

**RFA: #19 Family  
Support –  
Motivational  
Interviewing (MI)**



**Saint Francis**  
**MINISTRIES**

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## 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 **Family Support – Motivational Interviewing (MI)** 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](mailto: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 **Family Support – Motivational Interviewing (MI)** 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 **Family Support – Motivational Interviewing (MI)** 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**

### **Family Support – Motivational Interviewing (MI) Service Appendix**

#### **DEFINITION**

Family Support Motivational Interviewing (MI) is defined as the provision of face-to-face assistance, coaching, teaching, and role modeling by a trained professional in the family home or community based setting utilizing Motivational Interviewing (MI) to promote behavioral change. Contractor providing this service will ensure fidelity to the Motivational Interviewing model and in compliance with the Federal Clearing House requirements.

Family Support – Motivational Interviewing Service promotes child and family well-being, enhances the protective factors through increased knowledge of parenting and child development, promotes behavioral change, builds personal resilience by helping parent(s) and/or family members overcome obstacles, promotes meaningful social connections, provides concrete supports, encourages social and emotional competence and increased motivation by helping clients progress through five stages of change (pre-contemplation, contemplation, preparation, action and maintenance).

The Contractor shall work cooperatively with the Case Manager, parent, and involved professionals in assisting the family with meeting goals designed to strengthening functioning in areas related to the reason for referral. The Family Support – Motivational Interviewing Worker shall be trained in Motivational Interviewing and have knowledge of community and program resources and assist families with arranging for and obtaining medical care and treatment, appropriate support systems and interventions and, training and education as identified in the referral.

#### **TARGET POPULATION**

The target population is any adult, child, or juvenile involved with and referred by Saint Francis.

#### **LENGTH OF SERVICE**

Length of Family Support – Motivational Interviewing Service shall be provided as described in the referral and in accordance with the written authorization, with an average length of service being six months.

#### **ACCEPTING & RESPONDING TO REFERRALS**

The Contractor shall be available to accept Saint Francis Family Support Service Referrals Monday through Friday 8am to 5pm, except Federally recognized holidays. Additionally, the Contractor will provide Saint Francis with their after hours/on-call procedure. The Contractor will have initial phone contact with the family/client within 24 hours of referral assignment and an initial face-to-face visit with the family/client within 48 hours of referral assignment. The initial face-to-face contact must be conducted in person and not via a virtual platform.

#### **DISCHARGE**

The Contractor will provide a written notification to the Saint Francis at least 14 days prior to any discharge not previously agreed upon between the Contractor and Saint Francis designee.

The Contractor shall provide a written discharge summary to Saint Francis, within seven (7) business days after discharging the family. The discharge summary shall include the client's involvement in the creation of the summary as well as specific community services and informal, social supports the family has been connected to during the Family Support length of service. Upon closure it should be reasonable to expect that the family shall need no other skill-based service to maintain success.



## **STAFF CREDENTIALS**

The Family Support – Motivational Interviewing Worker must be trained in Motivational Interviewing and have a Bachelor’s Degree in human service or related field. The Family Support - MI Worker may also be enrolled in college and be within two semesters of completing a Bachelor’s Degree in human services or a related field. A person who is on semester, summer, or other break, but was enrolled the previous semester and will be enrolled after the break, shall be considered to be enrolled in college.

If a potential employee does not meet the standards outlined above, the Contractor shall notify the Saint Francis designee and provide the name of the employee, their job function, and education deficiencies which prevent them from meeting the contractual standards.

The Contractor may consider the following to be comparable to a Bachelor’s Degree for the performance of the Family Support – Motivational Interviewing Worker:

1. A potential employee who has a high school diploma or GED and at least two years of job-related or lived experience;
2. A potential employee who has an Associate’s Degree plus one year of experience in human services or a related field, and;
3. A potential employee who is obtaining Bachelor’s Level internship hours in a human services field while obtaining a Bachelor’s Degree to be comparable to a Bachelor’s Degree.

Upon the request by Saint Francis the Contractor shall provide a written plan that outlines additional training and supervision that will be provided to staff who do not have a Bachelor’s Degree or are not working on a Bachelor’s Degree.

If an employee does not meet the standards outlined above, the Contractor shall notify the Saint Francis Provider Relations Department, and provide the name of the employee, their job function, and education deficiencies which prevent them from meeting the contractual standards. This will be reviewed for an Educational Exception which the Contractor will document in their HR file.

The Contractor shall have a written, detailed training plan for Family Support – Motivational Interviewing staff that includes both pre-service and ongoing training requirements. The Contractor will provide their staff with access to training in Well Supported, Supported, or Promising Practices in alignment with the Family First Prevention Services Act of 2018 from which to establish a foundation from the appropriate teaching. The Contractor shall make the training plan available to Saint Francis upon request.

## **MINIMUM REPORTING REQUIREMENTS**

The Contractor shall provide monthly written progress reports within fourteen (14) calendar days following the month of service provision to Saint Francis in an approved format. The monthly report shall include the following information:

1. Name of Contractor Agency
2. Name of Contractor Direct Care Worker
3. Name of Family served
4. Name of all family members that participated in the service in accordance with the referral
5. Master Case Number
6. Dates Services were Provided (From XX/XX/XXX to XX/XX/XXXX)
  - a. Note Sessions that were missed by family (No-Show)
  - b. Note Sessions that were cancelled
  - c. Note Sessions that were re-scheduled
  - d. Note Sessions that were interrupted or ended early

7. Outcomes
  - a. Progress toward each goal identified in referral
  - b. Barriers to progress that were identified and addressed
8. Number of months service has been provided
9. Each instance that the family is not present at a scheduled appointment or cancels an appointment for Family Support.
10. The Contractor shall notify Saint Francis by either email or text message, by end of next business day every time the family is not present for the session at the scheduled designated time and location, or the session is cancelled.

Reports will be submitted weekly for cases currently being managed by DHHS Initial Assessment and receiving Initial Services through Saint Francis.

**PERFORMANCE OUTCOME MEASURES**

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

1. Service participants will successfully complete 85% of their overall established goals.
2. 85% of services will close successfully (85% of goals achieved) within 5 months.

**ESTABLISHED RATE**

1. For the service of Family Support – Motivational Interviewing, Saint Francis shall pay the Contractor \$64.00 per each full hour of direct, face-to-face contact time assisting the child(ren), juveniles, adults, and/or family.
2. Saint Francis shall pay the Contractor in 15 minute increments in those situations where the Family Support Worker has face-to-face contact time with the child(ren) and/or family. Saint Francis shall pay the Contractor per the following pay schedule for direct face-to-face contact time for a partial hour

1-15 minutes	\$16.00
16-30 minutes	\$32.00
31-45 minutes	\$48.00
46-60 minutes	\$64.00

3. Saint Francis must pre-approve in writing any Contractor requests to utilize more than one staff person to work with a family simultaneously.
4. All other related service costs are included in the established rate. No additional costs for report writing, phone calls, or meetings when family members are not present will be paid by Saint Francis. If attendance at family team meetings is requested by Saint Francis the Contractor can bill for services at the established hourly Family Support - MI Service rate.