

**21-SFY-02**  
**Service Coordination Services RFP**  
**Q & A Document**

1. Q: Pg. 7 Section 2.1.A. #1 of the Department Expectations mentions the provider needs to provide a place to maintain communication with referred families when a waiting list exists. Please define what the department means by “place.”

A: The Department is referencing that there be an established waitlist for families waiting to receive this service and that communication would be established with the family and a team leader on the status of where the family is on the waitlist and any changes that occur within the family. In the past, this has occurred during monthly meetings.

2. Q: On Pg. 7 Section 2.1.A. #6 of the Department Expectations mentions that if a family is not receiving FCS services, then communication is to be maintained with an identified team leader. For clarification, if a family is not receiving FCS services, then wouldn't the service coordination case be closed?

A: No, some families come through Family Stability Team or Clark County Family and Children First Council and may not have an open case with the Department.

3. Q: On pg. 9 Section 2.2. #3 of the minimum prior experience requirements mentions “high fidelity service coordination.” What is the department's definition of this, and expectation of services provided?

A: To the Department “high fidelity service coordination” means that a service program is true wraparound service coordination and meet accreditation requirements. The program is evidenced based. This is not a requirement for a chosen proposal, but preference will be given to those that can meet these guidelines.

4. Q: If there are extra costs associated with providing the evidence-based program, is the agency willing to consider paying those extra costs?

A: Depending on what the costs are for; they could be considered.

5. Q: Pg. 17 Section 5.1. Scoring of Proposals Phase I mentions proposers need to affirmatively indicate that they are not on the federal debarment list, and that they are fiscally solvent. How would the Department like this addressed in the proposal?

A: This can be done through a statement in the cover letter and/or where mandatory disclosures are addressed in the proposal.

6. Q: How many estimated youths will be served through this program?

A: Pg. 4 Section 1.2. Agency Mission and Services mentions:

In 2019, approximately 86 Clark County youth received service coordination services. So far in 2020, approximately 75 Clark County youth have received service coordination services.