**North Carolina** **Department of Health and Human Services**

**Division of Social Services**

**REQUEST FOR APPLICATION**

**2024 - 2025 HomeBuilders RFA – 001 - REVISED**

**Families First Prevention Services Act HOMEBUILDERS**

|  |  |
| --- | --- |
| Application Deadline | Friday, October 13, 2023 at 5pm EST |
| RFA Application Call | Monday, October 2, 2023 10am-11:30am EST [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3Ameeting_ZmRkYThlMWQtZjNmNy00YWUxLWI4NWItNDlhZTUxM2VkNDRh%40thread.v2/0?context=%7b%22Tid%22%3a%227a7681dc-b9d0-449a-85c3-ecc26cd7ed19%22%2c%22Oid%22%3a%2236f3f232-3b29-4330-b08a-fe45f4a03d1d%22%7d" \t "_blank) |
| Deadline for Questions | Friday, October 6, 2023 5pm EST |
| DSS Response to Questions | Wednesday, October 11, 2023 5pm EST |
| Letter of Intent to Apply | Wednesday, October 4, 2023 5pm EST (Strongly Encouraged) |
| RFA issuing Agency | NC Division of Social Services |
| RFA Posted | Thursday, September 28, 2023 |
| Anticipated Notice of Award | Thursday, November 30, 2023 |
| Anticipated Period of Performance  | Estimated Start Date of January 1, 2024 through September 30, 2025 |
| E-mail Applications and Questions to | Wendy Clewis | Email | Wendy.clewis@dhhs.nc.gov |
| Submission Instructions  | Late applications will not be accepted. Only electronic applications will be accepted.  |

**The Request for Application (RFA)** announces the availability of funding based on the Notice of Funding Opportunity (NOFO), authorizing legislation and/or the budget. The RFA requests all the pertinent information and requirements for an applicant to assess their eligibility, competency, and interest in the funding opportunity.

**TABLE OF CONTENTS**

|  |  |  |
| --- | --- | --- |
| **TITLE** | **SUBJECT** | **Page** |
| **SECTION A.** | **Funding Opportunity**  | **3** |
| **SECTION B.** | **Application and Submission Specifications** | **8** |
| **SECTION C.** | **Programmatic Requirements** | **15** |
| **SECTION D.** | **Application Content and Instructions** | **29** |

**Section A -- Funding Opportunity**

# Purpose of Funding Opportunity

The purpose of this Request for Application (RFA) is to secure services from qualified applicants interested in becoming a HOMEBUILDERS® provider for the NC Division of Social Services (DSS, the Division) within the NC Department of Health and Human Services (DHHS).

HOMEBUILDERS® is an evidence-based program designed to strengthen families, keep children safe, and prevent unnecessary out-of-home placement. The HOMEBUILDERS® model provides intensive crisis intervention, counseling, and life-skills education for families who have children at imminent risk of out-of-home placement or have children in out-of-home placement that cannot be reunified without intensive services. HOMEBUILDERS® replaces the current DSS Intensive Family Preservation Services (IFPS) program.

The intent of this request is to award up to six (6) contracts to qualified applicants that can act as HOMEBUILDERS® providers and implement HOMEBUILDERS® teams in North Carolina in seven (7) regions. One contract will cover two (2) regions. Applicants may apply to provide services in more than one region.

1. **Background**

The North Carolina (NC) Department of Health and Human Services (DHHS), Division of Social Services (DSS) collectively referred to herein as the (State) has a long-standing commitment to alleviate trauma experienced by children and families and to prevent the removal of such children into foster care. The Intensive Family Preservation Services (IFPS) model has been a long-standing foundation in enhancing the safety and stability of families who become involved in child protection. The State seeks to build on this foundation in implementing the Families First Prevention Services Act (FFPSA) of 2018. Under the main Promoting Safe and Stable Families Formula Grants, states must spend a significant portion of funds (approximately 20 percent) on each of the service categories of family preservation, family support services, time-limited family reunification services and adoption promotion and support services.

A core component of FFPSA is garnering Title IV-E Federal Foster Care Program reimbursement for prevention programs that are approved by the FFPSA Prevention Services Clearinghouse (PSC) and included in the State's mandatory Prevention Plan for FFPSA. To leverage additional Title IV-E dollars while implementing an evidence-based program, the State intends to convert the current capacity of IFPS into the HOMEBUILDERS® model. The model has received the highest rating of Well-Supported by the PSC in the category of In-Home Parent Skills-based Programs and Services. The state has contracted with the Institute of Family Development, the purveyor to provide training and technical assistance for implementation.

Established in 1974 in Washington State, the HOMEBUILDERS® model has been implemented across the Unites States and internationally. Since 1982, the fidelity management and consultation of the model – including training, certification, and evaluation – has been conducted by the Institute for Family Development (IFD), the program developers. Additional information is available at: <http://www.institutefamily.org/> .

Using trauma-informed care and evidence-based practices, HOMEBUILDERS® has provided services to more than 15,000 families. The most recent data show that six (6) months after termination of services, 86% of children have avoided placement in state-funded foster care, group care, or psychiatric institutions, and remained safely in their homes. Pre- and post-measures within the family show a substantial reduction in risk across the variety of factors. These measures include:

* **Intervention at the crisis point:** Professional therapists reach families when the families are in crisis. Client families are seen within 24 hours of referral.
* **Treatment in the natural setting:** Almost all services take place in the client’s home or the community where the problems are occurring and, ultimately, where they need to be resolved.
* **Accessibility and responsiveness:** Therapists are on-call to their client 24 hours a day, 7 days a week. Families are given as much time as they need when they need it. This accessibility also allows close monitoring of potentially dangerous solutions.
* **Intensity:** Services are time-limited and concentrated in a period targeted at four (4) weeks. The service is designed to resolve the immediate crisis and teach the skills necessary for the family to remain together. Each family receives an average of 38-40 hours of direct service.
* **Low caseloads:** Therapists carry only two (2) cases at a time enabling them to be accessible and provide intensive services. Low caseloads also allow therapists the time to provide psycho-educational interventions and meet services needs of the family. A third case may be opened when the therapist expects to close one of the other cases within a few days.
* **Evidence-based interventions:** Therapists are trained in and utilize a range of interventions including trauma-informed care, crisis intervention, motivational interviewing, parent education, skill building, and cognitive/behavioral therapy.
* **Flexibility:** Services are provided when and where the clients wish. Therapists provide a wide range of services, from helping clients meet the basic needs of food, clothing, and shelter, to the most sophisticated therapeutic techniques. They also provide families with counseling, child development knowledge, parenting skills, anger management and communication skills.

North Carolina’s HOMEBUILDERS® program is intended to prevent unnecessary placement of children away from their families by providing in-home services aimed at restoring families in crisis to an acceptable level of functioning. These services are designed to meet the following objectives: (1) stabilize the crisis which put the family at imminent risk, (2) keep the child, family and community safe by defusing the potential for violence (physical, sexual, emotional/verbal abuse), and (3) help families develop the skills, competencies and resources they need to handle future crisis situations more effectively, including preventing other incidences of child maltreatment.

Consistent with family-centered practice and program goals is the goal of strengthening and supporting families and children to increase their stability by building an integrated community-based system to family functioning. As a foundation to achieving these goals, North Carolina has implemented, as part of its system reform, Six Principles of Partnership:

1. Everyone Desires Respect
2. Everyone Needs to Be Heard
3. Everyone Has Strengths
4. Judgments Can Wait
5. Partners Share Power
6. Partnership is a Process

In addition to the above principles, DSS is committed to promoting racial equity, diversity, and inclusion in all aspects of program delivery, including hiring, training, referrals, and direct service provision.

To support this effort, the DSS will implement seven (7) HOMEBUILDERS® regions. Each region will have one provider, except *one provider MUST serve both Regions 5 and 7*. Applicants are required to serve all counties in each region and may not submit a proposal for a partial region. Applications may include multiple regions, with one Budget for each DSS Region. Applicants must submit separate DSS Agreements of Support for county welfare agencies and letters of support for each region proposed. See DSS regional support map above and ATTACHMENT A for additional information.



1. **Scope of Work**

HOMEBUILDERS® provides intensive, in-home crisis intervention, counseling, and life-skills education for families who have children at imminent risk of placement in state-funded care. It is the oldest and best-documented intensive in-home program in the United States. The goal is to prevent the unnecessary out-of-home placement of children through intensive, on-site intervention. HOMEBUILDERS® therapists work with the high-risk families involved with the child protective system. Child safety is ensured through small caseloads, program intensity, and 24-hour a day service availability. The model uses a program methodology of twenty (20) standards to ensure fidelity to the HOMEBUILDERS® model as prescribed by the Institute for Family Development’s *“HOMEBUILDERS® Fidelity Measures-Abridged.”*

HOMEBUILDERS® supports high-risk families involved with the child protective system. The program seeks to remove the risk of harm to the child instead of removing the child from their home and gives families the chance to learn new behaviors to keep their children safe.

**Target Population Eligible for Referrals**

The target population includes only those families whose children are in imminent risk of placement into foster care. Families to be served include biological and adoptive families referred by county DSS offices based on the approved FFPSA candidacy definition. This may include children who are victims of abuse and neglect and those who have been exposed to risk factors such as substance abuse, domestic violence, mental health and/or other disabling conditions of the parent. Families referred for the HOMEBUILDERS® program must meet the following eligibility criteria:

* At least one (1) child from birth to seventeen (17) years of age is at imminent risk of removal based on the case plan and approval by a county DSS supervisor. HOMEBUILDERS® shall be implemented immediately as part of the family's case plan to allow the child to safely remain in the home.

**Other Eligibility Factors Include:**

* The child would be able to remain in the home and without being at risk of imminent harm if intensive in-home services were provided.
* At least one (1) parent is willing to meet with the HOMEBUILDERS® Therapist.
* The family is available to participate in an intensive, four (4) to six (6) week intervention.
* Less intensive services would not sufficiently reduce the risk of placement, are unavailable, or have been exhausted.

**HOMEBUILDERS® Key Program Elements**

Using trauma-informed care and evidence-based practices, HOMEBUILDERS® has provided services to more than 15,000 families. The most recent data show that six (6) months after termination of services, 86% of children have avoided placement in state-funded foster care, group care, or psychiatric institutions, and remained safely in their homes. Pre- and post-measures within the family show a substantial reduction in risk across the variety of factors. These measures include:

* **Intervention at the crisis point:** Professional therapists reach families when the families are in crisis. Client families are seen within 24 hours of referral.
* **Treatment in the natural setting:** Almost all services take place in the client’s home or the community where the problems are occurring and, ultimately, where they need to be resolved.
* **Accessibility and responsiveness.** Therapists are on-call to their client 24 hours a day, 7 days a week. Families are given as much time as they need when they need it. This accessibility also allows close monitoring of potentially dangerous solutions.
* **Intensity:** Services are time-limited and concentrated in a period targeted at four (4) weeks. The service is designed to resolve the immediate crisis and teach the skills necessary for the family to remain together. Each family receives an average of 38-40 hours of direct service.
* **Low caseloads:** Therapists carry only two (2) cases at a time enabling them to be accessible and provide intensive services. Low caseloads also allow therapists the time to provide psycho-educational interventions and meet services needs of the family. A third case may be opened when the therapist expects to close one of the other cases within a few days.
* **Evidence-based interventions:** Therapists are trained in and utilize a range of interventions including trauma-informed care, crisis intervention, motivational interviewing, parent education, skill building, and cognitive/behavioral therapy.
* **Flexibility:** Services are provided when and where the clients wish. Therapists provide a wide range of services, from helping clients meet the basic needs of food, clothing, and shelter, to the most sophisticated therapeutic techniques. They also provide families with counseling, child development knowledge, parenting skills, anger management and communication skills.

# Eligibility

Any tribal government, community–based, public or private nonprofit, tax-exempt organization (including faith-based), school system or local government agency that is duly incorporated and registered under NC Statutes is eligible to apply if they meet the following requirements:

* Applicants have completed registration with the NC Secretary of State.
* Applicants’ Employer Identification Number (EIN), IRS tax exemption status documents, and registration with the Secretary of State must be consistent with both the name of agency and the EIN provided on the Respite Program Application.
* Applicants follow E-Verify requirements found in HB36 & HB786, which requires employers with 25 or more employees to verify the work authorization of new employees working 9 months or more in a 12-month period through E Verify. This law also requires Contractors and Subcontractors of public agencies to comply with Article 2: Chapter 64 of the NC General Statutes: Verification of Work Authorization requirements.
* Applicants must have an Internal Revenue Service (IRS) exemption letter on file, if applicable.

# Federal Award Information

* Federal Award Identification Number: 2003NCFFTA
* Federal Award Date: May 11, 2020
* Federal Award Title: Family First Transition Act
* Federal Awarding Agency: Department of Health and Human Services, Administration for Children and Families
* Federal Award Project Description: Promoting Safe and Stable Families
* Assistance Listing (formerly CFDA) Name and Number: 93.556 Promoting Safe and Stable Families
* Cost Sharing or Matching: Not applicable.
* Allowable Cost: The Uniform Administrative Requirements, Cost Principles, and Audit Requirements for HHS Awards 45 CFR Part 75 apply.
* Indirect Cost
* Federally Negotiated Indirect Cost Rate (FNICR)
* De Minimis Indirect Cost Rate 10% of the Modified Total Direct Cost (MTDC)
* Other
1. **Federal Funding Accountability and Transparency Act (FFATA)**

As an applicant of federal funds, each selected applicant will be required to provide certain information required by the Federal Funding Accountability and Transparency Act (FFATA), including the organization’s Unique Entity Identifier (UEI) number. Please see [www.sam.gov](http://www.sam.gov) for free registration. Additional information about FFATA is available at <https://www.fsrs.gov/>.

**Section B-- Application and Submission Specifications**

**1. How to Apply**

Applications must be received no later than 5pm EST on Friday, October 13, 2023. Applications received after 5:00 p.m. will be classified as late and will not be considered for funding. All applications must be emailed to Wendy Clewis at wendy.clewis@dhhs.nc.gov. No mailed or faxed applications will be accepted.

Applications must be typed in 10-point Arial font, and Headings and Subheadings listed in the same order described in Section D – Application Contents and Instructions.

**2.** **Written Questions**

All inquiries regarding the funding opportunity must be submitted via email to Wendy Clewis at wendy.clewis@dhhs.nc.gov by Friday, October 6, 2023 at 5pm EST. DSS will post responses to questions at <https://www.ncdhhs.gov/divisions/social-services/public-notices> by Wednesday, October 11, 2023 at 5pm EST.

**3. Who Can Apply**

Any tribal government, community–based, public or private nonprofit, tax-exempt organization (including faith-based), school system or local government agency that is duly incorporated and registered under NC Statutes is eligible to apply if they meet the following requirements:

* Applicants have completed registration with the [NC Secretary of State](https://www.sosnc.gov/Guides/launching_a_business).
* Applicants’ Employer Identification Number (EIN), IRS tax exemption status documents, and registration with the Secretary of State must be consistent with both the name of agency and the EIN provided on the Respite Program Application.
* Applicants and subcontractors follow [E-Verify](https://www.e-verify.gov/) requirements found in [HB36](https://www.ncleg.net/Sessions/2011/Bills/House/PDF/H36v8.pdf) & [HB786](https://www.ncleg.net/Sessions/2013/Bills/House/HTML/H786v6.html), which requires employers with 25 or more employees to verify the work authorization of new employees working 9 months or more in a 12 month period through E Verify. This law also requires Contractors and Subcontractors of public agencies to comply with [Article 2: Chapter 64 of the NC General Statutes: Verification of Work Authorization](http://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByArticle/Chapter_64/Article_2.html) requirements.
* Applicants must have an Internal Revenue Service (IRS) exemption letter on file, if applicable.

**4. Application Selection and Scoring**

The Application Format and Evaluation will consist of three sections with the following weights:

* Organizational Background 25%
* Program Model Implementation 65%
* Budget and Financial Management 10%

At the discretion of NC DSS, applicants may be requested to participate in an oral interview as part of the final award decision making process.

Type must be single – spaced, 10-point size in Arial font, letter size format, including a footer of the agency name and page number.

| Section  | Page Limit | Point Value |
| --- | --- | --- |
| **Organizational Background** | **6 pages** | **25% | 25 Points** |
| RFA Title Page | 1 Page | Met / Not Met |
| Cover Letter | 1 Page | Met / Not Met |
| Organizational Capacity | 2 Pages | 10 Points |
| Organizational Commitment | 2 Pages | 15 Points |
| Organization Chart N/A Met / Not Met  |
| Board Member Profile N/A Met / Not Met |
| **Program Model Implementation** | **7 Pages** | **65% | 65 Points** |
| Recruitment & Retention | 1 Page  | 10 |
| Local Collaboration and Outreach | 2 Pages | 15 |
| Experience in Evidence-Based and In-Home Services | 1 Page | 15 |
| Quality Management | 1 Page | 15 |
| Organizational Challenges | 2 Pages | 10 |
| Job Descriptions N/A Met / Not Met |
| **Budget and Financial Management** | **1 Page** | **10% | 10 Points** |
| Budget Narrative | 1 Page | 5 Points |
| NC DSS Contractor Package A  | N/A | 5 Points |
| **Oral Interviews, if Needed** | N/A | N/A |
| **Total**  | 14 Pages, not including attachments | **100**  |
| **Deductions**Missing Required Certification or DocumentPoorly worded, disorganized, or difficult to readOver page limits (per section over) |  | -1 per certification-2-1 |

**5. Required Documentation**

Additional Documentation to Include with Application

All applicants are required to include documentation of their tax identification number. Those applicants which are private nonprofit agencies are to include a copy of an IRS determination letter regarding the agency’s 501(c)(3) tax-exempt status. (This letter normally includes the agency’s tax identification number, so it would also satisfy that documentation requirement.)

Federal Certifications

Agencies or organizations receiving federal funds are required to execute Federal certifications regarding non-discrimination, Drug-Free Workplace, Environmental Tobacco Smoke, Debarment, Lobbying, and Lobbying Activities.

System for Award Management Database (SAM)

All contractors receiving federal funds must be actively registered in the federal government’s System for Award Management (SAM) database or be willing to complete the registration process in conjunction with the award (see www.sam.gov). To maintain an active SAM record, the record must be updated no less than annually.

Additional Documentation Prior to Contract Execution

Contracts will require additional documentation prior to contract execution. After the award announcement, agencies will be contacted about providing the following documentation:

A completed and signed letter from the agency’s Board President/Chairperson identifying individuals authorized to sign contracts.

A completed and signed letter from the agency’s Board President/Chairperson identifying individuals authorized to sign expenditure reports.

Documentation of the agency’s UEI number. To register for a UEI number please follow the instructions on the www.SAM.gov website.

Contracts with private non-profit agencies require additional documentation prior to contract execution. After the award announcement, private non-profit agencies will be contacted about providing the following documentation:

* A completed, signed, and notarized statement which includes the agency’s Conflict of Interest Policy.
* A completed, signed, and notarized form certifying that the agency has no overdue tax debts on the agency’s letterhead. The form must be dated.
* All contractor receiving funds through the State of North Carolina are required to execute Contractor Certifications Required by North Carolina Law. Contractor Certifications should NOT be generated, signed or returned with application.

Registration with North Carolina e-Procurement

Upon award, all agencies are required to be registered as a vendor (at no cost) in NC e-Procurement. Please visit https://eprocurement.nc.gov/, click on Vendor Login and scroll down to “Register”. For questions/guidance, please contact the e-Procurement Help Desk at 888-211-7440.

Upon award, all agencies will be required to comply with the NC DHHS Privacy and Security Office Terms and conditions.

**6. DSS reserves the right to:**

1. Modify the application and budget after consulting with the applicant. Items that may be modified include, but are not limited to goals, costs, performance, and reporting requirements.
2. Allow or disallow budget amendments during the performance period of the project.
3. Monitor the program based on the Division’s Subrecipient Monitoring plan.
4. Implement any change or requirement mandated by State or Federal government during the life of the project.

**7. Applicant Financial Capacity**

Applicants must have the financial capacity to operate without reimbursement for at least 90 days of the project period. Applicants funded through this grant must submit all requests for payment and expenditure reports by the 10th of each month following the month of service.

**8. Risk Management and Monitoring Plan**

DSS will monitor the Contractor according to the [NC DHHS/DSS Subrecipient Monitoring Plan](https://files.nc.gov/ncdhhs/documents/files/dss/monitoring/NC-DSS-Sub-Recipient-Contract-Monitoring-Plan-2015-2016-DRAFT.pdf). This includes compliance with federal regulation under the [CFR Title 2 Part 200](http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl). After the review, the NCDSS Program Consultant will send a formal written monitoring report letter to the Contractor’s Executive Director and Board Chair which contains recommendations and corrective action findings, if applicable. If the Contractor remains in non-compliance status, the contract may be terminated due to failure to meet the terms and conditions of the contract.

In addition, the following documents may be used to monitor the contract:

1. Organizational Chart
2. Board Member Profile
3. Job Descriptions for Family Support Program services staff

Audit Requirements:

The Contractor is responsible for meeting the following audit requirements.

* [PART 200—UNIFORM ADMINISTRATIVE REQUIREMENTS, COST PRINCIPLES, AND AUDIT REQUIREMENTS FOR FEDERAL AWARDS](https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl)
* [§ 159-34. Annual independent audit; rules and regulations.](https://www.ncleg.net/EnactedLegislation/Statutes/PDF/BySection/Chapter_159/GS_159-34.pdf)
* [SUBCHAPTER 03M – UNIFORM ADMINISTRATION OF STATE AWARDS OF FINANCIAL ASSISTANCE](http://ncrules.state.nc.us/ncac/title%2009%20-%20governor%20and%20lt.%20governor/chapter%2003%20-%20state%20budget%20and%20management/subchapter%203m/subchapter%203m%20rules.html)
* [DHHS-58 Program Compliance Supplement](https://files.nc.gov/nctreasurer/documents/files/SLGFD/LGC/LocalGovFiscalMngmt/AnnualAud/2020ComplianceSupp/dhhs-58.pdf)

All non-governmental Contractors that receive $500,000 or more in total financial assistance must submit a single or program-specific audit to [NCGrantsReporting@dhhs.nc.gov](file:///C%3A%5CUsers%5Ccwolfe%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5C9E21BEUN%5CNCGrantsReporting%40dhhs.nc.gov) within 9 months of the Contractor's fiscal year end. Audits governed by 2 CFR 200.512 must be posted to the Federal Audit Clearinghouse (FAC) within 30 days of audit completion.

Reporting

The following are required reporting for all Contractors:

**Monthly**

* DSS-1571 III Administrative Costs Report and general ledger/supporting documentation by the 10th of each subsequent month, even if no costs are incurred. Contractors with subcontract(s) must include monthly 1571 Report(s) completed by the subcontractor(s).

**Quarterly**

* Completed Performance Monitoring Quarterly Report by October 15th, January 15th, April 15th, and July 31st. These quarterly reports include cumulative data on agency functions, program outputs and outcomes.

**Annually:**

* All non-governmental Contractors that receive $500,000 or more in total financial assistance must submit a single or program-specific audit to [NCGrantsReporting@dhhs.nc.gov](file:///C%3A%5CUsers%5Ccwolfe%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CINetCache%5CContent.Outlook%5C9E21BEUN%5CNCGrantsReporting%40dhhs.nc.gov) within 9 months of the Contractor's fiscal year end. Audits governed by 2 CFR 200.512 must be posted to the Federal Audit Clearinghouse (FAC) within 30 days of audit completion.
* Maintain an active record in the federal government’s [System for Award Management](https://www.sam.gov/SAM/) (SAM).This record must be updated annually.
* Federal Funding Accountability and Transparency Act (FFATA) Data Reporting Requirement form due with annual renewal materials.

**9. Period of Performance**

Anticipated Contract start date is January 1, 2024.

**10. Cost Reimbursement**

If awarded a contract, the contractor must submit electronically DSS-1571 III (Administrative Costs Report) and 1571 Addendum to DSS Program Consultant by the 10th of each month for services provided in the prior month. The 1571 reports must be accompanied by supporting general ledger documentation. 1571 reports must be submitted even when no services are provided in a given month. Failure to submit monthly reports may delay receipt of reimbursement.

DSS will have no obligation for payments based on expenditure reports submitted later than 60 days after termination or expiration of the contract period. All payments are contingent upon fund availability.

**Cost Table 1A (Year 1 - Start-up Costs): January 1, 2024-September 30, 2024**

Total start-up costs to include all direct and indirect costs for newly hired staff to complete initial core training and to stand-up a HOMEBUILDERS® Program for each region the Contractor is including in the Application by providing a complete and detailed Contractor Budget Package A for each Region. Start-up cost can include space, utilities, travel, Insurance, background checks, office supplies, salary and fringe. A detailed general ledger must accompany the 1571 report for reimbursement.

|  |  |  |  |
| --- | --- | --- | --- |
| **REGION** | **START-UP COST PER REGION** | **CONTRACT BUDGET PACKAGE A****(Reimbursed as Spent)**  |  |
| 1 | $ 208,000.00 | Included with Application [ ]  |  |
| 2 | $368,400.00 | Included with Application [ ]  |  |
| 3 | $407,600.00 | Included with Application [ ]  |  |
| 4 | $407,600.00 | Included with Application [ ]  |  |
| 5 & 7 | $407,600.00 | Included with Application [ ]  |  |
| 6 | $407,600.00 | Included with Application [ ]  |  |
| **TOTAL START-UP COST (YEAR 1) FOR THIS APPLICATION** | **$** |

**Cost Table 1B (Year 1):**

Cost per family/per intervention, total cost per region, and total cost per year. Costs for Year 1 must include all costs required to operate a HOMEBUILDERS® program in one, or more, regions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REGION** | **# FAMILIES SERVED** | **COST PER FAMILY** **PER INTERVENTION** | **FLEX FUNDING (Reimbursed as Spent)**  | **TOTAL PER REGION** |
| 1 | 54 | $7,500.00 | $27,000.00 | $432,000.00 |
| 2 | 97 | $7,300.00 | $48,500.00 | $756,000.00 |
| 3 | 108 | $7,300.00 | $54,000.00 | $842,400.00 |
| 4 | 108 | $7,300.00 | $54,000.00 | $842,400.00 |
| 5 & 7 | 108 | $7,300.00 | $54,000.00 | $842,400.00 |
| 6 | 108 | $7,300.00 | $54,000.00 | $842,400.00 |

**Cost Table 2 (Year 2): October 1, 2024 – September 30, 2025**

Provide cost per family/per intervention, total cost per region, and total cost per year. There are not any start-up costs in year 2.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REGION** | **# FAMILIES SERVED** | **COST PER FAMILY** **PER INTERVENTION** | **FLEX FUNDING (Reimbursed as Spent)** | **COST PER REGION** |
| 1 | 85 | $7,875 | $42,500 | $711,875 |
| 2 | 153 | $7,665 | $76,500 | $1,249,245 |
| 3 | 170 | $7,665 | $85,000 | $1,388,050 |
| 4 | 170 | $7,665 | $85,000 | $1,388,050 |
| 5 & 7 | 170 | $7,665 | $85,000 | $1,388,050 |
| 6 | 170 | $7,665 | $85,000 | $1,388,050 |

**Section C -- Programmatic Requirements**

**All applicants must meet the following program requirements to be eligible. Applicants must demonstrate their ability to meet the following requirements in their applications. Application instructions can be found in Section D of this RFA.**

The HOMEBUILDERS® model has clearly defined standards that guide program implementation and clinical practice, and an ongoing training and quality enhancement system to ensure model fidelity and to provide the opportunity to evaluate the program on an ongoing basis to improve service delivery.

**1. HOMEBUILDERS® Delivery Standards**

1. HOMEBUILDERS® Goals Include:
* Prevent unnecessary out‐of‐home placement of children.
* Reduce length of time child is in out‐of‐home care.
* Improve family functioning.
* Enhance problem‐solving skills.
* Increase social support.
* Prevent/reduce child abuse and neglect.
1. Primary Intervention Components of The Model
* Engaging and motivating family members.
* Conducting holistic, behavioral assessments of strengths and problems.
* Developing outcome‐based goals.
* Using evidence‐based cognitive‐behavioral interventions.
* Teaching skills to facilitate behavior change.
* Developing and enhancing ongoing support and resources for the family.
1. Each standard has fidelity measures that document the structural and clinical standards of the model, the fidelity indicators related to those standards, and performance measures for each indicator. Applicants are required to follow these standards and deliver and implement services accordingly.

Implementation of the HOMEBUILDERS® model is supported by the IFD which provides all mandatory training, consultation, and evaluation of the model. Applicants are required to cooperate and work closely with the HOMEBUILDERS® consultant from the IFD providing technical assistance and onsite visits.

Applicants are required to provide core services structured through the HOMEBUILDERS® model. The HOMEBUILDERS® model is designed to eliminate barriers to service while using evidence‐based interventions to improve parental skills, parental capabilities, family interactions, and children's behavior while promoting safety.

**2. HOMEBUILDERS® STANDARDS AND FIDELITY MEASURES**

1. Applicants are required to comply with the following standards and fidelity measures:
* HOMEBUILDERS® Standards are available at <http://www.institutefamily.org/pdf/HOMEBUILDERS-Standards-4-1.pdf>
* HOMEBUILDERS® Fidelity Measures are available at <http://www.institutefamily.org/pdf/HOMEBUILDERS-Fidelity-Measures-Abridged-3.0.pdf>
1. The standards and fidelity measures are the core components of HOMEBUILDERS® program and must be adhered to by Applicants selected to implement the program.

**3. REFERRAL PROCESS**

1. Applicants will be required to accept referrals from County DSS office by telephone or through a provider portal on first come, first serve, space available basis, twenty-four (24) hours per day, seven (7) days per week.
2. Referrals will be accepted for services only when there is available program capacity. Given the nature of HOMEBUILDERS® services and eligibility criteria, no wait list shall be maintained. All referrals shall be made, reviewed, and approved by local county DSS offices.
3. It is essential that the successful applicants promote the HOMEBUILDERS® program to eligible referral sources. It is the responsibility of the applicants to ensure an adequate number of referrals are received in order to meet contractual requirements for the number of families to be served.
4. Applicants must ensure and confirm eligibility consistent with the standards of HOMEBUILDERS® program. It is essential that the referral meets the eligibility criteria established by HOMEBUILDERS® to ensure model fidelity. If the referral does not meet eligibility criteria and county DSS supports the referral to HOMEBUILDERS®, the successful applicants are required to communicate directly with the IFD together with NC DSS to reach a final decision.
5. Upon receipt of the referral and eligibility determination, the family shall be contacted by the applicant’s HOMEBUILDERS® staff to set up the first visit. The first face-to-face visit shall occur within twenty-four (24) hours of the referral. In certain instances, a crisis shall merit a faster response - within two (2) hours – in order to engage the family, address immediate concerns, and build a sustainable relationship.
6. For applicants that have available program capacity, rejections to the HOMEBUILDERS® program may only be based upon HOMEBUILDERS® eligibility criteria.

**4.** **LOCATIONS AND REGIONAL COVERAGE**

1. Applicants may submit a proposal that includes the provision of services for one (1) or multiple regions. See ATTACHMENT A.
2. Applicants must provide services to families fifty-two (52) weeks per year using a flexible schedule including traditional hours, after-hours, and weekend/holiday hours that are convenient to the family.
3. Services must be provided primarily in the home and other locations convenient to the family.
4. Program staff must be available to respond to crisis situations/emergencies twenty-four (24) hours a day and seven (7) days a week. These responses must occur through phone contact or in-person, depending on case circumstances.
5. Typically, most HOMEBUILDERS® cases should be assigned to therapists so that travel time to conduct home visits with families does not exceed sixty (60) minutes.

**5.** **STAFFING REQUIREMENTS**

1. Applicants must adhere to the following staffing requirements for the HOMEBUILDERS® program. Applicants staff identified to fill the roles of Program Manager, Supervisor and Therapist must be permanent employees of the selected Applicants. Applicants may recommend other critical staff needed to perform the requirements outlined herein. Sub-contractors are not authorized as part of the HOMEBUILDERS® model.
2. **Program Manager**
* Program managers must have a graduate degree or greater in social work, psychology, counseling, or a closely related field and at least two years of experience working with children and families; **or** a bachelor’s degree in social work, psychology, counseling, or a closely related field and at least four years of experience as a Homebuilders therapist. Exceptions to this requirement would require a waiver from the Institute for Family Development (IFD).
* Experience should include at least two (2) of years supervisory/management experience, and/or least four (4) years providing direct services to families, preferably intensive in-home services.
* Knowledge of child welfare policies and programs, family therapy theories, treatment philosophies and strategies of home-based services, as well as knowledge and availability of local resources is necessary.
* Capacity for overseeing program operations related to the family’s entry into and participation in the program.
* Ability to collaborate with County and State personnel, the courts and other service providers on behalf of the family.
* Ability to maintain a flexible work schedule. The program manager shall provide client back-up for the supervisor whenever needed.
* The Program Manager must be, at a minimum, twenty-five percent (25%) of a dedicated full-time equivalent (FTE) *per supervisory team* to the HOMEBUILDERS® program.
1. **Supervisor**
* Demonstrated experience in, or potential for, providing supervision to workers who provide in-home services. Supervisors with at least one (1) year of supervisory experience are preferred.
* A bachelor's degree in social, psychology, counseling, or a closely related human services.
* Knowledge of child welfare policies and programs, family therapy theories, treatment philosophies and strategies of home-based services, as well as knowledge and availability of local resources is necessary.
* Capacity for overseeing program operations related to the family’s entry into and participation in the program.
* Ability to relate to and collaborate with County and State personnel, the courts and other service providers on behalf of the family.
* Ability to maintain a flexible work schedule. The supervisor shall receive referrals twenty-four (24) hours a day, seven days (7) days per week. The supervisor must be available twenty-four (24) hours a day, seven (7) days a week to client families, and to therapists for consultation and support, as well as provide back-up coverage.
* The supervisor must be 100% dedicated FTE to the HOMEBUILDERS® program.
1. **Therapist:**
* A bachelor’s degree in the social work, psychology, counseling, or a closely related human services area.
* A minimum of two (2) years of experience working with children and families.
* Ability to maintain a flexible work schedule and live within proximity of the families being served. Generally, therapists are prohibited from having a second job or second role unless it can be demonstrated that the position will not impact the individual's twenty-four (24) hour/day availability.
* The therapist shall be 100% dedicated FTE to the HOMEBUILDERS® program.

4) **Clerical Support:** Programs should provide clerical staff to support supervisors and therapists in areas such as data management, file management and billing activities.

**6.** **ONBOARDING AND TECHNICAL ASSISTANCE**

HOMEBUILDERS® is an extremely intensive model and is highly demanding of its staff. Applicants shall receive technical assistance from IFD on selecting and onboarding qualified staff. HOMEBUILDERS® has guided interview tools, including role-play opportunities, to assist Applicants in the onboarding process. IFD will provide support to ensure the expectations, roles and responsibilities, and model fidelity of HOMEBUILDERS® is embedded in the hiring process for new therapists and/or transitioning of existing IFPS workers into the new HOMEBUILDERS® role. Applicants must participate in all onboarding and technical assistance provided by IFD. See SECTION C.15. TRAINING REQUIREMENTS.

**7.** **TRAINING AND QUALITY ASSURANCE**

1. Applicants shall work closely with the HOMEBUILDERS® Consultant from IFD and cooperate with record reviews and onsite visits.
2. Applicants shall complete all training outlined in SECTION C.15. TRAINING REQUIREMENTS as well as HOMEBUILDERS® Site Development activities as directed by DSS and IFD. The Site Developments help build internal capacity of the successful Applicants to oversee implementation, review evaluation data, and provide feedback to their staff to improve the quality of services.
3. Applicants staff shall be trained on the Core Competencies of the HOMEBUILDERS® model before being assigned any cases.
4. The HOMEBUILDERS® Site Development activities are designed to assure quality through the development and continual improvement of the knowledge and skills necessary to obtain model fidelity and service outcomes.
	* The model includes a comprehensive training program, consultation, and support necessary to deliver quality services.
	* Consultation includes ongoing telephone consultation, record reviews, on‐site visits, and data and fidelity reports to ensure model fidelity and help evaluate program outcomes.
5. During the first few years working with a supervisor and team, a HOMEBUILDERS® Consultant collects and reviews program implementation data and provides feedback to Contractor staff.
6. Applicants must send their staff to train prior to implementation consistent with the training offerings as outlined in SECTION C.15.: TRAINING REQUIREMENTS.
7. Applicants shall participate in IFD led site visits two (2) times a year, and a full site fidelity review (including client file reviews) at the end of each year.
8. Applicants shall develop and monitor Individual Professional Development Plans (PDPs) for all staff with the Supervisor and Program Manager.

**8.** **ASSESSMENT AND TREATMENT PLANNING**

1. **Assessments:**
2. Applicants staff shall conduct behaviorally specific, interactive, and holistic assessments of the family. The assessment integrates information collected from a variety of sources including but not limited to direct observation, self‐reports, local county DSS, and information obtained through collateral contacts. Assessment is an ongoing process that begins at the time of referral and continues through the termination of services. This process includes, but is not limited to, the following:

An assessment of safety and family functioning

An assessment of family strengths and needs

Identifying family resources and their informal/formal supports

Exploring family values and beliefs

Assessing skills

Identifying problems and barriers to achieving the family's stated goals

1. Applicants will not use the North Carolina Family Assessment Scale (NCFAS) and North Carolina Family Assessment Scale for Reunification (NCFAS‐R). North Carolina’s Family First program is designed to prevent children from being placed outside of their home and does not cover reunification services.
2. **Service Plans**
3. Applicants shall develop a Service Plan, in collaboration with the family, the local child welfare agency and others, within one (1) week of the start of service. The Service Plan might include behaviorally specific intervention goals that focus on the issues contributing to the danger of placement or barriers to successful reunification and promote skill development and behavior change. The Service Plan shall be updated when needed to reflect changes in family circumstances/functioning and incorporate safety planning.
4. Applicants shall submit the Service Plan to referring staff within fourteen (14) days from the time of referral to HOMEBUILDERS®.
5. The Service Plan shall address safety measures put into place and might include:
6. Identifying family strengths, helping the family define the specific goals of intervention, showing the family how improvements can occur, helping the family resolve or improve safety concerns.
7. Ensuring staff provide a wide range of goal-directed services to the family which may include but shall not be limited to assessing risk and aiding the family in developing a behaviorally specific safety plan.
8. Teaching appropriate parenting skills, such as alternatives to corporal punishment and neglect which encourage a no-hit policy, age-appropriate expectations, parent as a role model, choices and consequences and display of greater parent/child affection and trust.
9. Providing or arranging family, individual and/or marital counseling, which will be based on a cognitive, behaviorally oriented model that encourages the development of linkages with natural helping networks and community resources, teach anger management techniques and appropriate communication skills.
10. Assessing and teaching budgeting skills.
11. Aiding the family in meeting medical needs such as arranging for substance abuse treatment and follow-up services for family members.
12. Teaching, assisting, and modeling housekeeping, homemaking and other organizational skills needed to provide a positive family environment.
13. Assisting the family to access transportation and/or transporting them.
14. Referring and linking the family with needed services and follow-up services.
15. Documenting the flex funds received by each enrolled family. Documentation must include parent’s, worker’s, and supervisor’s signature. These funds will be used to purchase concrete supports, such as furniture, utilities, and respite care.
16. Discussing termination recommendations with referring staff. A termination conference shall occur no later than seven (7) days prior to anticipated closure of the case. The family may be invited to attend the termination conference.
17. Conducting a termination meeting with the family to summarize the progress made during intervention and options for maintaining progress. The meeting shall occur at the final family session. When possible, a CFT to discuss termination held with the referring staff and family will meet this requirement. The case shall be considered closed as of that date.
18. Sending the family and the referring worker a Termination Report signed by the appropriate staff within seven (7) days of case closure. This report shall summarize the progress the family made during the intervention.
19. Administering the Family Satisfaction Survey and Referring Worker Survey upon termination of each case to determine satisfaction. A copy of the completed forms shall be maintained in each case record.

**9.** **COGNITITIVE AND BEHAVIORAL APPROACH**

Therapists shall use the model's evidence‐based practices, including motivational interviewing, behavioral parent training, cognitive‐behavior therapy, and relapse prevention strategies to help facilitate behavior change. This includes trauma-informed care.

**10.** **TEACHING AND SKILLS DEVELOPMENT**

Therapists shall teach family members a variety of skills, including child behavior management, effective discipline, positive behavioral support, communication skills, problem‐solving skills, safety planning, and help the family establish daily routines through direct teaching, role playing/practice, coaching and prompting, audio/visual aids, written materials, and homework.

**11.** **PROVISION OF CONCRETE SERVICES**

1. Therapists shall help families meet their basic needs by helping the family access concrete goods and services such as one-time emergency assistance for food, housing, transportation, educational classes and certifications, etc. that are directly related to achieving the family's goals, while teaching them to meet these needs on their own. Each family will have access to funding for concrete goods and services to help meet their basic needs.
2. The HOMEBUILDERS® model specifies that flex funding be used to support the family's basic needs and/or expenditures that are related to specific HOMEBUILDERS® goals and Service Plan. Providers may be reimbursed for flex funds per family through a direct cost reimbursement process. Dollars for flex funds are assumed to be $500.00 on average per family.
3. Basic needs refer to those things that are immediately necessary to sustain and maintain a standard of living to keep a family intact. Basic needs consist of, but are not limited to food, shelter, clothing, health care, utilities, transportation, and childcare that are not reimbursable with other funding or in-kind supports.

**12.** **TRANSITION AND SERVICE CLOSURE**

Therapists shall, prior to the conclusion of services and in conjunction with the family, develop a written plan to maintain progress achieved and identify unmet and/or ongoing service needs of the family. The therapist, in consultation with county DSS, shall assist the family in connecting to needed resources and services to support them following case closure. A team meeting shall be part of this process to make sure there is agreement and accountability by all involved and to ensure that the family has supports in place and understands next steps. A HOMEBUILDERS® Service Summary (which includes the NCFAS post ratings) shall be completed and forwarded to county DSS at time of case closure. The service summary will include goal assessment, plan for maintenance of progress, address family members concerns and questions about service closure, and address ongoing service needs.

**13.** **HOMEBUILDERS**® **DATA MANAGEMENT SYSTEM**

Applicants shall be trained, and will be required to use, HOMEBUILDERS® data management system known as the Exponent Case Management (ECM) system. The ECM system contains all the paperwork and forms that are utilized in the HOMEBUILDERS® program to measure model fidelity, which shall be reported back to DSS and successful participant(s).

**14.** **COLLABORATIVE COMMUNITY PARTNERSHIPS**

Applicants HOMEBUILDERS® therapists shall collaborate with formal and informal community resources, services, and systems to link families with appropriate and timely resources and identify gaps and/or barriers to families’ access to services. The therapist helps the family effectively navigate multiple systems and teaches them to advocate for themselves and access services and supports within their own community.

Applicants shall establish and maintain **weekly** contact and communication with county DSS offices through phone calls, e‐mail, and conferences. Updates shall be provided on families’ progress towards goals, change in status and service delivery, targeted interventions and other issues identified by the Applicants and county DSS.

**15.** **HOMEBUILDERS® TRAINING REQUIREMENTS**

To facilitate onboarding in the regions and enhance the HOMEBUILDERS® program fidelity, the trainings and staff will be provided multiple offerings over six months. Contractor must ensure that staff are fully hired and available to participate in the scheduled trainings.

The first training phase is expected to start 45-60 days after contract award. Each subsequent training offering will start 30-60 days after the prior training offering.

Supervisors and program managers will be required to participate in the first offering. Each subsequent training offering will include one (1) to two (2) therapists on the team.

Trainings may be provided in-person or via remote at the discretion of DSS.

The training curriculum for Year One is presented in the following table.

|  |
| --- |
| Year One |
| Timeline | **Workshop** | **Required Participants** |
| Before beginning the first intervention | HOMEBUILDERS® Core Training (4 days) | Therapist, Supervisor, Program Manager |
| ECM Basic Training\* (2 hours) | Therapist, Supervisor, Program Manager, Support Staff |
| Client Documentation Part 1\* (2.5 hours) | Therapist, Supervisor, Program Manager |
| Approx. 3 weeks after Part 1 of the Client Documentation workshop | Client Documentation Part 2\* (1.5 hours) | Therapist, Supervisor, Program Manager |
| 3-4 months after program start-up or new hire | Motivational Interviewing - MI (2 days) | Therapist, Supervisor, Program Manager |
| Relapse Prevention (1 day – usually delivered with MI) | Therapist, Supervisor, Program Manager |
| Fundamentals of Supervising HOMEBUILDERS® Programs and Responsive Supervision (4 days) | Supervisor, Program Manager |
| 6-9 months after program start-up or new hire | Implementing Cognitive and Behavioral Interventions (2 days) | Therapist, Supervisor, Program Manager |
| Teaching Skills to Families (1 day) | Therapist, Supervisor, Program Manager |
| ECM Report Running (1-2 hours) | Supervisor, Program Manager, Support Staff |

The following is an explanation of the required HOMEBUILDERS® trainings. Some may occur on an as-needed basis or outside of the first-year training schedule.

**16.** **Core Curriculum**

Before receiving their first case, HOMEBUILDERS® supervisors and therapists must complete the 4-day HOMEBUILDERS® Core Training, as well as two virtual workshops (ECM Data System Training and Part 1 of the HOMEBUILDERS® Client Documentation Training). Typically, enrollment in these initial workshops occurs as soon as supervisors and therapists are hired; new therapists can also attend while they shadow an intervention completed by their supervisor (if the supervisor has already completed the initial training workshops).

This will also include ethical training to cover a variety of ethical dilemmas encountered with in-home services. This training is designed specifically for intensive home-based service providers. Each participant is required to bring a copy of their professional Code of Ethics which is used as a resource during the training.

Learning goals for participants include:

* How to engage and motivate families in the change process.
* Structuring strategies for keeping family members and themselves safe.
* To develop and implement safety plans.
* To conduct a client-directed, holistic assessment of family strengths and problems.
* To use the North Carolina Family Assessment Scale (NCFAS) to organize assessment information, develop goals and evaluate outcomes.
* Strategies for helping clients identify values, strengths, and goals.
* To use the assessment information to develop outcome-based goals.
* To use research-based cognitive/behavioral interventions to help children and families change.
* To identify skills and intervention strategies for helping families achieve their goals.
* To teach skills to families.
* To evaluate progress toward goals.
* To plan for maintenance of changes and successful termination of services.
* To develop goals and service plans.
* To complete required client paperwork and service documentation.

**17.** **motivational interviewing**

Once therapists and supervisors have been providing HOMEBUILDERS® services for approximately 3-4 months, they complete the 3-day workshop on Motivational Interviewing and Relapse Prevention. Learning goals for participants include:

* Engaging clients in services and reducing no-shows.
* Providing adequate supervision of children.
* Learning and using appropriate methods of discipline.
* Willingness to access and utilize treatment for substance abuse/misuse, sexual abuse, mental health, and other concerns.
* Increasing school attendance.
* Following service plans, terms of probation, etc.
* Complying with parental rules and limits.
* Working collaboratively with other service providers.

**18.** **Relapse prevention**

This training occurs with the above Motivational Interviewing.

This workshop introduces evidence-based strategies for addressing and preventing relapse of addictive and other behavioral problems. Based on the work of Alan Marlatt, Ph.D., Michler Bishop, Ph.D., and others, the strategies utilize cognitive/behavioral principles and are congruent with the "Wheel of Change" framework and Motivational Interviewing. Although focused on the principles related to substance use/abuse, the strategies presented also apply well to other types of behavioral and cognitive changes. Participants will receive a variety of tools to use with clients to help them assess their risks, develop individually tailored plans, and implement skills for a more successful future. Learning goals for participants include:

* Identify the predictors of relapse.
* Help clients assess high-risk situations and identify triggers.
* Help clients use cognitive and behavioral coping skills for responding to triggers.
* Help clients challenge their "positive outcome expectancies" for using drugs/alcohol.
* Help clients recognize "apparently irrelevant decisions" affecting relapse.
* Help clients manage lapses and prevent "goal violation effect".
* Help clients develop plans for lifestyle balance and self-care.
* Help clients develop and use tools for self-control.

**19.** **Fundamentals of Supervising HOMEBUILDERS® Intensive Family Preservation Services**

This workshop addresses the multi-faceted roles of family preservation supervisors and managers. The training includes strategies and tools for managing worker and program performance, staff selection and hiring, clinical consultation, preventing staff burnout, and developing community linkages and support. Learning goals for participants include:

* Primary responsibilities of the HOMEBUILDERS®Supervisor.
* To conduct and structure team and individual consultation.
* To work with referring workers to ensure appropriate referrals.
* Staff selection and hiring strategies and processes.
* To manage supervisor and therapist stress and prevent burnout.
* Field training of new staff and ongoing staff development and enhancement.
* To model program values and strategies.
* HOMEBUILDERS® Standards and the supervisory and therapist components.
* HOMEBUILDERS® Fidelity Components and Processes.
* To review and enhance client paperwork and documentation.
* To promote and support the HOMEBUILDERS®model.
* To develop and maintain community relations.

**20.** **Responsive Supervision: Core Competencies**

In addition to completing all the above workshops, HOMEBUILDERS® program managers and supervisors complete 4 days of supervisor training, typically during the first 2-4 months of program operation – once they are more familiar with the model and their shadowing/training responsibilities have decreased.

This workshop is designed for a broad range of supervisors and managers and focuses on the primary roles of the supervisor and implementing processes for providing ongoing feedback to staff, improving staff performance and strategies for handling, and solving employee work problems, and facilitating and improving team coordination and performance. Participants will receive the “S3”, a staff satisfaction survey for providing useful feedback to supervisors and managers, the Catalyst®, a communications tool, and other workshop materials and user manuals. Learning goals for participants include:

* The four primary roles of a supervisor and key supervisory skills.
* Skills of providing positive feedback and performance-based rationales.
* Skills of providing negative/corrective performance feedback and improving individual and team performance.
* Skills of providing negative/corrective feedback to unreceptive staff.
* Skills for handling interpersonal conflicts.
* Skills for preventing staff interpersonal and work-related problem.

**21.** **Implementing Cognitive and Behavioral Strategies with Clients and Teaching Skills to Families**

Roughly 3-4 months after these workshops, supervisors, and therapists complete the 3-day workshop on Cognitive and Behavioral Interventions and Teaching Skills to Families. Program managers are also required to attend all workshops and typically attend at the same time as the supervisors and therapists. Learning goals for participants include:

* Rational Emotive Behavior Therapy (REBT) and other cognitive strategies with families.
* To identify cognitive distortions and when and how to use cognitive interventions.
* To conduct a functional behavioral assessment and develop intervention strategies based on the analysis.
* Positive Behavior Support strategies and interventions.
* To develop and evaluate antecedent and consequence-based interventions.
* To design and use behavioral charts, contract, and reinforcement systems.
* To identify specific skills to teach parents and children based on the functional analysis.
* To use the “Teaching Interaction” to actively teach identified skills.
* To prompt, coach, and reinforce parents’/children's use of new skills.

**22.** **Improving Decision Making Through Critical Thinking**

During their second year, supervisors, therapists, and program managers are required to complete three additional training workshops: Improving Decision Making Through Critical Thinking (2 days), Working with Families with Domestic Violence (2 days), and Ethical Issues in In-home Services. The sequencing of these three workshops varies according to program and staff need. Learning goals for participants include:

* A critical thinking/reflective practice framework for improving decision making.
* How to think critically about assessment, planning, and implementation.
* 18 common “errors in thinking” and their countermeasures.
* How to evaluate their thinking and decision making.
* To assess the influence of their "personal framework" on their work.
* To actively "question" and generate "critical thinking questions" to gather and clarify information.
* How to develop a "Culture of Thoughtfulness" (encourage Critical Thinking) in their organizations.

**23.** **Working with Families with Domestic Violence**

This training is a 2-day training that occurs in the second fiscal year for supervisors, therapists, and program managers. This workshop for home-based therapists and supervisors is based on the curriculum developed by the Institute staff and national experts in the field of domestic violence. The goal of the workshop is to provide participants with a framework for defining and understanding domestic violence, and the tools and skills for assessing domestic violence and developing intervention strategies. Learning goals for participants include:

* To identify domestic violence.
* To understand common reactions to victimization.
* To understand their reactions to victimization.
* To identify helpful responses to victimization.
* The variety of reactions children might have to domestic violence.
* Intervention strategies to use with victims of domestic violence and their children.
* To assess the safety and develop safety plans and options.

**24.** **Client Documentation Paperwork**

This 24-hour training is a series of webinars that will provide details on the documentation specifications for the HOMEBUILDERS® program that will be completed by the therapist. During the initial phase of client work, the therapists and supervisors will also receive support on the documentation from the Institute.

**25.** **Exponent Case Management (ECM) Training - Database Management**

IFD utilizes an electronic client information system called Exponent Case Management (ECM), an application developed by Exponent Partners on the Salesforce platform. HOMEBUILDERS®' services are documented, recorded, and collected. ECM is the platform used to collect and store data and enables the users to evaluate data and adherence to program standards.

**26.** **Workshops/Ongoing Training**

Additional “skills practice” sessions are offered as needed to review and bolster skills obtained in prior workshops. These sessions will be scheduled as needed.

**27. REGIONAL HOMEBUILDERS® TEAM COMPOSITIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| Region | HOMEBUILDERS® Teams | Year 1 # of Families ServedEstimate 14 families per Therapist | Year 2 # of Families ServedEstimate 17 families per Therapist |
| Region 1 | 1 team of 5 therapists 1 supervisor1 program manager | 54 | 85 |
| Region 2 | 1 team of 4 and 1 team of 5 therapists2 supervisors1 program manager | 97 | 153 |
| Region 3 | 2 teams of 5 therapists2 supervisors1 program manager | 108 | 170 |
| Region 4 | 2 teams of 5 therapists2 supervisors1 program manager | 108 | 170 |
| Regions 5 & 7 | 2 teams of 5 therapists2 supervisors1 program manager | 108 | 170 |
| Region 6 | 2 teams of 5 therapists2 supervisors1 program manager | 108 | 170 |
| Total | **11 Teams**54 therapists11 supervisors6 program managers | **583** | **918** |

**Section D – Application Contents and Instructions**

Applications must be typed in Arial 10-point font. Headings and Subheadings must be listed in the same order as described below.

Title Page: List the name of the agency, the name and number of the RFA and the region(s) applying.

Met/ Not Met

## Organization Background

### Cover Letter (one-page limit)

Met/ Not Met

A cover letter on the applicant’s letterhead must accompany the proposal. Include in the cover letter:

* Purpose of the Request
* List the region(s) and counties identified to serve for HOMEBULDERS® (See Appendix B)
* The current physical locations of the agency in the proposed Region(s)
* Name and title of the leader who will fulfill the role of the Program Manager

 **This letter must be signed by the authorized official of the agency.**

### Organizational capacity (two-page limit) (10 Points)

Successful agencies have strong organizational capacity to help achieve their goals, including sound programmatic and fiscal policies and procedures, trained staff, professional development opportunities, staff supervision, engaged board and community stakeholders, sufficient resources, and a data collection and evaluation process. Applicants shall provide details and examples to support the following criteria:

1. State the mission of the agency and how it relates to proposed programming of HOMEBULDERS®.
2. Describe the history of the agency within the community and provide evidence that it has the capacity to serve the target population for HOMEBULDERS®.
3. Agencies shall cover the full geographic area of the region designated in their proposal. Describe how the agency will administer, support, and supervise the proposed services for all counties in the Region.
4. Describe the agency’s experience in working in multiple counties within a regional team model.
5. Within the identified Region, describe how the agency will ensure staff can travel to most family homes within 60 minutes for all counties.

### Organizational commitment (two-page limit) **(**15 Points)

The HOMEBULDERS® model works with children and families who are at imminent risk of entry into foster care. As such, agencies must demonstrate a commitment to the Principles of Family Support Practice; Promoting Protective Factors; and Racial Equity, Diversity, and Inclusion.

1. Identify how the agency will model the Principles of Family Support.
2. Describe how the agency will promote the five protective factors.
3. Describe how the agency affirm and strengthen families’ cultural, racial, and linguistic identities.
4. Describe how the agency’s is creating racial equity and inclusion among its teams, communities, and clients. Provide specific examples.

## Program Model Implementation

### Recruitment and retention (ONE-page limit) (10 Points)

1. Describe the strategies the agency uses to recruit and retain qualified supervisors and direct service staff.
2. Describe the agency’s process for managing turnover of supervisors and direct service staff.

### Local collaboration (two-page limit) (10 Points)

1. Describe how the agency currently collaborates with local organizations and coalitions that focus on child, family, and community well-being, County Department of Social Services (DSS), and/or parent partners.
2. Describe the agency’s strategy in working with County DSS workers within the context of the HOMEBULDERS® model, including ongoing communication around referral criteria and monitoring of utilization.
3. Describe the agency’s experience and strategy in accessing concrete goods and other community supports that would benefit enrolled families.
4. Describe how the agency will help enrolled families build formal and informal support systems.

### Experience in Evidence-based and In-Home Services (ONE-Page Limit) (10 Points)

1. Describe the agency’s experience in implementing evidence-base in-home programs and providing case management services similar to HOMEBULDERS®.
2. Describe specific strategies the agency has implemented to successfully engage and motivate parents to meet their goals within a trauma-informed care model.

### Quality Management (ONE-Page Limit) (15 Points)

1. Describe how the agency uses data to improve service delivery?
2. Describe how the agency will ensure that model fidelity to the HOMEBUILDERS model and their quality enhancement system (QUEST) is maintained. Include details for meeting the following standards:
* HOMEBULDERS® fidelity measures (<http://www.institutefamily.org/pdf/HOMEBUILDERS-Fidelity-Measures-Abridged-3.0.pdf>)
* HOMEBULDERS® standards (<http://www.institutefamily.org/pdf/HOMEBUILDERS-Standards-4-1.pdf>)
1. Describe the agency’s process for collaboratively reviewing data and adjusting program delivery, engagement, and long-term sustainability. Provide specific examples.

### Organizational Challenges (two-Page Limit) (10 Points)

1. Describe the agency’s planning process to implement the HOMEBULDERS® model.
2. Describe the anticipated challenges in implementing the HOMEBULDERS® model and how the agency will address these challenges.
3. Provide a recent example of the agency’s staff navigating a major organization transition.

## Budget and financial management

### Budget Narrative (one-page limit) (6 Points)

1. Ensuring fair and reasonable compensation for staff can help reduce turnover. Describe the process for determining the proposed staff salaries and benefits.
2. Describe how the agency manages finances, develops budgets, submits invoices and contract amendments, and monitors agency and grant spending.
3. Demonstrate how the agency is able to work in a reimbursement model and has the capacity to fund ongoing operations.
4. What types of financial support, organizational capacity, and in-kind resources from both the agency and community partners will contribute to sustainability?

### NC DSS Contractor Package A (5 Points)

# ATTACHMENT A: REGIONAL MAP and COUNTY BY REGION



North Carolina County by Region

| **County Name** | **DSS Region** | **County Name** | **DSS Region** | **County Name** | **DSS Region** | **County Name** | **DSS Region** | **County Name** | **DSS Region** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Buncombe  | 1 | Alexander  | 2 | Alamance  | 3 | Anson  | 4 | Bladen  | 6 |
| Cherokee  | 1 | Alleghany  | 2 | Caswell  | 3 | Cabarrus  | 4 | Brunswick  | 6 |
| Clay  | 1 | Ashe  | 2 | Chatham  | 3 | Harnett  | 4 | Carteret  | 6 |
| Graham  | 1 | Avery  | 2 | Davidson  | 3 | Hoke  | 4 | Columbus  | 6 |
| Haywood  | 1 | Burke  | 2 | Davie  | 3 | Lee  | 4 | Craven  | 6 |
| Henderson  | 1 | Caldwell  | 2 | Durham  | 3 | Mecklenburg  | 4 | Cumberland  | 6 |
| Jackson  | 1 | Catawba  | 2 | Forsyth  | 3 | Montgomery  | 4 | Duplin  | 6 |
| Macon  | 1 | Cleveland  | 2 | Guilford  | 3 | Moore  | 4 | Jones  | 6 |
| Madison  | 1 | Gaston  | 2 | Orange  | 3 | Richmond  | 4 | Lenoir  | 6 |
| Mitchell  | 1 | Iredell  | 2 | Person  | 3 | Robeson  | 4 | New1Hanover  | 6 |
| Polk  | 1 | Lincoln  | 2 | Randolph  | 3 | Rowan  | 4 | Onslow  | 6 |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Swain  | 1 | McDowell  | 2 | Rockingham  | 3 | Scotland  | 4 | Pamlico  | 6 |
| Transylvania  | 1 | Rutherford  | 2 | Stokes  | 3 | Stanly  | 4 | Pender  | 6 |
| Yancey  | 1 | Watauga  | 2 | Surry  | 3 | Union  | 4 | Sampson  | 6 |
|  |  | Wilkes  | 2 | Yadkin  | 3 |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **County Name** | **DSS Region** | **County Name** | **DSS Region** | **County Name** | **DSS Region** | **County Name** | **DSS Region** |
| Edgecombe  | 5 | Northampton  | 5 | Beaufort  | 7 | Hertford  | 7 |
| Franklin  | 5 | Pitt  | 5 | Bertie  | 7 | Hyde  | 7 |
| Granville  | 5 | Vance  | 5 | Camden  | 7 | Martin  | 7 |
| Greene  | 5 | Wake  | 5 | Chowan  | 7 | Pasquotank  | 7 |
| Halifax  | 5 | Warren  | 5 | Currituck  | 7 | Perquimans  | 7 |
| Johnston  | 5 | Wayne  | 5 | Dare  | 7 | Tyrrell  | 7 |
| Nash  | 5 | Wilson  | 5 | Gates  | 7 | Washington  | 7 |

**ATTACHMENT B: NC DSS Contractor Package A**

 NC DSS Contractor Package A, Attachment B, is posted with the RFA on DHHS website.