

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
“WRAP AROUND PROGRAM”
RFP №2009-400-10-14-YZV

Overview:

Hidalgo County (hereinafter referred to as “COUNTY”) is soliciting proposals for “Judge Mario E. Ramirez, Jr. Juvenile Justice Center – Wrap Around Program” .

Deliver Submittal to:

RFP Number: 2009-400-10-14-YZV
Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
New Administration Building
2802 South Business Hwy 281
Edinburg, Texas 78539

The Submittal Envelope Must Show
RFP № 2009-400-10-14-YZV
“WRAP AROUND PROGRAM”.

The following outlines the Request For Proposal (RFP):

SECTION I -GENERAL TERMS AND CONDITIONS

ADDITIONAL INFORMATION: Hidalgo County is requesting that request for proposals be routed to Martha L. Salazar, CPPB, Purchasing Agent, at: 2802 South Business Hwy 281, New Administration Building, Edinburg, Texas 78539. All inquiries must be directed to Hidalgo county Purchasing Agent, Martha L. Salazar. Hidalgo County will assist the Hidalgo County Juvenile Justice Center in addressing any and all inquiries. All responses will be distributed through Hidalgo County Purchasing Department. **WRITTEN QUESTIONS WILL BE ACCEPTED VIA FACIMILE (956) 318-2629 or emailed: yolanda.velasquez@co.hidalgo.tx.us BY NO LATER THAN 5:00 P.M. WEDNESDAY, OCTOBER 07, 2009.** Responses will be sent to all applicants via facsimile or email by **Friday, October 09, 2009 at 5:00 p.m.** **TELEPHONE INQUIRIES WILL NOT BE ACCEPTED.**

DISCLOSURE OF CONFLICT OF INTEREST:

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor, person, consultant or contractor considering doing business with Hidalgo County (“the County”) to disclose in the Conflict of Interest Questionnaire (the “CIQ”) attached as **Exhibit D**, the vendor, person consultant or contractor’s affiliation or business relationship that might cause a conflict of interest with the County. By law, the CIQ must be filed with the Hidalgo County Clerk’s Office no later than the seventh business day after the date the person becomes aware of facts that require that statement to be filed. The disclosure requirement applies to a person or business who contract or seeks to contract with Hidalgo County for the sale or purchase of property, goods or service. Any purchase order or contract resulting from this process shall be considered null and void if the Vendors, consultants, contractors and others who desire to conduct business with Hidalgo County are encourage to refer to Texas Local Government Code Chapter 176 for the details of this law. An offense under Texas Local Government Code Chapter 176 is a Class C Misdemeanor.

Please submit complete CIQ forms to the Hidalgo County Clerk’s Office locate at 100 No. Clossner, Edinburg, Texas 78539- Hidalgo County Courthouse **COMPLETION AND SUBMISSION OF FORM CIQ IS THE SOLE RESPONSIBILITY OF THE PROSPECTIVE BIDDER.**

PROPOSER’S AFFIDAVIT:

Prior Contract award, respondents to this RFP must submit a signed Proposer’s Affidavit (attached herein in **Exhibit E**) certainly that the submission is (1) not the result of Collusion as described in the Proposer’s Affidavit or that the Respondent has not and will not attempt to lobby directly or indirectly as described in the Proposer’s Affidavit

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NON-DISCRIMINATION:

Submitters, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

PROCESSING TIME FOR PAYMENT:

Submitters are advised that a minimum of thirty (30) days is required to process invoices for payment.

ELECTRONIC TRANSMISSION OF BIDS:

Hidalgo County's Purchasing Department will not accept telegraphic or electronically transmitted submissions.

PROOF OF FINANCIAL AND BUSINESS CAPABILITY:

Submitters must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these requirements. Hidalgo County will make the final determination as to the submitter's ability.

SUBMITTER DEFAULT:

Hidalgo County reserves the right, in case of submitter default, to procure the articles or services from other sources and hold the defaulting submitter responsible for any excess costs occasioned thereby.

RESTRICTIVE OR AMBIGUOUS REQUIREMENTS:

It is the responsibility of the submitter to review the Request for Proposal (RFP) packet and to notify the Purchasing Department if the requirements are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the requirements or proposers procedures must be received in the Purchasing Department not less than seventy-two hours prior to the time set for the opening. These criteria also apply to requirements that are ambiguous.

HAND DELIVERED PROPOSALS:

Hidalgo County requires submitters, when hand delivering proposals, to make sure that it is stamped with date and time by the County Purchasing Staff.

SIGNING OF PROPOSALS:

In order to be considered all submittals **must** be signed. Please sign the original in [blue ink](#).

WAIVING OF INFORMALITIES:

Hidalgo County reserves the right to waive minor informalities or technicalities when it is in the best interest of Hidalgo County.

SUBCONTRACTING:

The successful submitter **may not** subcontract the award without the written consent of the Commissioners' Court of Hidalgo County.

TERM OF CONTRACT:

Term of contract will be for a period of one year (1) commencing upon Hidalgo County Commissioners' Court final approval, and may be extended at the sole discretion of County for two (2) additional one (1) year terms. Hidalgo County reserves the right to continue this proposal for an additional sixty (60) day grace period at the end of the contract term for unforeseen delay in award of new proposal for next contract term, under the same rates, terms and conditions.

Any contract awarded to a successful proposer will be in effect until (a) the contract expires, (b) delivery and acceptance of products and/or performance of services ordered, or (c) terminated by County with thirty day's written notice prior to cancellation.

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SECTION II - RFP REQUIREMENTS

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REQUEST FOR PROPOSALS:

The required contents and limitations for the preparation of the RFP are described in this section. Failure to provide the requested information or adhere to any County limitations will result in disqualification of the submitted RFP.

NUMBER OF COPIES TO BE SUBMITTED: A total of one (1) original and seven (7) copies of the RFP shall be submitted to the address on the cover letter.

CONTENTS: The required contents for the RFP are presented below in the order they should be incorporated into the submitted document.

REQUIRED CERTIFICATES AND SUBMITTAL:

This section will contain any/all licenses, registrations, permits, and certifications as required by the STATE OF TEXAS and HIDALGO COUNTY that you possess that deem you as a qualified to provide “Wrap Around Program Services.”

If proposer/vendor cannot meet any of the following services/responsibilities, such exceptions must be noted on the company’s cover letter.

NUMBER OF COPIES TO BE SUBMITTED: Hidalgo County requires one (1) original submittal and seven (7) copies.

SECTION III – SCOPE OF SERVICES

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Judge Mario E. Ramirez, Jr. Juvenile Justice Center is soliciting proposal from individuals, agencies or entities for the Alternative to Out of Home Placement Program utilizing the “Wrap Around Program” approach for delivery of services. It consists of a mix of culturally competent services that wrap the youth and family with services to increase chances of maintaining success in their communities. We anticipate that youth and their families will be served by this program for six (6) to twelve (12) months. Service delivery will include a combination of services including immediate intervention, comprehensive assessments, advocacy, crisis stabilization, case management, skill building services, therapeutic support services, Youth and Family Service Planning, discharge planning and aftercare. The following components are critical to implementing and operating a comprehensive and successful program.

PERSONNEL AND STAFFING:

The proposers should provide an organizational chart for the project and a summary paragraph of the project work to be performed by each proposed staff member. Biographic summaries that highlight the experience relevant to the specific project responsibilities should be provided for all proposed personnel. There is a one (1) page limitation for each biographic summary provided. Information regarding the credentials, education and experience with other “ Wrap Around Program Services” is required and will be scored accordingly during the evaluation process.

Caseworker minimum qualifications:

Bachelor's degree in a social service or related field, with (2) years experience working with emotionally disturbed adolescents and their families; may include part-time, volunteer or internship experience. A master's degree in social services or related field may substitute for minimum requirements. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval from the Director or designee.

Clinical Director/ Clinician minimum qualifications:

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
“WRAP AROUND PROGRAM”
RFP №2009-400-10-14-YZV

Master's degree in the Human Service discipline. Possess a minimum of two years of related experience working with children/adolescents and families in a therapeutic treatment environment, or a Bachelor's degree in social services or related field with at least five (5) years' related experience. Qualified experience must focus on community based programs, treatment facilities and/or direct practical experience with children and family therapy. Licensed Professional Counselor (LPC), Licensed Clinical Social Worker (LCSW), or individual actively working toward licensure as a mental health professional is preferred. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval of the Director or designee.

Admin Asst. minimum qualifications:

High School diploma or GED, with at least one (1) year administrative/clerical/secretarial experience or nine (9) months' formal training.

Case Manager minimum qualifications:

Bachelor's degree in a social service or related field, with (2) years experience working with emotionally disturbed adolescents and their families; may include part-time, volunteer or internship experience. A master's degree in social services or related field may substitute for minimum requirements. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval from the Director or designee.

Program Director minimum qualifications:

Bachelor's degree in a social service or related field, with a total of five (5) years supervisory/administrative experience with a Masters degree in social services or related field, with a total of two (2) years supervisory/administrative experience with troubled youth. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval of the Director or the designee.

PROGRAM OVERVIEW:

The proposal shall include a detailed functional description of the services to be provided and how these services will be delivered.

- **Culturally Competent Services-** The program is structured to provide services in a culturally competent manner to youth and their families. Culturally sensitive programming includes *Cultural Competency Training, Recruitment and Employment of Multiracial Staff, Culturally Appropriate Materials and Information, Culturally Competent Resources and Activities.*
- **Immediate Intervention Response within 24 -48 hours** – Conduct initial meeting at family's home, placement facility or other appropriate location within 24 – 48 hours of receipt of referral; If there is a need for a quicker response time due to court orders or detention situation, arrangements will be made to respond within 2 hours and meet youth and family at court or the detention facility.
- **24 hour Crisis Intervention and Safety Planning** – Provide crisis intervention and safety planning 7 days per week, 24 hours per day, 365 days per year.
- **Comprehensive Assessments** – The general assessment will identify strengths/needs and status in multiple domains including: education, safety issues in the home and community, family, self, and psychosocial needs. Additional areas of assessment include the following:
 - *Placement and/or housing needs;*
 - *Supportive family and community ties;*
 - *Peer network and support;*
 - *Delinquency history;*
 - *Substance use and/or abuse;*
 - *Mental and physical health status;*
 - *Economic status;*
 - *Individual strengths;*
 - *Talents and interests; and*

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
“WRAP AROUND PROGRAM”
RFP №2009-400-10-14-YZV

- *Detailed family history, including family strengths, relationships, and challenges.*
- **Youth and Family Support Teams-** In line with the wrap around approach, youth and family support teams are created to include the client and family, service providers and natural supports to ensure that all vested individuals and organizations have a part in the success of the youth in maintaining in the community.
- **Youth and Family Team Service Planning** – Youth and Family Team Service Planning uses a collaborative process driven by the perspective of the family. The Team would include the youth and family as well as a mix of professional supports, natural supports, and community members. The Service Plan is based on the strengths and culture of the youth and their family, and ensures that the process is *driven by the needs of the family*.
- **Youth and Family Team Service Plan Reviews** – The Service plan will be updated a minimum of once a month for the length of the program. The full Youth and Family Support Team is expected to participate.
- **Flexible Service Hours** – Sufficient flexible staffing required to ensure that services are available to families during non-traditional work hours and weekends.
- **Case management and Care Coordination** – The contracted service provider will serve as the single point of contact for youth and families served by the program. Case managers will act as wrap around services coordinators, facilitators and advocates working with the family, community, and collaborating agencies, to discover family strengths, set goals, determine major needs, and develop strength-base options for the family. As facilitators, the Case managers will also ensure all services are put in place and coordinated, and will monitor treatment outcomes. The contracted Service provider will be responsible for the management and continuity of care including the following:
 - *Facilitating the development, review, and evaluation of the Youth and Family Service Plan based on the youth's and family's strengths-based assessment and culture;*
 - *Developing and advocating for provision of services and resources needed by the youth and family, but that may not be currently available to the family;*
 - *Linking youth and family to identified needed services;*
 - *Checking with the youth and family to ensure that formal and informal support systems are functioning properly;*
 - *Monitoring service needs and ensuring positive family, social, education, and health outcomes for enrolled youth;*
 - *Coordinating of case planning and services with the probation department and all involved public and private community partners to ensure awareness of youth services, milestones, or discharges; and*
 - *Empowering families to build upon their strengths and culture to develop new competencies – identifying how strengths and family culture will be used to meet needs and reach goals.*
- **Therapeutic Support for youth and families** - The therapeutic support program component will provide assessment, crisis stabilization and safety planning as well as family and/or individual counseling as needed. If it is assessed that the need for therapeutic services is extensive, then this service need might be addressed by referring and linking the youth and family to a local provider.
- **Youth Skill Development Groups** – Group sessions should address the youth's progress in the program as well as address a variety of treatment and development issues such as anger management, impulse control, adolescent sexuality, job readiness skills, problem solving, making appropriate decisions and other issues pertinent to the youth. Whenever possible parents or guardians will be requested to participate in the “Strengthening Family Program” Groups.
- **Monitoring/Supervision** – provide accountability of the youth and ensure public safety through frequent face to face and telephone contacts depending on the youth's risk level.
- **Education Advocacy and Support** – If the youth is not in school, the Case managers will assist the youth in enrolling in their local school or most appropriate educational program. Also assist the youth to locate tutoring, mentoring, and/or after school programs that will support the youth in meeting their academic goals.
- **Discharge Planning** – The Youth and Family Support Team will create a Discharge Plan that will address the status of the Youth and Family Service Plan goals. The Discharge plan will highlight the areas of improvement as identified by the youth and family. The Team will spend specific actions the team will take to ensure that the noted improvements can be sustained. In addition, the family will be provided with a list of resources that they may access without required involvement from the contracted service provider and the probation department.
- **Aftercare** – The contracted program staff will remain informally accessible to the youth and family for one (1) month

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
“WRAP AROUND PROGRAM”
RFP №2009-400-10-14-YZV

after the client and family have been discharged in efforts to provide continuity of care and respond to questions or concerns. The staff will contact the client and family 30 days after being discharged. Aftercare may include referring participants to appropriate support services and agencies, including child care, youth and family counseling, employment agencies, parenting educations, housing assistance, substance abuse treatment, and benefit assessment agencies.

- **Data Driven Programming** – Tracking of outcomes and performance measures are required to ensure that the program is being effective. Comprehensive data management system is required to generate reports to measure selected target outcomes.

PROPOSERS ARE TO PROVIDE A FEE SCHEDULE WITH THIS SUBMITTAL:

Proposer(s) is to provide a standard fee. Prices for all goods and/or services shall be negotiated to a firm amount for the duration of this contract/grant or as agreed to in terms of time frame. All prices must be written in ink or typewritten. Where unit pricing and extended pricing differ unit pricing prevails.

All/Any costs and expenses associated with the preparation and submission of (bids, proposals and/or quotes) shall be the responsibility of the proposer and not reimbursements for such charges or expenses shall be passed onto Hidalgo County / Judge Mario E. Ramirez, Jr. Juvenile Justice Center.

- a) Within this description, please describe how each of the above defined common service expectations in the Program Delivery subsection of the RFP will be addressed:
 - Initial Service Response within 24 hours of Referral;
 - Flexibly Deployed Staff providing In-Home Services during Non-Traditional hours (including 24 hour service availability);
 - Individualized Service Planning & Delivery;
 - Sufficient Responsiveness & Support to Family Crises to be perceived as an alternative to Law Enforcement and the Court;
 - Building on Individual & Community Strengths;
 - Cultural Competence;
 - Monitoring & Supervision to address risk taking behaviors; and,
 - Collaborative Relationships with Systems Partners.
- b) In addition the program overview must include but not be limited to:
 - A description of the staffing pattern to meet the service response requirements of the initiative. Please include the educational background and experiences of the projected team members. (NOTE: While the annual funding represents a significant investment by Hidalgo County for these services, the projected service intensity and flexibility of service hours will necessitate an innovative approach for the deployment of staff. Describe your Agency's strategy to address these challenges in coverage including employing a blend of full/part time staff and/or other professional contractual relationships. What specific successes have you achieved toward addressing similar challenges;
 - Identify your Agency's direct experience working with each of the following:
 - Law Enforcement Agencies;
 - Family Court
 - County Juvenile Justice
 - Emergency Services Providers; and,
 - Other Relevant Human Service Organizations
 - Identify all inter-organizational partnerships or affiliations applicants intend to pursue in carrying out a 24 hour mobile response capacity;
 - Please provide a brief implementation plan that addresses each of the following:
 - Outline timelines and milestones associated with the implementation of the program;
 - Describe agency readiness and ability to implement and staff the program in a timely manner; and,
 - Give specific examples of timely implementation and ramp up of new programs within your Agency.

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
“WRAP AROUND PROGRAM”
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- c) What is the depth of your knowledge of Texas juvenile laws, guidelines, and procedures in relation to the Hidalgo County Juvenile Probation Department.?
- d) Documentation of Outcomes: Please provide all relevant data regarding your Agency's successes in achieving valued outcomes for children and youth from the defined target population. To the extent possible, please document outcomes and milestones achieved in each of the following areas:
 - o Successfully Engaging the Youth and Families in Service;
 - o Building Parental Supervisory Skills;
 - o Reducing Violations that Increase the Risk of Further System Penetration:
 - Re-Offending Rates;
 - No Shows for Court hearings Rates
 - Other Probation and/or Court Violation Rates;
 - Curfew Violations Rates; and
 - Truancy Rates
 - o Successful Diversion from Institutional Care:
 - While Enrolled in Service;
 - Post Enrollment; and,
 - o Improved School Performance.

UNDERSTANDING OF THE PROJECT:

This section should demonstrate the proposers understanding of the project needs, the services required, and any local issues or concerns. Briefly explain how long you have been organized and your business objectives. Explain how long you have been in business. This description should be concise, candid, and limited to 3 pages in length.

Hidalgo County – Judge Mario E. Ramirez, Jr. Juvenile Justice Center
Request for Proposals
“WRAP AROUND PROGRAM”
RFP №2009-400-10-14-YZV

SECTION IV – SELECTION/EVALUATION/RANKING

SELECTION/EVALUATION/RANKING PROCESS:

The RFP shall be submitted according to the schedule below. The County of Hidalgo is not required to select the proposal with the lowest rates/fees, but shall take into consideration other factors, including past experience, evidence of good organization, references, ability to provide requested quality services.

EVALUATION:

Proposals will be graded on a 100-point system with emphasis on ability to service Judge Mario E. Ramirez, Jr. Juvenile Justice Center. (refer to exhibit “B”).

PROPOSAL RANKING:

After the RFPs have been reviewed, scored and evaluated, the committee will present the [evaluation](#) grid to the Hidalgo County Commissioners Court for the purposes of ranking.

NEGOTIATION PROCESS:

Emphasis will be placed on the compliance with all requirements, costs, qualified and experienced personnel and the most efficient plan in order to [implement the Wrap Around Program](#) for Judge Mario E. Ramirez, Jr. Juvenile Justice Center. Accuracy and completeness are essential. Hidalgo County Judge Mario E. Ramirez Jr., Juvenile Justice Center and Hidalgo County Commissioners' Court reserves the right to reject any and all RFPs.

RFP SUBMITTED TO:

US Postal Mail Address:

Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
Administration Building
2812 S. Business Hwy 281
Edinburg, Texas 78539

Physical Address:

Martha L. Salazar, CPPB, Purchasing Agent
Hidalgo County Purchasing Department
Administration Building
2802 S. Business Hwy. 281
Edinburg, Texas 78539

RFPs must be submitted by **no later than 9:30 a.m. on Wednesday, OCTOBER 14, 2009.** All costs and expenses associated with the preparation and submission of (rfp's, bids, proposals and/or quotes) shall be the responsibility of the participant and no reimbursement for such charges or expenses shall be passed onto Hidalgo County / Judge Mario E. Ramirez, Jr. Juvenile Justice Center.