

# Systems Grant Request for Proposals: Help Me Grow Case Coordination

First 5 Shasta and the Help Me Grow Shasta Collaborative are in the process of planning activities to implement the *Help Me Grow* program model in Shasta County. We are seeking sub-contractors to provide both Case Coordination services and Centralized Telephone Access services. You may submit a proposal for one or both of these projects that aim to make a powerful difference in outcomes for Shasta County children. This Request for Proposals (RFP) specifically addresses the requirements for Case Coordination service proposals.

## Overview of Help Me Grow

Help Me Grow (HMG) is a model approach to a comprehensive, coordinated system for the early identification, referral, linkage, and care coordination of needed developmental and behavioral services for children and their families.

The comprehensive HMG system consists of four components, which are:

1. **Centralized telephone access point** that serves as the hub to link children and their families to community based services and supports while providing seamless case coordination.
2. **Family and community outreach** that promotes *Help Me Grow*, facilitates provider networking, and bolsters children's healthy development through families.
3. **Child health care provider outreach** that provides office-based training to support early detection and intervention and use of the HMG call center.
4. **Data collection and analysis** that helps identify gaps in and barriers to the system and continuous quality improvement processes refine all aspects of the system.

Further information regarding the HMG model can be found at <http://www.helpmegrowca.org/> and <http://www.helpmegrownational.org/>.

## Scope of Services and Deliverables

Case coordination is the backbone of the Help Me Grow delivery system. Case coordination connects children and their families to appropriate community-based services and programs and provides support for families in accessing one or multiple services/resources identified in the service plan for a child. The goal of case coordination is (1) to connect the family to needed resources, (2) to buffer the family from the stress of finding and accessing needed resources, and (3) to enable families to manage their own lives within the scope of their resources and abilities. The case coordination for the Help Me Grow project is based on the 5 Protective Factors of the Strengthening Families Framework: building parental resilience, developing social connections, increasing knowledge of parenting and child development, developing concrete support in times of need, and understanding/developing the social and emotional competence of children.

Good case coordination moves a family along a continuum:

1. Case coordinator and family determine service needs and services available for the issue being addressed.
2. Family participates with the case coordinator to develop a service plan.
3. Family approves the developed service plan.
4. Family takes over some of the case coordination functions.
5. Family takes over all of the case coordination functions.

The successful applicant will address the following questions in the narrative portion of the response to this RFP:

- How will a family contact the Help Me Grow case coordination services?
  - Telephone, email, text access
  - Hours of access to case coordinator(s)
  - Language capabilities of case coordinator(s)
- How will the organization address the following elements?
  - Provide geographic coverage of Shasta County
  - Ability to work closely with the central access point
  - Ability to work closely with First 5 Shasta staff managing the project
  - Plan to provide outreach to parents/families of children 0-8 years
  - Plan to provide outreach/marketing to child care providers
- Provide a job description that incorporates the following for the position of case coordinator:
  - Education, experience and training
  - Specific knowledge related to child development, behavior, social/emotional competence
  - Knowledge and experience with the Ages and Stages Questionnaire
  - Knowledge/access to information about services for children 0-8 years
  - Language requirements
  - Communication skills including a focus on telephone communication
  - Computer skills

### **Funding, Contract Term and Selection Process**

The RFP will allow for an open, fair and competitive selection process. The First 5 Shasta Executive Director and representatives from the HMG Shasta Collaborative will review the applications and make a recommendation to the First 5 Shasta Commission to enter into a service agreement in an amount ranging up to \$130,000 for an 18-month period. The service agreement will be based on the information provided in the selected proposal and developed by First 5 Shasta in conjunction with the applicant. The recommendation will be based on the best interest of the HMG Collaborative rather than the lowest cost application. Upon First 5 Shasta Commission approval, the selected applicant(s) will begin the contracting process. The First 5 Shasta Commission will negotiate the amount of funding awarded consistent with the scope of work to be negotiated. All funding decisions are final.

**Applicants who meet the minimum qualifications will be asked to an interview** and/or may be asked additional questions to gather further information on any aspect of the materials submitted and/or to seek additional information and/or references.

## Application Instructions and Content Requirements

This section describes the required application format and content. Failure to follow the prescribed format may result in rejection of the application.

### A. Proposal Format

1. Narrative text sections of the application should be typewritten on standard 8½" X 11" paper, single spaced with one-inch margins on all sides of the paper using 12-point Arial font.
2. The maximum number of pages allowed is ten (10) excluding the coversheet, proposed budget, and budget narrative. Pages should be numbered consecutively from beginning to end.
3. The document can be submitted by US Mail or hand-delivered.
4. The content and sequence of the Application is as follows:
  - a. Application Cover Sheet (Attachment A)
  - b. Detailed summary of qualifications and applicable experience
  - c. Narrative overview of how you would complete these services
  - d. Proposed Budget and Budget Narrative (Attachment B)

### B. Application Instructions

1. Application Cover Sheet: Complete and sign the Application Cover Sheet (Attachment A).
2. Describe professional qualifications and experience in the following areas:
  - a. How long the organization has been operating including the structure of the operation
  - b. How serving as the case coordination services for Help Me Grow will be consistent with the organization's mission and vision
  - c. Current funding of the program
  - d. Demonstrated ability to collaborate with healthcare, early care and education, and/or social services providers and agencies, First 5 Shasta Commission, and First 5 Shasta staff
  - e. Research-based knowledge of child development and programs for young children to promote child development and child health, including developmental screening and developmental assessment tools
  - f. Knowledge of programs to strengthen families
  - g. Familiarity with 2-1-1 and/or other centralized information and referral systems
3. Narrative overview of how you would complete these services:

Describe in detail how the services and deliverables listed in this RFP will be provided based on the questions above. Include a timeframe that identifies and describes all major tasks, activities and deliverables.
4. Proposed Budget and Budget Narrative:

Include and clearly detail all costs, payment schedules, line item categories and/or other related costs associated with activities included in the proposal on Budget Proposal (Attachment B). Please include a budget narrative providing clear explanation of costs.

### **Application Questions**

For any questions about this RFP, contact Elizabeth Poole, Associate Director, via email at [epoole@first5shasta.org](mailto:epoole@first5shasta.org).

### **Application Submission**

Applications must be received by **12 PM (Noon)** on **December 15, 2017**. Please provide an original and 3 copies. Proposals may be mailed or hand-delivered to First 5 Shasta at 393 Park Marina Circle, Redding, CA 96001. Emailed or faxed proposals will not be accepted. All applications submitted in response to this RFP shall become the exclusive property of First 5 Shasta. Any materials submitted as a part of the application packet will not be returned.