

OBM/FINANCIAL REQUIREMENTS:

- 1) **On page 18 of RFP says that evidence of required insurance must be submitted but page 24 says certificate of insurance should be submitted within 14 days of RFP award date.**

Response: Provide clear explanation, evidence/documentation of required insurance along with your proposal. When and if you are awarded a contract you will need to provide the actual proof and certificate of insurance.

- 2) **How many copies of the financial audit are required?**

Response: One copy should be sent with the original Proposal.

- 3) **How many financial audit reports do you require with the proposal?**

Response: Already captured in Q&A #2 under OBM/Financial Requirements section.

- 4) **Can all of the forms required for RFP 14884 Cuyahoga Tapestry System of Care be made available electronically to enable us to fill them out on the computer rather than hand writing them?**

Response: No, if we give out an electronic copy of an RFP we only make it available as a PDF to ensure that terms and conditions and other information that is pertinent to the County cannot be altered. If there are spreadsheets or any other working documents made available by the department in the RFP they can be made available if the vendor asks but we prefer the CD's are made and given to us before the RFP is issued so that we can distribute them to everyone who receives a copy.

GENERAL:

- 5) **Is there a limit to the number of pages we are allowed to submit?**

Response: There was no page limit set but CTSOC would suggest no more than 15 to 20 pages of narrative. This does not include attachments such as budgets and required forms. You will not be penalized for less than 15 or more than 20. Please also keep in mind that CTSOC is requiring single spaced, stapled and/or clipped; not bound.

- 6) **If we are applying for more than one portion of the RFP (mental health court, care coordination, and residential step-down), do we need to present them in a way that each element can be pulled out separately and do we need a separate budget for each element?**

Response: Yes, you need to present them in a way that each element can be pulled out separately and, yes, a separate budget is required for each element.

7) Will Juvenile Court and DCFS be willing or able to provide references?

Response: It is not CTSOC's position to obtain references from DCFS or Juvenile Court but if an applicant wishes to solicit a reference from DCFS and/or Juvenile Court they are free to ask.

8) How should we incorporate the SCY program into our proposal?

Response: The expectation is that wraparound care coordination will meet the needs of all youth including those with alcohol and drug issues. At this stage in its development and with this RFP, CTSOC intends to move the system to the next level. This RFP is all inclusive, intended to cover a spectrum of needed program services - care coordination, family and youth involvement. Stand alone programs that have existed in the past, such as SCY, are not included.

9) Can an agency get approved for funding in more than one area -Neighborhood Care Coordination, Mental Health Court, Residential Step Down?

Response: Yes, please see question 4.

10) Do all proposals submitted, both from the Neighborhoods and from the CCP agencies, need to indicate an agreed upon partnership, and with whom that agreement is with? E.g. If Cleveland Christian Home submits, do they need an MOU from West Side Community House and vice versa?

Response: The Care Coordination Agency submitting must submit an MOU with their identified Cluster. The Collabs in the Cluster do not need to submit an MOU indicating the same. However, a Collab/Cluster lead must submit an MOU with their cluster partners. Care Coordination Agencies are free to work with any Cluster. Clusters are free to partner with any Care Coordination Agency. CCP agencies must identify at least one Cluster but Clusters may partner with up to two (2) Care Coordination Partners.

11) Is the Youth, Family, and Community Partnership being included?

Response: Yes, those youth are included in the referral numbers for the Juvenile Court population.

12) Please clarify the expectations related to partnership with the neighborhood collaboratives?

Response: Submittals will meet the needs of the model and goals described on page 9 of the RFP. It may include aspects of what currently exists or may include other ideas that will promote a healthy and thriving relationship between CCP agencies and their Cluster partners.

13) Who are the current Care Coordinators?

Response: Cleveland Christian Home, Catholic Charities, Beech Brook, Applewood and Positive Education Program (PEP)

14) Is it the intent of this RFP to replace any of the existing Care Coordinators and/or add additional Care Coordinators?

Response: CTSOC's intent is to identify the best qualified providers to provide Care Coordination Services.

15) Is there a map of the various Collaboratives and clusters available?

Response: CTSOC uses the GEO maps developed by DCFS. CTSOC will post the map on our website as soon as possible.

16) Does a Care Coordinator have to be a Private Child Placing Agency (PCPA) licensed to provide Residential Treatment? If so, why? This seems like an unnecessary requirement.

Response: Yes, a Care Coordination Agency must be a Private Child Placing Agency licensed by Ohio Department of Human Services to provide Residential Services.

17) Would a new Care Coordinator have to have a contract specifically with the Cuyahoga County Mental Health Board or just be able to bill Medicaid through a contract with another county mental health board?

Response: The youth served are from Cuyahoga County and in order to do appropriate reimbursements/charge backs and to track this accordingly providers must be under contract with the ADAMHS Board of Cuyahoga County.

18) Will you make available copies of current Care Coordinator budgets?

Response: Copies can be obtained by calling Marcos Cortes. You may view the budgets at the CTSOC Office will make copies based on \$.03 per page. *(Please note that in Marcos Cortes' absence please contact the CTSOC by calling 216-443-606.)*

19) On page 5, under "Provider Services Network" please explain the parenthetical statement at the end.

Response: The Administrative Services Organization administers a flex fund called the Providers Services Network. The PSN should not be included in your proposal.

20) Page 11 - If we wanted to be considered for both DCFS and Juvenile Court referrals for the Neighborhood Partnership Care Coordination component AND the Care Coordinator for Residential Step-Down, Mental health court and Community/Family referrals must we submit separate proposals.

Response: Please see Question # 4

BUDGET:

21) How will the money flow to the collaboratives to do their work? This is really a budget issue. Currently Care Coordinating agencies pay "rent" for the use of the neighborhood centers. Are these payments supposed to come from the per diem or are they a separate line item in our budget?

Response: Based on how you define your partnership will determine what you purchase and at what price point if any from your Cluster partners. The work of the Collabs (Family and Youth Involvement) under the cluster model will be funded as the second type of contract under this RFP.

22) Same thing would go for other supplies such as computers, etc. Simply put, what is the daily rate intended to cover? Does it include money for space we rent?

Response: Daily Rate/Per Diem should cover your census. *(Note- based on questions raised during the pre-bid conference, a clarifying response will be provided to this question in a "Pre-Bid Conference Questions" document and posted by 8/31/09).*

23) What differs between the financial model and this RFP vs. current financial model?

Response: Your model should support the program based on what/who you are proposing to serve. CTSOC will know more as we prepare to make awards/contracts. CTSOC doesn't anticipate a significant change in the financial model. *(Note- based on questions raised during the pre-bid conference, a clarifying response will be provided to this question in a "Pre-Bid Conference Questions" document and posted by 8/31/09).*

GOALS/INDICATORS:

24) How will outcomes be tracked? Will the current outcomes system continue to be used (and refined as we move forward)?

Response: Yes. These outcomes will be tracked through Synthesis. It will be refined as CTSOC moves forward. CTSOC will build upon a collaborative spirit and together we will look at what we want to track. Please revisit the goals and outcomes already identified in this RFP under attachment 2 on page 41.

SCOPE OF SERVICES: CARE COORDINATION:

25) How are children in Model 3 different than children in Model 1 in Residential Treatment?

Response: Most referrals for children in residential placements will be referred to the agency that is contracted for residential step down; however, there may be a situation where some of these referrals will be involved with regular care coordination.

26) Is there a required ratio for Neighborhood Care Coordination? (It seems to be missing from the narrative part of the RFP but is included in the "how to complete a proposal" section).

Response: Yes, 1 to 15.

SCOPE OF SERVICES: FAMILY AND YOUTH INVOLVEMENT:

27) Which collabs are in which cluster? Are all collabs in a cluster? Are all neighborhoods in Cuyahoga County covered by a Collab?

Response: Current DCFS GEO areas cover all areas of Cuyahoga County. These areas are the basis for existing collaborative/cluster structures and are supported by CTSOC.

28) Is it correct in that the Neighborhoods will be awarded 4 TOTAL contracts? One per Cluster.

Response: Yes.

29) Will the 4 Cluster contracts contain the funding for all required activities, trainings, travel, etc.?

Response: Yes. Details will be negotiated after awards are made.

30) Are the Family Involvement and Youth Involvement contracts, as they once were, eliminated?

Response: Yes. This shift is intended to align with budget priorities and strategic direction. However the concept of family and youth involvement is embedded in the revised youth/family involvement model outlined in the RFP.

31) Is it correct that there will be one lead Parent Advocate per Cluster (4 total)?

Response: Yes. This shift is intended to align with budget priorities and strategic direction.

32) Is the Youth Coordinator position eliminated?

Response: As it currently exists it is being eliminated. However, the concept of the youth coordinator role is being expanded as reflected in the revised youth/family involvement model outlined in the RFP.

33) How will parent and youth partners be compensated? Are they FTE's, PTE's or stipend volunteers? Will the stipends stem from the PSN?

Response: The Collabs/Cluster can define how to compensate the parent and youth partners based on the budget awarded. The PSN will not be utilized under this component.

34) Is the position of Family Involvement lead eliminated?

Response: Yes. See question 30/31 same justification.

35) Page 12, under Section B, letter 'm'. What is meant by 'provide support staff'? Are the agencies responsible for assigning staff to this role? Is it Family-to-Family staff?

Response: Page 12, under Section B, letter "m" states: "Provide staff support". The Clusters are responsible for assigning staff support based on the funded positions. You may integrate Family-to-Family staff in this role if it fits with staff support functions.

36) Page 12, Section B, letter 'n'. Is one organization awarded the neighborhood-based youth, family and care coordination? This is confusing, please elaborate.

Response: Four (4) agencies will be awarded the Neighborhood-based Youth and Family Involvement (4 Cluster Lead Agencies). Multiple contracts will be awarded for Care Coordination.

37) Will only the lead agency established per Cluster be submitting a proposal for Parent Advocates, Family Involvement and Youth Involvement?

Responses: Yes. Only the lead agency for the Cluster should submit a proposal for those aspects outlined for the "Neighborhood-based Youth and Family Services" component of the RFP - capture in Scope of Services: Family and Youth Involvement section.