

RFA: #1 Mediation



Saint Francis
MINISTRIES

TABLE OF CONTENTS

SECTION I

Introduction..... Pg. 2

- A. Introduction**
- B. Evaluation**

SECTION II

Instructions and Procedures..... Pg. 3

- A. Necessary Documents**
- B. Specifications**
- C. Questions**
- D. Provider Certification**
- E. Preparation of the Response**
- F. Response Requirements**

SECTION III

Response Criteria..... Pg. 5

SECTION IV

Timeline/Submittal Documents..... Pg. 6

SECTION V

Service Definition..... Pg. 8

SECTION I

A. **Introduction**

SFM is dedicated to providing services to children and families involved in the child welfare system in the least intrusive and least restrictive manner possible. Services offered are based on family voice and choice and designed to give children and families the opportunity to safely preserve their family whenever possible, engage with both formal and informal community resources, strengthen parents' protective capacity in order to keep children safe from harm, meet the needs of children and families as identified through the assessment process, be culturally humble, and include parents, siblings, and extended family.

SFM continuum of services includes prevention activities, coordination and services that focus on the safety, health and wellbeing of the child, parental and sibling engagement, family voice and choice in service provision, respite, independent living, adoption, domestic violence, safety, mental health, substance abuse and treatment services, as well as educational initiatives. These services are provided to children and families by Saint Francis personnel or through sub-contracted vendors. Specifically, Saint Francis is seeking providers whom are able and/or willing to provide services through the provision Well-Supported, Supported, and Promising Practice evidence-based models that strengthen families and build protective factors in families, in compliance with the federal Families First Prevention Services Act (FFPSA), part of the Bipartisan Budget Act of 2018 (H.R. 1892). Additionally, the Subrecipients will ensure services are culturally humble, trauma-informed, and engage and support the biological/legal parents in the process of family preservation or reunification.

Saint Francis is issuing this Request for Application (RFA) in order to qualify Providers to deliver **Mediation** throughout the Eastern Service Area. The Service Description detailed in this RFA contains the mandatory minimum requirements Providers must meet in order to provide this service.

The subaward will be for the initial period of July 1, 2021 through February 28, 2023. Saint Francis reserves the right to extend the period of this subaward beyond the termination date when mutually agreeable to the Parties. The resulting subaward may not be an exclusive subaward as Saint Francis reserves the right to subaward for the same or similar services from other sources now or in the future. Under federal law, the resulting contract awarded will also be a "subaward", and the Contractor will also be a "subrecipient".

B. **Evaluation**

Responses will be evaluated based upon the criteria outlined in Section 3 of this document and scored accordingly. Providers' scores must meet the minimum standards set by Saint Francis to be considered for an offer to join the Saint Francis Provider Network.

Contracts may be entered into with those Applicants whose submissions meet the minimum requirements set forth by Saint Francis. Saint Francis reserves the right to contact individual references and to consider other sources of information to determine eligibility.

Saint Francis may reject any or all responses or parts thereof and/or cancel this RFA and re-solicit, if such an action is in Saint Francis' best interest. Saint Francis may waive informalities and minor irregularities on responses received. This RFA does not commit Saint Francis to award any contract or to pay any costs incurred in the preparation of responses.

SECTION II

A. Necessary Documents

Providers who wish to submit a response shall complete all necessary documentation as identified in Section 4 of this RFA.

B. Specifications

The specifications included in this RFA provide adequate information as to whether or not Provider can meet the needs of Saint Francis. Deviations from the specifications may result in lower scores or be grounds for disqualification.

C. Questions

Saint Francis believes this RFA contains sufficient information to respond however will allow Providers to submit questions according to the Procurement Schedule in Section 5.

D. Provider Certification

By submission of a response, Provider certifies that Provider has neither paid nor agreed to pay any person, other than a bona fide employee, a fee or a brokerage resulting from the award of the contract.

E. Preparation of the Response

Providers are expected to examine all service requirements, rules, documents, forms, specifications, standard provisions, instructions, and review its response for accuracy before submitting its response: Failure to do so may result in lower scores or be grounds for disqualification.

F. Response Requirements

Responses should be completed and submitted electronically to ProviderRelationsNEESA@saintfrancisministries.org, hand delivered, or sent via certified mail Addressed to Saint Francis 9218 Bedford Ave Omaha, NE 68134 for Appendix A, Appendix B, and Letters of Recommendation.

Copies of the forms for Appendix A and Appendix B can be found on the Saint Francis Website.

SECTION III
RESPONSE EVALUATION CRITERIA

Responses will be evaluated through in depth analysis and will be based on the following criteria:

- (1) Provider's demonstration of understanding the Service Description requirements.
 - Provider's demonstration of experience, knowledge and education (or a combination thereof) in the following:
 - Family engagement
 - Wraparound principles
 - Trauma informed care
 - Skill training with directed practice
 - Engaging ongoing support in natural communities
 - Community resources and ability to collaborate
 - Child development
 - Skill building
 - Ability to incorporate FFPSA models
- (2) Provider's demonstration of experience with child welfare-involved youth and coaching and skill building in order to effect positive outcomes for youth and families.
- (3) Provider's Letters of Recommendation, reputation, professionalism, and completeness of response to this RFA.

Subcontractors must meet the above requirements to be considered for contract issuance.

SECTION IV

TIMELINE/SUBMITTAL DOCUMENTS

A. Timeline

- 1) Provider Submittal Documents are due no later than 4:00 p.m. Central Standard Time ~~April 23, 2021~~ **May 14, 2021**.
- 2) Responses will be evaluated from ~~April 26, 2021~~ **May 14, 2021** through ~~May 7, 2021~~ **May 21 2021**. During this time, Saint Francis may require Provider to accommodate further discussions with evaluation team. Provider will be notified in writing or by phone if this is requested.
- 3) Discussion may be conducted with Provider(s) for the purpose of clarifying responses to ensure the evaluation team has a full understanding of the responses to this RFA. In conducting discussions, there shall be no disclosure of any information derived from responses submitted by competing Providers. However, once this competitive procurement process is complete, all records and associated contracts are considered public record and may be released to third parties upon appropriately submitted public records request(s). Saint Francis reserves the right to conduct discussion if determined necessary. Discussions shall not constitute a contract award nor shall they confer any property rights on a Provider. Ward may be made without discussions, therefore, offers shall be submitted complete and on most favorable terms.
- 4) Providers selected to provide **Mediation** will be contacted by end of business on ~~May 1, 2021~~ **May 21, 2021**.
- 5) Providers not selected to provide the services, but that meet the minimum score threshold, are put on the Qualified Provider Listing and will remain on that Listing for the full RFA cycle. Should there be a need for additional Providers to provide **Mediation** a Qualified Provider will be contacted, unless a Qualified Provider is unavailable for that service in ESA.

B. **Submittal Documents**

- a. Appendix A – Submittal Letter and Provider Profile
 - i. Appendix A is required by each provider. Provider will include a list of all services provider is seeking a contract for. This document is only required once per provider regardless of the amount of services the provider is seeking to contract for.
- b. Appendix B – Services Response Form
 - i. Appendix B is required for each individual service provider is seeking a contract for.
- c. Letters of Recommendation
 - i. Each provider requires three letters of recommendation. No specific format is required however the response should support the provider's ability to provide the service(s).

C. **Responses must utilize the printed Submittal Forms (do not submit handwritten forms) located on the Saint Francis website.**

1. Email submittal documents with the following attachments to:
 - a. Electronic submissions must be sent in the pdf. Format.
 - b. The Subject Line in the email for submissions must include the name of the Organization and Procurement April 2021. (e.g. ABC Company – Procurement April 2021.

- c. Submittal documents should be attached to the email and named pursuant to the naming conversations listed below.
 - Appendix A Submittal Letter and Profile: Providername-AppendixA.pdf
 - Appendix B-Service Response Form(s): Providername-AppendixB.pdf
 - 3 References: Providername-References.pdf

Example: When ABC Company responds to this RFA, the Provider shall attach the following submittal documents to the email:

1. ABCCounseling-AppendixA.pdf
 2. ABCCounseling-AppendixB.pdf
 3. ABCCounseling-Recommendations.pdf
2. If submitting documents via hand delivery or certified mail, utilize the following instructions:
- a. Ensure all documents are in the following order
 - i. Appendix A Provider Submittal Letter and Profile
 - ii. Appendix B-Service Response Form(s)
 - iii. Three (3) Professional Letters of Recommendation
 - b. Ensure all documents are submitted at the same time.

SECTION V

Mediation Service Appendix

DEFINITION

Mediation services are time limited services designed to resolve conflict; by bringing family members, community supports, and service Contractors together to move towards a safe and permanent environment within which a child can live. Topics encompassed by this conflict-resolution service include placement, visitation schedules, decision making responsibilities, access of other relatives and significant persons to contact with the youth, etc. Services are designed to increase decision making for families who are actively engaged in conflict that is increasing the risk of a youth's safety, law violations, growth, etc.

Service expectations include:

- Conduct the mediation no later than three (3) business days from the date of the initial referral, unless otherwise requested. Initial contact with family should occur within the first 72 hours of referral. The initial private sessions (IPS) and mediation session(s) will occur within thirty (30) business days.
- Identify and locate a physical location for the mediation.
- Identify and contact all relevant service Contractors.
- Prepare all mediation participants for the mediation itself.
- Provide an initial draft of the proposed mediation agreement to Saint Francis within ten (10) business days of the mediation.
- Address post-mediation objections upon completion of twenty-one (21) day review period. Provide the Case Manager with the final, approved agreement within 35 business days of the final mediation session(s).
- This service does not take the place of case management strategies employed by the Case Manager to assist the youth in working through difficult situations.
- Empower the child/adolescent, family/caregiver, community supports and services Contractors in developing the continued Family Plan that will be sustained after discharge.
- Service must be trauma-informed and culturally/linguistically-sensitive.
- Provide assistance in interpreting the case plan, court documents, and other document as needed.

STAFFING RATIO

1:1 (one mediator to one mediation)

TARGET POPULATION

Family members, attorneys, community supports, and service Contractors.

LENGTH OF SERVICE

Average length of service for one Mediation is a minimum of six to eight (6-8) hours (for mediation and preparation time) to include addressing objections and drafting of mediation plan.

ACCEPTING & RESPONDING TO REFERRALS

The Contractor shall be available to accept referrals Monday through Friday 8am to 5pm, except Federally recognized holidays. The Contractor will have initial phone contact with the family/client within 48 hours of referral assignment.

DISCHARGE

If a family or client requires an unsuccessful discharge due to lack of engagement or any other inability of the Contractor to fulfill the service, the referring Case Manager and Utilization Management will be notified prior to discharge.

MINIMUM REPORTING REQUIREMENTS

If an agreement is reached by the Parents, the contractor shall draft a mediation agreement with clear, outcome focused, time sensitive, and measurable goals that support the safety, well-being, recovery and resiliency of the child/adolescent and their family. The contractor must submit the mediation plan and any updates via email of the Saint Francis Designee, within thirty-five (35) days of a final mediation session conducted.

STAFF CREDENTIALS

Staff must be associated with a non-profit mediation center as determined by the Administrative Office of the Court's Dispute Resolution and Mediation Division Policies and Standards. The mediation center must become a Registered Service Provider (RSP) with the Administrative Office of the Courts and Probation.

PERFORMANCE OUTCOME MEASURES

Contractors are responsible for reporting outcome data to Saint Francis Ministries via the current identified process by the 10th calendar day of the following month.

1. 85% of families referred for mediation-facilitation participate in a mediation-facilitation session.

ESTABLISHED RATE

1. Saint Francis shall pay the Contractor \$150.00 per hour for mediation. The rate can be billed pro-rata in 15-minute increments.
2. A billable month of service will include a minimum of at least one distinct (1) contact with the parent that is face to face and a minimum total number of direct service hours that equate to no less than (1) hour of direct service that are face to face. For the purposes of this contract, a billable contact is defined as an interaction between the contractor, the parent, the service Contractors and other formal and informal supports that are expected to further the accomplishment of the goals for the parent/family. The billable contact must be clearly and explicitly documented in the file to support that this occurred and must demonstrate which activities were planned for and took place during the contact.
3. Billable services, included within the scope of mediation shall include one (1) hour of plan drafting and one (1) hour of case management.
4. All other related service costs are included in the established rate. No additional costs will be paid by Saint Francis.