

# ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES

## QUESTIONS & ANSWERS

### RFP # 1821VF: RESPITE SERVICES

*Questions submitted via e-mail*

QUESTION	ANSWER
<p>1) Could we be provided with some additional guidance as to the expected intensity, frequency and duration of respite services as well as the number of children/families/homes to be served under the contract?</p> <ul style="list-style-type: none"> <li>• On average, how often do individual children and caregivers typically access respite services?</li> <li>• On average, how many hours do individual children participate in respite services overall? In planned respite services? In crisis respite services? In overnight respite services?</li> <li>• Is there a cap typically placed on the number of hours of respite services a child/caregiver may receive in order to help ensure that providers can meet the needs of as many caregivers as possible?</li> <li>• Could you give us a range as to the number of children/families that might be referred to this service in a given year?</li> </ul>	<p>The services depend on the needs of the family requesting respite. There are times when respite is provided for part of a day, an overnight, or for several days it all just depends on the reason and the need.</p>
<p>2) Are there currently multiple providers delivering respite services through existing contracts?</p>	<p>There is currently one provider contracted for this service in Erie County.</p>
<p>3) How might future respite contracts be impacted by the expected transition of Preventive Services to High Fidelity Wraparound (HFW)? Would families participating in HFW strategies be expected to access respite services available through Wraparound Vendor Services? Would these contracted respite services still be available to families participating in HFW?</p>	<p>HFW will still continue to provide respite as a vendor service, this respite could still be accessed by HFW providers when the service is considered mandated preventive. These respite services are focused more as an additional support for foster parent and kinship providers although mandated preventive services can still access the use of this respite program.</p>
<p>4) Are providers expected to be able to provide overnight respite services outside of the home?</p>	<p>Yes</p>
<p>5) Could you provide some additional details/examples on the “assistance with training opportunities to enrich the family” (page 4) that respite providers might be asked to perform?</p>	<p>Sometimes respite may be needed due to a child having behavioral difficulties or disabilities that could be mitigated by the respite provider or family requesting respite receiving some specialized training or information to assist them in being successful in caring for the child.</p>
<p>6) Are there additional performance targets and outcomes outside of those listed on pages 4-5 of the RFP that providers are required to track?</p>	<p>Not at this time however, state and federal mandates could change during the contract period which could affect targets and outcomes.</p>
<p>7) Are there existing tools associated with data collection for respite services that applicants should be aware of?</p>	<p>Some factors will be tracked through the SACWIS/Connections system however, said agency is expected to track and create quality assurance tools. A template for quarterly reporting will be provided for the contracted agency.</p>

<p>8) Are there guidelines or requirements in terms of minimal levels of education and experience for staff and supervisors? Are there required staff trainings associated with the delivery of these respite services that we should be aware of?</p>	<p>Not at this time.</p>
<p>9) Are there existing guidelines in terms of referral “intake and termination protocols” that we should be aware of?</p>	<p>Should use any guidance from the preventive services manual and NYCRR 430.5</p>
<p>10) Could you clarify the requirements in terms of contact and response capacity? On page 4 of the RFP, it states agencies “must assure access by phone Monday through Friday 9 a.m. to 5 p.m., to coordinate referrals, and the transfer of children.” On page 5 of the RFP, it states that providers should have “24 hour/7 day a week telephone/contact and response capacity” (page 5).</p>	<p>The agency must be available to accept referrals M-F, 9-5 and be available to the respite providers at all times.</p>
<p>11) Is there a page limit for Appendix A or Appendix B of the proposal?</p>	<p>There is no page limit, but it is important to address the specific item in each section without superfluous information.</p>
<p>12) On page 14 of the RFP, “agencies that do not currently hold the contract” are asked to “submit references and data from similar work.” How many references should agencies provide? Will it suffice to provide contact information for these references or should we include other documents as well?</p>	<p>Provide 3 references and data.</p>