

Financially Assisted Agencies (FAA)
Request for Proposal (RFP) 2018
Questions and Answers

Please note: In March 2017, the Community Services Department mailed a 2-page General Evaluation to Behavioral Health and Special Needs/Developmental Disabilities FY16 FAA providers, which summarizes the FY16 Monitoring Report. The General Evaluation serves two purposes:

- a. To give a quick consolidated scorecard to the Agency of the previous year's finding/s.
- b. To provide the RFP review panelist performance history information.

The General Evaluation will show if the Agency provided a Partnership Agreement (formerly known as Corrective Action Form) and if the finding was resolved or still outstanding.

- 1. We are trying to register on the county web site (https://www.cybergrants.com/pls/cybergrants/ao_reg.save_registration) so we may see if we qualify for FAA. But in order to register I need an invitation code. How can we acquire one?**

Please refer to the FAA RFP Guidance 2018 located at <http://discover.pbcgov.org/communityservices/financiallyassisted/Pages/RFP.aspx>. This should provide you with the eligibility criteria. The invitation code will be provided at the Mandatory Bidders Conference 3.6.17 at 1 pm located at the Mayme Frederick Bldg, 1440 MLK Blvd, Riviera Beach.

- 2. Pg. 11 (of the RFP Guidance) under Approach & Design**

- **Does the county offer training for racial equity, ACESs, cultural competency and trauma informed care?**

We will offer Racial Equity Training and will provide you with the information to bring it to your agency. The Youth Services Department provides ACES training. You'll need to provide cultural competency.

- **You mention bringing racial equity training to the agency... Does this mean the county sends someone to our building for training or we come to you? And do you know what times of year the training is offered? Do you know how much the course cost is per person or is there a flat fee for the entire agency to participate?**

There is no additional information available at this time.

- **Should the potential grantee write the costs of these trainings into the application budget?**

You can include the cost of trainings in your budget.

·Are there specific models of ACEs the county requires or recommends?

Not at this time.

3. Same section (Approach and Design) under FOR BEHAVIORAL HEALTH PROPOSALS ONLY:

·Does wrap – around training apply to a proposal for both adult and family behavioral health services?

Wrap around applies to both.

·Regarding co-occurring challenges, to be eligible for a grant, must the agency address serious substance abuse issues?

This is not an applicable eligibility criterion to submit an application.

4. Pg. 11 under Evaluation Approach

·Does the agency or county pay for nonprofits first certification?

Yes, \$4,000 for initial certification and \$1,500 for each of the renewal cycles. It would count towards the 15% admin cap.

5. Does every member of the clinical team need to participate in the each of these 4 trainings?

At this time there are no training requirements for agency staff in these areas. However, the proposal should include existing and/or anticipated efforts for staff members to have these trainings.

6. What about trauma informed care? Where and when are these courses offered? Likewise, does the entire clinical team need to attend? Cost?

Additional information will be available as the new FY approaches.

7. Do you know who offers cultural competency training?

Additional information will be available as the new fiscal year approaches.

8. We are trying to figure out applying to this year’s grant opportunity. It would be helpful if we could see who was awarded the last round of grants for behavioral health and for what programs they received the award. Is there a link to find this info, or do you have it?

FAA FY17 Behavioral Health

Agency & Program Name	Program Description	FY 2017 Funding
ACUTE CARE SERVICES - Programs and services in this service category address issues that include Mobile Crisis Team, Crisis Stabilization, Medical Detox, Social Detox. Services address the most appropriate placement in mental health, substance abuse and co-occurring cases.		
South County Mental Health - Intake & Mobile Crisis Team	Program provides timely assessment, evaluation and counseling intervention services in the community. The team functions as the initial contact point for all persons who require mental health services in the community.	\$ 315,099

Drug Abuse Foundation - Medical Detox	Program services individuals 17 and older who are under the influence of drug/alcohol, in acute distress and or demonstrating withdrawal symptom are in need of Detox Services. Individuals admitted for withdrawal management will receive a successful medical discharge.	\$ 715,015
South County Mental Health - Crisis Stabilization Unit (CSU)	A safe and therapeutic environment for the stabilization of a severe psychiatric, emotional or behavioral crisis. This program works towards the reduction of acute symptoms to ensure the safe return of an individual to their home and family and to get them back into the community as quickly as possible.	\$ 809,174
Jerome Golden Center - Mobile Crisis Program	Serves adolescents or children, as well as adults in Palm Beach County who are in acute mental distress. Clinicians are available 24 hours per day, seven (7) days per week to go into the school, the home and/or the community and remain for as long as is necessary to defuse the crisis situation, to adequately assess treatment needs, and provide referrals and follow up.	\$ 160,274
Jerome Golden - Glades Adult Detox Services	Four (4) beds utilizing medical or psychosocial treatment procedures and a supportive counseling regiment to assist clients in their efforts to detox from the physiological effects of the abuse of alcohol and mood altering drugs. Serves any individual (age 18 or older) in the Glades area.	\$ 155,295
Jerome Golden Center - Glades Adult CSU	8 bed Crisis Stabilization Unit, operating 24 hours per day, 365 days per year to provide short-term intensive mental health treatment for the acutely mentally ill. Intervenes in crisis situations when individuals are a threat to themselves or others, prevent individuals from entering the criminal justice system and to stabilize them in a protective environment.	\$ 248,664
Jerome Golden Center - Glades Child CSU	2 bed Crisis Stabilization Unit, operating 24 hours per day, 365 days per year to provide short-term intervention in crisis situations and stabilize children who are experiencing acute crisis, returning them to their family or the least restrictive environment as soon as possible.	\$ 36,044

<p>ADULT SERVICES - Services include Crisis Planning, Recovery Supports, Care Management (pre/post), Supported Housing, Supported Employment, Peer Support (mentors/drop-in centers), Psycho-Social Rehabilitation, Family Psych-Education, Co-Occurring Illness Management, Prevention/Intervention (services intended to divert deeper-end services and to include targeted education for the client, family and community), advocacy and outreach. Services address mental health, substance abuse and co-occurring illness to include Individual Therapy, Family Therapy, Group Therapy, Psychiatric Services, Residential Treatment, Outpatient Services, Medication Management.</p>		
<p>Gratitude House - Lakeside House</p>	<p>The final residential phase in the Gratitude House continuum of care. While in Lakeside House, residents continue to benefit from mandatory clinical services with the priority of maintaining their sobriety as they are assisted in obtaining employment and safe, permanent housing.</p>	<p>\$ 9,318</p>
<p>Gratitude House - Residential Treatment Level II</p>	<p>Program is the cornerstone in the clinical continuum of care and it is through this long term program that clients are provided safe housing in a clinically supervised environment in which they can work to achieve sustainable sobriety.</p>	<p>\$ 46,589</p>
<p>South County Mental Health - Psychiatric & Medical Services</p>	<p>Program provides monitoring of a person's condition and the monitoring of their prescribed medications. Psychiatric and medical services are utilized exclusively by some clients and, for others, are used in conjunction with other SCMHC services with the overall goal of remaining in the community.</p>	<p>\$ 415,039</p>
<p>Drug Abuse Foundation - Intensive Residential Treatment</p>	<p>Program serves males/females 18 and older who are in need of acute residential substance abuse services, and do not require emergency medical stabilization services.</p>	<p>\$ 378,627</p>
<p>Jeff Industries - Let's Go to Work</p>	<p>Vocational skills training, compensated work experience and community linkages to low income adults with severe and persistent mental illness including those with co-occurring disorders. The program provides participants an opportunity to earn an income while working on the personal barriers to transition to competitive employment.</p>	<p>\$ 136,933</p>
<p>Jeff Industries - Job Placement Program</p>	<p>Job Placement Program (Supported Employment One-on-one Model) serves low income adults with severe and persistent mental illnesses, including those with co-occurring disorders who feel ready or are deemed ready for competitive employment.</p>	<p>\$ 25,611</p>

Jerome Golden Center - Inpatient Psychiatric Services	Program provides a safe and secure environment for high risk populations when individuals are a threat to themselves or others in a least restrictive environment. Services include bio-psychosocial assessment, participation of patient and family/significant others, when appropriate, in formulation of treatment and discharge plans.	\$ 590,865
Housing Partnership - Supportive Housing	Program serves special needs populations by helping them identify, secure, and maintain safe and decent independent living situations that best suit their economic circumstances and preferences. Target population includes adults with a severe and persistent mental illness who are ready to live independently.	\$ 71,301
Wrap Around Services Training	Contract for services in partnership with Southeast Florida Behavioral Health Network for Wrap Around services training for Palm Beach County.	\$ 72,919
YOUTH SERVICES - Services include Crisis Planning, Recovery Supports, Care Management (pre/post), Peer Support (mentors/drop-in centers), Psycho-Social Rehabilitation, Family Psych-Education, Co-Occurring Illness Management, Prevention/Intervention (services intended to divert deeper-end services and to include targeted education for the client, family and community), advocacy and outreach. Services address mental health, substance abuse and co-occurring illness to include Individual Therapy, Family Therapy, Group Therapy, Psychiatric Services, Residential Treatment, Outpatient Services, Medication Management.		
Father Flannigan's Boys Town Behavioral Health Collaborative	Coordinated behavioral/mental health services for at-risk and high-risk children and families across Palm Beach County. This is a directed system of comprehensive, family-driven children's behavioral health services that will streamline access to a full spectrum of necessary services.	\$ 762,909
DATA - Non-Residential Services	Program is designed to reduce substance abuse by providing the core service of outpatient and non-residential programming for substance abusing adolescents in Palm Beach County. Services are provided in a traditional outpatient setting as well as in middle and high schools throughout Palm Beach County.	\$ 137,990

DATA - Residential Treatment Program	Program is designed to reduce substance abuse by providing the core service of residential programming for substance abusing adolescents in Palm Beach County. The primary components of this program are the on site school, the therapeutic / counseling services, and the structured behavioral milieu.	\$ 128,118
Mental Health Association - Barriers for Better Behavioral Health	This is a Front Door for Help with hotline information and referrals, outreach, care coordination, training and public awareness campaigns. Program will improve access to care and will identify children and youth that need help sooner and get them connected to an increasingly coordinated and quality array of integrated behavioral health services.	\$ 93,177
For the Children - Community Wellness	The goal of Children Community Wellness (CCW) is to provide wraparound behavioral health services to the Haitian students living in the 33460 and 33461 zip code (Lake Worth/Lantana). The program has two phases: the prevention phase which is geared toward education and the intervention phase will address behavioral health issues, such as depression, anxiety and conduct issues. This program will be delivered in Creole.	\$ 245,366
TOTAL		\$ 5,554,327

9. So from what I understand, the county will offer racial equity training, but do you know around when this year --- summer, fall? (FOLLOW UP FROM QUESTION 2)
Additional information will be forth coming as the new fiscal year approaches.

10. Also, I got that for all the training sessions under approach & design, not every member of our clinical team needs to be trained, correct? (FOLLOW UP FROM QUESTION 5)
There are no training requirements at this time. However, our Department values this training. The more staff obtaining this training who provide direct services, the better.

11. Last, yesterday I heard from the woman presenting the logic model that we present or report "only one outcome." Please confirm.
Yes, we will track one outcome.

12. Last, regarding the evaluation measurement tool sample... can this rate a single assessment?
One assessment tool may be used to measure baseline and subsequent intervals throughout the intervention to indicate level of impact.

13. Does the 15% admin need to [be] broken down into each individual expense?

Yes, all expenses, including admin need to be itemized unless the agency has an approved indirect cost plan from a cognizant agency.

14. In looking at the Financial Assisted Agencies RFA on page 11 under #3, Performance History, it states “Nonprofits First Certification or other Program Accreditation Certification from an accreditation entity that is approved by CSD.” Could you please advise what other accreditation entities are approved by CSD.

I was specifically wondering if CARF International (Commission on the Accreditation of Rehabilitation Facilities) is an approved CSD accreditation entity.

We do use CARF accreditation as a criterion for approving the exemption request and waiving the Nonprofit First requirement, however each request is reviewed and approved on an individual basis. For the RFP if you have documentation of accreditation from a state of Florida, regional, national and/or international entity please include in the application.

As an FAA provider the process to request an exemption is as follows: submit a completed Non-Profits First Certification (NPFC) Request for Exemption Form and supporting documentation of accreditation from a state of Florida, regional, national and/or international. This must be done annually.

15. If we are successful in securing funds for our program from PBC FAA, would we be billing the county monthly or quarterly or be awarded funds in advance? Our past experience required that we bill the county system each month. If this is the case, are we billing for example, for 1/12 of a salary cost – or is there a unit cost of service computation. We don’t see this in the budget and would appreciate clarification.

Billing may occur monthly once the contract is approved. As directed in the RFP Guidance a Unit cost and Unit cost definition should be developed and submitted based on the overall cost for the program. This will be reviewed and finalized during contract negotiation for all agencies receiving an award.

16. My next question is under Approach and Design Section I regarding Project Innovation and Anticipated Challenges. Can you give an example about a challenge? Is it specific to our overall program or a subcomponent of the program that might be lost within the system of coordinated care? We are trying to define “components that you do not want to be lost.”

Program Innovation and Anticipated Challenges

These sections are where you can highlight particular program components that you do not want to be lost in the larger narrative. Please provide a concise but detailed narrative that specifically addresses each section.

Project Innovation: Questions to Consider

How is your project:

- unique or creative in its design or approach?
- unique or creative in its scope of work?

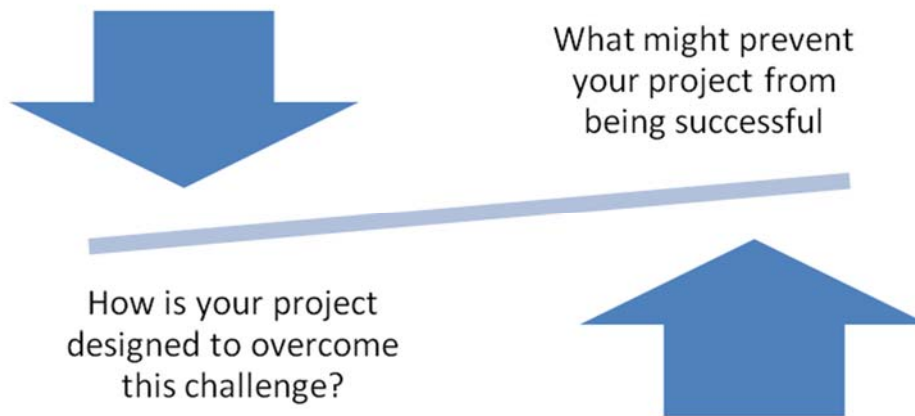
Does your project:

- transfer to Palm Beach County a program first introduced somewhere else?
- adapt a program first designed for some other target population?

How does your Project:

- differ from existing programs in the geographic area?
- differ from existing programs serving your target population?

Anticipated Challenges: Questions to Consider



17. I am having issues with editing an application that I previously started. What do I do?

If an agency is experiencing issues with accessing the applications to continue working on them or to make edits and they have NOT submitted the application, then it's more than likely because they did not enter the invitation code on the log in screen. This must be done each time in order to allow the agency to continue editing their applications.

18. I am unable to see the invitation code field when I try to log in to the grant application. What do I do?

If agencies have this issue where the invitation code field has disappeared from their main login screen, I would recommend:

- Having the agency double check the link to the application (<https://www.cybergrants.com/pbc/proposal>).
- If this does not work, they can try to clear the cookies from their browser by clicking CTRL, SHIFT, DELETE (the shortcut will work with IE, Firefox, or Chrome).
- The final solution that was tried was to change the log in password – in order to do this, it must be reset on the administrative end so they would have to contact our department for further instruction on this.

19. Could you please provide me the website to go and retrieve the information about the RFP?

Please refer to the RFP Guidance on page 9 for the website.

20. You mean the packet we received during the meeting? (FOLLOW UP TO QUESTION 19)

All of the information was presented at the Bidder's Conference and may be found at the following link:

<http://discover.pbcgov.org/communityservices/financiallyassisted/Pages/RFP.aspx>

21. I am having difficulty accessing the grant application which I started on 3/7/17. When I click on my unsubmitted applications (we're applying for 2 programs), a message states "No further changes may be made to this application."

It could be an issue with your browser OR if you logged in before with a different email address and password, then you would not be able to edit the application because you can only edit applications that you have started.

Rule of thumb: use same log in email address and password to edit application.

22. I'm confused by the "Behavioral Health Unmet Needs" data which reflects the highest needs in people 18 and over, yet the behavioral health services priorities list does not reflect any trend in specific services. Bottomline – 18+ don't need outpatient therapy? They have all the issues listed, but don't need therapy? I find that confusing. Could you clarify?

All of the data in the Data Resource document will be considered. The Resources came from various sources. We look to the applicants to offer strong justification for the need for their services, supported by data.

23. We are submitting a proposal under the behavioral health category and we provide *both* adult and family behavioral health services. May we submit a proposal which addresses the full scope of those services? Or, do we submit separate proposals? Or, do we have to select one category?

You must submit two separate proposals.

- 24. I was searching for the original response to the RPF for Easter Seals Florida- Care Program. I would be grateful to you for any assistance in locating this document as I am preparing to respond to the current RFP and this background information would be valuable.**

You should see your past year applications just by logging into CyberGrants with your regular accounts. You should be able to view them whether or not you log in with the invitation code.

- 25. In the Budget Template on the Guidelines tab, Item 2 reads, "Please complete each column for each funder in detail." And Item 4 reads, "Do not enter data in cells that are grayed out."**

The Program Expenses columns for all funders except for PBC FAA are grayed out. Are we to enter detail expenses figures for all other funders as stated in Item 2? And if so, is it ok to remove the gray fill?

In the Bidder's Conference, I recall you saying that details are needed for all funders.

Item 4 of the budget instructions currently refers to the gray cells in the sample tab. The gray cells in the template tab for input should have been removed or been a different color to avoid confusion. Please input data in the template in all cells as needed whether gray or not. You can remove the gray shading from the template columns for other funders.

- 26. The budget worksheet guidelines states "Do not enter data in cells that are grayed out.", but all expenses and totals are grayed out on the downloaded version. Does this mean only details for FAA should be shown and only total revenues and no expenses for other funding sources should be entered? I have attached the worksheet for you to review**

Item 4 of the budget instructions currently refers to the gray cells in the sample tab. The gray cells in the template tab for input should have been removed or been a different color to avoid confusion. Please input data in the template in all cells as needed whether gray or not. You can remove the gray shading from the template columns for other funders.

- 27. While completing the proposal for the FAA RFP 2018-Behavioral Health grant opportunity I noticed the fine print below:**

"All applicants seeking County assistance must be chartered or registered with the Florida Department of State, have been incorporated for at least one agency fiscal year, and have provided services for at least six (6) months.

We have all of the following except 6 months of services due to our organization being a newly start up non profit. We are in the process of credentialing with insurance companies and contracting/partnering with other companies in PBC to provide services. Can we still apply for the grant opportunity?

Please advise.

Page 3 of the RFP Guidance states the following:

Applicant requirements:

- *Organizations will clearly identify how their service/program(s) address the Service Categories and system of care as approved by the Board of County Commissioners.*
- *All applicants seeking County assistance must be chartered or registered with the Florida Department of State, have been incorporated for at least one agency fiscal year, and have provided services for at least six (6) months.*
- *All applicant agencies must hold current and valid 501(c) (3) status as determined by the Internal Revenue Service.*
- *All applicants must demonstrate accountability through the submission of acceptable financial audits performed by an independent auditor.*

Internally we screen the proposals initially and consider the above, if not met, fatal flaws. In other words, proposals not meeting the above basic requirements are removed from consideration.

28. In regards to page 2 of the Logic Model/Evaluation plan. Column 3 specifies (1) Identify staff, by name and title, responsible for compiling an INTERNAL FAA outcome report.

(2) Describe the content and frequency of the report. Include program accomplishments and/or challenges.

(3) Submit the FAA Outcome Report by the 15th of the month following the end of the preceding quarter as shown below:

In regards to Question (2) is FAA asking us to develop a new internal FAA outcome report in addition to our existing report which is currently documented within SAMIS? If so what is the parameters and expectation of said report.

Currently documented in SAMIS is raw data (demographic and performance measurement data). An internal report (for use by the FAA funded agency) that presents relevant, accurate and timely programmatic outcome information, with enough context for thorough understanding, is critical for internal program evaluation.

The internal report should be used as an ongoing management tool to evaluate how well the program is doing and to identify/ameliorate in a timely manner, potential problems in achieving outcomes.

The internal report should be developed with the agency staff (management and FAA program staff). It should provide quantitative and qualitative information regarding the effectiveness of the program. For example it may include:

1. Analysis of outcome data such as which demographic populations (could include gender, race, age, or other characteristics) achieved the outcome and which did not. What may contribute to the populations achieving or not achieving?
2. Comments from staff, clients and/or family, caregivers regarding what things are successful in the program and what things present challenges.
3. Other information relevant to the specific program.

29. I do not see a unit cost formula to use, I remember this was discussed at the Bidders Conference. Should we calculate the unit cost based on activities, or outcome only... what is the best, or preferred, method to use? Or may we submit an industry standard and cite the source?

If there is an industry standard that you can cite the source, that is the preferred method. If not, then the unit cost should be calculated by totaling the expenses you anticipate being charged to the FAA program and dividing that amount by the total number of units of service you project you will be able to provide during the contract period. So for example, if your program will cost \$50,000 and will be able to provide 2,000 units of service, your unit rate will be \$25/unit.

30. Does the scope of work component get included in the 25,000 character narrative description or does it just get uploaded separately in the scope of work template?

Please upload separately in the template provided.

31. I just have a questions about the unit cost section. I do not know what this is. Can you please explain what is a unit cost and does this apply to all applicants?

Unit cost will apply to all applicants. It is used to approximate how much it will cost your agency to deliver one unit of service to your clients. What that unit will be is up to your agency to decide. Examples include an hour of service, a night in shelter, completion of a training program, etc. The number of units your agency completes in a month will be submitted to the County for reimbursement of expenses. We do not reimburse based on actual costs for the FAA program, however, the revenue received via the unit reimbursements should closely align to your expenditures for the period.

32. Our Word document indicates that our Project Narrative is under the 25000 character limit description. In Word, it is 24983. When we load it into CyberGrants, it says we are over by 204

characters. Then, the error message that pops up says that we are over by 94 characters. Can someone please help us understand what is going on? I can be reached at 402.498.3296 or at Cynthia.Bruneteau@boystown.org. This is not the email associated with the account user, who is out of town and cannot answer emails.

Pressing 'enter' in the verbiage will remove 2 characters from the overall count, and spaces also count towards the overall count. Remove any 'enters' and any unnecessary spaces in order to bring down the count. We cannot extend it for your section only so the only way to get past this issue is to reduce the number of characters in your wording.