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## **Texas Health and Human Services Commission (HHSC) Procurement and Contracting Services (PCS)**

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**Dept. of Family and Protective Services (DFPS)  
Community-Based Care (CBC) Region 8b  
Request for Applications HHS0009018  
Vendor Conference September 18, 2020**

# Welcome

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- Introductions
  - Ross Hoffpauir, Grants Specialist, Procurement and Contracting Services
  - Amy Forister, Contract Administration Manager, Community-Based Care
- Housekeeping Items



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# HHSC Procurement Roles

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**PCS** - Responsible for procurement activity

**Program** - Responsible for project scope, requirements, performance, results, contract management/monitoring



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# Vendor Conference Overview

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- Procurement Activities
- RFA Overview
- Questions Submittal
- Preliminary Responses to Questions
- Closing Comments



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# Procurement Activities

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- Questions & Answers
- Sole Contact PCS Purchaser
- Procurement Schedule
- Solicitation Access
- Submission Requirements
- Solicitation Changes
- Screening & Evaluation
- Award Information



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# Schedule of Events

Deadline for Submitting Questions	September 30, 2020
HHSC Posts Responses to Vendor Questions	October 9, 2020
Deadline for submission of Applications	December 1, 2020
Anticipated Start Date	March 1, 2021



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# Solicitation Access

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1. The posting is on the Electronic State Business Daily (ESBD) is located at:

<http://www.txsmartbuy.com/esbddetails/view/HHS0009018>

2. HHSC Grants located at:

<https://apps.hhs.texas.gov/pcs/HHS0009018/>

3. Texas eGrants located at:

<https://txapps.texas.gov/tolapp/egrants/search.htm>

- HHSC will post all official communication regarding this RFA on the [ESBD](#), [HHSC Grants](#), and [Texas.gov eGrants](#) including the notice of award.
- HHSC reserves the right to cancel this RFA, or to make no award if it determines such action is in the best interest of the State.
- HHSC may, in its discretion, reject any and all proposals or portions thereof.



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# HHS Sole Point of Contact

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- **All** communications relating to this RFA **must** be directed to the HHSC Sole Point of Contact, Ross Hoffpauir, Grants Specialist at [Ross.Hoffpauir01@hhs.texas.gov](mailto:Ross.Hoffpauir01@hhs.texas.gov)
- **All** communications between respondents and other HHSC staff members concerning this RFA are **strictly prohibited**.
- Failure to comply with these requirements may result in proposal disqualification.



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# Community-Based Care (CBC) RFA Overview

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1. Background
2. Purpose
3. SSCC Model Assumptions
4. Scope of Work
5. Major Deliverables
6. Performance Measures
7. Compensation
8. SOW Articles III, IV, V, and VI
9. Cost Proposals



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# Background

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1. Current system structure does not encourage establishment of services where they are needed and very few providers offer the full continuum of services.
2. As a result, some children must move to locations (outside of their home communities) and too often must change placements as a result of a change in service needs.
3. In 2010, DFPS joined other stakeholders in an effort to develop recommendations for a redesigned foster care system that supports improved outcomes for children, youth and families.
4. The Public Private Partnership (PPP) representing various stakeholders served as the guiding body to develop recommendations for redesigned foster care system.



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# Background Cont.

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1. Change the way DFPS procures
  - a. From open enrollment to competitive procurement
  - b. Not all current DFPS contractors will continue to serve children in DFPS conservatorship and their families in the redesigned system.
  
2. Change the way DFPS contracts
  - a. From effort based contracts to performance based contracts
  - b. Financial incentives and disincentives for permanency
  - c. Additional performance measures for well-being
  - d. A single contract to provide all substitute care and case management services for children, youth and families in a geographic area
  
3. Change the way DFPS pays the provider of services
  - a. From multiple rates to a single blended rate
  - b. De-link service levels from rates
  - c. Separate allotment of funds for other services to children in foster care and their parents and families.



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# Purpose

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1. PCS will contract for Community-Based Care which is a new way of providing foster care and case management services. It's a community-based approach to meeting the individual and unique needs of children, youth, and families.
2. Within a geographic service area, a single contractor (officially a Single Source Continuum Contractor or SSCC) is responsible for finding foster homes or other living arrangements for children in state care and providing them a full continuum of services.



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# SSCC Model Assumptions

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1. The SSCC may deliver all services outlined in Stages I-III as a single entity or through the formation of a network or consortium of providers, which may include itself. DFPS will only contract with the SSCC. The SSCC must establish and maintain any network or consortium of services in the identified Catchment area through subcontracts, community resources and/or service agreements.
2. The SSCC cannot subcontract out any child welfare legal case management duties described in this contract. All legal case management requirements must be performed by casework employees of the SSCC.
3. All SSCC and DFPS decisions will be made based on the best interests of the individual child.



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# Scope of Work (1 of 7)

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DFPS has identified the need to provide community-based substitute care services to all children and families in the Catchment area that support safety, permanency, and well-being of children in its legal conservatorship as well as young adults in extended foster care.



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# Scope of Work (2 of 7)

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DFPS views a service delivery model that fully engages communities in serving children, youth, and families and that is provided through a performance-based Single Source Continuum Contract (SSCC), as an approach that can most effectively meet this need in a manner that achieves better outcomes for children in its conservatorship.



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# Scope of Work (3 of 7)

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## Section 2.03-2.06 Staged Implementation

Outlines three stages of implementation including anticipated time frames for progression between stages.

Includes requirements of the SSCC and explanation of how DFPS will reimburse (paid foster care services), pay (purchased client services allocation) and negotiate with (case management) the SSCC in each Stage of Implementation.



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# Scope of Work (4 of 7)

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## Section 2.07 Designated Geographic Catchment Area

Contractor must demonstrate a clear understanding of service demand, available resources, and service gaps within the Catchment area and develop specific strategies for meeting the particular and unique needs of the stakeholders and communities within the Catchment area.



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# Scope of Work (5 of 7)

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## Section 2.07 Designated Geographic Catchment Area.

The designated geographic Catchment area for this contract consists of 27 counties in DFPS Region 8b , including Atascosa, Bandera, Calhoun, Comal, DeWitt, Dimmit, Edwards, Frio, Gillespie, Goliad, Gonzales, Guadalupe, Jackson, Karnes, Kendall, Kerr, Kinney, La Salle, Lavaca, Maverick, Medina, Real, Uvalde, Val Verde, Victoria, Wilson, and Zavala Counties. This excludes Region 8a Bexar County.



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# Scope of Work (6 of 7)

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## Section 2.09 Eligible Population.

In Stages I - III, the SSCC must ensure the full continuum of paid foster care and services for the children, youth, and young adults referred by DFPS. In Stages II - III, the SSCC must ensure the full continuum of substitute care (paid foster care and kinship care), case management, family reunification, and purchased client services for the children, youth, young adults, family members and caregivers referred by DFPS.



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# Scope of Work (7 of 7)

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## Section 2.10 Client Characteristics.

The SSCC must be prepared to serve individuals with a broad range of characteristics.

The RFA details client population including a detailed list of client descriptions.



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# Major Deliverable #1

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## Section 2.13 Major Deliverable # 1 - Achievement of Service Objectives/Quality Indicators.

The SSCC must perform the development, operation, oversight, and provision of the full continuum of substitute care, case management and purchased client services in a manner that provides services in the least restrictive, most family-like setting appropriate for the child, which reduces the number of moves a child or youth must make while in care, and engages communities to assist children and youth in achieving safety, permanency, and well-being.



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# Major Deliverable #1

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## Section 2.13 Quality Indicators

- a. Above all, children and youth are safe from abuse and neglect.
- b. Children and youth are placed in their home communities.
- c. Children and youth are appropriately served in the least restrictive environment, with minimal moves (stability of placement).
- d. Connections to family and others important to the child are maintained.
- e. Children and youth are placed with their siblings.
- f. Children remain in their school of origin.
- g. Services respect the child's culture.
- h. To be fully prepared for successful adulthood, Children and youth enjoy opportunities, experiences, and activities similar to those enjoyed by their peers who are not in foster care.
- i. Children and youth have opportunities to participate in decisions that affect their lives.
- j. Children and youth are reunified with their biological parents when possible.
- k. Promotion of the placement of children with relative or kinship caregivers.



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# Major Deliverable #2

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## Section 2.14 Major Deliverable #2 - Development and Management of a Continuum of Care and Service Delivery Model.

This section includes minimum requirements related to:

- 1.SSCC model and staged implementation;
- 2.Start-up period in Stage I and II;
- 3.Administrative management of continuum of care;



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# Major Deliverable #2

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4. SSCC management plan;
5. SSCC community engagement plan;
6. Joint operations and Operations Manual development;
7. SSCC provider manual.



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# Major Deliverable #2

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## Section 2.15 Continuum of Substitute Care & Purchased Client Services.

The SSCC must build and maintain the infrastructure necessary to support the full continuum of substitute care and purchased client services for all children originating from the designated geographic Catchment area, including at a minimum:

1. Joint SSCC and Legacy Placement (Stage I)
2. Coordinated purchased client services (Stage II – III)
3. Case management services (Stage II – III)



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# Major Deliverable #2

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## Section 2.16 Foster Care Placement Capacity

The SSCC must have the ability to build and manage available foster care capacity in the Catchment area in order to increase the likelihood that children are placed in their home communities.

This section outlines the:

1. Population of children/youth who will be referred to the SSCC during Stages I and II.
2. Negotiation process to preserve placement capacity in the catchment area.



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# Major Deliverable #3

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## Section 2.17 – 2.18 Major Deliverable #3 Compliance with General Requirements of the SSCC:

1. Accountability standards for the SSCC
2. Legal and regulatory requirements of the SSCC



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## Section 2.18 Cultural Competency

Outlines SSCC cultural competency requirements related to service provision, composition of SSCC workforce and efforts to address disparities in the catchment area.

# Major Deliverable #4

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## Section 2.19 – 2.26 Major Deliverable #4 - Placement Services and Services to Children /Youth

Includes SSCC and DFPS roles, time frames and requirements associated with SSCC provision of substitute care placement and services (Stages I-III), including:

1. SSCC parameters for recommending a medical consenter (Chart 1)
2. Applicable requirements and best practice considerations when recommending placements
3. Placement Referral Types
4. Child/Youth sexual behavior problems, victimization, and aggression considerations



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# Major Deliverable #4

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## Chart 2 Placement Referrals Stage I

During Stage II and Stage III DFPS will continue to make referrals for emergency placements and the SSCC will assume all substitute care placement (kinship, reunification, non-DFPS paid and paid foster care) and service planning, coordination and delivery duties as a part of case management responsibilities.

Continuous 24 hour supervision requirements



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# Deliverable #4

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## Section 2.20 Child/Youth Assessment/Service Planning Section (Stage I-III) includes:

1. DFPS and SSCC responsibilities, timeframes, documentation and sharing of information
2. SSCC requirements related to the implementation of CANS assessment, complaint process for children, youth and families, and documentation
3. Service planning model assumptions (Stage I)



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# Deliverable #4

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**Section 2.21 Child and Youth Service Planning Chart 3 Section describes DFPS and SSCC roles, responsibilities, & documentation requirements:**

1. At Referral
2. ICM Meeting
3. Service Planning
4. Visitation Planning
5. Audit Monitoring
6. Discharge Planning
7. During Stage II and Stage III, DFPS will continue to provide oversight and monitoring functions and the SSCC will assume all planning, coordination and delivery duties as a part of case management responsibilities.



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# Deliverable # 4

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## Section 2.22 Child's Physical & Behavioral Health Needs (Stage I)

Chart 4 Section describes DFPS and SSCC roles, responsibilities, & documentation requirements related to ensuring children and youth's physical & behavioral health needs are met.

*Note: standard medical screening for each child at removal within 3 business days – does not replace TX Health Steps check-up or CANS within 30 days of removal*

During Stage II and Stage III DFPS will continue to provide oversight and monitoring functions and the SSCC will assume responsibility for all duties related to meeting the children's (kinship and paid foster care) physical & behavioral health needs as a part of case management responsibilities.



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# Deliverable #4

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## Section 2.23 Transitional Living Services (Stages I-III)

Chart 5—Describes DFPS and SSCC roles, responsibilities, & documentation requirements related to providing Transitional Living Services to youth.

*Note: new standards for the annual independent living skills assessment*

During Stage II and Stage III, DFPS will continue to provide oversight and monitoring functions and the SSCC will assume responsibility for all duties related to transitional living services, including, but not limited to, coordination and provision of the Education Training Voucher to eligible youth and young adults as a part of case management responsibilities.



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# Deliverable #4

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## Section 2.24 Adoption (Stages I-III) –

Chart 6—Section describes DFPS and SSCC roles, responsibilities, & documentation requirements related to providing adoption services to children and youth.

During Stage II and Stage III, DFPS will continue to provide oversight and monitoring functions and the SSCC will assume responsibility for all duties related to adoption services, including, but not limited to the provision of post-adoption services as a part of case management responsibilities.



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# Deliverable #4

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## Sections 2.25 – 2.26 Court (Stages I-III)

Outlines the DFPS and SSCC court requirements in each stage of implementation.

Chart 7—describes Stage I DFPS and SSCC roles, responsibilities & documentation requirements related to court activities.

Chart 8—describes Stage II DFPS and SSCC roles, responsibilities & documentation requirements related to court activities.



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# Major Deliverable #5

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## Section 2.27-2.33 Major Deliverable #5 – Case Management (Stages II-III).

Section 2.27: The SSCC will assume responsibilities for all Stage I activities, as well as provide case management services, including any that are legally required by courts or provide input as required by the courts, to a child, or to the child's family, a young adult in extended foster care, a relative or kinship caregiver, those placed in the Catchment area through Interstate Compact on the Placement of Children (ICPC) and through inter-regional agreements.



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# Deliverable #5

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Chart 9—DFPS and SSCC roles, responsibilities & documentation requirements related to referring a child and family for case management services.

Chart 10—DFPS and SSCC roles, responsibilities & documentation requirements related to kinship services

1. SSCC providing case management of children, kinship caregivers, and families
2. DFPS providing necessary oversight measures and review processes to maintain compliance with federal and state requirements
3. SSCC promoting placement of children with relative or kinship caregivers



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# Deliverable #5

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Chart 11—SSCC responsibilities for conducting and documenting visits with the child, caregiver and family

1. Contacting parents who are incarcerated
2. Courtesy supervision for children and family members residing in the catchment area when legal case is in another area.



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# Deliverable #5

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Chart 12—DFPS and SSCC roles, responsibilities & documentation requirements related to child and family services planning

DFPS monitoring and assessing services to ensure compliance with federal and state requirements

1. SSCC assumption of all court duties
2. SSCC coordinating and facilitating all service & permanency planning meetings



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## Section 2.32 Sample Array for Family Services.

Chart 13—provides examples of services previously delivered to families served by DFPS.

The SSCC will not be limited to providing only the services listed below and inclusion of this table is not meant to imply the availability of funds for each of these services



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# Deliverable #5

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Chart 14—DFPS and SSCC roles, responsibilities & documentation requirements related to family reunification services

1. DFPS providing necessary oversight measures and review processes to maintain compliance with federal and state requirements
2. SSCC reunifying children with their parents when possible
3. SSCC providing family reunification support services after a child is returned to his/her family



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# Deliverable #5

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## Section 2.34 SSCC Fiscal Requirements Outlines:

1. Financial policy, procedures, system and audit requirements of the SSCC
2. Includes time frames for SSCC submission of financial information
3. Lists state and federal laws, restrictions and regulations the SSCC must follow when providing services as a part of the contract.
4. Requires and lists information to be included in SSCC accounting policy manual



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# Deliverable #5

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## Section 2.35 Required Reports:

The SSCC must ensure compliance with report requirements outlined in the SSCC contract and HHSC Residential Child-Care Minimum Standards.

**Within each deliverable there are multiple plans, processes and procedures that must be addressed in the response to the RFA.**



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# Performance Measures and Associated Remedies

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1. Goals of the contract
2. Basis of Performance Measures
3. Data Sources
4. DFPS Performance Management Evaluation Tool (PMET)
5. Performance Period
6. Baselines



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# Article III Utilization and Compensation

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**Sections 3.01 – 3.14 Utilization and payment methodologies are outlined in this section and Exhibit C for each Stage and type of service.**

Much of the funding is contingent on legislative appropriations and are currently listed as to be determined (TBD) on the Exhibit C for that reason.

SSCC must ensure that services offered as a part of purchased client services allocation meet federal guidelines.



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# Article IV Start-Up Period Requirements

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## Sections 4.01 – 4.06 Start-Up Period Requirements

The scope of work for the Startup Period of the Contract, which includes those activities that must take place between the time of Contract award and the Operational Start Date.

The Startup Period will include a Readiness Review of the SSCC, which must be completed successfully prior to the SSCC's Operational Start Date.



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# Article V Operations Readiness

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## Sections 5.01 – 5.02 Operations Readiness

SSCC clearly defining and documenting the policies and procedures that will be followed to support day-to-day business activities, including coordination with subcontractors and/or other network providers.

SSCC responsibility for developing and documenting its approach to quality assurance.

DFPS or its designee will conduct a Readiness Review prior to the Operational Start Date for Stage I and again prior to implementation of Stage II and case management services.



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# Article VI Turnover Requirements

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## Sections 6.01 – 6.05 Turnover Requirements

Definition of Turnover: activities that the SSCC is required to perform prior to or upon termination of the Contract, in situations where the SSCC will transition data and documentation to DFPS or a subsequent contractor

### SSCC Turnover Plan

- SSCC Transfer of Data and Information to DFPS
- Turnover Services
- Post-Turnover Services



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# Cost Proposal

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## Cost Proposal Purchased Client Services

Respondent must develop and submit a cost proposal for purchased client services (PCS) that includes payment methodologies and applicable fee schedules for services offered through the use of PCS funding allocations. Fees charged to DFPS must be reasonable and comparable to those for similar services in the ordinary course of business within the catchment area. Respondent must label the cost proposal for purchased client services as “Exhibit G” and include with Respondent’s application. See Exhibit A, Statement of Work, Sections 3.05 and 3.12 (C) and Chart 11 Sample Service Array.



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# Cost Proposal

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## Case Management Cost Proposal

Respondent must develop and submit a cost proposal for a daily per diem case management rate and methodology in support of its proposed Stage II services associated with child placement, conservatorship services, kinship home development and maintenance, reunification and case management services. Respondent must include sufficient documentation to support the proposed daily case management rate. The case management days are forecasted for each fiscal year by catchment area. Respondent must label the cost proposal for a daily per diem case management rate as "Exhibit F" and included with Respondent's application. See Exhibit K, Statement of Work, Section 3.05



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# Question Submittal



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# Questions

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- Written questions should be submitted to Ross Hoffpauir via email and are due by September 30, 2020.
- Binding responses are posted on the procurement website by October 9, 2020



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# Closing Comments

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- Respondents are responsible for meeting the RFA requirements, including any addenda.
- Respondents must check the [ESBD](#), [HHSC Grants](#), and [Texas.gov eGrants](#) websites frequently for any new addendums that may have been added to this solicitation.
- All Addendums must be signed and submitted with the original response.
- Vendor Questions/HHSC Responses will be posted to the [ESBD](#), [HHSC Grants](#), and [Texas.gov eGrants](#) websites.



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# Sole Point of Contact

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**Thank you**

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