

**State of Nebraska Department of Health and Human Services
REQUEST FOR INFORMATION**

RETURN TO:
DHHS - Procurement
301 Centennial Mall South, 5th Floor
Lincoln, NE 68508
Phone: (402) 471-6082
E-mail: dhhs.procurement@nebraska.gov

SOLICITATION NUMBER	RELEASE DATE
RFI In-home Services	August 23, 2018
OPENING DATE AND TIME	PROCUREMENT CONTACT
October 5, 2018 2:00 p.m. Central Time	Michelle Thompson

This form is part of the specification package and must be signed in ink and returned, along with information documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska (State), Department of Health and Human Services (DHHS), is issuing this Request for Information (RFI) for the purpose of gathering information for In-home Child Welfare services.

Written questions are due no later than September 7, 2018, and should be submitted via e-mail to dhhs.procurement@nebraska.gov.

Bidder should submit one (1) original of the entire RFI response. RFI responses should be submitted by the RFI due date and time to dhhs.procurement@nebraska.gov.

RFI responses should be received in Department of Health and Human Services by the date and time of RFI opening indicated above.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request For Information form, the bidder guarantees compliance with the provisions stated in this Request for Information.

FIRM: Capstone Behavioral Health

COMPLETE ADDRESS: 1941 S 42nd Street Suite 328 Omaha NE 68105

TELEPHONE NUMBER: 402.614.8444 FAX NUMBER: 402.614.8443

SIGNATURE: Deb Raasch DATE: _____

TYPED NAME & TITLE OF SIGNER: Deb Raasch, Director of Community Service

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I. SCOPE OF THE REQUEST FOR INFORMATION

The State of Nebraska, Department of Health and Human Services (DHHS), is issuing this Request for Information (RFI), for the purpose of gathering information for In-home Child Welfare services.

ALL INFORMATION PERTINENT TO THIS REQUEST FOR INFORMATION CAN BE FOUND ON THE INTERNET AT: <http://das.nebraska.gov/materiel/purchasing.html>

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

ACTIVITY		DATE/TIME
1	Release Request for Information	August 23, 2018
2	Last day to submit written questions	September 7, 2018
3	State responds to written questions through Request for Information "Addendum" and/or "Amendment" to be posted to the internet at: http://das.nebraska.gov/materiel/purchasing.html	September 20, 2018
4	RFI opening	October 5, 2018 2:00 PM Central Time
5	Conduct oral interviews/presentations and/or demonstrations (if required)	To Be Determined

II. RFI RESPONSE PROCEDURES

A. OFFICE AND CONTACT PERSON

Responsibilities related to this RFI reside with the DHHS. The point of contact for the RFI is as follows:

Name: Michelle Thompson
Agency: DHHS Procurement
Address: 301 Centennial Mall South, 5th Floor
Lincoln, NE 68508
Telephone: 402-471-6082
E-Mail: dhhs.procurement@nebraska.gov

B. GENERAL INFORMATION

A subsequent Request for Proposal (RFP) may not be issued as a result of this RFI. There will not be a contract as a result of this RFI and the State is not liable for any cost incurred by vendors in replying to this RFI. If an RFP is issued, the information provided will assist the State of Nebraska in developing the RFP. This RFI does not obligate the State to reply to the RFI responses, to issue an RFP, or to include any RFI provisions or responses provided by vendors in any RFP.

C. COMMUNICATION WITH STATE STAFF

From the date the Request for Information is issued and until RFI opening (as shown in the Schedule of Events), contact regarding this RFI between potential vendors and individuals employed by the State should be restricted to written communication with the staff designated above as the point of contact for this Request for Information.

The following exceptions to these restrictions are permitted:

1. Written communication with the person(s) designated as the point(s) of contact for this Request for Information;
2. contacts made pursuant to any pre-existing contracts or obligations; and
3. State-requested presentations, key personnel interviews, clarification sessions, or discussions.

Violations of these conditions may be considered sufficient cause to reject a vendor's response to the RFI. No individual member of the State, employee of the State, or member of the Interview Committee is empowered to make binding statements regarding this RFI. The State of Nebraska will issue any clarifications or opinions regarding this RFI in writing.

D. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a vendor regarding the meaning or interpretation of any Request for Information provision should be submitted in writing to the DHHS Procurement and clearly marked "In-home Services RFI Questions". It is preferred that questions be sent via e-mail to dhhs.procurement@nebraska.gov.

It is recommended that Bidders submit questions sequentially numbered, include the RFI reference and page number using the following format.

<u>Question Number</u>	<u>RFI Section Reference</u>	<u>RFI Page Number</u>	<u>Question</u>

Written answers will be provided through an addendum to be posted on the Internet at <http://das.nebraska.gov/materiel/purchasing.html> on or before the date shown in the Schedule of Events.

E. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS

The State reserves the right to conduct oral interviews/presentations and/or demonstrations if required at the sole invitation of the State.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State

F. SUBMISSION OF RESPONSE

The following describes the requirements related to the RFI submission, handling and review by the State.

To facilitate the response review process, one (1) original of the entire RFI response should be submitted. RFI responses should be submitted by the RFI due date and time.

A separate sheet must be provided that clearly states which sections have been submitted as proprietary. RFI responses should reference the request for information number and be sent to the specified e-mail address. If a recipient phone number is required for delivery purposes, 402-471-6082 should be used. The Request for Information number must be included in all correspondence.

G. PROPRIETARY INFORMATION

Data contained in the response and all documentation provided therein, become the property of the State of Nebraska and the data become public information upon opening the response. If the vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the vendor wishes the state to withhold must be submitted as a separate document. The separate document must be clearly marked PROPRIETARY. Vendor may not mark their entire Request for Information as proprietary. Failure of the vendor to follow the instructions for submitting proprietary information may result in the information being viewed by other vendors and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

III. PROJECT DESCRIPTION AND SCOPE OF WORK

The vendor should provide the following information in response to this Request for Information.

A. CURRENT AND FUTURE ENVIRONMENT

Currently, the Division of Children and Family Services (CFS) provides services to sustain a child(ren) with parents in the family home, including Family Support Services, In Home Safety Service, Intensive Family Preservation, and Family Peer Support. These services are contracted with providers throughout Nebraska to provide stability for children, as well as support and education for parents who have become involved with CFS due to allegations of abuse or neglect.

CFS is seeking information for evidence-based model services that: promote safety for children in a home environment; support biological families in their homes in order to parent their children and ensure their children's safety; and meet the expectations of the Families First Prevention Services Act, Pub.L. 115-123.

Services should increase a parent's protective capacity, link families to community supports and services, enhance their child's educational opportunities, and focus on their health and wellbeing.

B. SCOPE OF WORK

Provide comments or input on services that provide both stabilization to biological families and education curriculum to ensure child safety and prevent recurrence of maltreatment.

Form A

Vendor Contact Sheet

Request for Information Number In-home Services

Form A should be completed and submitted with each response to this solicitation document. This is intended to provide the State with information on the vendor's name and address, and the specific persons who are responsible for preparation of the vendor's response.

Preparation of Response Contact Information	
Vendor Name:	Capstone Behavioral Health
Vendor Address:	1941 S 42 nd Street Suite 328 Omaha, NE 68105
Contact Person & Title:	Deb Raasch, Director of Community Service
E-mail Address:	draasch@capstonebehavioralhealth.com
Telephone Number (Office):	402.614.8444
Telephone Number (Cellular):	308.293.7415
Fax Number:	402.614.8443

Each vendor shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the vendor's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Vendor Name:	Capstone Behavioral Health
Vendor Address:	1941 S 42 nd Street Suite 328 Omaha, NE 68105
Contact Person & Title:	Deb Raasch, Director of Community Service
E-mail Address:	draasch@capstonebehavioralhealth.com
Telephone Number (Office):	402.614.8444
Telephone Number (Cellular):	308.293.7415
Fax Number:	402.614.8443



CAPSTONE BEHAVIORAL HEALTH

**Request for Information
RFI In-Home Child Welfare Service**

for

***HOMEBUILDERS® INTENSIVE FAMILY
PRESERVATION SERVICES***

RELEASE DATE: 10/05/2018

DUE DATE: 10/05/2018

Must be delivered by 2 p.m. to Department of Health and
Human Services



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SECTION I – PROGRAM INFORMATION

The State of Nebraska, Health and Human Services (HHS) is requesting proposals from interested, qualified agencies for the provision of a comprehensive program of services as described in this RFI. Respondents to this RFI will compete for funds by complying with the requirements contained herein. The Department of Health and Human Services intends to award contract for In-Home Child Welfare Services under this RFI.

A. INTRODUCTION/BACKGROUND

HOMEBUILDERS® Services will support and serve families with open cases under the Children and Family Services (CFS) Family Preservation Program. Family Preservation Program (FPP) services are short-term, family- focused services designed to assist families in crisis by improving parenting and family functioning while keeping children safe.

HOMEBUILDERS® Services will also serve court dependent families soon to be or recently reunified.

B. PROGRAM OVERVIEW

Duration for Family Preservation Program services is a maximum of 90 days, however exceptions to increase service period will be considered on a case by case basis.

Criteria for opening a Family Preservation Program case:

1. A child appears to be at imminent risk of Juvenile Court action.
2. The family agrees to sign a case plan and is willing to accept non-court Family Preservation Program services.
3. There is reason to believe the family can resolve their problems without out of home placement and/or Juvenile Court action.
4. Family is assessed to have a "Very High" or "High" Structured Decision-Making (SDM) Risk Assessment Level. Families who are assessed at the level of "Moderate" will be considered for the Family Preservation Program on a case by case basis as a result of a Family Team Meeting (FTM) and with supervisory oversight. Families with prior dependencies or a prior Family Preservation Program case will be considered on a case by case basis.

HOMEBUILDERS® Overview

HOMEBUILDERS® is a nationally recognized, evidence-based program designed to strengthen families, keep children safe and prevent unnecessary out-of-home placement or safely reunify children with their family from foster care, group care, psychiatric hospitals, or correctional institution placements. HOMEBUILDERS® provides intensive, in-home crisis intervention, counseling and life-skills education for families who have children in imminent danger of placement, or have children in placement who cannot be reunified without



intensive services. The presenting problems may include child abuse, neglect, family conflict, juvenile delinquency, and child or parental developmental disabilities and/or mental health problems. Established in 1974 in Washington State, the HOMEBUILDERS® model has been implemented across the United States and internationally.

In 2006, the Washington State Institute for Public Policy (WSIPP) conducted a meta-analysis of the research about family preservation programs across the country, and concluded that programs with high fidelity to the HOMEBUILDERS® model significantly reduced out of home placement and produced \$2.54 of benefits for each dollar spent. Programs with low fidelity to the model produced no significant effect on placement and no cost benefit. The 2015 WSIPP review of HOMEBUILDERS® concluded that the program now produced \$5.84 of benefits for each dollar spent. The California Evidence-Based Clearinghouse for Child Welfare included the HOMEBUILDERS® model as one of only five programs identified as being effective in reunifying families. The U.S. Surgeon General recognized HOMEBUILDERS® as a model family strengthening program, and the Office of Juvenile Justice Delinquency Prevention (OJJDP) and Center for Substance Abuse Prevention (CSAP) designated HOMEBUILDERS® as a model program for preventing juvenile delinquency. Research consistently shows that 70% to 90% of referred families remain safely together six months to a year following services.

HOMEBUILDERS® Philosophy

The underlying philosophy of HOMEBUILDERS® is that it is best to raise children in their own family. Even when necessary due to imminent safety concerns, out of home placement is traumatic for children, and does not teach families how to keep their children safe in the future. In addition to this basic philosophy, a set of clearly articulated values and beliefs guide how therapists treat family members and how interventions are structured. Primary among these are the beliefs that all people can change and that many problems are the result of skill deficits. The program minimizes barriers to service, uses specific strategies to enhance family member motivation and participation in treatment, and teaches skills designed to improve family functioning and change the environment to diminish stress.

Families referred to HOMEBUILDERS® are typically experiencing multiple problems, some of which are chronic in nature. The program is not designed to help families resolve all of their problems. Rather, it is designed to keep children safe while helping the family reach a level of functioning at which it is possible for their children to remain safely at home. To reach this objective, therapists focus specifically on addressing those issues most related to the threat of placement, and helping families access any needed ongoing services and supports.

Families referred to HOMEBUILDERS® are provided with intensive, time-limited services. Therapists typically serve two families at a time, are available to clients twenty-four hours a day, seven days a week, and work with families in their homes and natural environment. Services typically last four to six weeks. Therapists provide a wide range of counseling services using research-based motivational interviewing and cognitive behavioral interventions to increase life skills and improve individual and family functioning. In addition, therapists help families enhance their social support network and access basic needs such as food, shelter, and clothing.

HOMEBUILDERS based on a clear set of values and beliefs which guide program design and staff behavior. It provides a framework for structuring interventions, making critical decisions and creating positive, supportive, and hopeful attitudes and behavior among staff



and also helps staff determine compatibility of the program with their own professional values and beliefs.

HOMEBUILDERS® Values and Beliefs:

- It is best for children to be raised by their own family whenever possible
- Safety is our highest priority
- The family is the focus of service
- Reducing barriers to service improves family outcomes
- Family members are our colleagues and partners
- Providing information and teaching skills empowers families to become self-sufficient
- We cannot predict which situations are most amenable to change
- It is our job to motivate families and instill hope
- All people have the ability to change
- A crisis is an opportunity for change
- We respect families for their diverse culture, ethnicity, and religious beliefs
- Family members do not usually intend to harm one another
- People are doing the best they can
- Inappropriate intervention can do harm

HOMEBUILDERS® is a time-limited service, averaging six (6) weeks of intensive services. There is an option for an extension (up to two weeks) if the risk of placement remains high and if an additional brief period of service delivery will decrease the likelihood of placement. Two booster sessions (up to five hours of face-to-face time over the two sessions) are available to families within six months from the date of intake to prevent crisis, reinforce skills/learning, or provide support/assistance with a planned future event

Compliance Requirements

Capstone will be expected to comply with State of Nebraska's plan for the provision of Family Preservation services.

Capstone must have the ability to maintain adequate files and records and meet statistical reporting requirements as well as have Internet access. In addition, Capstone must be in good standing, meaning that they have not have had previous State contracts terminated for cause. The successful contractor shall have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail for all expenses.

Capstone shall obtain approval from State management to purchase assets, including software and hardware with this funding prior to incurring the expense. Equipment purchased with funds paid or provided to Capstone will become the property of the Capstone. Capstone retains the right to have all such property returned upon conclusion of the contract period.

State Oversight/Coordination

The State will maintain oversight of the HOMEBUILDERS® program at Capstone to monitor administrative and fiscal integrity of the program as well as to ensure Capstone continues



partnership, coordination, and collaboration with key stakeholders, families, and community-based agencies. Attendance at a monthly contractor meeting will be required.

C. SCOPE OF SERVICES

1. Description, Contract Capacity and Unit of Service

a. Service Description

Capstone is seeking to contract with the Department of Health and Human Services to deliver HOMEBUILDERS® services in Douglas, Sarpy, Dodge and the Southeast service area of Nebraska. HOMEBUILDERS® is a nationally recognized evidence-based model designed to strengthen families, keep children safe and prevent unnecessary out-of-home placement, or safely reunify children with their family following a removal from home. HOMEBUILDERS® provides an intensive, in-home crisis intervention, counseling and life-skills education for families who have children at imminent risk of placement or have children in placement who cannot be reunified without intensive services. The HOMEBUILDERS® model also offers concrete services as a way to engage families (e.g., help with household tasks, transportation, etc.). The HOMEBUILDERS® model includes two different types of services interventions: family preservation and family reunification. The successful HOMEBUILDERS® Applicant will be expected to follow and adhere to all of the HOMEBUILDERS® model standards.

b. Contract Capacity

CAPSTONE will support two HOMEBUILDERS® team. A team will consist of two therapists and one supervisor. Each therapist will serve a minimum of twenty (20) families annually. A team with two therapists will serve a minimum of forty (40) families annually, not including the families served by the team's supervisor. The successful Applicant will be expected to reach this minimum capacity within one year of being awarded a contract.

The service delivery model will be two tiered.

- Tier 1, the traditional HOMEBUILDERS® service model, will service families whose children are at very high/high risk of danger in their home, face complicating factors in creating safety and imminent risk of removal from their home. Tier 1 will also service families whose children cannot return home without intense services.
- Tier 2, a less intensive variation of the HOMEBUILDERS® service model will service families with fewer safety concerns, who can be at risk of removal from their home, which have open cases and include those court dependent Family Reunification (FR) families soon to be or recently reunified, transitioning to Family Maintenance (FM) status.

The program focuses in the first year will be at State discretion.

The initial plan to support two teams, serving a minimum of 80 families per year, is based upon the analysis of current families receiving "crisis in-home" at an intensity level on par with HOMEBUILDERS'® standards. The possibility of adding teams to a contract in subsequent years will be explored if State-wide demand for the intervention exceeds the capacity of two therapists.



c. Unit of Service

- i. Each HOMEBUILDERS® therapist will carry an average caseload of two (2) families. There may be a brief period of time when a therapist may have more than two (2) cases when they are about to close a case and a family may need fewer hours. HOMEBUILDERS® supervisors are required to complete a minimum of six (6) cases during the first year of implementation.
- ii. HOMEBUILDERS® staff will provide an average of 8-10 hours of face-to-face contact with the family per week. Service intensity (hours per week and total hours per intervention) will vary across families based on their level of need. Families typically receive between 38-40 hours or more of face-to-face contact during the intervention.
- iii. Capstone will provide services in the family's home and community at times that are convenient to family, including weekends and holidays. The primary therapist and supervisor (who will provide back-up support) are available 24 hours a day, 7 days a week, for crisis intervention. This accessibility allows close monitoring of potentially dangerous situations and allows for greater flexibility based on the family's level of need.
- iv. HOMEBUILDERS® is a time-limited service, averaging thirteen (13) weeks of intensive services. There is an option for an extension (up to two weeks) if the risk of placement remains high and if an additional brief period of service delivery will decrease the likelihood of placement. Two booster sessions (up to five hours of face-to-face time over the two sessions) are available to families within six months from the date of intake to prevent crisis, reinforce skills/learning, or provide support/assistance with a planned future event.

2. Service Delivery Requirements

a. Target Population

The service delivery model will be two tiered. Tier 1, the traditional HOMEBUILDERS® service model, will service families whose children are at very high/high risk of danger in their home, face complicating factors in creating safety and imminent risk of removal from their home. Tier 1 will also service families whose children cannot return home without intense services.

Tier 2, a less intensive variation of the HOMEBUILDERS® service model will service families with fewer safety concerns, who can be at risk of removal from their home, which have open Voluntary Family Maintenance (VFM) cases and include those court dependent Family Reunification (FR) families soon to be or recently reunified, transitioning to Family Maintenance (FM) status.

Target population will include families whose children are victims of abuse and neglect, those who have been exposed to risk factors such as substance abuse, domestic violence, mental health and/or other disabling conditions of the parent. The target population for this service includes active Child Welfare Service families. However, referrals from the Probation Department may be accepted, upon review and approval, on a case by case basis. This will be at the discretion of the State.

Families referred will need to meet the following eligibility criteria:



- i. (Preservation) At least one child from birth to 17 years of age is at imminent risk of removal based on the identification of a safety factor, and approved by a Child Welfare Supervisor. HOMEBUILDERS® will be implemented immediately as part of the family's safety plan to allow the child to safely remain in the home. Other eligibility factors include:
 - The child would be able to remain in the home and without being at risk of imminent harm if intensive in-home services were provided.
 - At least one parent is willing to meet with the HOMEBUILDERS therapist.
 - The family is available to participate in an intensive, four-to-six-week intervention.
 - Less intensive services would not sufficiently reduce the risk of placement, are unavailable, or have been exhausted.

- ii. (Reunification) There is a specific and immediate plan for the child's return home within seven days and a belief that the family requires intensive in-home services for that reunification to occur successfully. Families will likely be of moderate or high risk and have complex needs, including but not limited to:
 - Parents in the early stages of recovery from substance abuse
 - Children with challenging/difficult behaviors and parents' inability to manage these behaviors effectively
 - Unresolved risk factors including mental health and domestic violence concerns
 - Parental/child ambivalence about reunification
 - Parents' inability to effectively respond to the special needs of their children

In order to be referred to HOMEBUILDERS® for reunification services, children must be in out of home placement or at-risk of being removed from home. The model can accommodate children who have been in placement for several months or years as long as: 1) the family has received some level of services to address presenting concerns; 2) parent/child visitation is occurring; 3) safety factors have been or are in the process of being mitigated; and 4) the family requires intensive services to address unresolved risk factors and support to achieve reunification. Prior to referral, CFS will have completed an initial assessment of the family to identify safety and risk concerns, their strengths, and service needs in order to decide whether a referral to HOMEBUILDERS® would be appropriate.

In order to receive HOMEBUILDERS® services, the family must be willing and able to engage in the service. This program is voluntary and the family can refuse to participate. Should this occur, Capstone will notify CFS immediately. The State will monitor capacity of Capstone to engage difficult to engage families.

Referrals can only be generated from Nebraska's Children and Family Services. (CFS), however referrals from the Probation Agency may be accepted, upon review and approval, on a case by case basis.

b. Referral Process

- i. Referrals will be accepted for services only when there is available program capacity. Given the nature of HOMEBUILDERS® services and eligibility criteria, no wait list will



be maintained. All referrals will be made, reviewed and approved through a process determined by CFS.

- ii. Upon receipt of the referral and eligibility determination, the family will be contacted by Contractor's staff to set up the first visit. The first face-to-face visit should occur within 24 hours or one business day of the referral. In certain instances, a crisis will merit a faster response (within two hours) in order to engage the family, address immediate concerns and build a sustainable relationship.

c. Service Location and Operating Hours

Capstone will provide services to families 52 weeks per year. Capstone will provide services to families using a flexible schedule, traditional hours, after-hours and on weekends at the times that are convenient to the family. Services will be provided primarily in the home and other locations convenient to the family. In order to support families, program staff will need to be available to respond to crisis situations/emergencies twenty-four (24) hours a day and seven (7) days a week. These responses will occur through phone contact or in-person, depending on case circumstances.

Capstone's therapist(s) must be able to respond in person if required by case circumstances. Capstone will be available to respond within 2 hours.

Capstone should be prepared to serve a family anywhere in the southeast service area as the needs of the family dictate.

d. Staffing

- i. Contractor's team will consist of the following staff model:

Position	Minimum Staffing Level Required and/or FTE
HOMEBUILDER Therapist	2 FTE
HOMEBUILDER Supervisor	1 FTE
HOMEBUILDER Manager	TBD by Applicant
Support staff	TBD by Applicant

Dependent on program performance and department needs, there will be a possibility to increase staffing to 3 or more therapist positions at Capstone's discretion.

Capstone will assist with the flexible hiring of staff, with hiring to be intermittently.

- ii. Capstone will adhere to the following staffing requirements for Capstone's HOMEBUILDERS® staff:
 - a) Therapists must have a graduate degree in social work, psychology, counseling, or a closely related field and at least two years of experience working with children and families; licensed or licensed eligible with the Board of Behavioral Sciences is desirable.
 - b) The Supervisor must have a graduate degree in social work, psychology, counseling, or a closely related field and at least two years of experience



working with children and families; Supervisor must be registered with the Board of Behavioral Sciences. Supervisor with at least one year of supervisory experience is preferred. The Supervisor will receive referrals 24 hours a day, seven (7) days per week. The Supervisor will be available 24 hours a day, seven (7) days a week to client families, and to therapists for consultation and support, as well as to provide back-up coverage.

c) The Program Manager must have a graduate degree in social work, psychology, counseling, or a closely related field, and at least two years supervisory/management experience and have at least four years providing direct services to families, preferably intensive in-home services. The program manager will be available to the supervisor 24 hours a day, seven (7) days a week for consultation and support, as well as to arrange coverage when the supervisor is unavailable. The program manager will also provide client back-up for supervisor whenever needed.

iii. Capstone must fully vet any staff hired to provide services under the HOMEBUILDERS® model. This includes completion of all necessary clearances, as required by State; it also includes confirmation that staff has an active social work or related license that is in good standing. HOMEBUILDERS® is an extremely intensive model and is highly demanding of its staff. HOMEBUILDERS® has guided interview tools, including role-play opportunities, to assist agencies in hiring (or considering reassignment of) staff for this service. Capstone is required to use these processes, with the support of technical assistance provided by The Institute for Family Development. The State will establish a separate contract with The Institute for Family Development to provide technical assistance and training.

e. Model

Capstone will provide core services structured through the HOMEBUILDERS® model. The HOMEBUILDERS® model is designed to eliminate barriers to service while using research-based interventions to improve parental skills, parental capabilities, family interactions, children's behavior, while promoting safety.

i. HOMEBUILDERS® goals include the following:

- Prevent unnecessary out-of-home placement of children
- Reduce length of time child is in out-of-home care
- Improve family functioning
- Enhance problem-solving skills
- Increase social supports
- Prevent/reduce child abuse and neglect

ii. The following are the primary intervention components of the model:

- Engaging and motivating family members
- Conducting holistic, behavioral assessments of strengths and problems
- Developing outcome-based goals
- Using evidence-based cognitive-behavioral interventions
- Teaching skills to facilitate behavior change
- Developing and enhancing ongoing supports and resources for the family



f. Program Standards

The HOMEBUILDERS® model has clearly defined standards that guide program implementation and clinical practice, and an ongoing training and quality enhancement system to ensure model fidelity and to provide the opportunity to evaluate the program on an ongoing basis to improve service delivery. Each standard has fidelity measures that document the structural and clinical standards of the model, the fidelity indicators related to those standards, and performance measures for each indicator. Capstone will be required to follow these standards and deliver and implement services accordingly. Standards can be found on the HOMEBUILDERS® website at <http://instituteoffamily.org/pdf/HOMEBUILDERS-Standards-4-1.pdf>.

HOMEBUILDERS Program Structure Standards

- Specific Target Population – The HOMEBUILDERS® Program serves only families whose children are at imminent risk of out of home placement, or who are in placement and cannot be reunified without intensive in-home services.
- Values-Based Orientation - The HOMEBUILDERS® Program is based on a clearly articulated set of values and beliefs, which guides program design and staff behavior.
- Immediate Availability and Response to Referrals - The HOMEBUILDERS® Program accepts referrals 24 hours a day, seven days a week. A therapist meets with each family as soon as possible following referral, preferably on the day of referral, and no later than 24 hours after referral. (For Contractor clarification related to this RFI, the State will make determinations regarding referrals to Capstone's HOMEBUILDERS® program and Capstone is expected to accept families immediately upon referral from the State.)
- Twenty-Four Hour Availability – The family's primary therapist is available to family members 24 hours a day, seven days a week. The team supervisor is available 24/7 as the primary back up for the therapist. Other team members, familiar with the family's service plan, also provide back up.
- Services Provided in the Client's Natural Environment - The HOMEBUILDERS® services are provided primarily in the family's home. Some client contact may occur in other community locations that are part of the client's natural environment
- Service Intensity and Caseload – A full-time therapist typically services 18 families per year, working with two families at a time. Service intensity (hours per week and total hours per intervention) varies across families, based on their needs. Families typically receive 40 or more hours of face-to-face contact during the intervention.
- Brevity of Services - HOMEBUILDERS® is a time-limited service; interventions are concluded when the imminent danger of placement of re-placement has been averted. Client families are usually seen for four weeks, with an option for service extension to six weeks if the additional service time would significantly reduce the likelihood of placement.
- Single Therapist Operating within a Team - Contractor's HOMEBUILDERS® therapists will operate within a team of two and a supervisor. Services are provided to families by a single therapist, with the clinical team providing back up. In rare circumstances, more than one therapist may serve a family.
- Supervision and Consultation – Consultation from a trained Capstone's HOMEBUILDERS® supervisor is available to therapists 24 hours a day, seven days a week. Supervisor-facilitated team consultation occurs at least weekly.
- Ongoing Quality Enhancement – Supervisors and therapists receive the initial and ongoing training, consultation and support necessary to deliver quality services. Programs



participate in ongoing quality enhancement processes to ensure fidelity to the HOMEBUILDERS® model. Data are used to evaluate and improve program outcomes.

HOMEBUILDERS® Intervention Activity Standards:

- Promoting Safety – Throughout the intervention, the therapist assesses child, family, therapist and community safety. The therapist structures the environment and uses clinical strategies designed to promote safety.
- Individually Tailored Services – The therapist tailors services and flexibly schedules session based on the family members' needs, goals, values, culture, circumstances, learning styles and abilities.
- Engagement and Motivation Enhancement – The therapist develops and maintains a positive, collegial working relationship with family members. The therapist assumes responsibility for motivating family members, and employs a variety of motivation enhancement strategies.
- Comprehensive Assessment – The therapist conducts a behaviorally specific, interactive, ongoing, holistic assessment. The assessment includes information about family strengths, values, skills, problems, needs, and barriers to goal attainment.
- Goal Setting and Service Planning – The therapist collaborates with family members and referents in developing behaviorally specific, attainable intervention goals and corresponding service plans. Intervention goals and plans focus on factors directly related to the risk of the out-of-home placement.
- Cognitive and Behavioral Approach – The HOMEBUILDERS® model utilizes research-based interventions. The therapist applies cognitive and behavioral principles and strategies to facilitate behavior change.
- Teaching and Skill Development – The therapist uses a variety of teaching methods to help family members acquire, maintain, and generalize skills.
- Provision of Concrete Services – The therapist advocates for and provides concrete goods and services that are directly related to achieving the family's goals, while teaching family members to meet these needs on their own.
- Collaboration and Advocacy – The therapist collaborates and advocates with formal and informal community resources and systems impacting the family, while teaching family members to advocate for themselves.
- Transition and Service Closure – Prior to the conclusion of services, the therapist and family members assess goal attainment, plan for the maintenance of progress, and collaborate with the referent to address ongoing service needs, per the CFS process, utilizing a Family Team Meeting.

3. Service Delivery

a. Assessment and Treatment Planning

Capstone's staff will conduct behaviorally specific, interactive and holistic assessments of the family. Assessment is an ongoing process that begins at the time of referral and continues through the termination of services and includes, but is not limited to, the following:

- An assessment of safety and family functioning
- An assessment of family strengths and needs
- Identifying family resources and their informal/formal supports



- Exploring family values and beliefs
- Assessing skills
- Identifying problems and barriers to achieving the family's stated goals

The assessment integrates information collected from a variety of sources including but not limited to: direct observation, self-reports, CFS Conferencing and Teaming, and information obtained through collateral contacts.

Capstone's HOMEBUILDERS® Services are considered one component within the clients' State Case Plan for all services provided and are to be supportive of the documented Case Plan goals. Services will be requested and assessed through a process to be determined by the state, such as a multi-agency Review Committee (RC). Capstone will develop a service plan, in collaboration with the family and others, within one week of the start of service. The service plan includes behaviorally specific intervention goals that focus on the issues contributing to the danger of placement or barriers to successful reunification and promote skill development and behavior change. The service plan is updated when needed to reflect changes in family circumstances/functioning and incorporate safety planning. The service plan completed by Capstone should be consistent with the case plan developed through Conferencing and Teaming.

Capstone will utilize an assessment tool to be determined and approved by the State, to identify family strengths and needs, to inform the assessment and the development of intervention goals and a written service plan.

Capstone awarded a HOMEBUILDERS® contract will provide or assist families with accessing supports, services and items (e.g., food, housing, transportation, financial assistance and childcare) to reduce the likelihood of placement.

HOMEBUILDERS® values and goals are well aligned with the CFS practice model, Conferencing and Teaming. CFS expects Capstone to participate fully in the Conferencing and Teaming process. Depending on when a family is referred to Capstone's HOMEBUILDERS® Services, (when first accepted for service or later in their child welfare experience) CFS will ask the family to invite some natural supports to be at the home when they are meeting with Capstone's HOMEBUILDERS® staff and the CWSW; utilizing the natural supports to help develop their plan and discuss the outcomes the family will need to address in the next 30 days. The purpose is to have a safety network already in place to help build upon the strengths of the family.

b. Scope of Work

In addition to adhering to HOMEBUILDERS® Standards and model, Capstone will be responsible to:

- Provide HOMEBUILDERS® services, crisis intervention and management to clients 24 hours per day, seven days per week.
- Be flexible in providing services in terms of location, time of day, planning, and response based on needs of family; contractor staffing hours must include Saturday and Sunday as normal working hours.
- Ensure community-based intervention services (including delivery of highly coordinated and individualized, unconditional services addressing child and family needs and risks) and achieving positive outcomes.



- Utilize, develop and expand linkages of community-based resources including drug and alcohol prevention and treatment programs.
- Secure services from a network of providers and complete necessary service authorization and agreements.
- Utilize funds from the contract budget to address resource needs of the child or family, e.g., childcare, transportation or rental assistance, will be provided by the State of Nebraska to Capstone with advanced approval.
- Provide intensive case management to ensure the needs of youth and families as identified in the Plan of Care have been met.
- Maintain regular and frequent communication with the State Child Welfare Social Worker(s) assigned to the child to ensure all services and activities are in concert with Case Plan goals.
- Adhere to a “no reject/no eject” policy. Provide services to families that have been accepted by RC (Review Committee) and not terminate services without RC or referring party approval.
- Work in collaboration with and support decisions made by stakeholders including, CAPSTONE, Probation, and parents.
- Provide HOMEBUILDERS services for families in program as described below:
 - a. Family Preservation (FP)
 - b. Court dependent Family Reunification (FR) families soon to be or recently reunified, transitioning to Family Maintenance (FM) status.
 - c. Referrals from the Probation Agency may be accepted, upon review and approval, on a case by case basis. This will be at the discretion of the State.
- Attend joint visits with referring agency staff after referral has been approved and assigned by RC.
- Develop, coordinate and provide formal, natural supports and community services during intervention/after care services.
- Assess, monitor and ensure safety of child, family, and community.
- Coordinate each youth’s family needs and services with State agency, CFS staff, the courts, community members and schools.
- Attend Family Team Meetings as requested.
- Provide significant community support whenever needed.
- Provide progress notes on a monthly basis to the referring agency.
- Maintain case records and files on all children/families served.
- Make available limited transition assistance after discharge for services such as connection to Behavioral Health Services or other community services that will include two booster sessions (up to five hours of face-to-face time over the two sessions) are available to families within six months from the date of intake to prevent crisis, reinforce skills/learning, or provide support/assistance with a planned or unplanned future event
- Employ and train adequate staff to facilitate the philosophical shift to achieve HOMEBUILDERS objectives, reflective of the cultural and linguistic needs of the State.
- Coordinate, select, and convene a HOMEBUILDERS® team which will include the following members as determined by Capstone, adhering to the staffing requirements for Capstone’s HOMEBUILDERS® staff.



Position	Minimum Staffing Level Required and/or FTE
HOMEBUILDERS Therapist	2 FTE
HOMEBUILDERS Supervisor	1 FTE
Manager	TBD by Applicant
Support staff	TBD by Applicant

- Collect, record and provide data as required by HOMEBUILDERS®.

c. Engagement and Motivation Enhancement

The HOMEBUILDERS® model utilizes a strength-based approach to partner with families in the identification, development and prioritization of their goals by drawing upon the family's strengths and resources. Reflective listening, motivational interviewing and other engagement skills/strategies are used to engage and motivate families.

d. Collaboration and Advocacy

- i. Capstone's HOMEBUILDERS® therapists will collaborate with formal and informal community resources, services and systems to increase the level of supports available to the family. The therapist helps the family effectively navigate multiple systems and teaches them to advocate for themselves and access services and supports within their own community.
- ii. Capstone will establish and maintain frequent contact and communication with CFS through phone calls, e-mail, Family Team Meetings and conferences. Updates will be provided on families' progress towards goals, change in status, updates in service delivery, targeted interventions and other issues identified by Capstone and CFS. Capstone will participate fully in the Conferencing and Teaming process.
 - Capstone will provide written reports and summaries at the request of CFS.
 - Capstone agrees to make appropriate personnel available to appear in court for the purpose of testifying to facts surrounding a client's or Capstone's involvement in services covered by the contract with the State. Capstone will provide a written summary in preparation for a juvenile court hearing when requested.
 - Capstone will immediately call the 24-hour Child and Elder Abuse Hotline with any concerns of suspected abuse and neglect.

To facilitate a smooth roll-out of HOMEBUILDERS® in the State of Nebraska and to maintain a vehicle for communication and shared problem solving, Capstone will work as a team with staff from the State to identify and address any problems or adaptations that may need to be considered as the model is implemented within the context of the State's child welfare system. This will be a collaborative process and important to the success of the model.



e. Cognitive and Behavioral Approach

Therapists use evidence-based practices, including motivational interviewing, behavioral parent training, cognitive-behavior therapy and relapse prevention strategies to help facilitate behavior change.

f. Teaching and Skill Development

Therapists teach family members a variety of skills, including child behavior management, effective discipline, positive behavioral support, communication skills, problem-solving skills, safety planning, and help the family establish daily routines through direct teaching, role playing/practice, coaching and prompting, audio/visual aids, written materials, and homework.

g. Provision of Concrete Services

Therapists provide a wide range of services to help families meet their basic needs by helping the family access concrete goods and services that are directly related to achieving the family's goals, while teaching them to meet these needs on their own. Each family will have access to funding for concrete goods and services to help meet their basic needs.

- The emergency fund is available to each family served by the HOMEBUILDERS® Services Contractor. The HOMEBUILDERS® model specifies that this funding be used to support the family's basic needs and/or expenditures that are related to specific HOMEBUILDERS® goals and service plan.

h. Transition and Service Closure

Prior to the conclusion of services, the family and therapist assess progress, develop a written plan to maintain progress achieved, and identify unmet and/or ongoing service needs of the family. The therapist, in consultation with CFS, will assist the family in connecting to needed resources and services to support them following case closure. A Family Team Meeting will be part of this process to make sure there is agreement and accountability by all involved and to ensure that the family has supports in place and understands next steps. A HOMEBUILDERS® Service Summary (which includes the assessment tool post ratings) is completed and forwarded to CFS at time of case closure.

Two booster sessions (up to five hours of face-to-face time over the two sessions) are available to families within six months from the date of intake to prevent crisis, reinforce skills/learning, or provide support/assistance with a planned or unplanned future event.

i. Satisfaction Surveys

Capstone is required to complete the HOMEBUILDERS® Client Feedback and Referent Surveys, which are required prior to case closure.

j. Sub-Contracting



There are no sub-contractors allowed as part of the HOMEBUILDERS® model.

k. Documentation

Capstone is required to maintain a case record on every family.

4. Data and Performance Measure Reporting Requirements

a. Reporting Requirements

Capstone will provide data as required by CFS. Capstone will be required to use HOMEBUILDERS® Online Data Manager (ODM) system. This system contains all the paperwork and forms that are utilized in HOMEBUILDERS® in order to measure model fidelity, which will be reported back to CFS/the State and Capstone. The costs of using this system should be built into the budget of Capstone.

b. Data Collection and Evaluation

The State will work with Capstone's HOMEBUILDERS® staff to determine required data collection items and evaluation processes.

Capstone will be expected to maintain a program of continuous data collection to assess and interpret not only quantitative information, but also qualitative information consistent with best practices. This data will be used to review services rendered and to ensure continuous quality improvement, incorporate new knowledge and practice, and to ensure the integrity of the program.

c. Performance Metrics

The following performance measures have been established for the HOMEBUILDERS® Services contract and will be tracked:

- The number of families/number of children served through the family preservation intervention
- The number of families/number of children served through the family reunification intervention.
- The number of families who successfully completed the HOMEBUILDERS® program
- The percentage of children, whose families completed HOMEBUILDERS®, who remain safely in their home six months and twelve months following closure of intensive services, as defined by no new substantiations and no new entries into CYF care
- The percentage of families connected to resources and services in the community to address their identified needs as measured by exit documentation in the HOMEBUILDERS® online data management system
- The percentage of families who show progress on goal attainment rating for at least one goal at service closure (excluding ineligible referrals) as measured by exit documentation in the HOMEBUILDERS® online data management system
- The percentage of families that have improved safety ratings at the time of NCFAS closing when the initial NCFAS rating is below baseline as measured by exit documentation in the HOMEBUILDERS® online data management system
- The percentage of families that report that they use new skills as a result of the HOMEBUILDERS® intervention as measured in the HOMEBUILDERS® Client Feedback Survey



The following performance measures will be tracked by CFS/the State to evaluate how well HOMEBUILDERS® is implemented within CFS:

- The number of referrals to the HOMEBUILDERS® Services program

d. Outcome Measures

The following outcome measures have been established for HOMEBUILDERS® and will be tracked:

- The percentage of families whose child(ren) enter care while active in HOMEBUILDERS®; Children from 80% of the families served will not enter out of home placement during HOMEBUILDERS® service period, 6 months and 12 months after case closure
- The percentage of families whose child(ren) enter care within one year of receiving HOMEBUILDERS®; Children from 80% of the families served will not enter out of home placement during HOMEBUILDERS service period, 6 months and 12 months after case closure
- Therapists meet with families within 24 hours or one business day of referral approval; 90% of families receive their first face-to-face visit within 24 hours or one business day of approved referral from Review Committee.
- Meetings primarily occur in the family's home or natural environment; 90% of sessions occur in the home or natural environment.
- Children served will be safe during the HOMEBUILDERS service period, 6 months and 12 months after case closure. There will be no recurrence of child maltreatment (substantiated referral) for children from 80% of the families served during HOMEBUILDERS service period, 6 months and 12 months after case closure.

e. Training and Quality Assurance

- i. Capstone will be required to work closely with the HOMEBUILDERS® consultant from the Institute for Family Development and cooperate with record reviews and onsite visits.
- ii. Capstone is expected to cooperate and participate in all training sessions, quality assurance and/or Quality Enhancement System (QUEST) activities as directed by CFS/the State and the Institute for Family Development.
 - The staff of Capstone will need to be trained on the Core Competencies of the HOMEBUILDERS® model before being assigned any cases.
 - The HOMEBUILDERS® quality enhancement system, known as QUEST, is designed to assure quality through the development and continual improvement of the knowledge and skills necessary to obtain model fidelity and service outcomes.
 - The model includes a comprehensive training program, consultation and support necessary to deliver quality services.
 - Consultation includes ongoing telephone consultation, record reviews, on-site visits, and data and fidelity reports to ensure model fidelity and help evaluate program outcomes.
- iii. During the first few years working with a supervisor and team, a HOMEBUILDERS® consultant collects and reviews program implementation data and provides feedback to agency staff.



- Once Capstone is awarded the HOMEBUILDERS® contract they will be expected to send their staff to training prior to implementation, the costs of which will be included in the first-year contract budget.
- Site visits are conducted two times a year, and a full site fidelity review (including client file reviews) is completed at the end of each year.
- Capstone will establish an Individual Professional Development Plans for all staff with the supervisor and manager, and a Team Quality Enhancement Plan is also developed and monitored.
- The goal of QUEST is to build internal capacity of Capstone to oversee implementation, review evaluation data, and provide feedback to their staff to improve the quality of services.

f. Additional Staff Training and Development Expectations

- i. Capstone must be prepared to serve families for whom English is not their primary language (including American Sign Language). While staff does not have to be bilingual, they should have an established plan and mechanism for meeting the needs of these families.
- ii. Capstone must ensure that, prior to the provision of direct services, staff will receive periodic and regular training about relevant child welfare topics including, but not limited to, substance abuse, adolescent development, psychotropic medication and medication management, working with families, concurrent child welfare permanency planning, domestic violence, teen relationship abuse, HIV/AIDS, behavior modification and management, child development disorders, Lesbian, Gay, Bi-sexual, Transgender and Questioning (LGBTQ), gender identity and expression, sexually acting-out, crisis intervention and trauma theory.
- iii. Capstone must provide training on how to recognize and assess child safety and risk.
- iv. Capstone shall provide training on worker safety to all therapeutic staff and supervisors.

D. TERM OF THE CONTRACT

One contract is expected to be awarded in June 2019 for operation from July 1, 2019, through June 30, 2020.

This initial year-long contract is expected to be renewed for additional years. Should a new contract be awarded for subsequent years, Capstone reserves the right to contract with the state of Nebraska for this service without the need for further competitive procurement, subject to approval by the State of Nebraska, the availability of sufficient funds and satisfactory performance by Capstone.

E. FUNDS AVAILABLE, REVENUE SOURCE AND TYPE OF CONTRACT

Budget



The State of Nebraska, through CAPSTONE, will program-fund HOMEBUILDERS® for the initial year. A maximum of \$572,000 (one-year contract) from the State of Nebraska funding sources will be available to provide services under this procurement.