

**ITN-01FS18001 - ADDENDUM #1
INVITATION TO NEGOTIATE
To Become the Lead Agency for Community-Based Care in Circuit 1 Northwest Region
Thursday, September 1, 2016**

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.

Invitation to Negotiate ITN-01FS18001 To Become the Lead Agency for Community-Based Care in Circuit 1 Northwest Region is hereby amended as follows (all changes are highlighted in yellow):

Page 3, Table of Contents, add APPENDIX XIII: Scoring Tool for Evaluators.....140

5.3.1 Scoring by Evaluators

The Department’s Evaluators **will** independently evaluate each Programmatic Reply in accordance with the following criteria **by using Appendix XIII-Scoring Tool for Evaluators**:

| Criteria | Relative Value |
|---|----------------|
| <ul style="list-style-type: none"> • Vendor’s articulation of its solution/services and the ability of the solution/services to meet the requirements of this ITN and provide additional value. <ul style="list-style-type: none"> ○ Services Approach and Solution (Appendix XIII-Scoring Tool For Evaluators Criteria 1.0 through 1.8) | 45 |
| <ul style="list-style-type: none"> • The Vendor’s company structure, subcontractors, and experience and capability to deliver its proposed solution/services including the Vendor track record providing services similar to the ones specified in this ITN. <ul style="list-style-type: none"> ○ Company Qualifications and Experience (Appendix XIII-Scoring Tool For Evaluators Criteria 2.0 through 2.5) | 30 |
| <ul style="list-style-type: none"> • The skills and experience of the Vendors leadership team, staff and resources the Vendor will use in implementing its solution/services. <ul style="list-style-type: none"> ○ Core Team Qualifications (Appendix XIII-Scoring Tool For Evaluators Criteria 3.0 through 3.2) | 25 |
| <ul style="list-style-type: none"> • The Vendor’s financial management approach, proposed budget and related financial information. <ul style="list-style-type: none"> ○ This criteria and information provided by the Vendor (Financial Reply) will not be used by or distributed to the Evaluators during the Evaluation Phase. This criteria and the Financial Reply will be used in the Negotiation Phase to assist the Negotiation Team in their recommendation to the Secretary or his/her designee in determining which Vendor(s) present the best value. | 0 |
| TOTAL | 100 |

Pages 140-157, Appendix XIII – Scoring Tool for Evaluators, are hereby added and attached hereto.

Appendix XIII - Scoring Tool for Evaluators

| | | |
|---|----------|-------|
| 1.0 Safety Methodology Vendor will describe a system that operationalizes with fidelity, a child welfare practice model that emphasizes the engagement and empowerment of parents by utilizing a standard approach to safety decision making and risk assessment to achieve child safety while utilizing robust service arrays to meet the needs of the families we serve. Vendor will describe how they will provide services using the Child Welfare Practice Model through direct case management or subcontracted case management agencies. The Vendor will explain how they will or have implemented strategies to support the expectations, skill development and adequate working conditions for case managers and supervisors to succeed with engaging families, youth and other caregivers in the development of meaningful, individualized case plans. The Vendor will describe an approach for assisting case managers and supervisors with the creation and use of family teams and ongoing teamwork to inform ongoing assessments and decision making. The Vendor will describe leadership strategies to support partnerships with other service providers and/or the clinical experts needed to support case managers in the areas of substance abuse, mental health, domestic violence and trauma informed care. | | |
| RATING | | NOTES |
| Vendor described a sophisticated approach to implementation or continued implementation of the Child Welfare Practice Model. Vendor demonstrates capability to implement a system that engages families, partners with all involved, gathers information, assesses and understands information, plans for child safety and for family change, and monitors and adapts case plans. | 5 Points | |
| Vendor described a sound approach to supporting implementation of the Child Welfare Practice Model. Limited description of methods to engage families, partners with all involved, gather information, assess and understand information, plan for child safety and for family change, and monitor and adapt case plans. | 3 Points | |
| Has limited description of Child Welfare Practice Model and description of methodology to engage families, partners with all involved, gather information, assess and understand information, plan for child safety and for family change, and monitor and adapt case plans. | 1 Points | |
| No description of approach to lead and support implementation/continued implementation of the Child Welfare Practice Model. No methods to ensure that frontline staff are coached and mentored was provided. | 0 Points | |
| SCORE: _____ | | |

1.1 - Service Array

Vendor will describe a system that utilizes robust service arrays to meet the needs of the families we serve. Services shall include: Family Support services provided to children in high or very high risk households to increase protective factors at a macro level to address barriers to long term safety; Safety Management services provided to unsafe children that immediately and actively protect the child from danger threats; Treatment services provided to parent/caregiver that are utilized to achieve fundamental change in functioning and behavior; and Child Well Being services to ensure certain desired conditions to the life of the child are present and their needs are met.

| RATING | | NOTES |
|---|----------|-------|
| The Vendor described a full array of services in each community addressing family support, safety management, treatment and well-being services to address safe and unsafe, judicial and non-judicial, in-home and out-of-home services to children and their parent/caregiver. | 5 Points | |
| The Vendor described an array of services addressing family support, safety management, treatment and well-being services to address safe and unsafe, judicial and non-judicial, in-home and out-of-home services to children and their parent/caregiver. | 3 Points | |
| The Vendor described an array of services that does not address completely the array of services described in the Child Welfare Practice Model. | 1 Points | |
| Service array is not described. | 0 Points | |
| SCORE: _____ | | |

| 1.2 – Placement Services | | |
|---|----------|-------|
| <p>The Vendor will describe actions, which will be taken to recruit, train, license and retain qualified foster homes within Circuit 1. Fully explains primary objectives and action steps employed to achieve: recruitment; training; licensing and retention of foster families. Explains any challenges and proposed resolutions for services proposed which must be addressed to be effective in meeting the need for qualified foster homes. Defines Vendor responsibility in responding to the needs of foster families. Explains relationship needs as they pertain to the Foster Parent Association for respective communities served. Provides plan for resolution of foster family grievances. Explains philosophy towards partnership with foster care families.</p> | | |
| RATING | | NOTES |
| <p>The Vendor clearly described a sound plan to engage current and future foster families. The approach is based on partnership with foster parents and recognizes the unique needs of the parents, the community and the Foster Parent Association. Action steps define and differentiate the actions taken to recruit, train, license, and retain foster families. Vendor’s reply reflects an understanding of the challenges and needs of foster parent recruitment and retention in Circuit 1.</p> | 5 Points | |
| <p>The Vendor fully described their plans for recruiting, training, licensing, and retaining foster parents and includes needs specific to the community.</p> | 3 Points | |
| <p>The Vendor described their approach to foster family related services and includes a full and adequate description of two of the following; recruitment, training, licensing, retention.</p> | 1 Points | |
| <p>Recruitment, training, retention and licensing are not described.</p> | 0 Points | |
| SCORE: _____ | | |

1.3 – Adoption Services

The Vendor will describe the methods to be used to prepare eligible children in out-of-home care in Circuit 1 for adoption. Within the context of the Child Welfare Practice, the Vendor will fully explain the actions which will be taken to recruit and retain adoptive families for special needs children, ensuring that families recruited reflect the racial and ethnic diversity of the children awaiting an adoptive home. Explain how support services to adoptive families will be provided following the legal finalization and ensuring communications are in place so that adoptive parents and adopted children know how to access the identified post adoption services.

| RATING | | NOTES |
|---|----------|-------|
| The Vendor clearly described a solid plan of action for providing adoption related services to both adopted youth and adoptive families. The plan includes a family centered practice and trauma informed care approach to preparing eligible youth for the adoption process, recruiting and retaining racially and ethnically diverse adoptive families to meet the needs of the awaiting adoption eligible youth and a detailed plan for providing post adoption services to the family and the youth following legal finalization of the adoption. | 5 Points | |
| The Vendor fully described their plans for providing adoption related services to youth to include adoption preparation, the recruitment of adoptive families for special needs children, and post adoption services to be offered, but lacks either the family centered practice approach to their plan or a trauma informed care component. | 3 Points | |
| The Vendor described their approach to adoption related services and includes a full and adequate description of at least two of the following: recruitment and retention of adoptive families for special needs children, preparation of youth for the adoption process and/or post adoption services to be offered. | 1 Points | |
| Adoption related services to be offered are not described. | 0 Points | |
| SCORE: _____ | | |

1.4 - Relative and Non-Relative Placements

The Vendor will describe their approach to securing, approving and reviewing all relative and non-relative placements. Placement of children shall adhere to federal requirements for least intrusive, best interest of the child, least disruptive placement with priority preference given to closest blood relative or adoptive relative (parents, siblings, grandparents, etc.) A home study must be completed and approved prior to placement of the child with anyone, whether a parent, prospective parent, relative or non-relative, in accordance with Florida Statutes.

| RATING | | NOTES |
|--|----------|-------|
| The Vendor described a sophisticated approach to securing, approving and reviewing all relative and non-relative placements. The description includes their process to ensure compliance with federal requirements for least intrusive, best interest of the child, least disruptive placement with priority preference given to closest blood relative or adoptive relative (parents, siblings, grandparents, etc.) and includes a description of the home study process. | 5 Points | |
| The Vendor described an approach to securing, approving and reviewing all relative and non-relative placements. The description includes their process to ensure compliance with federal requirements for least intrusive, best interest of the child, least disruptive placement with priority preference given to closest blood relative or adoptive relative (parents, siblings, grandparents, etc.). | 3 Points | |
| Has limited description of the approach to securing approving and reviewing all relative and non-relative placements. | 1 Points | |
| The Vendor does not include relative and non-relative placements in their response. | 0 Points | |
| SCORE: _____ | | |

| 1.5 - Well Being | | |
|--|----------|-------|
| Describe how the Vendor will ensure that each child receives ongoing periodic preventive physical and dental health screenings to identify and avoid potential problems. This will include an assessment of physical and dental health needs identified in the initial comprehensive needs assessment completed on behalf of the child. Vendor will include a plan which ensures each child's access to mental/behavioral health care, to include substance abuse services, when such a need is identified. | | |
| RATING | | NOTES |
| Vendor described a comprehensive approach of how the agency will ensure each child receives the services of the Medicaid Early and Periodic Screening, Diagnosis, and Treatment entitlement including the 72 hour screening upon coming into care, periodic health checkups, dental care, mental/behavioral health care, substance abuse services and vision care if a need is identified. The Vendor has a well-defined description of the importance of documenting all the Well Being efforts into Florida Safe Families Network. | 5 Points | |
| Vendor described a sound approach of how the agency will ensure each child receives medical, mental/behavioral health care, substance abuse services and vision care if a need is identified. Vendor has limited description of what documentation is needed in FSFN. | 3 Points | |
| Vendor has a limited description of the approach of how the agency will ensure that each child receives ongoing periodic preventive, dental, vision, substance and/or mental/behavioral health. The Vendor lacks a description of what documentation is needed in FSFN about well-being efforts. | 1 Points | |
| Vendor did not provide a description of how the agency will ensure that each child receives ongoing periodic preventive, dental, vision, substance and/or mental/behavioral health services. | 0 Points | |
| SCORE: _____ | | |

1.6 - Education

The Vendor will describe their approach to ensuring that each child is assessed for educational needs and that the children receive appropriate services to meet their needs. To include, when a child is 3 years old or younger and has been identified as having developmental delays, how the child's needs should be assessed through an educational continuum to include access to physical therapy or some form of physical health approach. Ongoing assessment and contact with the child's education should be anticipated as well as; ways to address the child's education services, tutoring, advocacy with the school system, early intervention preschool classes, communication with the court, communication with the parents and documenting all the efforts into FSFN.

| RATING | | NOTES |
|--|----------|-------|
| Vendor described a comprehensive approach to ensuring each child receives appropriate educational opportunities. The Vendor documents the importance of: ways to address the child's needs for special education, tutoring options, advocacy with the school system, early intervention preschool classes, communication with the court and parents and documents all the education efforts in FSFN. | 5 Points | |
| Vendor described a sound approach to ensure each child receives an education and how they will ensure the child receives appropriate services. Vendor has limited description of what documentation is needed in FSFN. | 3 Points | |
| Vendor has a limited description of how the agency will ensure that each child be assessed for educational needs. The Vendor lacks documentation of FSFN entry about well-being efforts. | 1 Points | |
| Vendor failed to provide a description of how the agency will ensure that each child has their educational needs met. | 0 Points | |
| SCORE: _____ | | |

1.7 - Independent Living

Provide a detailed explanation of how the Vendor will implement a vigorous Independent Living Program, including Extended Foster Care and Road to Independence, through direct case management or subcontracted case management agencies. Explain how the Vendor will ensure youth involvement in program planning and design, while also involving the youth in the decisions that affect them. Describe approach to transition planning, accountability for finances, monitoring of educational progress, mentoring of youth, and preparation of youth for adult responsibilities by creating permanent connections with adults to provide a foundation for success.

| RATING | | NOTES |
|--|----------|-------|
| Vendor described a sophisticated approach to youth involvement in program planning and design. Vendor described a sophisticated approach to accountability for finances, monitoring of educational progress, mentoring of youth. Vendor described methods to ensure transition planning and preparation of youth for adult responsibilities by creating permanent connections with adults to provide a foundation for success. | 5 Points | |
| Vendor described a sound approach to accountability for finances, monitoring of educational progress, mentoring of youth. Limited description of methods to ensure transition planning and preparation of youth for adult responsibilities by creating permanent connections with adults to provide a foundation for success. | 3 Points | |
| Has limited description of accountability for finances, monitoring of educational progress, mentoring of youth or lacks description of methods to ensure transition planning and preparation of youth for adult responsibilities by creating permanent connections with adults to provide a foundation for success. | 1 Points | |
| No description of approach to accountability for finances, monitoring of educational progress, mentoring of youth. No Methods to ensure transition planning and preparation of youth for adult responsibilities by creating permanent connections with adults to provide foundation for success. | 0 Points | |
| SCORE: _____ | | |

1.8 – Child Welfare Behavioral Health Integration

The Vendor provided a detailed approach to how they will move current child welfare practice to improve and sustain child welfare and behavioral health integration at the practice and system levels. The approach will include daily practice activities including: parent screening, referral for behavioral health assessment, parent engagement and retention in care/treatment, family-focused treatment, and aligned planning and teamwork. Additionally, the Vendor will describe their approach to joint accountability and shared outcomes, information sharing and data systems, training and staff development, and budgeting and program sustainability.

| RATING | | NOTES |
|---|----------|-------|
| The Vendor described a comprehensive approach that includes daily practice activities including: parent screening, referral for behavioral health assessment, parent engagement and retention in care/treatment, family-focused treatment, and aligned planning and teamwork. Additionally, the Vendor described an approach to joint accountability and shared outcomes, information sharing and data systems, training and staff development, and budgeting and program sustainability. | 5 Points | |
| The Vendor described an approach that includes daily practice activities including: parent screening, referral for behavioral health assessment, parent engagement and retention in care/treatment, family-focused treatment, and aligned planning and teamwork. Additionally, the Vendor described their approach to two of the following: joint accountability and shared outcomes, information sharing and data systems, training and staff development, and budgeting and program sustainability. | 3 Points | |
| The Vendor described an approach that includes daily practice activities including: parent screening, referral for behavioral health assessment, parent engagement and retention in care/treatment, family-focused treatment, and aligned planning and teamwork. | 1 Points | |
| The Vendor does not describe an approach to child welfare and behavioral health integration. | 0 Points | |
| SCORE: _____ | | |

2.0 - Organization and Governance Structure

The Vendor will describe their organization and governance structure, depicting clear lines of authority. In the case of a newly created entity, describe the structure of the new entity with lines of authority between the new entity and each of its founding agencies, including statewide and corporate affiliations. Include a table of organization and identify key roles including but not limited to, program management, program development, financial management, quality assurance, and information systems. For each key position, include duties and responsibilities. Include a listing of the Board of Directors, their names, affiliations, titles, work addresses, and terms of office. The Vendor shall submit copies of all of its governing documents including but not limited to its articles of incorporation, bylaws, operating agreements or other documents concerning governance which incorporate the government requirements. The Vendor must state how the vendor intends to employ the board governance process described in section 5.9 of Appendix VIII - Attachment I.

| | RATING | NOTES |
|---|----------|-------|
| The Vendor clearly described their organization and governance structure, depicting clear lines of authority. Duties and responsibilities were included for each key position. A complete listing of the Board of Directors, their names, affiliations, titles, work addresses, and terms of office was included. The Vendor submitted copies of all of its governing documents including but not limited to its articles of incorporation, bylaws, operating agreements or other documents concerning governance which incorporate the government requirements. The Vendor stated how they intend to employ the board governance process described in section 5.9 of Appendix VIII - Attachment I. | 5 Points | |
| The Vendor described their organization and governance structure, depicting lines of authority. Duties and responsibilities were included for each key position. A complete listing of the Board of Directors was included. The Vendor submitted copies of most of its governing documents including but not limited to its articles of incorporation, bylaws, operating agreements or other documents concerning governance which incorporate the government requirements. The Vendor stated how they intend to employ the board governance process described in section 5.9 of Appendix VIII - Attachment I. | 3 Points | |
| The Vendor described their organization and governance structure, depicting lines of authority. Duties and responsibilities were included for each key position. A complete listing of the Board of Directors was included. The Vendor submitted copies of two of its governing documents: its articles of incorporation, bylaws, operating agreements or other documents concerning governance which incorporate the government requirements. | 1 Points | |
| The response did not include organizational and governance structure. | 0 Points | |
| SCORE: _____ | | |

2.1 - Subcontracting

The Vendor shall describe its process for subcontracting for services. The description will include prohibited agencies/individuals, the competitive procurement, a payment provision related to Performance Measures in section 2.1, and monitoring procedures.

| RATING | | NOTES |
|--|----------|-------|
| The Vendor described its process for subcontracting for services, including prohibited agencies/individuals, the competitive procurement process, a payment provision related to Performance Measures in section 2.1, and monitoring procedures. | 5 Points | |
| The Vendor described its process for subcontracting for services and included three of the following: prohibited agencies/individuals, the competitive procurement process, a payment provision related to Performance Measures in section 2.1, and monitoring procedures. | 3 Points | |
| The Vendor described its process for subcontracting for services and included two of the following: prohibited agencies/individuals, the competitive procurement process, a payment provision related to Performance Measures in section 2.1, and monitoring procedures. | 1 Points | |
| The Vendor did not describe a process for subcontracting. | 0 Points | |
| SCORE: _____ | | |

2.2 - Community Collaboration

Describe the Vendor’s experience with diverse stakeholder groups in developing community programs. Collaborative activities may include needs assessments, strategic planning, service delivery models, system designs, and research. The Vendor will submit letters of support from stakeholders including, but not limited to, families in the target population, vendors supporting community-based systems of care, child and family service vendors, behavioral health agencies, community organizations, the courts, schools, faith-based organizations, advocacy groups, foundations and other funders, and the business community.

| RATING | | NOTES |
|--|----------|-------|
| The reply described how the organization has been a collaborative leader for community programs. The Vendor provided letters of substantial support from different types of critical stakeholders (include only those letters demonstrating Vendor history or significant support to the program). Evidences strong local (within community that the system of care serves) stakeholder support. | 5 Points | |
| The reply described how the organization has been an active participant in collaborative planning for community programs. The Vendor provided letters of support from different types of stakeholder groups (include only those letters demonstrating Vendor history or significant support to the program). | 3 Points | |
| The reply shows minimal participation in collaborative activities for community programs. The Vendor provided letters from stakeholder groups (include only those letters demonstrating Vendor history or significant support to the program). | 1 Points | |
| The reply offers no evidence that the organization has supported collaborative planning for community programs. | 0 Points | |
| SCORE: _____ | | |

2.3 - Experience and Capability

Provide a description of the Vendor's history of collaborative service delivery to children and families at risk for/or involved in child protective services. This will include information on Vendor's service delivery to children and their families at risk for or involved in child protective services in the community and describe the delivery and type of programming delivered. The Vendor will include examples of previous or current collaboration including the "best practices" applied to the delivery of such service. In addition, the Vendor shall provide evidence that shows significant achievement of critical performance outcomes in the delivery of such services.

| | RATING | NOTES |
|---|----------|-------|
| The Vendor has a positive and successful history (over 5 years) of collaborative service delivery, including providing a diverse array of child welfare and other supportive services. Vendor provides evidence or examples of past collaborative efforts, including "best practice" elements learned through the delivery of such services. The Vendor clearly shows significant achievement of critical performance outcomes in previous or current service delivery. | 5 Points | |
| The Vendor has a positive and successful history (3-5 years) of collaborative service delivery, including providing an appropriate array of child welfare and other supportive services with evidence of outcome-driven performance. | 3 Points | |
| The Vendor has a positive and successful history (1-2 years) of collaborative service delivery, with some evidence of evidence of outcome achievement or there is a limited array of child welfare and other supportive services. | 1 Points | |
| The Vendor has less than one year history of collaborative service delivery, and no or limited experience delivering an appropriate array of foster care or related services. | 0 Points | |
| SCORE: _____ | | |

2.4 – Performance Measures

The Vendor shall describe the approach to meeting performance targets specified in Attachment I. The Vendor will describe methods by which subcontractor agencies will be held accountable for performance targets, including incentives and penalties if applicable. Describe methods to ensure that staff at all levels, and within subcontract agencies, are informed of, and encouraged to achieve, applicable performance targets. Provide a description of the systematic review and improvement from performance.

| RATING | | NOTES |
|---|----------|-------|
| The Vendor described a system-wide approach to meeting performance targets. Methods by which subcontractor agencies will be accountable are also described. The reply includes methods by which staff at all levels, including subcontractor agencies, are informed of, and encouraged to achieve, applicable performance targets. Processes for systematic review and improvement of performance are included. | 5 Points | |
| The Vendor described an approach to meeting performance targets. The reply described the methods by which staff are informed of and encouraged to achieve applicable performance targets. Methods of accountability for subcontractors in achieving performance targets are described. Review is not systematic and/or linkages to performance improvement are limited. | 3 Points | |
| The Vendor described an approach to meeting performance targets, but does not address subcontractor accountability. Review is not systematic and/or linkages to performance improvement are vague. | 1 Points | |
| The Vendor does not provide a description of methods to achieve performance targets. | 0 Points | |
| SCORE: _____ | | |

2.5 - Quality Assurance

Describe the approach to and implementation of quality assurance and quality improvement, which shall include use of client outcome and client satisfaction data, as well as the level of staff commitment for this function. Vendor must fully describe processes employed to effectively manage and monitor subcontracts. Explain the process by which you will ensure accountability for performance from subcontractors. Vendor must include proof of any accreditation achieved through nationally recognized accrediting bodies.

| RATING | | NOTES |
|---|----------|-------|
| Vendor outlines a comprehensive approach to both quality assurance and quality improvement. The approach includes a capacity to collect and evaluate outcome, output and customer satisfaction data and integrate results into their service delivery system. Vendor described appropriate oversight of subcontracted functions. Accrediting, monitoring and quality assurance reports demonstrate sound quality assurance and quality improvement process history. | 5 Points | |
| Vendor outlines an approach to both quality assurance and quality improvement but does not integrate results into the service delivery system. Accrediting body reports contain some indication of system improvement needs. | 3 Points | |
| Vendor's plan is limited to either quality assurance or quality improvement. | 1 Points | |
| The Vendor has no quality assurance or quality improvement system and no plan for development. | 0 Points | |
| SCORE: _____ | | |

3.0 - Leadership Team

Describe the skills and experience of the Vendor's leadership team, staff and resources the vendor will use in completing its solution/services. The Vendor will include a description of core team qualifications.

| RATING | | NOTES |
|--|----------|-------|
| The Core Team has extensive background (5 years or more) in providing child welfare services. The Vendor provides a clear description of the core team leader's qualifications and how those qualifications are used in implementing the solution/services required in this ITN. | 9 Points | |
| The Core Team has limited background (3-5 years or more) in providing child welfare services. The Vendor provides a description of the core team leader's qualifications and how those qualifications are used in implementing the solution/services required in this ITN. | 5 Points | |
| The Core Team has no background in providing child welfare services. The Vendor provides a description of the core team leader's qualifications and how those qualifications are used in implementing the solution/services required in this ITN. | 2 Points | |
| SCORE: _____ | | |

3.1 - Staffing

Describe the Vendor's operational approach to the recruitment, training, supervision and retention of qualified direct service personnel. Provide the proposed outline or hierarchical structure with determinations on how staff will be organized by caseload, function and subcontractor duty. Functions to be staffed by Vendor must be clearly demarcated from those proposed for subcontracting. Emphasize practices performed to train, supervise and maintain qualified personnel with the goal of minimal caseload disruption. Define approach to recruitment of culturally diverse staff able to meet the unique cultural needs of the proposed community served. Include all applicable personnel grievance and conflict resolution practices. Explain how the organization and staffing levels will best meet the performance standards required to perform community-based care. Describe the credentials for Human Resources and professional level employees.

| | RATING | NOTES |
|---|----------|-------|
| The Vendor described a mature operational approach to the recruitment, training, supervision and retention of qualified direct service personnel. The Vendor provides a sound description of staff organization, by caseload, function and subcontractor duty. Functions to be performed by the Vendor are clearly demarcated from those proposed for subcontracting. The approach integrates sound cultural diversity practices. Procedures for personnel training, supervision, support, and grievance clearly tie to achievement of performance standards. The plan described clearly delineates Vendor relationship with subcontractor entities in division of direct service responsibilities. The plan described the credentials for Human Resource and professional level employees. | 8 Points | |
| The Vendor described a mature operational approach to the recruitment, training, supervision and retention of qualified direct service personnel. Staff organization, caseload, function and subcontractor duties are described. The approach integrates sound cultural diversity practices. Procedures for personnel training, supervision, support, and grievance clearly tie to achievement of performance standards. | 5 Points | |
| The approach to personnel management includes at least two of the following: supervision, support, training and grievance procedures. | 2 Points | |
| The approach to personnel training, supervision, support, and grievance are not described. | 0 Points | |
| SCORE: _____ | | |

3.2 - Mission, Vision and Values

Provide a description of the Vendor's approach and philosophy. This will include mission statement, guiding principles, core values, vision and history in the community. Describe how the mission and service delivery experiences support a community-based care approach capable of addressing tasks defined in Attachment I. The Vendor shall include the mission statement, core values, vision and by-laws of the entity with a description of the history in the community of the founding collaborative partners. Describe and support the Vendor's assertion that their approach represents the best value to the state and community served in Circuit 1 in reply to the need for an effective community-based child protective system.

| RATING | | NOTES |
|--|----------|-------|
| The Vendor's mission, values, approach and philosophy demonstrate a fully matured commitment to child welfare and safety, including all of the following elements: results oriented, child/family centered, customer driven, performance based and community-based: AND clearly demonstrates why their approach to service delivery represents the best value for effectively meeting the child protection needs of Circuit 1. | 8 Points | |
| The Vendor's mission, values, approach and philosophy demonstrate a matured commitment to child welfare and safety including at least three of the following elements: results oriented, child/family centered, customer driven, performance based and community-based. | 5 Points | |
| The Vendor's mission, values, approach and philosophy demonstrate a commitment to child welfare and safety including at least two of the following elements: results oriented, child/family centered, customer driven, performance based and community-based. | 2 Points | |
| The approach and philosophy is not described or is not specifically related to the tasked described in Attachment I. | 0 Points | |
| SCORE: _____ | | |