



Request for Proposals to Establish Case Management for Child Welfare Lead Agency

Introduction: The Partnership for Strong Families, Inc. (PSF) is seeking proposals from qualified vendors to provide comprehensive case management services that align with our organizational goals in the areas of Leadership and Governance, Workforce Management, Continuous Quality Improvement, and Partner and Community Relations. The selected vendor(s) will be responsible for ensuring high-quality service delivery, effective leadership, robust risk management, and strong partnerships with stakeholders.

Purpose: To enable Partnership for Strong Families to enter into a contract to provide comprehensive case management services pursuant to §§ 409.986 and 409.988, F.S. and prevention services, while ensuring each child’s safety, permanency, and well-being. The cost reimbursement, sub-recipient contract awarded related to responses received from this Procurement will be for case management services in **Alachua, Baker, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Madison, Suwannee, Taylor, and Union Counties – Judicial Circuits 3 & 8.**

Terms of the Agreement: The awarded contract(s) will be effective January 1, 2025 and ending on June 30, 2026. PSF reserves the right to extend any contract(s) awarded from this Procurement to continue the relationship with the chosen service provider(s). The proposal should demonstrate how the respondent will maintain services and staff related to case management services in **Judicial Circuits 3 & 8** and incorporate these counties into their current infrastructure. The determination date for this Procurement has been scheduled for October 25, 2024. The final decision is not necessarily tied to the highest score or lowest cost. Partnership for Strong Families reserves the right to make a determination based on what is in the best interest of the agency.

Scope of Work: Vendors are invited to submit proposals detailing how they will meet the following requirements:

1. Leadership and Governance

Oversight and Resource Management:

- Provide details on your process for risk management, including identification, analysis, and mitigation of risks such as financial liabilities and critical incidents.

Leadership:

- Outline your strategy for establishing and maintaining strong leadership within the organization.

- Explain your decision-making processes and how you will ensure effective communication channels across all levels of the organization.

2. Workforce Management

Workforce Capacity:

- Present your plan to maintain adequate staffing levels to meet caseload requirements.
- Explain your approach to timely hiring, onboarding, and managing caseloads to ensure they do not exceed a 16:1 ratio.

Retention Activities:

- Provide a strategy for retaining case managers and supervisors, including how you will assess and address turnover.
- Detail your approach to ensuring case managers feel supported and motivated.

Training:

- Describe how you will supplement pre-service and in-service training provided by our organization.
- Explain how you will use data and feedback to identify and address ongoing training needs.

Supervisor Development:

- Outline your plan for developing case management supervisors, including consultative/reflective supervision and critical thinking skills.
- Explain how you will evaluate the application of these skills in practice.

3. Continuous Quality Improvement (CQI) Processes

Data Quality:

- Detail your processes for ensuring accurate, timely, complete, and consistent documentation of required data.
- Provide methods for validating data and ensuring compliance with documentation standards.

Data Analysis:

- Explain your approach to continuous monitoring and analysis of performance data, including safety, permanency, and well-being outcomes.

- Describe how you will use this data to drive program improvements and enhance service quality.

Performance Improvement Strategy:

- Present your strategy for identifying performance gaps and implementing corrective actions.
- Detail how you will involve key stakeholders in the development and monitoring of these improvement plans.

4. Partner and Community Relations

Child Protective Investigations:

- Explain how you will establish and maintain positive working relationships with Child Protective Investigations (CPI) teams.
- Describe your communication strategy with CPI teams for case transfers, joint home visits, and emergency placements.

Children's Legal Services (CLS):

- Detail your approach to working closely with CLS to optimize case communication, court report submission, and judicial follow-up.

Guardian Ad Litem (GAL) and Judiciary:

- Outline your plan to build and maintain mutually respectful relationships with GAL and the judiciary.
- Explain your approach to court preparedness and advocacy for permanency.

Service Providers:

- Describe how you will work collaboratively with service providers to develop and implement solutions for case management challenges.
- Provide examples of how you will proactively address differing opinions and maintain effective communication with providers.

5. Practice Application

The agency must demonstrate comprehensive competence in the following areas of case management practice including efforts to maintaining children in their home and reunifying as soon as it is safe to do so.

Family Engagement and Partnering:

- Describe your approach to family engagement and partnering to including monthly face-to-face contacts with parents, inclusion of the parent in case planning, consistent and ongoing contact with parents throughout the life of the case.

Information Collection and Assessment:

- Describe your approach to gathering quality information, reconciling conflicting information, and ensuring information from both formal and informal assessments is used in the overall case progression evaluation.

Planning for Child Safety:

- Describe your approach to safety planning development and monitoring, including the provision of safety management.
- Describe your approach to evaluating conditions for return and assessing for reunification as soon as safely possible.

Case Planning and Monitoring:

- Describe your approach to developing individualized case plans in partnership with parents that include tasks that are specific, measurable, and attainable.

6. Financial Resource Management and Budget Compliance**Budget Planning and Allocation:**

- Outline your agency's process for developing and allocating budgets across different programs or projects. Include examples of how you ensure funds are directed towards priority areas.

Financial Monitoring and Reporting:

- Describe the tools and processes you use to monitor spending and track financial performance against the budget. Include how often financial reports are reviewed and who is responsible for financial oversight.

Cost Control Measures:

- Explain the strategies your agency employs to control costs and avoid overspending. Provide examples of how these measures have been successfully implemented in the past.

Adjustments and Reallocations:

- Discuss your agency's approach to making adjustments or reallocating resources in response to changing needs or unforeseen circumstances. Include examples of how you have maintained budget compliance under such conditions.

Experience with Similar Projects:

- Provide examples of past projects where your agency successfully managed financial resources within the allocated budget. Highlight any challenges encountered and how they were addressed.

Submission Requirements: Interested vendors must submit the following by Tuesday, October 8, 2024 at 5:00PM:

1. **Executive Summary:** Overview of your organization and its qualifications.
2. **Detailed Response:** A comprehensive plan addressing each area outlined in the Scope of Work.
3. **Budget Proposal:** Detailed cost breakdown for the services provided.
4. **References:** At least three references from similar projects or services provided.

Evaluation Criteria: Proposals will be evaluated based on the following criteria:

- Alignment with the Scope of Work.
- Demonstrated expertise and experience in case management services.
- Quality of proposed leadership and governance structure.
- Effectiveness of workforce management and training plans.
- Robustness of CQI processes.
- Strength of partner and community relations strategy.
- Cost-effectiveness of the proposal.