

Systems Grant Request for Proposals: Help Me Grow Centralized Telephone Access Point

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 Centralized Telephone Access services and Case Coordination 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 Centralized Telephone Access 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 to 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

The **centralized telephone access point** is built around a call center that is available through a toll-free phone line and email. The centralized telephone access point must provide/have access to an accurate and up-to-date computerized resource directory and must utilize an automated client tracking system. The service will serve as the HMG "go-to" place for family members, child health care providers, and other professionals seeking information, support, and referrals for children at risk for behavioral and/or developmental problems. The service will provide an effective, single point of access to community resources and questions about a child's development.

The centralized access point provider will need to coordinate with the case coordination provider to connect children and their families to appropriate community based services and programs.

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

- How do you currently serve and/or anticipate serving the population of families with children 0-8 years? (include information about geographic coverage)
- What is the current and/or anticipated volume of calls? How will you ensure meeting the call volume(s) described? (include specific data on families with children 0-5 years)
- What information is/will be collected on those who contact the call center? (attach sample of call report)

- What is the capacity of the service to manage requests for assistance concerning young children's physical, developmental, and/or social/emotional growth?
 - Include information about the ability to provide a warm hand-off to case coordinator.
 - Include information about the ability to email and text information to families.
- How will information about community resources be collected and maintained?
 - How will you identify information specifically for children 0-5 years and their families?
 - How will you identify information specifically for children 0-8 and their families?
- How will your database provide specific resource information for callers to Help Me Grow?
 - Can new fields be added to the computerized resource directory?
 - Can new data be added within existing fields?
- How would Help Me Grow be embedded into the call center structure?
- If you currently operate a call center, please provide information from evaluations completed with families, providers, and stakeholders.

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 Help Me Grow Shasta Collaborative will review the applications. They will make a recommendation to the First 5 Shasta Commission to enter into a service agreement with the selected provider in an amount ranging up to \$50,000 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 selected applicant. The recommendation will be based on the best interest of the HMG Collaborative rather than the lowest cost application. Upon Commission approval, the selected applicant(s) will begin the contracting process. The 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 may 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. An original and 3 copies should be provided.
4. The document can be submitted by US Mail or hand-delivered.
5. 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 Attachment A: Application Cover Sheet.
2. Describe professional qualifications and experience in the following areas:
 - a. How long the call center has been operating including the structure of the operation
 - b. How serving as the access point for Help Me Grow would be consistent with the call center's mission and vision
 - c. Current funding of the call center
 - 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. Knowledge of child development 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 Attachment B: Budget Proposal. 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.

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 part of the application packet will not be returned.

