

COUNTY OF FRESNO
ADDENDUM NUMBER: ONE (1)
RFP NUMBER: 952-5429
PARENTING EDUCATION PROGRAMS

Issue Date: February 18, 2016

IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, PURCHASING
4525 EAST HAMILTON AVENUE, 2nd Floor
FRESNO, CA 93702-4599

CLOSING DATE OF PROPOSAL WILL BE AT 2:00 P.M., ON MARCH 4, 2016.

PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00 P.M.

All proposal information will be available for review after contract award.

Clarification of specifications is to be directed to: **Carolyn Flores**,
phone (559) 600-7110 or e-mail CountyPurchasing@co.fresno.ca.us.

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS OF REQUEST FOR PROPOSAL NUMBER: 952-5429 AND INCLUDE THEM IN YOUR RESPONSE. PLEASE SIGN IN BLUE INK AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL.

- **The close date has been changed to March 4, 2016.**
- **Delete the "PROPOSED BUDGET SUMMARY" in its entirety and replace with the attached "REVISED PROPOSED BUDGET SUMMARY".**
- **Delete the "RFP IDENTIFICATION SHEET" in its entirety and replace with the "REVISED RFP IDENTIFICATION SHEET".**

ACKNOWLEDGMENT OF ADDENDUM NUMBER One (1) TO RFP 952-5429

COMPANY NAME: _____ (PRINT)

SIGNATURE (In Blue Ink): _____

NAME & TITLE: _____ (PRINT)

Purchasing Use: CF:ssj

ORG/Requisition: 56107001 / 5611601049

UPDATES TO THE RFP

1. Page 28 – Add 12th bullet under Experience, Proposed Organization, Management and Staffing
 - “Please describe vendor’s policy or procedure detailing client confidentiality.”
2. Page 31 – Correction – Cost such as mileage should be included under “Travel Costs”
3. Page 31 – Delete “Additional costs such as training and conferences will not be allowed.”
4. For the Blended Visitation/Parenting Program, vendors must agree to provide services and operate their program consistent with requirements included in Appendix I.
5. It is required that all proposed Parent Education classes comply with provisions as set forth in Welfare and Institution Code 16507.7.

Welfare and Institution Code 16507.7 – (<http://www.leginfo.ca.gov/cgi-bin/displaycode?section=wic&group=16001-17000&file=16500-16521.5>)

Each agency or entity, except for a community college, which offers a parenting course as part of a family maintenance or family reunification effort for a parent or parents of a child who has been adjudicated or is in the process of being adjudicated a dependent child of the court under Section 300, or whose family is participating in a voluntary family maintenance program, shall meet all of the requirements specified in this section. Effective July 1, 1992, organizations which receive state funding for the purpose of providing parenting courses shall meet those requirements as a condition of receiving state funding. The requirements are as follows:

- (a) Each parenting course shall be no more than six months in duration, and shall meet for a specified number of hours determined by each program as sufficient for the program to meet all of the requirements listed in subdivision (b).
- (b) The curriculum shall include all of the following components:
 - (1) Building self-esteem, including, but not limited to, parents' building a positive parental identity and building the self-esteem of their children.
 - (2) Handling stress and anger.
 - (3) The growth and development of children, including, but not limited to, safety, nutrition, and health.
 - (4) Developing and increasing communication skills in order that a parent may learn to listen to and speak with his or her child or children.
 - (5) Learning to use positive disciplinary mechanisms as alternatives to the physical punishment of a child, including, but not limited to, learning what constitutes abuse and neglect.
 - (6) Learning the boundaries of permissible sexual conduct by adults with regard to children.
 - (7) Respect for, and sensitivity to, cultural differences in child rearing practices in addressing all of the topics listed in paragraphs (1) to (6), inclusive.
- (c) Each parenting course is encouraged to have a maximum parent to teacher ratio of 15 parents for each teacher.
- (d) Each parenting course is encouraged to conduct an initial assessment and interview of each parent enrolled in the course.
- (e) Each parenting course shall give a preliminary examination prior to the start of the parenting course and an examination at the conclusion of the parenting course to measure changes in parental attitudes.
- (f) Each parenting course shall enter into a written agreement with each parent with respect to the responsibilities a parent must satisfy in order to pass the course.

- (g) The staff of each parenting course shall have training in the following areas:
 - (1) The prevention of child abuse and neglect.
 - (2) Parenting techniques.
- (h) Each parenting course shall provide all of the following information to the county welfare department of the county in which the course is taught, for clients referred through child welfare services programs:
 - (1) Level of participation by parents.
 - (2) Number of course hours completed.
 - (3) Topics covered during attendance in class by a parent and topics covered during a parent's absence from class.
 - (4) Assessment of a parent's gain in his or her knowledge about parenting as demonstrated by tests prior to and after the parenting course.

APPENDIX I

SUPERVISED VISITATION PROGRAM REQUIREMENTS

Services must be delivered in compliance with Family Code 3200.5 and Court Standards 5.20. Selected portions of the standards identified in Family Code 3200.5 and Court Standards 5.20 are identified below. However, the vendor and its supervised visitation professional provider(s) shall be responsible for understanding and complying with all applicable aspects of the Family Code and Court Standards regardless of their inclusion in or exclusion from this RFP.

Professional Provider Qualifications

A "professional provider" who is providing the services hereunder, is any person paid for providing supervised visitation services, or an independent contractor, employee, intern, or volunteer operating through a supervised visitation center or agency. The selected contractor will ensure each staff providing supervised visitation services is fingerprinted and the fingerprints processed through a LiveScan and Child Abuse Index search process. The professional provider shall:

- Be 21 years of age or older;
- Have no conviction for driving under the influence (DUI) within the last 5 years;
- Not have been on probation or parole for the last 10 years;
- Have no record of a conviction for child molestation, child abuse, or other crimes against a person;
- Have proof of automobile insurance if transporting the child;
- Have no civil, criminal, or juvenile restraining orders within the last 10 years;
- Have no current or past court order in which the provider is the person being supervised;
- Be able to speak the language of the party being supervised and of the child, or the provider must provide a neutral interpreter over the age of 18 who is able to do so;
- Have no conflict of interest with the clients; and
- Agree to adhere to and enforce the Court Order regarding supervised visitation.

Delineation of Terms and Conditions

The provider bears the sole responsibility for enforcement of all the terms and conditions of any supervised visitation service provided herein. Unless otherwise ordered by the Court, the provider should:

- Monitor conditions to assure the safety and welfare of the child;
- Enforce the frequency and duration of the visits as Ordered by the Court and County specified;
- Avoid any attempt to take sides with any party;
- Allow no derogatory comments about the parent, his or her family, caretaker, child, or child's siblings;
- Allow no discussion of the Court case or possible future outcomes;
- Allow neither the provider nor the child to be used to gather information about the other party or caretaker or to transmit documents, information, or personal possessions unless permission has been granted by County;
- Allow no spanking, hitting, or threatening the child;
- Allow no visits to occur while the visiting party appears to be under the influence of alcohol or illegal drugs;
- Allow no emotional, verbal, physical, or sexual abuse; and
- Ensure that the parties follow any additional rules set forth by the provider, Department of Social Services or the Court.

Maintenance and Disclosure of Records

Professional providers will keep a record of the visits for each case; these records will be emailed to DSS within three (3) days of the visitation, or otherwise determined by DSS. Any critical incident report will be provided no later than 24-hours following the incident. Supervised visitation reports shall be in a form and format as provided by DSS, and shall include, but not be limited to:

- The date, time, and duration of the contact or visit;
- Who attended the visit;
- The professional provider who conducted the visit;
- A summary of activities during the visit;
- An account of critical incidents, including physical or verbal altercations and threats;
- Violations of protective or court visitation orders;
- Any failure to comply with the terms and conditions of the visitation;
- Any incidence of abuse as required by law; and
- Actions taken by the provider, including any interruptions, terminations of a visit, and reasons for these actions. If a visit is temporarily suspended or terminated, the professional provider should state the reasons for the action taken in writing and provide the written statement to the visitation parties, their attorneys, the attorney for the child, and the County immediately upon suspension or termination or as soon thereafter as feasible, but in no case later than three (3) days following the action.

Case recordings and supervised visitation reports will be limited to facts, observations, and direct statements made by the parties, not personal conclusions, suggestions, or opinions of the provider. All contacts by the provider in person, in writing, or by telephone with any party (County, contractor or family member), the children, the court, attorneys, mental health professionals, and referring agencies should be documented in the case file. All entries should be dated and signed by the person recording the entry.

If ordered by the Court, requested by the County under this bid, or requested by either party or the attorney for either party or the attorney for the child, a report about the supervised visit will be produced. These reports should include facts, observations, and direct statements and not opinions or recommendations regarding future visitation unless ordered by the Court.

Any identifying information about the parties and the child, including addresses, telephone numbers, places of employment, and schools, is confidential, should not be disclosed, and should be deleted from documents before releasing them to any Court, attorney, attorney for the child, party, mediator, evaluator, mental health professional or non-county social worker, except as required in reporting suspected child abuse.

Legal Responsibilities and Obligations of the Professional Provider

All providers of supervised visitation should:

- Advise the parties before commencement of supervised visitation that no confidential privilege exists;
- Report suspected child abuse to the appropriate agency, as provided by law, and inform the parties of the provider's obligation to make such reports;
- Suspend or terminate visitation under items listed in this section;
- Keep recordings of all actions which have taken place regarding the supervised visitations;
- Keep records in a secure area and secured in accordance with Division 19, Confidentiality of Information;
- Prepare a written contract to be signed by the parties before commencement of the supervised visitation. The contract should inform each party of the terms and conditions of supervised visitation;
- Review custody and visitation orders relevant to the supervised visitation;
- Implement an intake and screening procedure; and

- Comply with additional requirements as stated within County request or Court Orders.

Facility Requirements and Preferences

The visitation center sites should be a home-like setting with clean, well-lit rooms and kitchen facilities that are available for families to prepare meals together. The environment should be child friendly and the visitation rooms need to be age appropriate in design and decoration.

Visitation sites should offer a level of structure so that families can learn or re-learn how to interact appropriately. More specifically, at a minimum, all facilities where services are provided are required to have:

- Kitchen and dining facilities
- Adequate parking
- Handicapped accessibility
- Diapers & wipes
- Protective gloves & masks
- Toys for a variety of age groups
- Digital camera available to take pictures of children and family
- Provide regular janitorial service (State the frequency of service)
- Regular cleaning of toys (State the frequency and method of cleaning)

County prefers these additional amenities:

- Child size furniture
- Playground/outside fenced play area
- Videotape surveillance capability

Administrative Requirements

- Participate in regularly scheduled meetings (up to once per month) with County contract management and programs staff to discuss contract and program service and objectives;
- Participate in Team Decision-Making and Reunification meetings or case staffing on a scheduled basis or as required at County specified locations;
- Meet or exceed Performance Outcomes;
- Maintain case files for each individual participant;
- Develop and maintain a written plan of maintenance/cleaning for visitation rooms, toys, and other supplies;
- All visits will be referred to the selected vendor(s) by the County of Fresno, Department of Social Services, Child Welfare Services Visitation Coordinator;
- Within 48 hours of receipt of an approved referral, make contact with the parent(s)/care provider to coordinate a visit. Contractor will develop a system/process to ensure parent(s)/care provider visitation attendance (i.e. visitation reminders by phone and other means as appropriate);
- Plan and make available appropriate activities for parents and children for each visit which take into consideration holidays and seasons including cultural, religious and ethnic differences of the clients who are served (list such planned activities);
- Special life events of a child such as birthdays are important celebratory events. A large room or an alternate location within the community where supervised visits for birthdays may occur will be secured/provided for these events;

Professional Provider Training

Each provider of supervised visitation services is required to demonstrate their ability to provide during each fiscal year of services, training opportunities for their staff which will include: informational materials about the role of a provider, the terms and conditions of supervised visitation, and the legal responsibilities and obligations of a provider under this standard.

Safety and Security Procedures

All providers should make every reasonable effort to assure the safety and welfare of the child and adults during the visitation. Supervised visitation centers will establish a written protocol that describes the emergency assistance and responses that can be expected. In addition, the supervised visitation service provider will:

- Establish and state in writing minimum security procedures and inform the parties of these procedures before the commencement of supervised visitation;
- Conduct comprehensive intake and screening to assess the nature and degree of risk for each case;
- Establish written procedures that must be followed in the event a child is abducted during supervised visitation; and
- Suspend or terminate supervised visitation if the provider determines that the risk factors present are placing in jeopardy the safety and welfare of the child or provider.

The procedures for intake should include separate interviews with the parties before the first visit. During the interview, the provider should obtain identifying information and explain the reasons for temporary suspension or termination of a visit under this standard. If the child is of sufficient age and capacity, the provider should include the child in part of the intake or orientation process. Any discussion should be presented to the child in a manner appropriate to the child's developmental stage.

The service provider will obtain during the intake process or will have obtained from the County:

- Copies of any protective order;
- Current court orders;
- Any Judicial Council form relating to supervised visitation orders;
- A report of any written records of allegations of domestic violence or abuse; and
- An account of the child's health needs if the child has a chronic health condition.

Safety Considerations for Sexual Abuse Cases

In cases where there are allegations of sexual abuse, in addition to the requirements of the safety and security procedures above, the provider should comply with the following terms and conditions, unless otherwise ordered by the Court:

- Allow no exchanges of gifts, money, or cards;
- Allow no photographing, audio taping, or videotaping of the child;
- Allow no physical contact with the child such as lap sitting, hair combing, stroking, hand holding, prolonged hugging, wrestling, tickling, horse playing, changing diapers, or accompanying the child to the bathroom;
- Allow no whispering, passing notes, hand signals, or body signals; and
- Allow no supervised visitation in the location where the alleged sexual abuse occurred.

Confidentiality

Communications between parties and providers of supervised visitation services are not protected by any privilege of confidentiality. Professional and therapeutic providers should, whenever possible, maintain confidentiality regarding the case except when:

- Ordered by the Court;
- Subpoenaed to produce records or testify in Court;
- Requested to provide information about the case by a mediator or evaluator in conjunction with a Court-Ordered mediation, investigation, or evaluation;
- Required to provide information about the case by Department of Social Services; or
- Requested to provide information about the case by law enforcement.

Court Standards

The Court generally orders supervised visitation services. Supervised visitation service providers and all documentation are subject to subpoena at any time. Additionally, DSS reserves the right to visit the facility to observe visits and to review any and all records pertaining to supervised visitation services at any time (with or without notice). The Rules of Court Standard are to be followed and adhered to by all selected vendor of services (<http://www.courts.ca.gov/rules.htm>).

Conflict of Interest

All providers should maintain neutrality by refusing to discuss the merits of the case or agree with or support one party over another. Any discussion between a provider and the parties should be for the purposes of arranging visitation and providing for the safety of the children. In order to avoid a conflict of interest, the provider should not:

- Be financially dependent on the person being supervised;
- Be an employee of the person being supervised;
- Be an employee of or affiliated with any superior court in the county in which the supervision is ordered unless specified in the employment contract; or
- Be in an intimate relationship with the person being supervised.

Reference Information Cited:

1. California DSS Manual Child Welfare Services Manual Division 31.
<http://www.dss.cahwnet.gov/ord/PG309.htm>
2. California DSS Manual Child Welfare Services Manual Division, Confidentiality of Information Division 19
3. Family Code 3200.5 Chapter 13: Supervised Visitation and Exchange Services, Education and Counseling <http://www.leginfo.ca.gov/cgi-bin/displaycode?section=fam&group=03001-04000&file=3200-3204>.
4. 2016 California Rules of Court. Standard 5.20. Uniform standards of practice for providers of supervised visitation http://www.courts.ca.gov/cms/rules/index.cfm?title=standards&linkid=standard5_20.

QUESTIONS AND ANSWERS

Q1. What is Welfare and Institution Code 16507.7?

A1. *The majority of individuals referred to parenting classes are ordered to participate by the Juvenile Court. Welfare and Institution Code 16507.7 provides requirements for agencies or entities providing parenting courses to ensure compliance with expectations, and acceptance by the Juvenile Court.*

Q2. Will there be training offered/provided by the Department of Social Services specific to the implementation of supervised visitation/parenting education model?

A2. *No, the Department of Social Services will not be providing specific training to vendor staff. However, the selected vendor will work closely with, and receive technical assistance from DSS staff to ensure successful implementation.*

Q3. If a vendor would like to propose the provision of services for both the parent education program and blended visitation/parenting program components, should two proposals be submitted?

A3. *One vendor can propose to provide either/both services under the parent education programs and the blended visitation/parenting program component. A vendor can also propose to provide multiple parenting programs under the Parent Education program component. Should this be the case, a vendor is directed to submit one full proposal. However, within their proposal, a separate scope of work and budget should be included for each specific program they are proposing.*

Q4. Because there are different capacity requirements for each component, how would we determine the total amount if writing one proposal?

A4. *If proposing two different services, two different budgets would be required.*

Q5. If one vendor is recommended for one part of a parent education program component (for e.g. Incredible Years) would they consider another vendor for another portion of that same component?

A5. *Yes, depending upon amount requested and review of submitted proposals.*

Q6. Will some parents receive services under the blended visitation/parenting program while others receive separate parenting classes and court-ordered visitation from another vendor?

A6. *Yes. Specific referral processes and referral criteria will be developed by the DSS for each type of program.*

Q7. Will the DSS provide vendor staff training on proposed curricula?

A7. *No. However, vendors can include training costs into their proposed budget*

Q8. Are parenting classes required to be exclusively for DSS-referred clients, or can they include other referred individuals?

A8. *It is not a requirement that parenting classes be exclusively for DSS-referred clients, however, this can be the case.*

Q9. For the blended parenting/visitation component, will the vendor be required to provide child care?

A9. *No. Children should be pickup by the care provider after visitation.*

Q10. With the group size requirement of 15-20 parents for the blended parenting/visitation component, there could be up to 50 individuals or more in one room for the visitation component. Is this possible?

A10. Yes. This is a possibility. However, the numbers may be less due to drops, no shows, cancellations, etc.

Q11. For the blended parenting/visitation component, could classes be held before the children arrive for visitation?

A11. No. Visitation should take place first.

Q12. Has this RFP been offered before?

A12. It has been offered in other counties before, but this is the first time these services have been solicited via RFP for Fresno County DSS.

Q13. Is security required to be present?

A13. Please refer to Safety and Security Procedures in Appendix I.

Q14. Will court-orders need to be adapted for the blended visitation/parenting model to allow more than one visitation in the same setting?

A14. No. Court-orders will not need to be adapted.

Q15. Is the expectation of the Department for the blended parenting/visitation program to always meet in the evening?

A15. Yes.

Q16. Is it acceptable to have referred clients join parenting classes that have already commenced?

A16. No. DSS would require clients to enroll for the next available program start date.

Q17. How would additional support for clients be provided?

A17. Vendors would need to detail in their proposal how they would provide additional support to the client.

Q18. Is the Department requesting a specific county location?

A18. No, however, services should be considered accessible to referred clients

Q19. Because it is a three year contract, are funds allowed to be rolled over?

A19. It is anticipated the initial term of a resulting agreement will be for a three year period. Although vendors are required to submit annual 12-month budgets, funds not expended after one year may be available for use during the second year. After the initial three year initial term, the agreement may be extended for two one-year extensions; no funds will be allowed to rollover between the fourth and fifth years.

Q20. Is there a page limit on proposals?

A20. No, however, page limits for the following sections are recommended: Vendor Company Data (3 pages); Scope of Work (20 pages).

REVISED PROPOSED BUDGET SUMMARY (12 Month)

Vendor Name: _____

Proposed Model: _____

CATEGORY	BUDGET ITEM #	TOTAL
Salaries	0100	\$ _____
Payroll Taxes	0150	\$ _____
Benefits	0200	\$ _____
SUBTOTAL:		\$ _____
SERVICES & SUPPLIES		
Insurance	0250	\$ _____
Communications	0300	\$ _____
Office Expense	0350	\$ _____
Equipment	0400	\$ _____
Facilities	0450	\$ _____
Travel Costs	0500	\$ _____
Program Supplies	0550	\$ _____
Consultancy/Subcontracts	0600	\$ _____
Fiscal & Audits	0650	\$ _____
Training	0660	\$ _____
Indirect Costs	0700	\$ _____
SUBTOTAL:		\$ _____
TOTAL EXPENSES:		\$ _____

Note: Costs such as mileage should be included under Travel Costs. If a bidder requires consultant services, this can be included in "Contracts" but must accompany a detail description and justification in the Proposed Budget Detail Narrative. Bidders may list additional expenses under "Other" but the County reserves the right to approve these costs upon award notification.

REVISED RFP IDENTIFICATION SHEET

Vendor Name: _____

Bidders are requested to select the designated programs they are applying for. Please choose all that apply.

(Reminder: Although one proposal is acceptable, if applying for multiple programs, your proposal should contain a separate scope of work and budget for each program.)

Parent Education Programs:

- Incredible Years (IY)
- Positive Parenting Program (PPP)
- Back to Basics
- Other: _____
- Other: _____
- Other: _____

Blended Visitation/Parenting Program:

- Incredible Years (IY) and Supervised Visitation
- Nurturing Parenting Program (NPP) and Supervised Visitation

Total Funding Requested

Parent Education Programs	# Families to be Served Annually	Cost
Incredible Years		\$
Positive Parenting Program		\$
Back to Basics		\$
Other:		\$
Other:		\$
Other:		\$
Blended Visitation/Parenting Program		
Incredible Years and Supervised Visitation		\$
Nurturing Parenting Program and Supervised Visitation		\$
Total		\$