

**ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES**

**QUESTIONS & ANSWERS REGARDING**

**RFP # 2025-018VF: HIGH-FIDELITY WRAPAROUND FOR PREVENTIVE SERVICES**

<b>QUESTION</b>		<b>ANSWER</b>
<b>1.</b>	Historically when building the budget there was a staff dollar amount and supervisor dollar amount \$75k staff \$85 Supervisors. With the total available dollars, \$4,700,000 and servicing 657 youth that doesn't equate to the prior budget allocations. Can you please clarify if there is a set amount or are agencies to build a budget based on their own need?	We are offering the same dollar amount, but lowering capacity to right-size caseloads and system needs. Once we receive the proposals and the awarded agencies are chosen, our fiscal department will work with those agencies to ensure a budget that is somewhat similar in the salaries etc. We need to ensure agencies are not competing for the same workforce to provide consistency within the system.
<b>2.</b>	On page 1 it states services for 2025-2026, will our 2025 contracts be adjusted based on this RFP?	Yes. If an agency is currently providing these services, their contracts for 2025 are going out with the same amounts as 2024. Once the new providers are chosen, contracts may be amended before the end of the year. If a current provider is not chosen, they *may* be allowed to continue providing services through the end of 2025.
<b>3.</b>	On Page 9: Was this bullet meant to say "weekly face to face contact" that contradicts page 15 required minimum contacts per month with family.  **Provide ongoing support to families in the Wraparound system to include regular telephone and weekly face to face contact, and availability by cell phone	Technically, they are NOT required to have weekly face-to-face contacts. Instead, they should be <i>offered</i> as indicated on page 15 (Months 3-on: At least 1 monthly CFT and additional face to face contacts, as needed (Weekly contacts are offered to families). The revised "engagement" practices outlined on page 15 speak to more meaningful, immediate face to face contacts to better engage families over a period of time, and conduct comprehensive NCFAS assessments over multiple visits - rather than trying to "fit everything" in during the initial visit or during the monthly CFT Meeting. Also, this face-to-face requirement is new and should be stressed: There will be 3 F:F contacts during each of months 1 through 3 of HFW services.
<b>4.</b>	Page 12, Crisis Safety plan. References Traditional and Kinship. WRAP currently has Kinship cases but not necessarily Traditional. Will this be an additional type of case received and if so are there different expectations?	This was probably referring to traditional wrap-around cases, and not Traditional Preventive. In rare occasions we would allow this, but it is more likely that we would allow intensive and HFW be open at the same time with administrative approval to ensure there is not a duplication of services.

5.	<p>The Crisis Plan is documented in FEHR and CONNECTIONS and includes the following elements. This is currently not the practice FEHR is very challenging and will not allow for a copy and post into CONNECTIONS for this particular document.</p>	<p>Technically, you can copy each section of the Crisis Plan from FEHR into Connections (section by section). You cannot copy the entirety of it and paste it into Connections because they are 2 different formats. At the very least, a summary of the Crisis Plan must exist in Connections. Case managers need to be aware of the Crisis Plan in order to support the families in the event they or their supervisor get a call, if the youth presents at CPEP and we get a call to after-hours, or our weekly collaboration with CPEP. We cannot help support the plan if we are not aware of it.</p>
6.	<p>Page 11, Assessments: First paragraph suggested the discontinuation of the NCFAS, is this accurate?</p>	<p>No, it's not accurate. The universal assessment is pushed out at least another year and will replace certain components of the FASP, RAP etc. in Connections. It will not take the place of the NCFAS, which gives more detailed information about a family's functioning.</p>
7.	<p>Page 16: RE: Required training. Will agencies be told what required trainings through HSLC should be completed?</p>	<p>There are not currently mandated trainings for preventive services, but it is our recommendation that agencies pay close attention to what is offered in HSLC and send staff to appropriate developmental trainings. There are basic trainings on progress note writing and FASP development and more specific trainings like working with families with substance use disorder. This is something each agency should be looking at to create a learning culture.</p>
8.	<p>Page 16: states supervisors could carry a caseload of up to six cases during period of time... Should this be 5 now that the caseload is 1:10?</p>	<p>Yes, this was an oversight. It is 5 now instead of 6.</p>
9.	<p>Are supervisors required to have a Master's Degree?</p>	<p>We have waived that requirement, but it is strongly encouraged.</p>