



Family Partnerships of Central Florida

REQUEST FOR PROPOSAL

for

**Intensive Front End Diversion Model to prevent Removal for
Families with Present Danger (Orange County) and**

**Safety Management/Non-Judicial In-Home Services (NJIHS) in
Orange, Osceola, and Seminole Counties**

Closing Date: APRIL 14, 2025

This Application outlines the process for selecting a Provider for the provision of professional employment organization services in Brevard, Orange, Osceola, and Seminole Counties, Florida, using the funds that are allocated by the State of Florida Department of Children and Families and administered by Community Based Care of Brevard dba Family Partnerships of Central Florida.

Family Partnerships of Central Florida

REQUEST FOR PROPOSAL

Table of Contents

PART I – INTRODUCTION.....	3
PURPOSE	3
ORGANIZATION AND STRUCTURE	3
PART II - APPLICATION REQUIREMENTS	5
PROCUREMENT OF SERVICES	5
PROPOSAL APPLICATION DEADLINE	5
AWARDS.....	5
OFFICIAL CONTACT PERSON	6
NOTICES	6
LIMITATIONS ON CONTACTING FPOCF	6
INQUIRIES.....	6
TIMELINE: SCHEULE OF EVENTS AND DEADLINES	7
CONFLICT OF INTEREST	7
LOBBYING STATEMENT	8
FACSIMILE TRANSMISSION (FAX).....	8
ADDITION, DELETION OR MODIFICATION OF PROPOSAL.....	8
PART III - SPECIAL CONDITIONS	8
PART IV – TECHNICAL SPECIFICATIONS/PROJECT DESCRIPTION	10
1. PROJECT DESCRIPTION.....	10
2. SELECTION AND SCORING CRITERIA	10
3. APPEALS	20
PART V CONSIDERATION FOR AWARD	23
PART VI REQUIREMENTS OF THE PROPOSAL.....	23
SECTION I PROJECT APPLICATION FORM.....	24
SECTION II PROPOSAL SIGNATURE PAGE.....	25
SECTION III DESCRIPTION OF THE PROJECT – PROGRAM NARRATIVE	26
SECTION IV Attachments	27

PART I – INTRODUCTION

PURPOSE

Family Partnerships of Central Florida (FPOCF) is soliciting proposals from providers interested in providing front end intensive diversion services (Orange County) and NJIHS for families served in, Orange, Osceola, and Seminole counties. The intention of this request for proposals (RFP) is to solicit responses and formal proposals from qualified providers and select a single organization to provide front end intensive diversion services and NJIHS services for children and families served by FPOCF.

This RFP is issued solely for information and planning purposes. This document does not commit FPOCF to contract for any service, supply, or subscription whatsoever. FPOCF will not reimburse any information or administrative costs incurred because of participation in response to the RFP. All costs associated with a response will be at the responding party's expense.

FPOCF ORGANIZATION AND STRUCTURE

Brevard Family Partnership was established in 2003 as a nonprofit organization in response to the legislative mandate to privatize foster care and related services ([Section 409.986, Florida Statutes](#)). In 2005, the agency was awarded the contract to manage Brevard County's child welfare system through the [Florida Department of Children and Families](#). *In 2024, Brevard Family Partnership became Family Partnerships of Central Florida (FPOCF)* and was awarded the contract to manage the child welfare system for Brevard, Orange, Osceola, and Seminole counties. Under this mandate, FPOCF and its community partners provide child abuse prevention, foster care, adoption, and independent living services to an average of 8,500 Central Florida children and youth each year and more than 2,800 young people on any given day.

Mission

Our mission is to protect children, strengthen families and change lives through child abuse prevention and the operation and management of a comprehensive, integrated, community-based system of care for abused, abandoned, and neglected children and their families.

Vision

FPOCF and its partners manage a child welfare system committed to:

- The safety of children first.
- Ensuring timely permanency for every child.
- Providing customized services that meet the unique needs of each child and family provided by a comprehensive, community-based network of providers who are

dedicated to delivering a family-centered, need-driven, responsive service delivery system.

- Efficiently and effectively managing resources to achieve better outcomes for children, with the goal of ensuring child safety and permanency within a 12-month timeframe.
- Ensuring financial support will be available from diverse federal, state, and local sources and flexibly managed at the local level to meet the needs of children and families in a timely and appropriate manner.
- Operating a system that collects and uses data to accurately forecast the services and support needed, at the level of intensity and duration required, and at the necessary cost to achieve desired outcomes for each child and family.

Values

FPOCF's system of care is family-centered, strength-based, and community-driven. Our staff and partners believe all children have the right to grow up safe, healthy, and fulfilled in families that love and nurture them.

Principles of Practice

FPOCF's 10 Principles of Practice are:

- Family Voice and Choice
- Team-Based
- Natural Supports
- Collaboration
- Community-Based
- Culturally Competent
- Individualized
- Strengths-Based
- Persistent/Unconditional
- Outcome-Based

PART II - APPLICATION REQUIREMENTS

PROCUREMENT OF SERVICES

Procurement of services is in accordance with state and federal laws, and FL Department of Children and Families contract stipulations with FPOCF.

PROPOSAL APPLICATION DEADLINE

Responses to this RFP will be accepted by FPOCF emailed to christoper.goncalo@brevardfp.org

Responses/proposals will be accepted **no later than 10 a.m. on Monday, April 14, 2025.**

Responses/proposals should be submitted to the attention of **Christopher Goncalo, Director of Contracts and Compliance.**

No changes, modifications or additions to the submitted proposals will be allowed once submitted.

FPOCF reserves the right to reject any and all proposals or to waive minor irregularities when to do so would be in the best interest of FPOCF. A minor irregularity is defined as a variation from the request for proposal terms and conditions that does not affect the price of the proposal, give the prospective respondent an advantage or benefit not enjoyed by other prospective respondents or does not adversely impact the interest of the agency.

AWARDS

As the best interest of FPOCF may require, the right is reserved to make an award to the most responsive respondent, by individual items, group of items, all or none, or a combination thereof; to reject any and all proposals or waive any minor irregularity or technicality in responses received.

Respondent(s) are cautioned to make no assumptions unless their proposal has been evaluated as being responsive and qualified. All awards made as a result of a proposal shall conform to applicable Florida laws. FPOCF reserves the right to cancel an awarded proposal if full funding is unavailable, a contract cannot be successfully negotiated, or upon due cause, such as provider misrepresentation, negligence, non-performance, or other factors, via written notice of which electronic (email) is acceptable.

The anticipated start date for this contract is July 1, 2025. FPOCF will negotiate a contract with the successful respondent.

OFFICIAL CONTACT PERSON

This RFP is issued by FPOCF. The sole point of contact for information concerning content or procedures for responding to this RFP is:

Christopher Goncalo, Director of Contracts and Compliance
Family Partnerships of Central Florida
Office - 321-752-4650 x 3060
Cell – 321-693-2966
christopher.goncalo@brevardfp.org

Material changes, if any, to the scope of services of bidding procedures will only be transmitted by written addenda and posted on the FPOCF website at [Requests - Brevard Family Partnership](#)

NOTICES

All notices, decisions, intended decisions and responses to inquiries will be communicated through electronic posting at the following website:

[Requests - Brevard Family Partnership](#)

It is the prospective Respondent's exclusive responsibility to access any and all updates posted.

LIMITATIONS ON CONTACTING FPOCF

Respondents are advised to limit their contact regarding this RFP to the sole contact person listed above. With reference to this RFP, no representations, other than those distributed by the contact person in writing, are binding on FPOCF and respondents are cautioned that oral responses by FPOCF are not binding upon it.

INQUIRIES

Inquiries must be submitted in writing via email to the FPOCF contact person on or before the date specified in the timeline. Responses to all inquiries that involve clarification and/or changes to this RFP will be made available to interested parties via electronic posting on the FPOCF website in the order to which they were received. No questions related to this RFP will be accepted after the time specified in the timeline.

TIMELINE: SCHEULE OF EVENTS AND DEADLINES

EVENT	DATE AND TIME
Request for Proposal released and posted on the FPOCF website.	Friday, March 14, 2025
Bidders Conference	Friday, March 21, 2025
Last Day to Submit Questions	Friday, March 28, 2025
Posting of Q&A's Responses	Ongoing postings to the Q&A document on the Procurements section of the BFP website during the open period for inquiries.
Sealed Proposals due to FPOCF	Monday, April 14, 2025
Distribute qualified Respondent Proposals to Selection Team	Tuesday, April 15, 2025
Evaluators turn in Proposal Scores and make recommendations.	Wednesday, April 21, 2025
Oral Presentations (if needed)	Week of April 21, 2025
Post Intent to Award Notice	Wednesday, April 23, 2025
Protest Deadline – by formal written notice.	Tuesday, April 29, 2025
Anticipated effective date of contract	July 1, 2025

CONFLICT OF INTEREST

The award hereunder is subject to the provisions of federal regulations, state statutes and county ordinances. All respondents must disclose with their proposal the name of any officer, director, or agent who is also an employee of FPOCF or the National Center for Innovation and Excellence (NCFIE) or member of the organization's board of directors. Further, all respondents must disclose the name of any FPOCF or NCFIE employees or members of the review board of directors who own, directly or indirectly, any interest in the respondents' firm or any of its branches.

LOBBYING STATEMENT

Firms and their agents are hereby placed on notice that the FPOCF staff or the review board of directors shall not be contacted (except for designated contact person) about this proposal. Public meetings and public deliberations are the only acceptable forum for the discussion of merits of products/services requested by the RFP and written correspondence regarding proposals may be submitted to the official contact person. Failure to adhere to these requirements could result in the action to disqualify the respondent from consideration of the award.

FACSIMILE TRANSMISSION (FAX)

Proposals that are received by FAX are not acceptable and will be rejected.

ADDITION, DELETION OR MODIFICATION OF PROPOSAL

FPOCF reserves the right at its sole discretion to increase, decrease or delete any portion of this RFP at any time without cause.

PART III - SPECIAL CONDITIONS

News Releases/Publicity: News releases, publicity releases, or advertisements relating to this RFP and resulting contract, or the tasks or projects associated with the project, shall not be made without FPOCF's prior knowledge of the FPOCF point of contact. Releases should identify the funding entity, as well as the funding source.

RFP Documents: Respondents shall examine the RFP carefully. Ignorance of the requirements will not relieve the respondents of liability and obligations under the contract.

Respondents' Costs: FPOCF shall not be liable for any costs incurred by respondents in responding to this RFP.

Insurance: Respondents will ensure that either their insurance coverage or self-insurance program or insurance of their contracted agents is adequate and enough to cover the activities performed under this agreement, as to the actions undertaken. Respondents shall ensure that the insurance requirements upon all contractors conform to and comply with all applicable local, state and/or federal requirements.

Other Laws, Rules and Regulations that may apply.

- A. Chapter 409 – *Social Welfare-Social and Economic Assistance*
- B. Chapter 39 Florida Statutes – *Proceedings Relating to Children*
- C. Florida Administrative Code, 65C-14- *Group Care*
- D. FPOCF Fiscal Policies AP-430 and AP-465

- E. Florida Public Records Act, Chapter 119 F.S.
- F. Florida Statutes, Chapter 112 - which deals with conflict-of-interest OMB Circular A-133
- G. Adoption and Safe Family Act (ASFA) performance standards
- H. Chapter 427 F.S. Part 1 Transportation Services and Rule 41-2 Florida Administrative Code– transportation of children.
- I. Federal requirements of TANF, Title IV-B and Title IV-E State plans, Children and Family Operating Procedures 175-71, 175-93, 175-29, and 175-59.
- J. U.S.C. (Section 1324a) (Section 274A(e) of the Immigration and Nationality Act – employment of unauthorized aliens)
- K. 45 CFR Part 76 – Certification Regarding Debarment and Suspension
- L. American Disabilities Act of 1990 PL 101-336
- M. 24 CFR Part 1 – The regulations promulgated pursuant to Title VI of the 1984 Civil Rights Act.
- N. Title VII of the 1964 Civil Rights Act as amended by the Equal Employment Opportunity Act of 1972 – prohibits discrimination in employment.
- O. Age Discrimination Act of 1973.
- P. Health Insurance Portability and Accountability Act (HIPAA)
- Q. Rehabilitation Act of 1973 – no discrimination against qualified disabled individuals.
- R. Section 109 of Public Law 100-202 – which restricts the awarding of public works contracts to firms from foreign countries with unfair trade practices.
- S. Davis-Bacon Requirements Labor Standards Requirements.
- T. Chapter 287 F.S.

Additional Terms and Conditions FPOCF reserves the right to reject proposals containing any additional terms or conditions not specifically requested in the original conditions and specifications of this proposal.

PART IV – TECHNICAL SPECIFICATIONS/PROJECT DESCRIPTION

1. PROJECT DESCRIPTION

Intensive Front End Diversion Model to prevent Removal for Families with Present Danger (Orange County) and Safety Management/Non-Judicial In-Home Services (NJIHS)-Orange, Osceola, and Seminole Counties

Ceiling Award Not to Exceed - \$1,050,000

FPOCF is seeking a single agency to provide an intensive front end diversion model and Safety Management/Non-Judicial In-Home Services. The intensive front end diversion model provides an immediate response to assist in managing the safety of the children in home when present danger is identified by the DCF Child Protective Investigator (CPI), in conjunction with rapid implementation of services to address the underlying family needs long-term to achieve system independence. The team must be available 24/7, 365 days a year and deploy within two hours of call from the DCF CPI on weekdays and within four hours of CPI call on weekends. The intensive front end diversion model will serve Orange County exclusively, focusing on reducing removals in the top five high- risk areas in Orange County listed below.

Zip Code and Target Area	Percentage of Removals	Number of Children Removed
32808- Pine Hills	8.75%	23
32839-Edgewood, Oak Ridge, and Pine Castle	5.32%	14
32811-West Orlando/Kirkman	4.94%	13
32805-Holden Heights	4.56%	12
32703-Apopka	4.56%	12

Present Danger exists as an immediate, significant, and clearly observable family condition, child condition, individual behavior or action or family circumstances which are in the process of occurring and which obviously endanger or threaten to endanger a child and requires immediate action to protect. Identification of present danger is a dangerous situation in the process of occurring which means it might have just happened, is currently happening, or happens all the time so this requires immediate intervention.

During FY 2022-2023 - 432 children experienced a removal in Orange County, an average of 36 children per month.

During FY 2023-2024 - 382 children experienced a removal in Orange County, an average of 32 per month.

Thus far during FY 2024-2025 (July 1, 2024 -December 31, 2024) 139 children experienced a removal in Orange County, an average of 23 children per month.

The last two years of historical performance show a 19% decrease in removals in Orange County. The team is expected to further reduce removal rates. Based on current trends, FPOCF projects that the target number of children to be served in FY 2025-2026 by the intensive front end diversion team is a minimum of children 15 children per month or 180 children annually with present danger. This includes children served on the back end for post reunification support as appropriate.

Brevard County implemented a similar model; recidivism rates are listed below.

FY 22-23: 169 children, 79 families served. 16 children removed. **90% of children diverted from removal.**

FY 23-24: 185 children, 79 families served. 16 children removed. **91% of children diverted from removal.**

FY 24-25 July-Dec: 60 children, 29 families served. 6 children removed. **90% of children diverted from removal.**

The team will utilize all interventions and services necessary to prevent removal by providing rapid crisis responses to families in need of intensive support when present danger has been identified by DCF at the earliest point possible. Most responses encompass the following categories based on Florida Safety Decision Making Methodology Safety Management Services categories.

Crisis Management-The purpose of crisis management is crisis resolution and prompt problem solving to control present danger. Crisis is a perception or experience of an event as horrible, threatening or disorganizing. The event or situation overwhelms the caregivers and family members' emotions, abilities, resources, and problem solving. The crisis must be addressed so that the present danger is controlled, and the requirements of an in-home safety plan are successfully executed.

Behavioral Health-This category is concerned with applying actions (activities, arrangements, and services) that control (not treat) caregiver behavior that is a threat to a child's safety. While behavior may be influenced by physical or emotional health, reaction to stress, impulsiveness or poor self-control, anger, motives, perceptions and attitudes, the purpose of this action is to control the behavior that poses a danger threat

to the child. The action is concerned with aggressive behavior, passive behavior, or the absence of any behavior-any of which threatens a child's safety.

Intensity and Level of Acuity-Families served frequently present complex mental health needs, are at significant risk of substance abuse and/or domestic violence and often include large sibling groups. The team is required to blend traditional safety management services with an immediate therapeutic response to assess family needs and strengths, provide family centered therapeutic intervention, parent education, stress management, conflict resolution and engagement of other services throughout the provider network based on the needs of the family during the investigative process. Caregiver Protective Capacity refers to personal and caregiving behavioral, cognitive, and emotional characteristics that specifically and directly are protective to children.

Team staffing pattern consists of supervisor, therapist, family specialist/care coordinators, and paraprofessional staff. Caseloads are expected to range from 5 to 10 families depending on family acuity and intensity of service delivery.

The supervisor is responsible for implementation of the model and directly supervises the team. The supervisor participates in quality assurance activities in an environment of continuous improvement and ensures deliverables and performance outcomes are met.

Master Level Therapists provide prompt therapeutic response and clinical intervention required to address mental health and substance abuse needs or other risk factors contributing to unsafe conditions in the home. The team will prevent removal by providing a rapid response to families in need of intensive support when present danger, and the underlying conditions, have been identified by the CPI, typically identified during the initial contact the CPI has with the family. The team will assess and stabilize the family to prevent removal. The team provides quality home visits, ongoing monitoring of child safety, and well-being including evenings and weekend visits.

Bachelors level Family Specialists/Care Coordinators are responsible for leading Family Team Conferences, and the authorization of any additional services needed. These positions oversee and manage the authorization and utilization of services delivered for families with present danger identified by DCF. Family Specialists/Care Coordinators promote healthy, stable families with the goal of preventing further system involvement and keeping families intact while maintaining information regarding the environment of current services to ensure a flexible, responsive, culturally competent service delivery system.

Paraprofessional positions serve as liaisons providing support and advocacy for children and families served. This position collaborates with the team to co-lead Family Team Conferencing. Effective performance requires a high degree of independent judgment and ability to function under the established policies, procedures, and practices with minimal supervision.

Recommended starting maximum salary for identified positions:

Supervisor \$61,000

Therapist \$58,000

Family Specialists/Care Coordinators \$49,500

Paraprofessional Family Advocate \$32,800

The team will effectively increase Caregiver Protective Capacities based on the criteria below:

- The characteristic prepares the person to be protective.
- The characteristic enables or empowers the person to be protective.
- The characteristic is necessary and fundamental to being protective.
- The characteristic must exist prior to being protective.
- The characteristic can be related to acting or being able to act on behalf of a child.

Within two hours, during business hours or four hours on nights and weekends, of the referral from the CPI the assigned team member must complete a face-to-face visit with the family to assist the CPI in the development of a Safety Plan in response to the present danger. The Safety Plan identifies immediate family safety needs that must be addressed (e.g., housing, food, some sort of care) to achieve family stabilization. The safety plan is designed to control behavior, emotion, or condition that resulted in the child(ren) being unsafe. The Safety Plan sustains the family and controls safety while the CPI gathers information for the Family Functioning Assessment. The front-end intensive diversion team must provide twenty-four hours a day, seven days a week, access and support for children and families served. This includes home visits *minimally five times per week* including evenings and weekends to assist in managing the Safety Plan. Community Mobile Response Teams (MRT) and the entire Family Partnerships of Central Florida provider network are available for additional immediate crisis response. The team will work in partnership with all parties to develop measurable and achievable steps and benchmarks to increase the family's ability to succeed on an incremental basis. The team clarifies specifically how accountability for all safety actions will be monitored for each family. The team must be prepared to identify and implement adaptations quickly when needed based on the child and family needs utilizing Wraparound or other evidenced based family engagement process.

Within two days of initial face-to-face contact, a team member is required to meet with the family to conduct a needs assessment. Assessments must be conducted in person in a non-threatening manner, respecting the family while adhering to all confidentiality standards to lay the foundation for family engagement and inclusion. The needs assessment is a tool used to learn about the family's history, needs, traditions, culture, resources, and norms with sensitivity to cultural norms as interventions and supports are identified to strengthen and preserve the family unit. The next step is a Family Team Meeting/Family Team Conference that includes identifying informal support and natural

resources available to the family. The Family Team Conference brings together a group of individuals identified to support the family, called the “Family Team,” and incorporates the use of Wraparound or other evidenced based family engagement process. Wraparound is a planning process that follows a series of steps to help children, and their families realize their hopes, dreams, and meet their family goals. This enables families to be free of child welfare and other systems involvement and increases skills to navigate community resources. Through consensus and the process of normalization, the team identifies a vision: a unified picture of how things will be for the child and family when involvement with the team is complete. The team participates in a thorough exploration of the family's needs across life domains. Life domains are areas of the family's life that present challenges. These domains are areas such as a place to live, mental health, cultural, social, spiritual, educational, vocational, financial, and safety. The team leads the conversation, assuring family voice, while checking with team members for other needs and shared understanding of the needs held by the family. The team brainstorms strategies that will help the family move to the better life they defined in the vision statement. These actions are tied to the strengths and culture of the child and family while team members commit tasks with specific follow-up dates to help the family be successful. The team provides flexibility to allow for the individual needs of the family while strengthening family protective factors.

Based on the assessed parenting needs of each family, a plan is created as part of the Family Team Conference to increase the Protective Factors and serve as the basis of the families parenting program. The plan outlines the specific service providers in the FPOCF network (as well as any informal and natural support identified) that support the achievement of the family's desired outcomes. At this time, the benefits, alternatives, risks, and consequences of planned services are reviewed and discussed with the family. The team identifies the frequency and duration of the support needed, the level and type of flexible support required to meet the unique needs of the family. These specifics are outlined in the plan in addition to all services and support to be provided, and by whom, and contains the individual or guardian's signature. Any unmet needs are discussed and the possibilities for maintaining and strengthening family relationships are addressed. Common services identified, provided, or authorized include substance abuse, mental health, behavioral management, childcare, parenting skills, financial assistance, domestic violence, developmental evaluations, and respite care. Frequent Family Team Conferences are completed to ensure needs are being met and natural supports are present.

Families referred to the intensive front-end diversion team are staffed weekly jointly with DCF until the final safety determination. Once the CPI has completed their Family Functioning Assessment, assessment of impending danger and Caregiver Protective Capacities the CPI will decide if the child is safe or unsafe. A child can be considered safe when there is no threat of danger to a child within the family/home or when the caregiver protective capacities within the home can manage threats of danger. A child is unsafe when there is a danger threat to a child within a family/home and the caregiver protective

capacities within the home are insufficient to manage the threat of danger, thus requiring outside intervention. Based on that determination the case will be staffed for on-going services. Families may be stepped down to Non-Judicial In-Home Services (NJIHS) or Family Support Services (FSS) as appropriate based on the family needs. (FSS is provided by the FPOCF Prevention and Diversion team using the CARES model). The family must be continuously monitored, and service continues until the family can be successfully closed and discharged. At a minimum of 30 days prior to discharge, an Aftercare and Transition Plan must be developed in collaboration with the family and their identified support network.

Non-Judicial In-Home Services (NJIHS)

459 Children (239 families) were served in NJIHS FY 2022-2023

340 Children (181 families) were served in NJIHS FY 2023-2024

166 Children (92 families) were served in NJIHS FY 2024-2025

144 Children (81 families) were served in NJIHS July 1, 2024, to December 31, 2024

FPOCF's goal is to increase utilization of NJIHS in the FPOCF System of Care. This team will serve Orange, Osceola, and Seminole Counties. NJIHS may also be used as a step down from the intensive front end diversion team after family achieves crisis stabilization for a seamless transition. The NJIHS team is required to use Wraparound or other evidenced based family engagement process to ensure strong family engagement.

The recommended caseload for NJIHS is 1:17 children, and ratio of 6 Safety Specialists and one Family Support Worker to 1 Supervisor. FPOCF will implement one NJIHS unit. Safety Specialists will be deployed to open CPI cases in the final stages of completing the Initial Family Functioning Assessment where safety services are indicated *prior to transfer to NJIHS*. As the NJIHS census grows, FPOCF will evaluate what additional resources are needed within the infrastructure.

The recommended starting maximum salary for identified positions:

Supervisor \$61,000

Safety Specialists (Child Protection Certified Case Managers) \$49,500

Family Support Worker \$32,800

The provider will accept all referrals from CPI on open cases where safety management services are indicated and NJIHS referrals for children deemed unsafe that can be managed with a safety plan, as referenced by DCF CFOP 170-1. The NJIHS staff assigned, CPI and family will participate in the initial team staffing, at which time the family is transferred from the CPI to NJIHS team. Every team staffing must include the Team Staffing form outlining what should be included in the transfer packet before the case "hand off" as well as the Service Planning Conference Checklist. A contingency plan may be negotiated for any missing items on the list in collaboration with all agencies involved. Initial face-to-face contact with the child and family must occur within 72 hours of case

acceptance. Once NJIHS accepts the case, the NJIHS Supervisor, or designee, will complete all necessary functions to build the case in FSFN.

Within 5 days of the initial team staffing, the NJIHS Supervisor will complete an initial review of the case record to provide direction and guidance to the Safety Specialist as well as to immediately assess child safety, well-being, and permanency. At the time of this initial review, the Supervisor will also validate that the information contained within Florida Safe Families Network (FSFN) is complete and accurate.

Ongoing supervisor reviews must be conducted at a minimum quarterly, with no more than 90 days between reviews. This subsequent review also ensures child safety, well-being, and permanency are addressed and that the record (case file and FSFN) contains complete and accurate documentation. Each child's case plan is reviewed at least quarterly and includes an evaluation of the family's progress toward achieving service goals. This review will be input within FSFN as a Supervisor Review within 48 hours of the review.

The NJIHS Safety Specialist will use the Family Team Conference (FTC) process to determine appropriate services for the family based on their unique needs. The Safety Specialist will facilitate FTCs and decisions regarding services are reached in consensus with the Family Team. Informal and natural support are utilized whenever possible in lieu of formal providers. The Safety Specialist is responsible for identifying and authorizing services, ensuring that the service is appropriate and clinically indicated. Safety Management Specialists are responsible for initial service authorizations and subsequent utilization reviews. Service referrals must be initiated at the earliest point possible and no later than three (3) business days of the Family Team Conference.

The Safety Specialist will complete, and the Supervisor will approve a Family Functioning Assessment Ongoing (FFAO) within 30 days of case transfer staffing. The Family Assessment provides the following information: child and adult demographics, sibling information, summary of maltreatment findings, family criminal records, prior reports, safety factors of child and family members, child's health needs, adult health issues, food, shelter, clothing, transportation needs, parenting skills, family interaction, coping mechanisms with stress, developmental, educational needs, family motivators as well as informal and formal support systems.

After the FFAO is completed the case plan will be developed at the initial FTC recommendations from the Family Care Team reached in consensus to meet the unique needs of the youth and family. All case plan requirements shall be completed in accordance with Chapter 39. The Safety Specialist is responsible for ensuring the case plan is implemented and adhered to.

Ongoing, the provider is responsible for assessing safety, monitoring the Safety Plan, requesting services as appropriate; and conducting home visits with the child/children at least once every 30 days. All children aged 0-5 who reside with their parents and do not

attend an accredited educational program or licensed daycare program shall be seen at home at a minimum of once every 14 days for the first 30 days or in accordance with what is agreed upon in the Safety Plan. The provider shall review the Safety Plan with appropriate family/household members at each home visit and document in FSN communications with any individual identified as a safety monitor on a Safety Plan. Communication with safety monitors shall be in accordance with the approved Safety Plan. Information gathered from any assessment activities shall be documented in FSN, drive revisions to the Safety Plan when needed thereby promoting ongoing Safety Plan sufficiency.

The family will be evaluated for progress towards closure at the 90 days mark and documentation of such will be indicated in the supervisor review documented in FSN. To be considered for case closure, ongoing assessments must show a pattern of progressively less restrictive safety plan interventions resulting in increased parental protective capacities. Only when a child is assessed to be safe by the Safety Specialist should a case be staffed with the supervisor to determine appropriateness for case closure. The Safety Specialist will complete an NJHS Termination Summary after supervisor staffing and consultation to determine case closure. Prior to the provider's case closure, the provider shall complete FSN, local criminal history checks and service calls to ensure no new reports or information has been added that may impact case closing. If the conditions of the Safety Plan deteriorate or the parent/caregiver is unwilling or unable to participate in the agreed upon safety plan to manage child safety, a safety plan staffing will be held involving DCF CPI, CLS, and may include service or treatment providers, if already working with the family, or other program experts. The purpose of the staffing is to determine reasonable efforts to prevent removal and determine the least intrusive, least restrictive intervention to assist the family and next steps, including intensified safety services, court action, or out-of-home placement.

The provider is required to maintain a 24-hour on-call system to address family needs after hours and weekends. The provider must respond to all requests by FPOCF in relation to the Department or other inquiries, media coverage and events, client complaints or other critical incidents that require information on an emergency or as needed basis. The provider must ensure Safety Specialists serving NJHS families meet Child Welfare Certification requirements as mandated by the Florida Certification Board and meet annual training requirements. The provider must ensure mandatory attendance by the Safety Specialist, Supervisor, or designee at initial case staffing's, or other Multidisciplinary Team meetings. A Critical Incident Report (CIR) must be submitted for any child removed from the home within 24 hours (specifically by 12 noon on the next business day). All CIR's must be submitted to the FPOCF Critical Incident Coordinator using the CIR feature in Argos.

FPOCF will allocate \$25,000 in flexible funding for service authorizations for children and families served by the intensive front end diversion team and in NJHS.

3. SELECTION AND SCORING CRITERIA

It is the intent of FPOCF to select one qualified Respondent that can best achieve the identified needs to provide quality service provision. FPOCF will convene a review team to evaluate and rank all proposals that have been deemed eligible. Responses that do not provide a complete application package will be determined ineligible for further consideration.

The following RFP evaluation sheet will be used:

Rating Scale Summary		
Points		
0	Respondent has not responded to or has poorly responded to the criterion demonstrating a lack of understanding of the criterion addressed in the proposal.	No value
1	Respondent has demonstrated little or no direct capability or has not adequately addressed the criterion in the proposal.	Minimal
2	Respondents have demonstrated good capability and a good approach to the criterion in the proposal.	Good
3	Respondent has demonstrated above average capability and approach to the criterion in the proposal.	Above Average

ORGANIZATIONAL CAPACITY:	Sub-total Score:	Weight	Maximum Score	Comments
<ul style="list-style-type: none">The response demonstrates competent and experienced management staff that can provide leadership, direction and support to the respondent organization and staff assigned to this project.	3	3	9	
<ul style="list-style-type: none">The response demonstrates good organization support to manage the demands of this program.	3	2	6	

ORGANIZATIONAL CAPACITY:	Sub-total Score:	Weight	Maximum Score	Comments
PROGRAM DESIGN	Sub-total Score:	Weight	Maximum Score	Comments
<ul style="list-style-type: none"> The response demonstrates a Quality Management system to ensure consistent high-quality service. 	3	2	6	
<ul style="list-style-type: none"> The response demonstrates a clear understanding of the technical specifications cited in the RFP. 	3	2	6	
<ul style="list-style-type: none"> The response demonstrates established community connections that can support the program. 	3	1	3	
COST PROPOSAL:	Sub-total Score:	Weight	Maximum Score	Comments
<ul style="list-style-type: none"> <u>Financial Capability</u> – response demonstrates that the respondent is a financially stable organization and will provide fiscal management of the program, fiscal reporting, and oversight. 	3	1	3	
<ul style="list-style-type: none"> <u>Project Budget</u> – response demonstrates that the respondent’s indirect costs are reasonable and allowable and labor costs and equipment/service costs are reasonable, 	3	2	6	

competitive and a good value.				
Total:	21		39	

Scoring will not be used as a sole determination of awarding funds to project(s). FPOCF considers awards based on the following:

1. Information as presented in the proposal.
2. Perceived value to the organization, and/or competitiveness or duplication compared to other currently proposed projects.
3. Expenditure goals and deadlines of individual funding sources; and
4. Which proposal(s), in the opinion of the Review Committee, will best serve the agencies' needs.

The FPOCF review committee may require additional information, and respondents agree to furnish such information, up to and including respondent presentations. FPOCF reserves the right to award the contract to the qualified respondent that will best serve FPOCF's interests. FPOCF reserves the right to award the contract to the Respondent who demonstrates, in the opinion of FPOCF, the best value. FPOCF reserves the right, based upon its deliberations and in its opinion, to accept or reject any or all proposals and to waive minor irregularities or variations, which are not mandated by DCF to the specifications and bidding process. FPOCF will fund the organization which, in its opinion, best serves FPOCF, based on the above criteria and consideration of the review/selection committee recommendation. The recommendation of the review team will be presented to the CEO for approval. Also, the Governance Board's approval will be obtained if the contract meets threshold requirements.

FPOCF reserves the right to initiate contract negotiations with the most qualified respondents, with more than one respondent at a time, and need not negotiate with all qualified respondents. Once selected to enter negotiations, FPOCF may elect to request audited financial statements at the time of negotiations. If a contract cannot be negotiated with any of the ranked respondents who responded to this RFP, FPOCF has the right to issue a new RFP or to otherwise seek additional qualified respondents.

4. APPEALS

The appeals procedure for all procurements of commodities and/or services is documented in FPOCF OP-1143 Appeals and Complaint Process for Network Services and can be located on the FPOCF website or requested through the Contact Person listed in this RFP.

Any respondent who is allegedly aggrieved in connection with the solicitation, pending award, must file a formal written protest with FPOCF by the date specified in the timeline or within five business days of the posting of the award or notification of the decision. The formal written protest shall refer to the name of the solicitation, and closing date of the RFP, and state with particularity the facts and laws upon which the protest is based, including full details of adverse effects and the relief sought.

Upon receipt of an appeal, the FPOCF contract and compliance manager or designee will convene an appeals committee consisting of a minimum of three FPOCF executive staff members and a minimum of two community representatives. The appeals committee will review appeals within 10 business days of receipt of the written protest or appeal. The FPOCF attorney or designee may attend all appeal or protest-related meetings. The meeting will be recorded and provided for any information the committee requests. The purpose of an appeals review is to provide an opportunity to: (1) review the basis of the protest, (2) evaluate the facts and merits of the protest, and (3) if possible, reach a resolution of the protest that is acceptable to the affected parties. The decision of the appeals committee will be delivered to the respondent via certified mail, return receipt requested.

If the matter is not resolved with the respondent's acceptance of the FPOCF appeals committee decision, the respondent will have the opportunity to meet with the appeals committee for the purpose of arguing the facts included and law implicated in the formal written protest and to request the relief sought therein. The appeals committee will not entertain any argument or consider any information or request for relief that was not included in the initial written protest. The appeals committee will announce its decision in writing within three business days of the meeting. FPOCF's vice president of operations or designee will present the recommended award, including the details of the protest and the FPOCF appeals committee recommendation, to an appeals committee of the board of directors as a final means of administrative remedy within 15 business days of the FPOCF appeals committee decision. If the matter remains unresolved, FPOCF and the respondent shall enter mediation with a mutually agreed upon mediator, the costs of which will be shared by FPOCF and the respondent, prior to either party initiating litigation.

Upon receipt of an appeal, the FPOCF Director of Contracts and Compliance or designee will convene an appeals committee consisting of a minimum of three FPOCF executive staff members and a minimum of two community representatives. The appeals committee will review appeals within 10 business days of receipt of the written protest or appeal. The FPOCF attorney or designee may attend all appeal or protest-related meetings. The FPOCF senior executive of administration or designee will record the meeting and provide any information the committee requests. The purpose of an appeals review is to provide an opportunity to: (1) review the basis of the protest, (2) evaluate the facts and merits of the protest, and (3) if possible, reach a resolution of the protest that

is acceptable to the affected parties. The decision of the appeals committee will be delivered to the respondent via certified mail, return receipt requested.

If the matter is not resolved with the respondent's acceptance of the FPOCF appeals committee decision, the respondent will have the opportunity to meet with the appeals committee for the purpose of arguing the facts included and law implicated in the formal written protest and to request the relief sought therein. The appeals committee will not entertain any argument or consider any information or request for relief that was not included in the initial written protest. The appeals committee will announce its decision in writing within three business days of the meeting. FPOCF's vice president of operations or designee will present the recommended award, including the details of the protest and the FPOCF appeals committee recommendation, to an appeals committee of the board of directors as a final means of administrative remedy within 15 business days of the FPOCF appeals committee decision. If the matter remains unresolved, FPOCF and the respondent shall enter mediation with a mutually agreed upon mediator, the costs of which will be shared by FPOCF and the respondent, prior to either party initiating litigation.

PART V - CONSIDERATION FOR AWARD

CRITERIA CHECKLIST

All the items listed below must be included (per category) or the submitted proposal package is incomplete. No incomplete proposal will be considered for funding.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Proposal submitted on or before **Monday, April 14, 2025, 10 a.m.** deadline

Proposal Section I - IV, completed and signed

Cost Proposal

PART VI - REQUIREMENTS OF THE PROPOSAL

All proposals must be submitted as specified with the proposal pages required.

To be considered, the proposal must respond to all parts of the RFP and information not clearly defined as a response to application requirements or in the proper order or section may not be scored.

All proposals shall become the property of Family Partnerships of Central FL. All proposals must be submitted to the FPOCF designated point of contact via email at christopher.goncalo@brevardfp.org. The proposal shall be signed by a representative who is authorized to represent the Respondent.

All proposals should be submitted in the following order:

- | | | |
|-------------|---|---|
| Section I | - | Project Application Form |
| Section II | - | Proposal Signature Page |
| Section III | - | Project Description / Program Narrative |
| Section IV | - | Attachments |

FAMILY PARTNERSHIPS OF CENTRAL FLORIDA

SECTION I. PROJECT APPLICATION FORM

The name provided here must be identical to that in the articles of incorporation or in the official document identifying the respondent as a unit of state or local government. Address, city, state, and zip code must be provided. A contact person's name, title, and telephone number must also be furnished.

Respondent

Project Name

Dollar Amount Requested

Parent Organization

Contact Person & Title

City, State, Zip Code

Email

Telephone

**Name of Board of
Directors Chairperson**

Tax ID #

SECTION II. PROPOSAL SIGNATURE PAGE

The undersigned hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications, addenda, legal advertisement, and conditions contained in the RFP. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal, I will accept a contract if approved by Family Partnerships of Central Florida and such acceptance covers all terms, conditions, and specifications of this proposal.

Proposal submitted by: (please print)

NAME: _____

TITLE: _____

NAME OF
AGENCY/ORGANIZATION _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

Signature of Authorized Representative

Date

Addenda Acknowledgment - RESPONDENT acknowledges that the following addenda have been received and are included in this proposal:

ADDENDA NO.	DATE ISSUED

SECTION III - DESCRIPTION OF THE PROJECT / PROGRAM NARRATIVE

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

1. Organizational Capacity – limited to 10 pages, excluding related Exhibits.

Maximum points possible = 24

- a. Mission statement and description of how it is implemented in the operations.
- b. Historical description of the company.
- c. Company overview to include accomplishments, pertinent news releases, key executive bios, accreditations, and independent accounting procedures review.
- d. Number of clients currently served by the company.
- e. Number of employees working at the company.
- f. A brief description of the types of clients the company serves.
- g. Customer retention rate.
- h. Hours the company is available by phone, e-mail, or text.
- i. The standard for returning phone calls.
- j. States in which the company operates.
- k. Confirm whether financial statements are audited by a CPA.
- l. List any trade associations of which the company is a member, including the Better Business Bureau.
- m. An explanation sharing what makes the company better than other IT service providers.
- n. Letters of recommendation (if available).
- o. Client references, including company name, point of contact, phone number and email address.

2. Program Design – limited to 20 pages, excluding related exhibits.

Maximum points possible = 15

Describe proposed Project Description meeting the minimal acceptable standards out
lined in Project Description of this RFP.

3. Cost Proposal – limited to 10 pages, excluding related Exhibits.

Maximum points possible = 15

- a. Provide a budget with clearly defined costs.
- b. Describe the financial stability of the organization.
- c. Explain how the company will help manage and minimize increasing costs.
- d. Provide a sample of a monthly invoice that clearly outlines costs.

SECTION IV – Attachments

The respondent will place any exhibits, MOUs, letters of commitment, letters of recommendation, community support documentation, certifications, and other pertinent information regarding the project proposal in this section. Attachments should be clearly marked and referred to or identified in the narrative as a response to specific application requirements.