Select Home Visitation Provider Pool

Frequently Asked Questions

| Program Models |

**Implementation**

1. **Is it anticipated that an agency will implement two different program models?**
   Agencies interested in implementing more than one program model must indicate the capacity and ability to successfully do so in their narrative.

2. **What should an agency do if they are interested in implementing Healthy Families America but are not currently doing so?**
   Agencies should review the Healthy Families America program model and include their proposed action plan to successfully implement the program in their application. Agencies not currently implementing a specific program model are still eligible to apply to implement that specific model.

3. **Will any of the Select Home Visitation program models work with families prenatally?**
   Not at this time. The only point of entry into a Select Home Visitation program is through the Welcome Baby hospital visit, therefore, programs will not work with families prenatally.

4. **If a family is already receiving other home visitation services, such as Early Head Start, will they be able to participate in Select Home Visitation?**
   Early Head Start and Nurse Family Partnership are both “approved” First 5 LA and acknowledged as programs proven to have a positive impact on children’s safety and school readiness. Families receiving services through these program models should be encouraged to complete those programs rather than enroll in a new one. Families can only be referred to a Select Home Visitation program following delivery of a newborn at a hospital implementing Welcome Baby and not for previous existing children. In order to be eligible to be referred to a Select Home Visitation program, the family must reside within a Best Start community and receive the universal screening with a score indicating high risk.

5. **Do all of the program models have identified protocols that are easy to follow?**
   Yes, the national models provide a program-specific training and curriculum to guide implementation.
6. How long do families participate in the different models? Agencies implementing HFA and PAT can determine whether they will serve families until the child is 3 or 5 years old. Triple P Level 4 provides individual sessions with parents over a 10-week period.

7. Does an agency need to have current or prior contact with the hospital implementing Welcome Baby in order to apply for the grant? No, agencies do not need to have any relationship, contractual or otherwise, with hospitals implementing Welcome Baby in order to be eligible to apply to the Select Home Visitation Provider Pool.

8. Does an agency need to be physically based in a Best Start Community that will be served or can an agency be outside of the Best Start Community boundaries but within a specific radius? Agencies do not need to be physically located within a Best Start community, but should have a history of providing services to families within that community.

9. Does an agency meet the eligibility criteria of having an established presence and/or office in LA County if their corporate office is located outside of Los Angeles County but they have offices in Los Angeles County that provide multiple programs? Yes, applicants with office(s) in Los Angeles County are eligible to apply, even if the corporate office is located elsewhere.

10. Is it possible to review the Bridges for Newborns Universal Screening Tool? The Bridges for Newborns tool is currently being pilot-tested and finalized and can be shared once completed. This process will likely take until the end of the summer 2013.

11. Is it possible to visit a Welcome Baby program at a hospital contracted with First 5 LA? No, given that Welcome Baby sites are currently in training, it is not possible to visit a Welcome Baby site at this time.

Training and Affiliation

12. Will funding for the required program model trainings be provided? Yes, First 5 LA will fund all training expenses for the program models, including initial and on-going costs.

13. Will First 5 LA pay for program model affiliation costs? Yes, First 5 LA will include funding related to affiliation costs.
14. Will First 5 LA fund the continual and on-going training costs required by the national model offices throughout the life of the grant (beyond start-up phase) to accommodate staff turnover?
Yes, First 5 LA will fund initial and on-going training costs required by the national model, as well as annual fees, throughout the life of the grant. First 5 LA has also contracted with an Oversight Entity to coordinate efforts between sites and their respective national models, including technical assistance and training needs.

15. What is the availability of the trainings in regards to frequency and geographic location and what is their duration?
Each program model has varied training requirements. Healthy Families America, Parents As Teachers and Triple P all require approximately three to five days of initial training, as well as on-going training. A brief description for each model, including training duration, can be found in Appendix B on the Select Home Visitation Provider Pool website. First 5 LA has also contracted with an Oversight Entity to coordinate with the national models to host trainings in Los Angeles.

16. Would First 5 LA cover all training costs for Parents As Teachers, including the Foundational & Model Implementation & 3-K as well as ASQ training?
Yes, First 5 LA will cover the costs for all required trainings, including the program model training and content specific topics such as the ASQ.

17. Would the trainings be offered locally or would travel costs be included?
First 5 LA has contracted with an Oversight Entity to coordinate with the national models to host trainings in Los Angeles. However, First 5 LA will cover any travel expenses for staff to attend a required program model training if necessary.

18. Does the program have to be accredited?
Yes, First 5 LA expects all program models to be implemented to fidelity following the standards of the national model. It is expected that sites will apply for and work towards affiliation and where applicable, accreditation over time.

19. Does First 5 LA cover personnel time for staff in training?
Yes, First 5 LA will cover all personnel time while in training.

**Staffing Requirements**

20. The Select Home Visitation Provider Pool RFQ only provides a brief description of each program model. Is there other additional detailed information regarding program model staffing requirements?
Yes, Appendix B on the Select Home Visitation Provider Pool website includes a document with a Summary of the Program Models, including links to program specific websites with information regarding staffing requirements.
21. The HFA and PAT models include one supervisor and 6 home visitors, but there are additional programmatic activities requiring coordination with other agencies, including Welcome Baby and the Oversight Entity. Can agencies propose additional administrative staff?
Yes, agencies may propose additional staff in addition to the required supervisor(s) and home visitation staff.

22. Can an agency hire one half-time supervisor and the rest as home visitors?
No. Agencies are asked to indicate in their proposal their capacity to hire on a team basis. A team is defined as one full time supervisor and six home visitors for Healthy Families America and Parents As Teachers. Triple P will require one supervisor (partial basis is acceptable) and 3-5 providers.

23. Is it up to the agency to hire staff that speak a specific language to work with families?
Yes, agencies should be familiar with the population(s) to be served within a Best Start community and the language needs of that community. Agencies should aim to hire staff that are culturally competent and able to provide services in the primary language of program participants.

24. Will the participating hospitals be able to provide the estimated number of referrals?
Yes, hospitals will be able to provide referrals to Select Home Visitation sites. It is expected that while the birthing rate per hospital will fluctuate on an annual basis, the universal screen will identify approximately 30% of Best Start families most in need of intensive home visiting services at each participating hospital.

25. If an agency has staff already trained and qualified in a specific Select Home Visitation model, will the staff have to re-train again?
No, if an agency has a Select Home Visitation program in implementation they do not have to re-train existing staff. However, First 5 LA expects all sites to participate in any additional, required on-going training for the purposes of adhering to model fidelity and maintaining affiliation and/or gaining accreditation.

26. Given that staff attrition occurs, will sites be able to access training opportunities for new staff over time?
Yes. First 5 LA will be working with the Oversight Entity to help support sites in coordinating and providing training from the national models on an on-going and periodic frequency.
27. If a site begins with one full team that is trained together the initial rollout will be slow. How will First 5 LA cover the cost of programs?
First 5 LA recognizes that programs will require ramp-up time to hire and training staff, and will cover all personnel and administrative costs for this period. It is expected that sites will begin to enroll families upon completion of initial training.

28. Does First 5 LA anticipate that sites will eventually achieve a full caseload?
Yes, First 5 LA anticipates all sites will work towards a full caseload. First 5 LA is defining a full caseload as having 6 full time home visitors with the capacity to serve 120 families in Healthy Family America and Parents As Teachers. A staff member trained in Triple P is expected to be able to serve 25 families annually.

Service Requirements

29. Is the expectation that an agency with one full team will serve 120 families a year or at a point in time?
The expectation is that at full implementation one full team will be at capacity and serving 120 families at a point in time. If additional capacity to serve more families is demonstrated over time, First 5 LA will discuss and determine the expansion of capacity on an annual basis with individual sites.

30. As the expected contract start date is January 1st 2014, does that mean that during those six months of the fiscal year that half of the families are expected to be served?
No, it is expected that most sites will require time to hire and train staff before enrollment can begin. It is not expected that sites will be able to achieve full capacity within the first six months of the contract.

Referrals

31. What will be done to ensure there will be no duplication of referrals of clients from the hospitals?
Referrals from Welcome Baby to a Select Home Visitation site will be managed through First 5 LA’s Stronger Families Information Database System. The database system will contain identifying client information to ensure duplication of referrals does not occur.

32. What happens if the hospitals start to provide referrals and the Select Home Visitation program staff is still being trained?
Referrals to Select Home Visitation sites will occur only when the staff has been trained and is ready to enroll families.
33. Can an agency that serves families eligible for Select Home Visitation program services refer those families?
No, Select Home Visitation programs will only accept referrals from the Welcome Baby program. Families are eligible for referral to a Select Home Visitation program if they reside in a Best Start community and if indicated by the results of the universal screen at the Welcome Baby hospital visit.

34. After the completion of the Welcome Baby hospital visit, including the universal screening, does Welcome Baby provide a direct referral to a Select Home Visitation site or is there additional follow-up from the Welcome Baby staff after the client is discharged from the hospital?
No, Welcome Baby will utilize the Stronger Families Information Database System to provide a direct referral to the appropriate Select Home Visitation site. The Select Home Visitation site will be responsible for following-up and scheduling a home visit with the client. Welcome Baby will confirm receipt of the referral and availability of services with Select Home Visitation site, and will not provide additional follow-up services with the client.

Data Collection

35. What type of database will be utilized for the Select Home Visitation programs and is it funded by First 5 LA?
First 5 LA is developing the Stronger Families Information System Database for Welcome Baby and Select Home Visitation sites. All sites are expected to collect and enter data into the system. First 5 LA is fully funding and supporting the database. Further, First 5 LA has contracted with an Oversight Entity that will provide technical assistance for database use.

36. Is the data to be collected the same for all program models?
There will be data that is universal across all models, but each program model has unique data requirements that will be followed. First 5 LA will provide the data collection forms and protocols for each Select Home Visitation model.

37. Under the new strategic plan will multi-year contracts be possible?
No, multi-year contracts are not possible. First 5 LA operates on a fiscal-year zero-based budgeting cycle and as such, contracts will be renewed annually subject to First 5 LA Board of Commissioners’ approval.

38. Will First 5 LA publicly announce which agencies are part of the Select Home Visitation Provider Pool?
First 5 LA will notify each individual agency of their acceptance or decline into the Select Home Visitation Provider Pool.
39. **If an agency is interested in implementing two different program models, does it have to submit a different proposal for each model in response to the Select Home Visitation Provider Pool RFQ?**

No, agencies only need to submit one proposal, even if they are interested in implementing two different program models. However, agencies should ensure they address all of the criteria described in the RFQ for both models in their proposal.

40. **Can agencies submit a joint application indicating their interest to collaborate in response to the Select Home Visitation Provider Pool RFQ?**

The application process for Select Home Visitation providers will require two steps:

a. *Select Home Visitation Provider Pool RFQ:* Each individual agency must submit a separate application to the Select Home Visitation Provider Pool RFQ. Each individual agency will undergo the review process to establish entry into the Select Home Visitation Provider Pool.

b. *Program Model Solicitation:* First 5 LA will release a Program Model Solicitation only to members of the Provider Pool. At this point, agencies interested in submitting an application as a collaboration may do so and submit one application. Additional criteria may be outlined in the Solicitation.

41. **Does an agency have to demonstrate the capacity to carry at least one full team (defined as one supervisor and 6 full time home visitors) before or after being admitted into the Provider Pool?**

Agencies are asked to indicate their staffing capacity in their proposal to the Provider Pool.

42. **How many responses to this RFQ is First 5 LA expecting, given that agencies may have capacity to provide services in multiple locations?**

First 5 LA is unable to predict the number of responses that will be received. Agencies will only need to submit one proposal, even if they are interested in implementing services in more than one location. However, agencies should ensure they address all of the criteria described in the RFQ for both models.

43. **Does an agency have to specifically state in their proposal which communities they intend to serve?**

Yes, agencies should identify the specific Best Start communities they are able to serve, including if they desire to serve more than one.

44. **The narrative requests a “description of an action plan to be able to implement the indicated Select Home Visitation program, including impact on the organizations current services.” Can you please clarify First 5 LA’s expectation of what should be covered in the action plan?**

Agencies should indicate the key steps their agency will take to implement a Select Home Visitation program. This can include activities such as the need to hire new
staff, the transition of existing key staff if applicable, and staff need to participate in the program model training. Agencies should also address if a current program or service will end in order to provide a Select Home Visitation program or if they expect to expand existing services, how this will impact the organization, and what steps will be taken to successfully integrate and/or add a new program.

45. If an agency wants to implement more than one program model but receive referrals from multiple hospitals, the agency only needs to submit one proposal to the Provider Pool, correct?
Yes, agencies only need to submit one proposal to the Provider Pool.

46. What are the instructions regarding requirements for the narrative such as spacing, font, and margins?
The proposal narrative should be no more than 12 pages, Times New Roman font size 12, double spaced and with at least one inch margins.

| Budget |

47. Do agencies need to include an estimated cost to implement a Select Home Visitation program in their proposal?
No, agencies do not need to include or submit budgetary information in response to the Select Home Visitation Provider Pool RFQ. First 5 LA will work closely with the national office of each program model to provide additional information and requests for budgetary information in the Program Model Solicitation.

48. Will the funding cover personnel time for staff when conducting home visits?
Yes, funding for this grant will cover all programmatic and administrative costs associated with providing the home visitation services required by the program model, including staff time while conducting home visits.

49. The RFQ indicates an estimated cost per participant of $2,600 for Parents As Teachers. Does this estimate take geographic guidelines into account?
The Program Model Solicitation will provide information and guidance regarding the budget to implement specific models. First 5 LA will work closely with the offices of the national models to inform the estimated cost per participant in Los Angeles County.

50. To what extent is the cost per participant amount fixed or will there be flexibility to allow agencies to make changes based on actual expenses?
First 5 LA will work closely with the offices of the national models to inform the estimated cost per participant in Los Angeles County and ensure budgets support all programmatic and administrative activities and expenses. Agencies will have an opportunity to inform budgets during contract negotiations.
51. **What costs are covered for personnel in the Select Home Visitation programs?**
First 5 LA is covering all programmatic and administrative expenses, including personnel costs. Personnel costs includes salary and fringe benefits. First 5 LA will allow sites to abide by their current policies in regards to providing merit increases on an annual basis.

52. **Is the funding cycle for the Select Home Visitation program for 5 years?**
Currently the Select Home Visitation programs are part of First 5 LA’s 2009-2015 Strategic Plan. The Commission is aware that these types of programs require time to demonstrate outcomes. First 5 LA operates on a fiscal-year zero-based budgeting cycle and as such, contracts will be renewed annually subject to First 5 LA Board of Commissioners’ approval.

53. **Does First 5 LA operate on a calendar or fiscal year?**
First 5 LA operates on the fiscal year which is from July 1 to June 30.

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**Program Model Solicitation**

*Note: Only members of the Select Home Visitation Provider Pool will be eligible to respond to a future First 5 LA solicitation to implement a Select Home Visitation program for residents of Best Start communities.*

54. **When will the Program Model Solicitation be released?**
The Program Model Solicitation is tentatively scheduled for release in July 2013. Members of the Select Home Visitation Provider Pool will be immediately notified upon release of the Program Model Solicitation.

55. **If an agency submits a response to the Program Model Solicitation, how many applications will they have completed?**
Agencies will have completed a total of two applications: one to apply to enter the Select Home Visitation Provider Pool and one to apply to the Program Model Solicitation.

56. **What is the role of the Welcome Baby hospitals in selecting Select Home Visitation sites?**
Hospitals participating in Welcome Baby are not involved in the selection of Select Home Visitation providers. Final selection of sites will be based on the results of the Program Model Solicitation review process, which includes an external review and interview.
57. Is it possible to apply as a collaborative with one agency identified as the fiscal agent and other agencies as subcontractors?
Yes, it will be possible to apply as a collaborative. However, additional criteria may be outlined in the Program Model Solicitation upon release.

58. What will be the role of the Best Start communities in selecting the Select Home Visitation sites, given that many of the Best Start leadership committees include representatives of agencies responding to the Program Model Solicitation?
The review process for the Program Model Solicitation will include an external review and interview. The interview process will involve First 5 LA and representatives from the Best Start communities. Best Start Community representatives must sign conflict-of-interest forms and cannot be a part of any organization responding to the Program Model Solicitation.