

Coordinated Family Support Network
Concept Paper
March 29, 2007

A. Program Information

Background

The NYC Department of Health and Mental Hygiene (the Department), Office of Child and Adolescent Services, intends to issue a Request for Proposal to seek: (A) up to five appropriately qualified vendors to establish five Family Resource Centers (FRCs), one in each borough, and (B) one Family Support Liaison Center (FSLC) to offer citywide coordination of, and guidance in, providing family-driven care. Vendors will be asked to submit proposals to operate either (A) an FRC or (B) the FSLC, not both.

The Coordinated Family Support Network will be comprised of five FRCs that will primarily provide family support services directly to families, and one FSLC that will advocate for families' and children's needs on a system level, as well as provide guidance and support to the five FRCs and other child-serving agencies. The FRCs and FSLC will work together collaboratively; however, each vendor will be accountable only to the Department.

This new structure and the services described in the RFP will replace the Department's existing Family Support Service programs and Parent Resource Centers. During the past two years, the Department has engaged in strategic planning efforts to improve NYC's family support services and service delivery, and ensure that they are comprehensive, family-driven, youth-guided, and fully integrated in the continuum of care. The Department has done this with national, state, and local stakeholders, including Parent Advisors, Parent Advocates, program directors of the Parent Resource Centers, family support experts, and the New York State Office of Mental Health. Our findings indicate NYC currently has a model that is not well-integrated into the current mental hygiene delivery system or across child-serving agencies, serves a fraction of the families who are potentially in need, and is fiscally unsustainable. The Department aims to achieve a more coordinated, standardized and sustainable network of services with the following family support model.

(A) Family Resource Centers

The Department anticipates awarding one contract in each borough to provide: family-driven, culturally and linguistically competent, community-based support services in a non-stigmatizing environment for NYC parents and caregivers whose children or adolescents have, or are at risk for developing, emotional and behavioral disorders. Each FRC will hire a team of experienced Family and Youth Advocates who are knowledgeable of and have had direct experience with mental health services. The Department expects each FRC to serve a minimum of 500 families and will work with vendors to develop a more specific number based on the population of children in each borough. FRCs will offer flexible hours to accommodate families' needs.

The goals of the FRCs are to ensure: 1) parents and caregivers of children with emotional and behavioral disorders have access to and receive peer support; 2) youth with emotional and behavioral disorders have access to and receive peer support; 3) families receive the necessary information about and assistance in navigating mental health and other child-serving systems; 4) families are empowered to advocate for their needs; 5) parents/caregivers are able to reduce their stress, strengthen relationships with their children, and maintain their children in the community; 6) families with children in multiple child-serving systems have access to and receive care coordination; and 7) families develop leadership skills to advocate for system reform.

In addition to providing direct services to families, FRCs will conduct community outreach and develop relationships with schools, mental health providers, and other community-based organizations with which FRC families are involved in order to increase awareness of children's mental health and promote family support services. Finally, the five FRCs will be expected to develop a collaborative working relationship with the FSLC described below.

(B) Family Support Liaison Center

The Department anticipates awarding one contract to a vendor to run the Family Support Liaison Center. The vendor will be an established non-profit organization directed and managed by family members who are knowledgeable of, and have experience with, the needs of families whose children and adolescents have or are at risk for developing emotional and behavioral disorders, as well as the NYC and NYS System of Care initiatives (an approach to ensure mental health services are family-focused, planned in a collaborative/coordinated effort, culturally competent, and provided in the least restrictive manner). The role of the FSLC is new to NYC's family support service model and will provide a variety of services citywide to promote family-driven care and facilitate the improvement and coordination of family-driven services throughout the five boroughs. Additionally, the FSLC will be expected to develop a collaborative working relationship with each of the five FRCs.

The FSLC's goals are to ensure: 1) the needs and concerns of NYC families are represented and advocated for on a systems level; 2) system reform in the mental health system and collaboration with other child-serving agencies; 3) promotion and coordination of family-driven services through a collaborative working relationship with the FRCs, so that each FRC receives the necessary guidance/assistance to provide family-driven, youth-guided, strength-based, and easily accessible services; 4) families are full partners in all levels of decision making (program, management, and policy) regarding how best to meet the needs of and deliver services to children and their families; 5) Family and Youth Advocates receive the necessary training to fulfill their roles and responsibilities within the FRC; and 6) an increase in awareness and decrease in stigma surrounding children's mental health.

B. Proposal Evaluation

The Department's evaluation committee will evaluate and rate all responsive proposals based on the evaluation criteria set forth in the RFP: demonstrated quantity and quality of successful relevant experience; demonstrated level of organizational capability; and quality of proposed approach.

C. Anticipated Contract Term

It is anticipated that the term of the contracts awarded from this RFP will be for an initial period of up to three years, and will include two (2) three-year options to renew, for a maximum of nine years, pending the availability of funding. The Department reserves the right, prior to contract award, to determine the length of the initial contract term and each option to renew, if any.

D. Anticipated Procurement Timeline

It is anticipated that the RFP will be released in May 2007, and that the deadline for receipt of proposals will be approximately four weeks later. A non-mandatory (but suggested) pre-proposal conference will be held approximately two weeks after the RFP release date. It is anticipated that contractors will be selected by July, 2007. The contract start date will be April 1, 2008.

E. Funding Information

It is anticipated that the maximum available funding for the five FRCs will be \$3,237,680, to be distributed to each borough based on the borough's child and adolescent population, as well as \$250,000 for the FSLC.

F. Contractor Performance Reporting Requirements

Each FRC provider will be required to submit to the Department a quarterly report detailing: 1) the services provided and how they were provided to meet the goals/objectives set forth in the RFP; 2) the outcomes of those services; and 3) the collaboration and networks the FRC developed with the Family Support Liaison Center, schools, committees, organizations of its respective borough, and the other borough-based FRCs. Level of Service reports in compliance with Department standards will also be submitted. The Family Support Liaison Center will be required to submit to the Department quarterly reports documenting the deliverables and services provided. Information regarding goals and deliverables, as well as the proper documentation, will be detailed in the RFP.

G. Questions/Comments

All comments regarding this concept paper must be received in the Office of the Agency Chief Contracting Officer by April 30, 2007. Comments should be sent to:

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