. If Respondent identifies a safety concern with the family, Respondent shall generate an abuse report and complete an Incident Report.

7) **Safety Recommendations**

- a) Respondent shall develop Safety Recommendations when needed for those families who are receiving Family Support Services.
- b) The Safety Recommendations must be tailored to the individual needs of each family member to address any safety concerns.
- c) Respondent must update the Safety Recommendations to address any emerging dangers or safety concerns discovered during the service provision.
- d) All Safety Recommendations and any updates shall be documented in the case record and entered into FSFN.

8) **Staffings**

a) **Intensive Family Support Services Staffing**

Respondent shall conduct Family Support Services Staffings with Respondent Program Director or Designee, and Respondent Staff to discuss the family's availability and willingness to work with services, clinical impressions and recommendations, service needs, frequency of visits, and any additional safety concerns identified during service provision. Respondent shall document all Family Support Services Staffings in the Meeting Icon in FSFN. Respondent may request the Eckerd Connects' Prevention and Diversion Staff to attend a Staffing based on safety concerns.

Staffings shall occur at a minimum of:

- i. Within fifteen (15) business days of intake
- ii. At least every thirty (30) calendar days
- iii. No greater than fifteen (15) business days prior to case closure

b) **Legal Staffings**

If a SAFE family receiving Family Support Services becomes uncooperative or does not engage with services and Respondent has identified child safety concerns, Respondent shall notify PCSO CPID Supervisor or Management Staff immediately to determine the necessity of Court action. Respondent shall attend the Legal staffing with PCSO CPID and the State Attorney's Office (SAO) if judicial action is necessary. PCSO CPID will be the lead if the child is sheltered or an In-Home Dependency Petition is filed with the Judicial Court.

9) Case Supervision

- a) Respondent shall ensure that quality supervisory reviews are conducted and documented in FSFN on all cases as frequently as needed to meet each family's specific needs. If a Supervisory Review is conducted in conjunction with a staffing, two (2) FSFN notes must be entered: a Staffing Note must be entered in the Meeting tab and Supervisory Review note must be entered under Supervisory Review. At a minimum, each case must undergo a Supervisory Review any time a material change or emerging danger is identified, and as follows:
 - i. Within five (5) business days of intake
 - ii. A minimum of every thirty (30) calendar days throughout service provision
 - iii. Within two (2) business days of receiving a FSFN notification of a new abuse report
- b) The content of Supervisory Reviews must be tailored to the individualized circumstances of each case and address all safety concerns.

10) Case Closure

a) Closing the Loop

Respondent shall connect families to necessary supports in the community to gradually integrate the family into healthy activities prior to the closure of the services with the Respondent. Respondent staff shall work in tandem to ensure the family has been connected and linked to these supports before closure of services. All referral efforts and linkages should be documented appropriately as well as identifying and resolving barriers prior to closure.

b) Individualized After Care Plan

If a Family Support Plan was completed during the service period, Respondent shall develop an Individualized After Care Plan with all families who have partially or successfully completed services in order to prevent future occurrences of child abuse or neglect. The After-Care Plan shall address all necessary recommendations from the Family Assessment, Treatment Plan, Intensive In-Home Service Staffings, and Case Supervision.

c) Case Closure of Respondent's Services

Upon closure of services with the family, Respondent shall document the status of each service the family was recommended to complete from the Family Team Meeting, outcome of the Treatment Plan, observed behavioral changes, and recommendations from the last Intensive In-Home Services Staffing and Case Supervision and PCSO CPID representative which addressed case closure. Each service or task shall be clearly identified and documented with the family's compliance status, names and dates of referrals provided, links to services, as well as Respondents efforts to assist with compliance.

d. In-Home Non-Judicial Services (IHNJ)

All IHNJ referrals must come from the PCSO CPID and referred via Case Transfer Staffing. Cases that are transferred from another child welfare agency or DCF must contact the PCSO CPID and request the case to be placed on the case transfer log. Once an Out of County or out of Circuit transfer request is received, Respondent shall make contact with the transferring

agency to discuss details of the case prior to CTS (local CTS protocol, needs of the family and specifics of the case).

IHNJ services shall be provided to UNSAFE children who remain in the care of their Parents/Legal Guardian for Intensive In-Home intervention services with the following five (5) criteria:

- The Parent/Legal Guardians are willing for an In-Home Safety Plan to be developed and implemented and have demonstrated that they will cooperate with all identified safety service Respondents.
- The home environment is calm and consistent enough for an In-Home Safety Plan to be implemented and for safety service Respondents to be in the home safely.
- Safety services are available at a sufficient level and to the degree necessary in order to manage the way in which impending danger is manifested in the home.
- An In-Home Safety Plan and the use of In-Home safety services can sufficiently manage impending danger prior to having input from any subsequent professional evaluations.
- The Parent/Legal Guardians have a physical location in which to implement an In-Home Safety Plan.

1) Availability

Respondent shall be available on a twenty-four (24) hours basis and provide flexible service delivery times for families being served or who meet the eligibility criteria of the program. Families shall be informed of the Respondents after-hour's emergency number during the initial intake response. Respondent shall respond to after-hours calls immediately but no later than one (1) hour from receipt of call.

2) Duration

Services shall be provided generally for three (3) to six (6) months in duration, with an average length of service of 105 calendar days. Any extensions beyond six (6) months shall require approval from the Eckerd Connects Senior Director of Growth and Transformation Services.

3) Initial Response Time

Respondent's Case Manager shall make a visit to the home to include the children at the residence within one (1) calendar day of acceptance from the Case Transfer Staffing. If the family is not available within the required timeframe, Respondent shall attempt to make face to face contact with the family as soon as possible within the same calendar day of the referral and each day after until contact is made.

4) Teams

A team shall be provided to each family, which may include a Family Advocate, Family Case Manager, and/or a Family Counselor. A licensed therapist and CAP-certified substance abuse counselor will be available to all families. The Family Case Manager will be assigned as Primary on the case to ensure deliver of social work and clinical services to meet a full range of a family's needs within the home.

5) Frequency of Visits

The Respondent shall provide the appropriate number of visits required to address imminent safety factors and what is outlined in the Family Functioning Assessment (FFA) and/or the PCSO CPID actuarial Risk Assessment. Respondent is required to respond to the needs of the family, as necessary, to mitigate risk, which may include unannounced visits. Ongoing visits shall occur with the family in the home at least weekly throughout service delivery until case closure to assess the safety and risk factors identified with the children.

a) Face to Face Requirements

Services will be provided in-home and in the community on a weekly basis, a minimum of two (2) visits each week, with at least one (1) visit in the home with the caregivers and children present. If Respondent is unable to meet the above requirements and/or is unable to complete the minimum of one (1) visit in the home with the children present due to the child currently having an active Out of Home plan in place and or not residing in the home at the time of service provision, Respondent shall notify the Eckerd Connects Senior Director of Growth and Transformation or designee and obtain approval. Any reduction in the frequency of visits shall be addressed during the weekly Intensive In-Home Services staffings to obtain approval by all members of the team.

b) Duration of Visits

Visits by Respondent shall be tailored to the individualized case circumstances and at a minimum shall be sufficient to assess the family progress, needs and child safety. Each Face to Face visit shall be documented in Florida Safe Families Network (FSFN) to include the duration of the visit and whether the visit was announced or unannounced.

6) Service Role

a) Family Finding Efforts

Respondent shall continuously engage the parent(s) throughout service provision to identify and develop a support system for the family consisting of relatives and non-relatives to include but not limited to family friends, neighbors, co-workers, church members, school officials, etc. Respondent shall document the names, relationship, and contact information for these supports in FSFN.

b) Comprehensive / Psychosocial Assessment

Respondent shall determine if the Assessment needs to be completed based on initial assessment with the family. The assessment shall be completed on an as needed basis within ten (10) business days from Intake. Ongoing contacts with the family and their support system shall occur throughout assessment to determine the appropriate family needs. If the Assessment is not required, the Respondent must document the reason.

c) Family Functioning Assessment (FFA) and Progress Updates

- i. Respondent shall refer to the Department of Children and Families CFOP 170-9 Family Assessment and Case Planning.
- ii. Respondent shall complete and approve the FFA-Ongoing in FSFN within thirty (30) calendar days from CTS for families identified as UNSAFE receiving In-Home Non-Judicial services.
- iii. Respondent shall complete Progress Updates in FSFN at critical junctures of the case but no less than ninety (90) calendar days until case closure.

d) Case Plan

A Case Plan shall be completed initially within thirty (30) calendar days from CTS. Any updates to the Case Plan shall be completed as needed throughout the duration of services by Respondent. Ongoing contacts with the family and their support system shall occur throughout assessments to determine the appropriate family needs for the Case Plan. The Case Plan shall be entered into FSFN.

e) Family Team Meetings

i. Initial

Meeting shall be completed within fifteen (15) business days from CTS. Respondent shall invite the family and their support system to attend, which may include but is not limited to, PCSO CPID, relatives, friends, neighbors and community Respondents. All family members and household members must be in attendance. Ongoing contacts with the family and their support system shall occur throughout assessments to determine the appropriate family needs for the Case Plan.

ii. Ongoing

Respondent shall coordinate additional Family Team Meetings with the family and their support system as needed throughout service provision or at any critical juncture or when changes are made to the Case Plan.

iii. Closure

Respondent shall meet with the family to discuss the status of the Case Plan and determine the recommendations in the Individualized After Care Plan prior to case closure but no greater than fifteen (15) business days from last Intensive In-Home Services Staffing. Respondent shall invite the family and their support system to participate in the Closure Family Team Meeting, which may include but is not limited to, PCSO CPID, relatives, friends, neighbors and community Respondents.

f) Referrals

The Respondent shall submit community referrals for any assessments needed on behalf of the parent(s) or child (ren) in an effort to gather sufficient information and provide their clinical impression and recommendations for the Case Plan. Respondent shall also submit any necessary community referrals for services identified in the Case Plan to address the needs of the child (ren) and the behavior change needed with the parent(s) throughout service provision.

7) Uncooperative Families

If an UNSAFE family receiving In-Home Non-Judicial Services becomes uncooperative or not engaging with services or are not showing meaningful behavioral change, the case shall be staffed with PCSO CPID and the State Attorney's Office (SAO) and Eckerd Connects Senior Director of Growth and Transformation (if needed).

8) Safety Plans

- a) With all Safety Plans, Respondent shall refer to the Department of Children and Families CFOP 170-7 Develop and Manage Safety Plans.
- b) Management of the impending In-Home Safety Plan becomes the primary responsibility of the Respondent Case Manager once the case is transferred from PCSO CPID to Respondent for In-Home Non-Judicial Services.
- c) Regardless of the type of Safety Plan, the Respondent Case Manager will continuously monitor and assess the family's condition and dynamics in order to ensure a "big picture" understanding that will progressively inform on-going safety planning. The assessment includes any critical junctures that are anticipated or currently occurring that may destabilize conditions in the home, such as the birth of a new child or other significant change in household composition.

9) Staffings

a) Case Transfer Staffing (CTS)

CTS is a parent-centered process used to engage the parent(s) and support a smooth transition from protective investigations to ongoing case management services. Respondent shall attend CTS with Eckerd Connects' Prevention and Diversion Specialist Staff and PCSO CPID to share pertinent information when transferring to In-Home or Out-of-Home ongoing services once the child(ren) have been determined to the UNSAFE by PCSO CPID.

b) Intensive In-Home Services Staffing (IDT)

Initial IDT shall be held within ten (10) business days of CTS. Respondent shall conduct Intensive In-Home in conjunction with the PCSO CPID representatives (upon receiving new abuse reports), Respondent Program Director or Designee, and Respondent Staff to discuss the family's availability and willingness to work with services, clinical impressions and recommendations, service needs, frequency of visits, case plan progress, and any additional safety concerns identified during service provision. Respondent shall document all Intensive In-Home Staffings in the Meeting Icon in FSFN. Respondent may request the Eckerd Connects' Prevention and Diversion Specialist Staff to attend a Staffing based on safety concerns. Staffings shall occur at a minimum of:

- i. Within ten (10) business days of / CTS
- ii. Bi-weekly throughout service provision
- iii. No greater than fifteen (15) business days prior to case closure

c) Legal Staffings

If an UNSAFE family receiving In Home Non-Judicial Services becomes uncooperative or does not engage with services, Respondent shall notify the referring PCSO CPID Supervisor or Management Staff immediately to determine the necessity of Court action. Respondent shall attend the Legal staffing with PCSO CPID and the State Attorney's Office (SAO) if judicial action is necessary. PCSO CPID will be the lead if the child is sheltered or an In-Home Dependency Petition is filed with the Judicial Court.

d) Closure Staffing

Respondent shall invite the family and their support systems to attend the final Case Staffing at the Closure Family Team Meeting to be conducted with Respondent Program Director or Management/Supervisor, Respondent Staff, and PCSO CPID representative when necessary. Case Plan outcome, behavioral changes observed, and Individualized After Care Plan shall be discussed and agreed upon with all attendees prior to closure of In-Home Non-Judicial Services.

10) Case Supervision

a) Respondent shall ensure that quality supervisory reviews are conducted and documented in FSFN on all cases as frequently as needed to meet each family's specific needs. If a Supervisory Review is conducted in conjunction with a staffing, two (2) FSFN notes must be entered: a Staffing Note must be entered in the Meeting tab and Supervisory Review note must be entered under Supervisory Review. At a minimum, each case must undergo a Supervisory Review any time a material change or emerging danger is identified, and as follows:

- i. Within five (5) business days of intake
- ii. A minimum of every thirty (30) calendar days throughout service provision

- iii. Within two (2) business days of receiving a FSFN notification of a new abuse report
- b) The content of Supervisory Reviews must be tailored to the individualized circumstances of each case and address all safety concerns.

11) Case Closure

a) Closing the Loop

Respondent shall connect families to necessary supports in the community to gradually integrate the family into healthy activities prior to the closure of the services with the Respondent. Respondent staff shall work in tandem to ensure the family has been connected and linked to these supports before closure of services. All referral efforts and linkages should be documented appropriately as well as identifying and resolving barriers prior to closure.

b) Individualized After Care Plan

If a Family Support Plan was completed during the service period, Respondent shall develop an Individualized After Care Plan with all families who have partially or successfully completed services in order to prevent future occurrences of child abuse or neglect. The After-Care Plan shall address all necessary recommendations from the Family Assessment, Treatment Plan, Intensive In-Home Service Staffings, and Case Supervision.

c) Case Closure of Respondent's Services

Upon closure of services with the family, Respondent shall document the status of each service the family was recommended to complete from the Family Team Meeting, outcome of the Treatment Plan, observed behavioral changes, and recommendations from the last Intensive In-Home Services Staffing and Case Supervision and PCSO CPID representative which addressed case closure. Each service or task shall be clearly identified and documented with the family's compliance status, names and dates of referrals provided, links to services, as well as Respondents efforts to assist with compliance.

e. Media

The Respondent will not communicate with the media about any cases that the Respondent is assigned to, as a result of the contractual relationship between Respondent and Eckerd Connects, without prior notification and collaboration with Eckerd Connects' Director of Public Relations (or designee within Eckerd Connects). Additionally, the Respondent will not plan or attend media-related events involving dependent youth in Eckerd Connects' system of care without prior notification of Eckerd Connects' Director of Public Relations (or designee within Eckerd Connects).

f. Staff Requirements

1) Staffing Positions

Respondent shall be designated as Intensive In-Home Services within the Eckerd Connects System of Care, and as such, shall employ qualified personnel as it relates to the work performed under the terms and conditions of this Subcontract.

- a) Program Director/Manager shall have at least five (5) years of experience in managing the delivery of child welfare services or Master's Degree and at least three (3) years of experience in managing the delivery of child welfare services.
- b) Program Supervisor or Assistant Program Director shall have at least three (3) years of experience in managing the delivery of child welfare services; or a Master's Degree and at least two (2) years of experience in managing the delivery of child welfare services.

- c) Child Welfare Professional or Case Management type position shall have a Bachelor's Degree and at least two (2) years of experience in working with at risk population to include families experiencing substance abuse matters, domestic violence, and mental health and emotionally disturbed. Previous child welfare experience and/or certification preferred. This position shall be required to complete the child welfare training and obtain certification per requirements set forth by DCF and FCB.
- d) Counselor type position shall have a minimum of a Master's Degree from an accredited university or college in the field of counseling, social work, psychology, rehabilitation or human services and at least two (2) years of experience in working with at risk population to include families experiencing substance abuse matters, domestic violence, mental health, and emotionally disturbed. Previous child welfare experience and/or certification preferred. Respondent shall have a minimum of one (1) Certified Addictions Professional.
- e) Family Advocate position shall hold the following qualifications: Bachelor's Degree in behavioral science or social work preferred; Associate's Degree with extensive related experience acceptable and one (1) year of child welfare experience; or High School diploma and at least five (5) years of child welfare experience. This position must successfully complete required Nurturing Parenting Curriculum Training and/or Parenting for Change within ninety (90) calendar days of hire and must complete at least forty (40) hours of in-service training per calendar year. Such training shall at a minimum include confidentiality issues, identification of indicators of child abuse, abandonment and neglect, as well as mandatory reporting, shaken baby syndrome, back to sleep (SIDS prevention), substance abuse, domestic violence, basic mental health issues, community resources, and an overview of the Family Safety Program components and service delivery system. This position must be computer literate.
- f) Transporter type positions shall hold at a minimum a High School diploma or General Equivalency Diploma (GED) and at least two (2) years of related experience in child related services.
- g) Intern/Volunteer/Students type positions shall complete Respondent Orientation training within ninety (90) calendar days from the start date. The training at a minimum shall include Confidentiality issues, identification of indicators for child abuse and neglect, abandonment and mandatory reporting.
- h) Maintain a team approach of both a Case Management type position and a Counselor type position or Family Advocate type position who will utilize their combined skills to provide short term crisis intervention services to at risk families, as well as a licensed therapist on staff and available to the families.
- i) The Respondent must ensure that all staff meet minimum hiring qualifications as outlined in 65C-15.017 of Florida Administrative Code. Respondent shall seek written approval in advance by Eckerd Connects Senior Director of Growth and Transformation or Designee, in coordination with the Eckerd Connects assigned Contracts Specialist for any exceptions to the minimum staff hiring qualifications.

2) Professional Qualifications and Training

a) Training Record

All staff that have FSFN access are required to record training activities within their FSFN Individual Worker Training page no later than at the end of each reporting month of completing any training or attendance at a conference.

b) Training Hours

All Certified staff that requires certification as a condition of employment, to include Program Supervisor or Assistant Program Director, and Child Welfare Professional or Case Management type position are required to follow the Florida Certification Board (FCB) Continuing Education Unit (CEU) Policy.

- i. Each additional time required staff credentials are renewed, the certified professional must complete a total of 20 CEUs dated during the first 12 month period and an additional 20 CEUs dated during the second 12 month period. Each Respondent shall track staff Certification and Recertification trainings and shall update the status thereof on the monthly Staff Roster Report due to the Eckerd Connects Contracts Specialist.
- ii. Each personnel file will include copies of all documents that will be used to support Certification and Renewal Requirements for the Florida Certification Board and be made available for review by the Eckerd Connects on request to assess compliance and evaluate current process and procedure.

c) Licensure / Certification

Respondent shall ensure that all required Child Welfare staff, including Respondent Child Welfare Professional or Case Managers and their direct Program Supervisor or Assistant Program Director are appropriately licensed and/or certified as a condition of employment. Additionally, employed or subcontracted staff performing services on behalf of Respondent has also successfully complied with the requirements set forth by all DCF and FCB requirements and any other relevant legal or contractual authority to include Eckerd Connects Policies and Procedures.

d) Florida Certification Board

Respondent shall ensure that all Child Welfare Professional or Case Management type positions and Program Supervisors OR Program Director/ Assistant Program Directors have registered with the Florida Certification Board (FCB), apply and pay for registration fees as required. The provisional certification fee is required prior to the employee being allowed to take the certification competency exam. Please see specific guidance for the certification process in the training guidelines governing Certifications. Directly following the passing of the certification competency exam, the Respondent shall submit an Application for Provisional Certification to Eckerd Connects for submission to FCB. All new hires that are certified upon hire date must be reported to Eckerd Connects for review.

e) Child Welfare Trainees

The Respondent will be responsible for all Child Welfare Professional or Case Managers trainees and their completion of all requirements of training in order to achieve the Child Welfare Certification. Respondent staffs who fail to obtain Child Welfare Certification within the specified timeframe will not be allowed to carry a caseload or work with families until Child Protection Certification is achieved, unless the Respondent staff applies for an extension with FCB and FCB grants the extension request. It will be considered a breach of contract if a Respondent allows an uncertified staff member to work in a position that requires certification. This may result in Eckerd Connects terminating the contract for cause.

f) Integrity of Training Process

Respondent shall maintain the integrity of the training and certification process, by ensuring that all staff required to be certified pursuant to Florida Department of Children and Families and the Florida Certification Board requirements are certified according to the process outlined both initially and on an ongoing basis.

g) Child Welfare Professions or Case Manager Support

Respondent shall be responsible to support the Child Welfare Professionals or Case Managers evolving capacity to effectively and competently carry out his or her job responsibilities by assessing the individual's level of job-related knowledge, skills and

abilities, and by identifying, arranging for and or providing additional assistance as necessary to help enhance the individual’s overall development as a proficient Child Welfare Professional. The Respondent shall ensure that all Child Welfare Professions or Case Manager and Program Supervisor or Assistant Program Director hired in these positions achieve certification within one year of having successfully completed FCB Certification test for his or her position classification.

h) Ethics Violations

For staff whom certification is a condition of employment, Respondent shall report any potential ethics violations to FCB within five (5) business days of notification, or at the same time the complaint is filed with the Inspector General’s office. Prior to hiring staff that are already certified, Respondent shall check the status of the prospective employee on the FCB website to ensure the employee’s certification is current and to view any open ethics violation cases.

i) Professional Qualifications

The Respondent’s Program Director, Manager, Supervisor and Child Welfare Professional or Case Manager must have minimally a Bachelor’s degree in social work or related area of study from an accredited college or University and must meet other minimum qualifications required as a Program Director, Child Welfare Professional or Case Manager, and Program Supervisor or Assistant Program Director (as outlined in 65C-33 of Florida Administrative Code). Respondent shall maintain and provide evidence upon request that each Child Welfare Professional or Case Manager spends 100% of his or her time providing services described in and funded under this agreement.

C. Performance Outcomes and Quality of Services to be provided limited to 10 pages.

Maximum points possible = 70

1. Please provide detail on the formal quality mechanisms that are in place in your organization and how those formal quality mechanisms result in consistent high-quality service provision. Please include information on who is responsible for ensuring that the quality standards in the organization are maintained.
2. Explain how you will meet the outcome measures and how you will capture and report on the DCF outcome data as outlined below in “**Current Outcome and Performance Measures for Diversion Services.**”
3. Explain how success of the proposed service delivery structure will be measured. List the expected outcomes, performance indicators, targets and description of how each measure will be calculated and tracked.

Related Exhibits

4. None

Outcome and Performance Measures for Diversion Services:

The quality of service provision will be determined through measurement against the following performance targets:

#	Contract Measures	Methodology	Target FY 19-20
1	Percent of children who are not neglected or abused during Intensive In-Home Services	The number of children who did not have verified abuse report findings during service provision divided by the number of children served	≥95%
2	Percent of children not neglected or abused within six (6) months after	The number of children who did not have verified abuse report findings	≥95%

	receiving Intensive In-Home services	within 6 months of case closure divided by the total number of children within 6 months of case closure	
3	Percent of children not neglected or abused within twelve (12) months after receiving Intensive In-Home services	The number of children who did not have verified abuse report findings within 12 months of case closure divided by the total number of children within 12 months of case closure	≥95%
4	Percent of children receiving Family Support Services and In Home Non-Judicial who do not enter the Eckerd Connects System of Care Dependency System during service provision	Number of children receiving Family Support Services and In Home Non-Judicial who do not enter the Eckerd Connects System of Care Dependency System during service provision divided by the total number of children served	≥90%
5	Percent reduction in the number of children entering the Eckerd Connects System of Care Dependency System in Pinellas County	802 children were sheltered and entered the Eckerd Connects System of Care Dependency System in Pinellas County from July 2018 through June 2019	5% Reduction (≤ 762)
6	Provider shall serve a minimum capacity of unduplicated families during the subcontract fiscal year.	The total number of unduplicated families served during the Eckerd Connects fiscal year.	TBD

D. Transition Plan to be provided limited to 5 pages.

Maximum points possible = 35

The technical proposal must include a plan detailing the Respondent’s strategy for transition of the Diversion Services described in this ITN from the current Providers. Failure to submit a Transition Plan will result in the disqualification of the proposal. The plan must include specific detail regarding transition logistics and must also include the following stipulations:

1. The plan must be initiated no later than the transition implementation date as identified in Section VI. Schedule of Events and Deadlines at no cost to Eckerd Connects. The Respondent shall detail any organizational experience and history with any large-scale transitional implementation(s) similar to what is required by this ITN.
2. The successful respondent is required to schedule an employment interview for all incumbent staff members below the Program Director who desire to maintain their current positions and are in good standing with their current employer within the Eckerd Connects System of Care. Staff who are offered a position shall be offered employment with the successful Respondent with no reduction in hourly rate of pay. All transitioning staff members will be subject to the probationary periods, evaluation practices and Human Resource policies/procedures of the successful Respondent.
3. At the conclusion of contract negotiations, a final transition plan detailing phase-in to full operations will be mutually developed between Eckerd Connects, the successful Respondent, and the incumbent Diversion Provider, if applicable.

XXII. Oral Presentation Evaluation

The Oral Presentation is valued at 30% of the total scoring. Respondents who are invited to the oral presentation phase will have up to two hours to answer six questions – three of which are standard for each

agency that is invited to make an oral presentation, and at least three questions specifically developed by the Evaluation Team to clarify elements of the agency's written response.

Maximum points possible = 210

1. Based on your written response to Section A. and the related exhibits only, please describe why your organization should be chosen.
2. Based on your written response to Section B. and the related exhibits only, please explain your operational plan to execute the requirement of the pending contract.
3. Based on your written response to Section C., please explain your plan to ensure quality and exceptional outcomes.
4. Agency-specific question 1
5. Agency-specific question 2
6. Agency-specific question 3

Note: Attachments A-I are available on individual forms, to be downloaded from the procurement section at <https://eckerd.org/contract-procurement/>. If you experience any difficulty in obtaining those forms, please contact Jason Thomas at jthomas@eckerd.org. Respondent is responsible for developing and submitting Exhibits 1-5.

XXIII. Required Attachments

A. Attachment A: Authorization

B. Attachment B: Affidavit of Service Provider Standards

C. Attachment C: Lobbying

D. Attachment D: Debarment

E. Attachment E: Convicted Vendor

F. Attachment F: Conflict of Interest

G. Attachment G: Proposed Budget

H. Attachment H: Current Diversion Services Scope of Services-Pinellas County

I. Attachment I: Memorandum of Understanding between Eckerd Connects and the Pinellas

County Sheriff's Office