



County of Roanoke

FINANCE DEPARTMENT

Purchasing Division

Dawn M. Rago, Buyer

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5204 Bernard Drive SW, Suite 300F

Roanoke, VA 24018

(540) 283-8150

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August 16, 2017

REQUEST FOR PROPOSALS

RFP # 2018-010

for

Specialized Foster Care Support Service

Sealed Proposals Due:

August 30, 2017

3:00 PM

(Local Prevailing Time)

One (1) unbound original

6 bound complete copies

One (1) electronic copy (USB preferred)

RFP # 2018-010
Specialized Foster Care Support Service

GENERAL INFORMATION

Roanoke County on behalf of Roanoke County Social Services, the City of Roanoke Social Services, and the City of Salem Social Services is seeking proposals from qualified vendors to provide Specialized Foster Care Support Service. It is the intention of Roanoke County to award a one (1) year contract with the option of four (4) one (1) year renewals.

One unbound original, 2018-010 Specialized Foster Care Services bound complete copies and one electronic copy (CD/DVD preferred) of the proposals, in a sealed envelope/package, will be received at and until **August 30, 2017 at 3:00 PM (local prevailing time)**, in the Roanoke County Purchasing Division at 5204 Bernard Drive, Suite 300F, Roanoke, Virginia 24018. NO faxed proposals will be accepted. It is the responsibility of the Offeror to ensure that its proposal is received in the Purchasing Division by the above date and time. Any proposal received after the above time and/or date will be returned to the Offeror unopened. Your response must be submitted in a sealed envelope/package, clearly marked "**RFP #2018-010 Specialized Foster Care Support Service**" on the outside of the envelope/package. The Offeror assumes responsibility for having its proposal delivered on time at the place specified. An agent of the Offeror authorized to make financial and delivery commitments must sign the proposal. As this is a formal, sealed Request for Proposal no information regarding the contents of the proposal or the identity of the Offerors will be discussed until after the negotiation process.

Roanoke County shall provide the mechanism for the evaluation of all information received. Roanoke County reserves the right to make the final determination of responsible Offerors and to waive informalities and/or irregularities and to accept or reject any or all offers. Proposals shall be as thorough and detailed as possible so that the County may properly evaluate the capabilities of the Offeror to provide the required services. It is not the intent of the specifications to be proprietary, or to exclude any individual, business or firm.

RFP QUESTIONS:

Any inquiries regarding submittal of proposal or any questions concerning specifications must be in writing and sent via mail, fax or email to:

Dawn M. Rago, Buyer Phone: (540) 283-8150
5204 Bernard Drive SW, Suite 300F Fax: (540) 561-2827
Roanoke, VA 24018
Email: drag0@roanokecountyva.gov

Written responses, including any questions will be provided on our Purchasing Website in the form of an Addendum. It is the responsibility of the Offeror to periodically check our website for any addendum or sign up for County Email Notification. Questions received within five (5) days of the proposal closing date will be attempted to be answered, but will not be reason to delay the closing time of the proposals.

NO CONTACT POLICY

After the date and time established for receipt of proposals by the County, any contact initiated by any Offeror with any County representative, other than the purchasing representative listed herein, concerning this request for proposals is prohibited. Any such unauthorized contact may cause disqualification of the Offeror from this procurement transaction.

Roanoke County and this RFP solicit participation from minority-owned businesses.

VISION, MISSION, POPULATION, AND SERVICES:

VISION: The main goal of any foster care program is to temporarily provide a safe, nurturing environment for children who cannot live at home because of identified risk. Ideally, foster care attempts to assist children to achieve at least the minimum standard of life that meets all the basic human needs (i.e. food, safety, clothing, shelter) and provides security, good health, and equitable educational and occupational opportunities and outcomes.

Historically, Roanoke's children who needed more intensive, therapeutic environments because of their emotional and behavioral problems were often placed in a variety of private therapeutic foster care agencies. While we continue to see a great need for these agencies it is our intent to develop a highly effective internal therapeutic, or "specialized foster care" program that will eventually decrease our dependency on private therapeutic agencies. Only resource families with significant potential for success will be selected for this program. They will be given advanced training in the general skills required to care for severely emotionally, behaviorally disturbed and medically fragile children as well as (when appropriate) specific training geared to meet the needs of the child placed in their home.

Each child placed in the program is assigned a STARS Support Worker who works closely with the STARS Foster Parents. Service providers participate in the treatment of each foster child, work closely with the child, the Foster Parents and the rest of the treatment team; they utilize a treatment protocol specially designed for specialized resource families. The entire service array of children's mental health services, including but not limited to psychiatric services, short-term inpatient hospitalization, psychotherapy, therapeutic day treatment and respite care are coordinated and wrapped around the child, and the specialized Foster Family according to the need.

In addition, each STARS Foster Family has access to a clinician to meet the unique and changing needs of the specialized Foster Family itself; with facilitated support groups, ongoing counseling opportunities and regular clinical re-assessment integrated fully into the program. This resource is a part of every STARS placement in order to provide informed support to the families as well as provide for increased placement stability, success and Foster Family longevity.

MISSION: STARS is a least restrictive, community-based program for children whose special needs can be met through services delivered primarily by trained Foster Parents working in full partnership with the child, the child's family of origin and all other persons on the treatment

team. Support from all team members allows the child to benefit from a home environment and community-based setting while receiving intensive treatment and clinical services. All children placed in the specialized program should be continually evaluated to determine his/her continued need for intensive services.

The following are specific philosophy statements, which guide the specialized program:

- All services provided are family-oriented and community based for children and youth with emotional disturbances that lead to significant behaviors that must be addressed in a therapeutic setting.
- All children and their families have unique strengths and needs, and planning with them in mind builds upon their strengths in helping to meet their needs.
- All children and their families shall be treated as partners in the planning and delivery of services.
- All specialized Foster Parents shall be treated as partners in the planning and delivery of services for the children and families they serve.
- A healthy relationship between the specialized Foster Parents, the child(ren) in their care and the children's/youth's family of origin is a key element to the overall effectiveness of the specialized treatment program.
- The supportive family setting offered through the specialized program is a vital part of positive intervention with the child(ren) and is a key ingredient to successful outcomes in treatment.
- The family systems approach focuses on how interactions between all family members affect the behavior of individual family members. It should always be considered that all interventions with families and children in care are interrelated in achieving lasting outcomes for permanency.
- STARS affirms the use of an individualized behavior management plan, based on rewards, assessing the antecedent of the behavior and recognizing that most behavior is driven by needs. "Behavior is Communication."
- STARS shall be sensitive to cultural differences and special needs. Services shall be provided in a manner that respects these differences and attends to these needs. All placements shall adhere to the Multi-Ethnic Placement Act (MEPA) and shall not impede permanency for any child or youth.
- Services should be child-centered and family focused, with the needs of the child and family dictating the types and array of services provided.
- Children with emotional disturbance and behavioral issues should receive services that are integrated, with linkages between child-serving agencies, programs and mechanisms for planning, developing and coordinating services.
- Children with emotional disturbance and behavioral issues should receive services in the least restrictive, most normative environment that is clinically appropriate.
- Children with emotional and behavioral issues should receive individualized services in accordance with the unique needs and potentials of each child, and guided by an individualized service plan.

POPULATION:

STARS is a specialized foster care program that specifically trains Foster Parents to work with children who have more severe emotional, medical and/or behavioral needs than children placed in traditional resource homes. Foster Parents are a valued member of the treatment team. They are recognized as the primary provider of care. They are selected carefully, and

receive intensive screening and training prior to placements. STARS provides year round in-service training to our Foster Parents. The STARS program is designed to provide a community based comprehensive spectrum of services organized into a coordinated network to meet the multiple and changing needs of children/youth with emotional and behavioral disorders and his/her families. The STARS program contracts with other agencies to coordinate services approved in the Individualized Service Plan (ISP) to meet the needs of the child and family of origin.

Purpose and Objectives

STARS is designed to provide experiences and conditions that enhance social and emotional maturation, protect the child from further risk and mediate problems that previously interfered with healthy development; thereby helping the child to become a healthy and productive member of their community by utilizing community-based services.

A: Essential Core Components for the youth:

- Daily structure and support
- Individualized service plan and services
- Consistent teaching-orientated non-physical discipline, counseling and psychiatric consultation and medication management, as appropriate.

B: Essential Core Components for specialized Foster Parents:

- Therapeutic support group with a LCSW or LPC and individual therapy on a schedule mutually determined between the therapist and Foster Parents
- Family treatment with strong skills focus, instruction in behavior management methods
- Regular home visits by specialized STARS support worker
- Ongoing trainings,
- Access to 24 hour on-call support services for crisis intervention.

Qualifications and selection of STARS Foster Parent: Specialized Foster Parent selection is a process which begins at the time of the initial recruitment and extends through orientation, training and re-evaluation. Specialized Foster Parents are selected, in part, based on their acceptance of the program's treatment philosophy and their ability to put into practice the intense level of involvement with families, providers, children and the child welfare system required by the program. They understand their specialized resource functions and the impact of those functions on their family life. Specialized Foster Parents need to be willing to carry out all tasks specified in their roles and responsibilities, including working directly and in a supportive fashion with the families of children placed in their homes.

In selection of prospective specialized Foster Parents, several important qualities should be sought. These may include, but are not limited to, commitment, positive attitude, willingness and ability to implement individual service plans and follow the program's treatment philosophy, enjoyment of challenging children, flexibility, patience, and the ability to adjust expectations concerning achievement and progress to children's individual needs and capabilities. Specialized Foster Parents need to approach work with a child as a family commitment with unconditional care, informing their own family of the nature of the STARS program. Specialized resource families shall be financially stable and shall demonstrate emotional stability individually and as a family unit. Specialized Foster Parents shall have access to an identified reliable back up network of support, in addition to the professional support provided by the approving agency. This support must be documented in the Foster

Parent record. Specialized Foster Parent selection shall also apply to those specialized Foster Parents who provide respite only and shall include at a minimum the following:

Approval/Certification: All specialized Foster Parents shall be subject to the same minimum standards as traditional Foster Parents as outlined in the state provider guidance manual with additional requirements as outlined by this STARS program guide. A home must be approved as Roanoke City or County home before they can proceed with the STARS approval process. Additional criteria includes a demonstrated history of successful fostering, completion of STARS pre-service orientation, 1 to 3 references which includes recommendations from DSS family services specialists (FSS), and an assessment by the STARS Therapist. A program manager will compile a summary addressing these requirements, and verification each family received this program guide and reviewed and agreed to the requirements of the program. This information will be presented to the STARS Administration Team for approval. Once accepted as a candidate each parent is required to participate in 12 hours of training. Upon completion of the training the home will be approved and an approval letter and certificate will be sent to the family. The STARS Therapist's Foster Family Assessment shall be completed annually and also documented in the file as part of the STARS approval/re-approval process. A history of the family should be in-depth and complete. No child will be placed into a specialized home until the application and approval process is complete, including receipt of the criminal history of each adult over the age of 18.

Checks and References: Criminal records checks and a child central registry child abuse and neglect clearance shall be completed for each adult 18 and older in the home. One to three non-relative references shall be collected and evaluated by the program manager on each specialized Foster Family prior to their approval. If a prospective specialized Foster Parent has served previously as an approved Foster Parent for another agency, references and (if possible) a copy of the home study shall be obtained from that agency as well.

Language: At least one specialized Foster Parent shall demonstrate sufficient and effective communication in the language of the child in their care at the time of placement, and there shall be a specific plan to meet a proficient level of communication, including interpretation as needed. At least one specialized Foster Parent must demonstrate effective communication in the language of the program treatment team with which they work.

Cultural Competency: Specialized Foster Parents must be willing to become cross-culturally competent and able to understand the importance of cultural issues in planning for children, youth and families. Culture is not simply ethnicity but can include valid and consequential religious, generational, gender, disability and regional considerations.

Health: The physical health of the specialized Foster Parents shall be adequate to provide for the child's needs as evidenced by a physician's statement to that effect. Specialized Foster Parents must meet the health requirements of the Minimum Standards for Foster Family Homes.

Transportation: Specialized Foster Parents shall have access to reliable transportation. If using a car, the owner shall have documented ownership of liability insurance as required by the State and each legal driver shall have a valid driver's license. The specialized Foster Parent is primarily responsible for transportation for a child in their care. (Mileage

reimbursement will not be provided.) Each person responsible for transporting the children in foster care must have a good driving record as described in each locality's policy.

Discipline: Specialized Foster Parents shall not employ corporal punishment with children placed in their care. They must also adhere to all applicable local DSS policies. A signed statement by specialized Foster Parents regarding discipline must be placed in the family record to serve as documentation. It is expected that parents who are approved for the specialized program will use other discipline strategies than corporal punishment with their own children as well. Specialized Foster Parents' input will be sought and integrated into developing behavior management plans for all foster children in their care.

Physical Environment: Specialized resource homes shall meet the Minimum Standards for Foster Family Homes. The specialized resource home shall provide each child a separate bed and private space for their personal belongings. Each home shall have a working telephone.

Employment: Specialized Foster Parents may be employed outside the program. It is preferable, but not necessarily required unless for a special situation, that one parent is present in the home at all times. There must be a minimum level of flexibility in their employment position to enable them to meet a child's planned and emergency needs, e.g. school conferences, doctor's appointments etc. The Foster Parent must have a prepared plan for emergency coverage in the event of school suspension or illness. **Ultimately, it is the Foster Parent(s) responsibility to make suitable arrangements for his/her foster child and they must have a prepared plan for emergency coverage.** Specialized Foster Parents must be aware that the need for flexibility in their work schedule could be significant. It is not allowed for specialized Foster Parents to provide paid daycare or night care in their home due to safety concerns.

STARS Home Capacity: Given the challenging nature of the children served in the specialized program and the intensity of the services required, the number of foster children placed in each specialized home shall be limited to three; or a larger sibling group with no more than three of the siblings in specialized foster care status; or a minor parent and child. Any deviation to the rule must be approved by the Program Manager.

Specific Supports for Specialized Foster Families:

Training for specialized Foster Parents: Training shall be consistent with the program's treatment philosophy and methods and shall equip Foster Parents to carry out their responsibilities as skilled agents of the treatment process. At minimum, all Foster Parents (including both partners of a couple) must meet the training requirements. Each Foster Parent must attend a minimum of 20 hours of new trainings annually to maintain their status as specialized Foster Parents. Up to 10 hours of traditional Foster Family trainings can be accepted annually at the program manager's discretion. Clinical-level trainings are often available in our community and should be accessed to fulfill the specialized Foster Parent training requirement. Attendance in the STARS Support Group shall account for no more than 5 of the required specialized training hours, at the clinical level. Specialized resource families shall have access to traditional trainings sponsored by both Roanoke County/Salem and Roanoke City localities.

- **Pre-Service Training:** Prior to the placement of any child(ren) in their homes, all specialized Foster Parents shall satisfactorily complete the PRIDE training and must

also meet the additional training requirements for the specialized program orientation and 12 hours of clinical training for specialized Foster Parents' skill development. Foster Parents previously approved through another agency that have already completed the PRIDE training may not have to re-take PRIDE, as long as they are able to provide recent documentation of completion and/or re-certifications. Orientation to STARS is a mandatory pre-service component of the specialized program and cannot be waived.

- **In-Service Training:** In-service training shall emphasize skill development and mastery as well as knowledge acquisition, and may include a variety of formats and procedures. Clinical-level in-service training can be provided via STARS Program, endorsed by the STARS staff prior to completion or pre-approval can be requested for alternate means of training to meet STARS program goals. Additional training hours might be necessary, to meet the needs of a specific child. Training hours that are not pre-approved for STARS in-service may not be accepted by the program manager. CPR, First Aid and other certification-type trainings can only be counted up to 10 hours annually, and will be accepted at the program manager's discretion. Trainings offered at the level of traditional resource homes can only count up to a maximum of 10 hours, or ½ the total in-service training required annually. 10 hours of training or more must be at a clinical level (as approved by the STARS program manager) each year.

Information disclosure: All available information on a child that is to be placed within the specialized program shall be shared with a prospective Foster Family prior to a specialized placement. Staff shall discuss with the prospective Foster Parents the child's and family's strengths and assets, potential problems and needs, and the initial intervention strategies for addressing these targets. As full treatment team members, Foster Parents must have access to full disclosure of factual information concerning the children placed in their homes. With this access goes the responsibility to maintain agency standards of confidentiality regarding such information. Exceptions to full disclosure are specified by Virginia Code, such as client/patient confidentiality.

Respite: Foster Parents shall have access to both planned and crisis respite care for children placed in their homes. This respite should occur in homes which have been selected and trained according to the standards for specialized Foster Parents as outlined in this document, but in some cases a traditional Foster Family may be utilized with Program Manager approval. Respite providers shall be informed of the child's ISP and will be supported in their implementation of the plan. Specialized Foster Parents shall serve as a respite resource for other specialized Foster Parents in the program whenever possible. Each Foster Parent will be allowed up to 10 days every 6 month period (Jan-June / July –Dec), in 1 - 10 day increments, per child in placement unless otherwise pre-approved; which will be provided at no reduction in pay to the Foster Parent. STARS respite days will only be taken in ten day increments or less. Any respite for longer than ten days, unless provided as a result of a Foster Parent's temporary incapacity, may be considered a placement change. A specialized resource home may provide respite care for a child only with permission of the program manager. When requesting planned respite care, Foster Parents shall inform their DSS Family Service Specialist no less than two weeks in advance to allow ample time to obtain approval and identify an appropriate respite provider. When respite is complete, the specialized Foster Parent must sign the Respite Invoice before reimbursement can be processed. Respite is reimbursed at the rate of \$50/day unless other arrangements have been made. Regular and planned use of respite is encouraged to support healthy attachment experiences as well as to encourage appropriate self-care for our specialized resource families.

Counseling: Specialized Foster Parents and their own children shall have access to counseling and therapeutic services to address personal issues or needs caused or complicated by their duties as specialized Foster Parents. Such issues may include: marital stress, abuse of their own children (by a child placed in the home), disruption of extended family dynamics, disappointed expectations, personality clashes with other team members, becoming triangulated with family of origin, etc. Each specialized Foster Parent will meet annually with a licensed counselor to determine the level and need for more regular meetings. This is an essential and mandatory component of the program. The assigned FSS, program manager, and STARS support staff can refer a family to the clinician when a need for additional support is identified.

Support Network: The program shall facilitate the creation of formal and informal support networks for its Foster Parents, such as the specialized Foster Parent support group. All Foster Parents are expected to attend on a regular basis. Support groups and other trainings provide Foster Parents the opportunity to connect with other parents and earn up to 5 clinical training hours to maintain status as a specialized Foster Parent.

STARS Program Implementation

Children, Youth and Families: STARS exists to serve children whose special emotional needs lead to behaviors that, in the absence of such programs, would put them at risk of placement into restrictive residential treatment programs or treatment foster care. Commonly, a youth referred to STARS will have a DSM-V Axis I diagnosis, as documented by a current psychological or psychiatric evaluation within 24 months; however, it is not the sole placement criterion into the program. STARS also aims to serve the families of the children that are placed within the program, supporting child-family relationships consistent with the permanency goals outlined in the family's plan. Children and youth in STARS placements and their families have a right to services designed to promote self-sufficiency. Services to children and youth should target not only remediation of specific referral needs but also address their needs in all the major developmental domains associated with successful self-sufficient living in our community. Children and their families have the right to participate in decisions about what and how services will be provided to them. These rights begin prior to the child's formal placement into a STARS resource home, continue through their direct involvement in treatment and other services while in the program, and extend into the period following specialized placement. Specifically they include the following:

Placement and Support Services: Children and their families have the right to receive all supportive services as well as all other services identified in the ISP, FPM (Family Partnership Meeting), IFSP (individual family service plan) and foster care service plan. The family of origin should be adequately prepared for the child's placement into a resource home and when possible, will be a part of the placement decision. The child will be matched with the Foster Family which best meets their needs and will receive support to maintain and enhance their relationship with the Foster Family and their own family of origin.

Pre-placement: Children in a treatment foster care or specialized resource home placement in need of another specialized resource home placement should have at least one overnight visit with the prospective specialized Foster Family prior to being moved whenever possible. The families of children to be placed should have the opportunity to meet with their child's

prospective specialized Foster Parents prior to the placement whenever possible and appropriate.

Placement decisions: Children and their families shall be consulted as to their preference for placement with specific specialized Foster Parents whenever possible and appropriate.

Matching: Placement shall be made after a careful consideration of how well the prospective specialized Foster Family will meet the child's needs and preferences. Additional resources may be necessary for the Foster Family to best meet a child's needs. Important matching variables include, but are not limited to: the current composition of the specialized resource home, proximity to the child's family of origin, local availability and access to needed supportive resources, Foster Parents' skills, family contact expectations, and ease of access to any existing or individualized services for the child and/or family of origin.

Child's access to agency staff: Foster children shall have access to designated staff at all times to discuss concerns including any problems they are experiencing in or with their specialized Foster Family placement. Agency staff shall provide regular face to face contact alone with each child, per policy.

Child-family contact/relationship: Foster children shall have access to regular contact with their families as described in the local DSS policies regarding visitation, mail and telephone contact as appropriate for each child's needs. The agency and specialized Foster Parent shall work to actively support and enhance child-family relationships.

Rights of children and youth in STARS: Children in a specialized resource home have the same rights as all foster children including the right to privacy, to humane treatment, to adequate shelter, clothing, nutrition, essential personal care items and allowances, access to religious worship services of their (and their family of origin's) choice, access to counsel and the courts, access to family members, freedom from excessive medication, freedom from unnecessary seclusion and restraint, and advocacy services.

Recruitment: Successful specialized Foster Parents are often the very best avenue to identify and recruit other potentially successful specialized Foster Parents. To provide tangible support to our specialized Foster Parents who actively invest in our program through recruitment; STARS will provide a \$250 referral bonus to any STARS Family (1 per home that is referred) whose referral home completes STARS training and joins the STARS Program.

Roles and Responsibilities

Foster Parent Role: The role of the specialized Foster Parent is central to the success in the specialized therapeutic treatment model. Specialized Foster Parents are viewed as colleagues and team members by all staff. They serve as in-home treatment agents, implementing strategies specified in a child's treatment plan(s). Prospective specialized Foster Parents shall be provided with a manual describing their duties, clearly detailing their role and responsibilities prior to their approval into the program. This resource guide fulfills that requirement.

The Treatment Role: Specialized Foster Parents are integral members of a professional treatment team. They are expected to function independently and cooperatively with their local DSS and other professionals. They are asked and expected to perform tasks which are central

to the therapeutic process in a manner consistent with the IFSP and the child's treatment plan(s) (ISP). In addition to their basic Foster Parenting responsibilities, specialized parents perform the following tasks and functions: treatment planning, implementation, treatment team meetings, record keeping, facilitating appropriate contact with child's family of origin, permanency planning assistance, community relations, advocacy and other duties as appropriate.

Treatment Planning: Specialized Foster Parents and the child's family of origin contribute vital input based upon their knowledge and observations of the child in the home setting, and they shall be considered as partners in the planning process. Clear, consistent documentation is crucial to ensuring the effectiveness of specialized Foster Parents' input. The required reports and documentation are included in the appendix of this manual.

Treatment Implementation: Specialized Foster Parents shall assume primary responsibility for implementing the in-home treatment strategies specified in the child's ISP and authorized by FAPT (Family Assessment and Planning Team).

Treatment Team Meetings: Specialized Foster Parents shall work cooperatively with the other treatment team members under the leadership of the assigned STARS support worker and shall attend team meetings, training sessions, FPM's and other gatherings required by the program or by the child's treatment plan.

Record Keeping: In order to allow tracking and evaluation of services provided in the specialized resource home and of the agency's program as a whole, the specialized Foster Parents shall systematically record information and document activities. The specialized Foster Parent shall keep a systematic and descriptive record of the child's behavior and progress in targeted areas at least weekly and preferably on a daily basis. Forms are provided for this purpose in the Appendix Section at the back of this manual.

Contact with Child's family: The STARS support contract agency in partnership with the local DSS will support and encourage the child to maintain connections with his/her family of origin and will actively support and enhance these relationships as outlined in the ISP. The DSS Family Service Specialist and supervisor shall determine if there are safety issues that must be addressed in maintaining connections through visitation. Absent safety concerns, regular visitation facilitated/supervised by the specialized Foster Parent is expected.

Permanency Planning Assistance: Specialized Foster Parents shall assist with efforts specified by the ISP, IFSP, and foster care plan to meet the child's permanency goals. Such efforts may include emotional support, coaching and modeling of effective child behavior management and other therapeutic interventions to the child's family of origin, as well as the provision of support to the family of origin and child when appropriate.

Community Relations: Specialized Foster Parents shall develop and maintain positive working relationships with service providers in the community, e.g. schools, departments of recreation, social service agencies, mental health programs and other professionals.

Advocacy: Specialized Foster Parents, in conjunction with the STARS support worker and other staff, shall advocate on behalf of the child to achieve the goals identified in the child's ISP and the IFSP to obtain educational, vocational, medical and other services needed to

implement and to assure full access to the provision of services to which the child is legally entitled.

Confidentiality: Specialized Foster Parents must understand and agree that in the course of their service as a STARS family that all information revealed to them regarding the children placed in their care is privileged information and subject to all state and federal laws, which protect the rights of children in foster care and their families. Specialized Foster Parents will understand the ethical, professional, and legal obligation to protect the confidentiality of all children in foster care. They also agree to maintain confidentiality with respect to information learned about the families of children being served by the program. STARS Foster Parents understand that any breach of confidentiality may result in suspension, denial of approval or immediate revocation of approval as a resource or respite provider home and that they will be subject to state and/or federal regulations and laws which includes legal consequences.

Social Media, Pictures, etc: While we understand the importance of including the child(ren) in your family and community as much as possible, it is understood by the STARS Foster Parents that good judgment must be exercised and that identifying information regarding the children may not be posted on any social media site (Facebook, Twitter, Instagram etc.). Children can appear in family Holiday cards, school pictures, team pictures as long as they are not identified as foster children. The program asks that you be mindful and protective of the child(ren)'s and family of origin's information and preferences, particularly the fact that they are foster children and last names, family names, and other circumstances must be omitted.

STARS Parents' Responsibilities:

To the local DSS:

- Follow the specific provisions of the resource home agreement between the parent, local DSS and the foster child.
- Assist in development of the ISP and assume primary responsibility for implementing in-home treatment strategies.
- Participate in treatment team meetings, counseling sessions, family therapy, FPM's, FAPT meetings, school meetings, parent teacher conferences, school plays and/or any extra-curricular activities, and court reviews.
- Respond immediately to medical and psychiatric emergencies, notifying the local DSS and the STARS support worker of any injuries, abuse, illegal or dangerous actions or any other incidents that affect the safety and security of the child.
- Prior to administering any newly prescribed medication or medication change, keep in mind that the local DSS Director or designee has to give consent for all medical procedures and prescribed medications.
- When psychotropic medications are recommended by a physician, they should be used in conjunction with other interventions and approved by the local DSS.
- Foster Parents shall be trained to monitor side effects of any prescribed medication used for treatment of the child in their care.
- Refer to pages 30-1 for more information about psychotropic medication.
- Keep the agency informed of problems and progress of the foster child, including immediate notification if youth runs away.
- Be familiar with and utilize support services and local DSS on call emergency procedures when necessary.

- Keep the agency informed in a timely manner of changes in your home including deaths or departure of immediate family members, additions to family, reasonable notification before vacations, upcoming changes in address and phone number, etc.
- Attend in-service training and other required trainings. Turn in required monthly reports, medication log (if applicable) and any other paperwork in a timely manner. Foster Parents are expected to send in their monthly reports by the 6th of every month. It is strongly encouraged that all Foster Parents type their reports.
- Attend support group meetings and other appointments scheduled with the STARS Therapist.
- Arrange transportation for the child to school activities, recreational and extracurricular activities, counseling, medical, dental and all other necessary and recurring appointments.
- Inform the agency immediately of any over payments made. Failure to do so may result in recovery actions by the local DSS.

To the child:

- Provide a safe and comfortable environment for the youth to live in with a separate bed and place for his/her belongings.
- Participate in any plan for permanency for the child. Participating in the plan includes supporting contact with the family of origin in almost all cases.
- Assist the child in maintaining contact with family of origin and relatives and in enhancing these relationships unless indicated otherwise by the treatment team, FPM or court action.
- Keep background information and current functioning of the child confidential.
- Work constructively with school teachers, therapists and other community officials, and advocate on the child's behalf for services.
- Ensure developmentally-appropriate supervision of foster children, at a level necessary for the child's individual needs.
- All children placed in a specialized home are expected to be treated equally, and integrated into the specialized Foster Family system.
- Teach independent living skills that will assist the youth in becoming self-sufficient, when developmentally appropriate.
- Maintain a record (Life Book) for the youth of his/her time in care, developmental milestones, photographs, report cards, etc.
- Help the youth through the grieving and adjustment process that accompanies removal from his/her own home and placement.
- Help the youth maintain a realistic relationship with his/her family of origin through cooperation with visitation.
- Provide consistent and realistic discipline and guidance that is age/developmentally appropriate and does not involve corporal punishment.
- Give 30 days' written notice when requesting removal of a child, and participate in efforts to stabilize a placement when necessitated.

To the family of origin:

- Cooperate with visitation and assist the family of origin by allowing time with the child and providing appropriate support during transition.
- Model appropriate parenting techniques and share successful strategies.
- Consider a mentoring relationship with the family of origin.

- Acknowledge parents' expertise on their children and gain understanding of child(ren) and their needs from bio-parents and other family members.
- Assist in coordination of family contact with local DSS Family Services Specialist's guidance (this may include extended family and/or additional types of contact beyond face to face visits, i.e. email, phone, letters).
- Maintain positive messages of the family of origin to the child/ren.
- Share pictures, report cards, milestones etc. with the family of origin.

To the Foster Parent's own family:

- Discuss openly with all members, the decision to foster, to allow appropriate participation in decision to accept a particular child.
- Make every effort to maintain usual lifestyle and relationships while providing foster care, including private time with own family members.
- Help all members understand the impact a foster child may have on family routine, etc.
- Prepare all members for the arrival of foster children, including discussion of the foster child's special needs.
- Help the child maintain a realistic perception and attitude towards his/her family of origin.
- Utilize the STARS Therapist position to access individualized supports for the Foster Family.

VEMAT:

The Virginia Enhanced Maintenance Assessment Tool (VEMAT) was designed to assess children's needs for additional daily supervision. It was created as part of a collaborative effort by public and private foster care agencies in Virginia who adhere to the Virginia Department of Social Services Children's Services Practice Model. The Practice Model states the belief in a "...family, child, and youth-driven practice." One important purpose of the VEMAT is to determine the financial support to be provided to foster, adoptive and Foster Parents, based on the needs of the child. VEMATs must be completed on children/youth in STARS homes within 60 days of placement.

The VEMAT Interview is a tool to assess child needs from a caregiving perspective. It emphasizes a strength-based approach to interviewing and is guided by the themes contained in the VEMAT as they relate to children's behavioral, emotional and physical/personal care needs. The interview is meant to be an aid to gathering information from all reasonably accessible sources that could well include all current/recent service providers who have recent knowledge of the child's characteristics, along with immediate and extended family members. The VEMAT may also be informed from written documentation such as social histories, professional evaluations and the Child and Adolescent Needs Assessment (CANS).

Participants required to be present in order to hold the VEMAT:

- Rater
- Child's LDSS worker
- Foster Parent

The VEMAT will consist of, but is not limited to: the trained rater, the child's LDSS worker, the STARS support worker, Foster Parent, any service providers that have knowledge of the child, immediate and extended family members.

The enhanced maintenance rate begins on the first day of the subsequent month after the assessment is completed.

Examples:

1. If a VEMAT is completed on June 21, the prior rate is in effect until June 30. The VEMAT rate will begin July 1.
2. If a VEMAT is completed July 1, the prior rate is in effect until July 31. The VEMAT rate will begin August 1.

*If a child moves resource homes, the VEMAT rate will follow that child, unless a review of the needs is needed.

Foster Parents may request a reassessment if the child's circumstances have changed. They must provide four (4) or more weeks of clearly documented increases or decreases in behaviors.

SERVICES:

The usage and development of the STARS program shall remain the responsibility of each local DSS to monitor and implement policies and procedures. Children in foster care with the goal of reunification placed in the STARS program, and their families, shall be included in all aspects of planning and treatment as a full partner. The Program Manager, STARS Support Worker and DSS Family Service Specialist should ensure that coordination of services and treatment team meetings occur at least every three months. All children considered for STARS placement shall receive an initial assessment to determine their level of need, enhanced maintenance payment amount and a psychological assessment by a contracted provider. All children placed in STARS program shall meet the eligibility criteria of seriously emotional disturbed and/or have a serious medical condition and be assigned a STARS support worker; any variance from the standard shall be documented. Any other services recommended will be determined based on the child's emotional and behavioral need.

STARS shall work with the STARS support contract agency to provide support and clinical services to ensure that the children's emotional and behavioral needs are being met in a therapeutic setting. The agency shall understand the therapeutic foster care concept, social services process, and the foster care system overall. The agency shall demonstrate in depth knowledge of at risk children and their families, legal issues, Foster Family rules, philosophy and characteristics of the system of care, and STARS program policy and procedures. The agency will be tasked to work collaboratively with the DSS Family Service Specialist and others involve in ensuring a seamless process of services delivery. The agency that is assigned to provide support and clinical services shall be responsible for working with the family of origin, the child (when appropriate), the Foster Family and other relevant parties to develop a service plan that identifies the course of treatment, and clear delineation of roles and responsibilities. The plan shall be signed by all parties that participate in its development. STARS resource guide shall detail expectations for services delivery, and services to be provided by the STARS support contract agency. The STARS program is designed to meet the challenges of each child that is placed and therefore expects creativity and considerable collaboration to ensure that each child meets their behavioral goals and success is achieved. Services are child specific and family centered. STARS philosophy is the first placement shall be the last, until the child's permanency goal is achieved. A continuum of support shall be available to each STARS family 24-hour a day/7 days a week.

All STARS placements shall be approved by the Program Manager and should include the participation of the child's family of origin; any variance from this expectation shall be documented. With the exception of sibling groups, no more than three seriously emotionally or behaviorally disturbed children can be placed in a STARS home at a time; any variance from this standard shall be documented. For all placements, supervisors, STARS support workers, and DSS Family Service Specialists shall adhere to local and state DSS regulations and STARS policies associated with the care of a child. If the child's goal is Return Home, aftercare and transition planning shall begin at the initial placement and strategies for transition shall begin no later than 90-days prior to the anticipated date of exit from the STARS program.

A daily administrative fee will be added for youth in the STARS program to fund recruitment, retention and training efforts. DSS staff and the STARS support contract agency shall develop and implement strategies for STARS Foster Parents' recruitment, retention, and training. The STARS program will pay for additional trainings and specific ongoing trainings designed to enhance STARS resource families' parenting skills. Any variance to these standards shall be documented and approved by administration, unless otherwise noted.

Definitions

Enhanced Maintenance:

Enhanced Maintenance is the daily rate paid to specialized Foster Parents based on an assessment of the child's emotional, behavioral and physical and personal care needs. The Virginia Enhanced Maintenance Assessment Tool (VEMAT) is used to determine the payment level. This enhanced maintenance payment is paid to a specialized Foster Parent over and above the basic maintenance rate. It is not viewed as a payment for services, but is intended to assist the family in meeting the special needs of the child. The VEMAT is administered when a child is placed in a specialized home and is re-administered when there is clear documented evidence of significant behavioral, emotional or medical changes that have persisted for four or more weeks. The VEMAT will be assessed periodically; depending upon the degree of the child's assessed needs. A VEMAT with a mild rating will be reassessed annually, a moderate and a severe level will be reassessed semi-annually.

Family of Origin:

The biological family, identified prior caretaker(s), significant relationships/connections established prior to the child's entry into foster care and/or the permanency target(s) for the child's case plan.

Individual Family Service Plan (IFSP):

The plan for CSA funded services presented to the FAPT and endorsed by the CPMT (Community Planning and Management Team).

Individual Service Plan (ISP):

The primary tool for identifying strengths and needs, identifying appropriate services to address needs, authorizing and obtaining needed services, and measuring outcomes in areas of safety, permanency and well-being. The plan coordinates long-term goals and services to meet the identified needs/goals. The ISP shall be developed and implemented in a manner to achieve the overall outcomes for the family of origin identified in the IFSP. Specific strategies will be employed by the STARS program to achieve the goals identified in the ISP. It is completed within 30 days and when needed thereafter, at least annually, and is reviewed monthly.

ISP Process:

The team focuses on individual needs of the child and family of origin involved in the ISP process. It may be composed of the following, and must have significant participation to direct case planning activities that will achieve expected outcomes: age-appropriate child(ren); child's family of origin; DSS Family Service Specialist; family friends; relatives or significant others; STARS support worker assigned to the case; Foster Parents; the child's *guardian-ad-litem*; and school personnel. It is the team's responsibility to evaluate goals and steps to achieve identified outcomes in various areas, including behavior management plans, safety plans and crisis plans. Identify needs and behaviors that need to change and the services that will be provided to meet the needs and change the behaviors.

Preliminary Service Plan:

This plan is completed at placement to define what is needed in the first month.

Treatment Team:

A team serving children in the specialized resource program that includes the STARS support worker, the child, the youth's family of origin, the specialized Foster Parent, DSS Family Service Specialist and others, e.g. therapist, teachers, others. The Treatment Team is responsible for the development and evaluation of the child's ISP within the specialized resource program and shall ensure that it is congruent with the IFSP and foster care plan.

Program Staff

DSS Family Service Specialist: The assigned DSS Family Services Specialist that represents the custodial agency (social services) and has primary decision making and final responsibility of a child's plan and placement.

DSS Family Services Supervisor: The assigned DSS Family Services Supervisor responsible for monitoring cases and providing guidance and may be a participant in the child's meetings.

Program Manager: Both Roanoke County/City of Salem and the City of Roanoke Social Services will have an individual assigned as the program manager to oversee the daily operations of their Specialized Foster Parent program.

Foster Family Program Coordinator (RFPC)/Home Finders: Both local departments of social services employ staff that provides a mutual family assessment process along with 27 hours of pre-service PRIDE training to all potential resource families. Continued compliance with the home study requirements is maintained by these DSS Family Services Specialists.

STARS Foster Family Therapist: The therapist provides clinical support to specialized resource families.

STARS Support Contract Agency: The private agency providing services on a contract basis for the local departments of social services to include support, case management, in-home treatment strategies, crisis intervention and on-call availability.

STARS Support Supervisor: Oversees the treatment planning and coordination of supportive services to the child and Foster Family.

STARS Support Worker: The individual assigned through the contract agency to initiate and develop the child's treatment plan, provide support, consultation and treatment strategies to the Foster Parent and ensure that the child and Foster Family are receiving necessary services and support in an effort to facilitate the child's healing.

Program Administration

Oversight of the STARS program will be provided by program managers/coordinators as assigned by each local Department of Social Services. Duties include the following:

- Approve of all STARS placements
- Ensure program guidelines are followed
- Verify all administrative fee expenditures are within parameters (see below)
- Maintain records of administrative fee expenditures
- Approve all case actions/purchase orders related to administrative fees
- Initiate referrals to STARS support contract agency
- Provide program forms to Family Service Specialists and others as necessary
- Facilitate program development meetings with STARS parents on an on-going basis
- Manage evaluation process
- Communicate with the STARS Administration Team (STARS Program Managers, STARS Support Supervisor, STARS Foster Family Therapist, Roanoke City Chief, Roanoke County Assistant Director, and STARS Parent Representative) should modifications to the STARS program become necessary.

Administrative Fees

A \$15.00 daily administrative fee will be charged to CSA (via the CSA funding protocol for the identified child) and paid to the local Department of Social Services that supports the resource home. A separate DSS budget line will be utilized for these fees. Fees cannot be rolled over to the following fiscal year. Administrative fees may be used for any of the following:

- In-service training (therapeutic and others such as medication management, CPR, First Aid etc.)
- Foster Family Support Group
- Foster Family Clinical Support (individual and/or group)
- Referral bonuses
- Recruitment Advertising/Brochures/Website
- Appreciation and Incentives to Resource Families
- Supply costs
- Respite
- All expenses related to the facilitation of trainings and other program activities for Foster Parents, to include food and child care costs if applicable.
- Contracted services specified for enhancing the program such as:
 - Maintaining a STARS resource guide containing STARS families' contact information and resources (i.e. therapists, Logisticare forms can be retrieved from <https://www.logisticare.com/>, etc.)
 - Contacting families regarding trainings and special events, and following up with confirmations
 - Contacting families about monthly reports, and ensuring they are sent to all parties

- Assisting with STARS resource guide and forms revisions
- All other expenses deemed necessary and appropriate by both agencies to enhance and/or facilitate the program

Treatment Planning

Foster children have the right to receive direct treatment and related services planned to meet the specific needs associated with their placement in foster care. Treatment planning shall involve the child from the onset and increase and maximize that involvement over time. The process likewise shall involve the child's family of origin to address strategies to promote reunification and/or to enhance and maintain child-family relationships (if appropriate). Treatment planning entails the development and on-going monitoring of clearly specified procedures and services designed to achieve measurable goals within a specified time with regular assessment of progress. Planning shall extend beyond the period of the child's tenure in foster care to guide and stabilize transitions to subsequent settings and to maximize the transfer and maintenance of treatment gains. Aftercare services shall be addressed as an integral component of the treatment planning process. At a minimum, treatment planning shall include the following: preliminary service plan (for first 30 day), individual service plan (by the end of 30 days), monthly progress notes and discharge summary.

Individual Service Plan (ISP): A written comprehensive individual plan of care shall be completed for each child within thirty (30) days of the preliminary ISP addressing the long-term goals of treatment including criteria for discharge, projected length of stay in the program, and aftercare services. It shall address the child's permanency plan, adhering to the requirements of social services regarding the goals of placement. The plan shall identify and build on the child's strengths and assets as well as respond to presenting needs, as identified in the family of origin's IFSP. It shall assess the child's needs in major developmental domains, describing goals and strategies to promote pro-social and adaptive behavior, emotional well being, cognitive development, interpersonal skills and relationships, and self-care and daily living skills. For older youth and those remaining in foster care for longer periods, independent living skills will be included. The ISP shall include proactive short-term treatment goals that are measurable and time limited, along with specific strategies for promoting and regularly evaluating. The ISP should include the following:

- Name of the child
- Identifying child data (DOB, custody status, referring agency, & placement date)
- Family of origin data
- Treatment team members and roles
- Strengths/needs of the child and family of origin
- Goals of treatment including identified needs
- Services to be provided to address behavior-specific needs
- Tasks and steps to achieve goals with timelines
- Assignment of tasks and steps
- Crisis plan
- Evaluation and review plans
- Behavior management plans, when identified as a need by the IFSP (or CANS)

Monthly progress reports/updates: Each child's treatment plan shall be specific and individualized; reviewed at least quarterly by the treatment team and revised as necessary. Monthly reports submitted by the STARS support worker shall document progress on specific long and short-term treatment goals, describe significant revisions in goals and strategies, and specify any new treatment goals and strategies initiated during the period covered. Monthly reports are largely based on monthly reporting by the specialized Foster Family. A copy of this report should be sent via email to the appropriate FSS Supervisor and STARS Program Manager.

Aftercare plan: All discharges from the specialized program shall be reviewed and discussed by the treatment team prior to the child's discharge date whenever possible. An aftercare plan should be ready to be implemented for each child prior to his/her planned departure from the program. The plan shall specify the nature, frequency, and duration of aftercare services to be provided to the child and to his/her family of origin and designate responsibility for service delivery. Aftercare plans are submitted by the STARS Support Worker.

Movement of Foster Parents among agencies: When children or resource families are placed in the specialized program, and the resource home changes to another agency; the service plan is disrupted and the child's progress toward his treatment goals may be impeded or regression may occur. There may be instances in which it is in the best interests of the child and the Foster Parents that a change is made. Should a Foster Parent express the desire to leave the specialized program, the Program Manager should negotiate ways to improve the relationship with the Foster Parent. If negotiations fail to achieve the desired results, a meeting will be scheduled to facilitate a smooth transition between agencies. A FPM or an emergency FAPT may be requested to address additional supports, services and CANS need to be completed prior to the transition. Specialized resource families must communicate in writing to the Program Manager no less than 30 days in advance that they wish to transfer to another agency.

STARS Support Contract Agency Personnel

The STARS support contract agency's personnel perform several roles and carry a wide variety of responsibilities. Primarily, they are responsible for treatment planning and the coordination of the child's treatment team. This team is typically composed of DSS staff, STARS support worker and supervisor or clinical consultant, the child, the parents, STARS Foster Parents and others closely involved with the child and family of origin. Other major responsibilities required of STARS support contract agency staff include, but are not limited to, case management, support services, parent support, consultation, clinical and administrative supervision of staff, 24-hour crisis intervention, on call services, participation on child's and family of origin's planning team(s), record keeping, and documentation. The STARS support contract agency shall designate someone responsible for its administration. This individual assumes final responsibility for the provision and oversight of all essential tasks and services in these requirements within the parameters specified.

Critical responsibilities and minimum qualifications are described below for STARS support supervisor and STARS support workers. Requirements for training and support pertain to all professional staff. At least one staff member with programmatic authority and responsibility for the oversight of the services delivery by the STARS support contract agency shall be either a licensed certified worker (LCSW) or licensed professional counselor (LPC).

a. STARS Support Supervisor:

Role and responsibilities of STARS Support Supervisor: The role of the STARS support supervisor is to provide support and consultation to the STARS support workers. The supervisor is responsible for providing guidance regarding clinical intervention to workers and to help monitor the child's placement and prevent placement disruption. Specifically, the supervisor shall perform the functions and meet the qualifications listed hereafter:

Supervision: The supervisor provides regular support and guidance to STARS support worker through weekly supervisory meetings. Formal supervisory meetings shall be supplemented as needed by informal contact between supervisor and worker.

Treatment planning: The supervisor takes ultimate responsibility for the development of an ISP based on a thorough case assessment for each child referred. The ISP shall contain the strengths, needs, and steps identified in the family of origin's IFSP and the CANS completed for FAPT. He/she supervises ongoing treatment planning and implementation of services for each child.

Treatment Team: The supervisor oversees and supports the workers as leader of the treatment team and shares ultimate responsibility for the team plans and decisions.

Crisis on call: The supervisor provides coordination and back up to assure that 24-hour on call crisis intervention services are available and delivered as needed to the STARS Foster Parents, and the children.

Communication: The supervisor will communicate with the DSS STARS program manager on a regular basis, updating him/her on significant events in the program as well as maintaining an ongoing dialogue on general program development goals and opportunities. Any concerns/issues regarding STARS support staff will be reported to the STARS support supervisor.

Qualifications: The supervisor shall be a licensed clinical social worker (LCSW), licensed professional counselor (LPC), or have 5 or more years of clinical experience.

b. STARS Support Worker:

Role and responsibilities of STARS Support Worker: The STARS support worker is the practical leader of the treatment team. As such, she/he initiates the development of the individual service plan based upon the strengths and needs identified in the family of origin's IFSP and the CANS; provides support and consultation to the STARS Foster Parents, to the families of children in care and to other team members related to their role in the treatment plan; and advocates for, coordinates, and links children and their families with needed services available within the agency or greater community. Specifically, the STARS support worker must perform the functions and meet the qualifications listed below:

Treatment Planning: Under the supervision of the STARS support supervisor, the STARS support worker takes primary responsibility for the preparation of each child's preliminary and individual service plans. The STARS support worker shall be responsible for completing a ISP within 30 days of placement. The STARS support worker signs off on ISP and updates, along with the STARS support supervisor, DSS Family Service Specialist, parents, youth, etc. As legal custodian of the child, the DSS signature serves as official authorization and acceptance

of the plan. The ISP must be congruent with the family of origin's IFSP, and all services provided by the agency must be authorized by FAPT prior to their provision, if compensation by CSA is expected. The STARS support worker shall be responsible for attending FAPT meetings and provide monthly reports at least a week prior to the scheduled FAPT meeting.

Treatment Team: Under the supervision of the STARS support supervisor, the STARS support worker takes the primary responsibility for leadership of the treatment team. The STARS support worker organizes and manages all treatment team meetings. The STARS support supervisor takes over that responsibility if the STARS support worker is unavailable to fulfill this role. As treatment team leader, the STARS support worker coordinates team decision-making regarding the care and treatment of the child and services to the child's family of origin, as identified in the ISP. The STARS support worker shall take an active role in identifying goals and coordinating treatment services provided to the child by persons or agencies outside of the STARS support contract agency, whether or not these persons or agencies participate regularly as treatment team providers.

Support and consultation to the specialized Foster Parents: The STARS support worker shall provide regular and technical assistance to the Foster Parents in their implementation of the treatment plan and with regard to other responsibilities they undertake. Fundamental components of such technical assistance will be the design or the revision of the in-home treatment strategies including proactive goal setting and planning and the provision of ongoing child-specific skills training and problem solving in the home during home visits. STARS support worker shall be responsible for educating Foster Parent and foster child about mental health diagnosis, expectations and monitor psychotropic medication compliance to ensure that the child is receiving the medication as prescribed. This can be best facilitated through in-home teaching, modeling, coaching and feedback.

Other types of support and supervision should include emotional support and relationship-building, the sharing of information and general training to enhance professional development, assessment of a child's progress, observation and assessment of family interactions, stress and safety issues. The STARS support worker or other STARS support contract agency staff shall provide at least weekly contact with the specialized Foster Parent of each child on his/her caseload. The STARS support worker shall visit the specialized resource home to meet with at least one Foster Parent and the child no less than 4-6 face-to-face hours monthly for a child with a mild level of needs (as collaboratively determined through the CSA process to identify the most appropriate level of care), 9-13 face-to-face hours monthly for a child with moderate needs and 14+ face-to-face hours monthly for a child with severe needs. **Note: It is expected that the frequency of home visits will increase substantially beyond the minimum during the initial week of a child's placement, during discharge planning, during crisis or emergency situations in which the child is considered to be at greater risk, and as otherwise required by the child's individual needs and clinical status or the needs of the specialized family.**

Transportation: STARS support worker shall be responsible for providing transportation to various appointments when the specialized Foster Family is unable to provide transportation. Specialized Foster Parents should be the primary transportation resource for children in the program.

Caseloads: The number of children assigned to a STARS support worker is a function of several variables, including the size and density of the geographic area served, the array of job responsibilities assigned, and the difficulty of the assigned. The maximum number of children assigned to any STARS support worker shall range from six (6) to eight (8), based upon the difficulty of the caseload. If a caseload consists of more than eight children, it must contain a large sibling group of children in a specialized home that puts the total number over this limit. The caseload size shall be adjusted downward if (1) the STARS support worker's responsibilities exceed those described under the STARS support worker's responsibilities in this Specialized Resource Guide, (2) the difficulty of the client population served requires more intensive supervision and training or (3) local travel conditions impede the STARS support worker's ability to maintain the minimum direct contact frequencies identified in this manual.

Contact with Child: The STARS support worker shall spend time alone with the children in care to allow them the opportunity to communicate special concerns, to make a direct assessment of the child's progress, to monitor for potential abuse and to build relationships. Such face-to-face contact should be made by the STARS support worker at a frequency based on the level of care determined by the CSA process. (Due to the importance of the continuity of care for children, the use of other designated staff to make these visits should be limited. On these occasions, the STARS support agency supervisor or other professional staff must make the contact. On even rarer occasions circumstances may be encountered which prohibit program staff from achieving face-to-face contact in a given week. These circumstances should be documented in the child's case record when they occur.)

Support and consultation to families of children: During a child's tenure in a specialized resource home, the STARS support worker shall seek to support and enhance the child's relationship with his/her family of origin, when appropriate. The STARS support worker in collaboration with the DSS Family Service Specialist shall establish regular contact and visitation between children and their parents, other family members, and significant others. The worker shall involve the child's family of origin in treatment team meetings, plans, and decisions and will keep them informed of the child's progress in the program. If the child's family of origin is not actively involved in planning, the ISP must identify this fact. Any problems identified by the STARS support worker with maintaining family connections should be documented in the child's record and reported to the DSS Family Service Specialist.

Crisis on Call: The STARS support worker together with other professional staff as designated by the STARS support contract agency shall be on call to specialized Foster Parents, children and their families. This coverage is on an around the clock, seven day a week basis. Each agency shall familiarize themselves with the local Department of Social Services medical and on-call procedures to ensure that they are equipped to handle crisis situations with children placed in the specialized program.

Qualifications: The STARS support worker shall possess a BSW or Bachelor's Degree in a closely related field.

Staff Training and Support:

It is required of all professional staff, including STARS support worker and supervisor, the DSS Family Service Specialist and all other licensed staff, to have pre-service and ongoing professional development relevant to the treatment resource home model and their individual job responsibilities.

Agency Staff Development: Professional staff shall participate in pre-service and ongoing training that address the following:

- an overview of the foster care system
- the history and development of specialized resource care
- orientation to the specialized philosophy
- crisis intervention
- grief and loss for children in foster care
- the significance and value of families of origin to children placed in foster care
- specific specialized policies and procedures, including documentation and general outcomes requirements
- skill building in analyzing behaviors, recognizing the behavior's antecedent and facilitating the development of skills to change the antecedent and consequent conditions.
- the damage caused to children through multiple foster care placements.
- staff roles in minimizing multiple placements
- staff role in the IFSP and the individual service plan process
- all STARS policies, behavior management, IFSP, siblings' placement, visitation etc..

Responsibilities of STARS Support Contract Agency:

- Services to be provided for youth presenting with mild, moderate to severe risk factors as determined by the level of care identified through the CSA process.
- A psychological evaluation should be explored (via Medicaid or the CSA process) upon the placement of a child in a specialized home, unless one was completed within the preceding 12 months. The psychological evaluation report should be made available to Family Service Specialists and CSA to help incorporate individual service needs and develop a specific care plan based on the information collected.
- Provide a qualified STARS Support Supervisor and at least one STARS Support Worker for every 6-8 youth in the program (roles and responsibilities described above).
- Providing 24-hour crisis intervention and support to child and Foster Family on as needed basis.

STARS Foster Family Therapist

The STARS Program model is strengths-based and embraces a family engagement approach to working with families involved with the child welfare system. This position will provide clinical support to specialized resource families. In this position a licensed therapist will provide detailed pre-service screenings and assessments of potential program participant families, conduct ongoing reassessments, and provide family and individual therapy based on Foster Family needs. This position will also conduct (at minimum) quarterly support groups and participate as a member of the treatment teams for foster children placed in these specialized homes. This position will collaborate with STARS program staff and report to STARS program managers for Roanoke City & County. Clinical issues likely encountered will include Trauma, Grief, Loss and Attachment; the selected therapist must be familiar and experienced with interventions to address these issues. Therapist will also be expected to provide individualized advanced parenting skills support as needed. The therapist will participate in identifying ongoing program training needs as well as program development and evaluation.

Essential Job Functions:

Assess, document and treat resource families' emotional health needs. Provide consultation to STARS staff and resource families in the context of providing support for families who are themselves providing specialized care to children in the foster care system.

- Follow Roanoke Valley STARS Program Guidelines
- Assist with program pre-admission screening
- Assess and reassess specialized resource families' emotional health needs
- Participate in clinical treatment team meetings to include families and children, STARS support workers and supervisor, DSS Family Services Specialists and supervisors, and program managers
- Conduct quarterly Foster Family support groups
- Provide family and individual therapy
- Maintain and provide summaries of assessments, re-assessment, treatment recommendations and other clinical decision-making tools and documents.
- Provide program consultation on a range of emotional health issues
- Provide consultation on program development issues
- Collaborate closely with STARS Program staff and appropriate other child welfare professionals
- Reports to STARS Program Managers from Roanoke City and County
- Attend Program Meetings
- Other clinical duties as agreed

Requirements:

Licensed Mental Health Professional in the state of Virginia

Two or more years working with families involved with the child welfare system.

Clinical experience/training regarding Trauma, Grief, Loss and Attachment

Primary work location: Professional office and individual Foster Family homes

Program Support Specialist

In order to ensure compliance with the program as it grows in size, local DSS may hire a part-time Program Support Specialist to provide a full range of administrative support services to the STARS program. Duties could include: maintaining STARS Foster Parents list and ensure timely payment, assisting with scheduling in-service trainings, keeping records of Foster Parents' trainings and respite requests, maintain data for outcome reporting, attend meetings, monitor STARS support contract agency and Foster Parents' compliance in regards to reports and services delivery.

Program Evaluation

Evaluation is essential for programmatic self-knowledge, self-improvement and accountability. Information concerning service delivery and outcomes shall be collected, reviewed and analyzed to maintain, improve, and document sound resource home program operations. This information will be needed for subsequent review and revision of these requirements. At a minimum, program evaluation efforts should address the following: documentation, individual treatment, follow-up after discharge, performance evaluations and satisfaction surveys.

Documentation: STARS shall clearly document delivery of all services in its program, as well as compliance with all minimum-operating standards.

Individual treatment: STARS shall document the implementation of all individual service plans and track progress and outcomes on all long and short term goals throughout each

child's placement in a STARS home. At a minimum the CANS should be completed at intake and discharge.

Follow-up after discharge: The STARS program shall track children discharged from their care for a minimum of (30 days) following their discharge, via collaboration with the assigned DSS Family Services Specialist. Areas to track are placements, mental/emotional health, behaviors, education, maintenance of treatment progress/goal attainment, law enforcement status, and family of origin involvement.

Performance Evaluations: STARS shall provide Foster Parents with written performance evaluations at least annually which include descriptive assessments of their performance and specific responsibilities, and goals for improved performance.

Satisfaction Surveys: Surveys will be completed annually and at discharge from STARS. The following surveys will be completed:

- specialized Foster Parent
- child
- family of origin
- private vendor (as appropriate)

Terms of invoices and payment are outlined in the CSA regional contract and are congruent with current practice of all community based services.

INFORMATION REQUIRED FROM OFFERORS:

- Experience in child welfare or knowledge of the child welfare system
- Knowledge of, and experience with, emotional and behavioral disorders of children

Proposals should also include and demonstrate the following information:

- Statement of interest
- Agency overview to include community based services currently offered, verification of LCSW or LPC supervision available, and verification of QMHP staff that meet the qualifications of the position
- A proposed training curriculum (beyond the PRIDE model already utilized) that would prepare Resource Families for specialized resource care with a focus on healing as well as the associated fees
- Documentation (if applicable) of any licenses held through DMAS for community based services

SUMMARY:

The County of Roanoke, The City of Roanoke and The City of Salem Social Services are seeking proposals from qualified agencies to provide contractual supportive services to the resource families and children in their care. Foster Parents are a valued member of the treatment team as they are recognized as the primary provider of care. They are selected carefully, and receive intensive screening and training prior to placements. STARS provides year round in-service training to our Foster Parents as well as intensive support. The STARS

program is looking to contract with other agencies to coordinate services approved in the Individualized Family Service Plan to meet the needs of the child and family.

The Specialized Foster Care Support Services worker performs several roles and carries a wide variety of responsibilities. Primarily, they are responsible for treatment planning and the coordination of the child's treatment team. This team is typically composed of DSS staff, contract agencies' support worker, a supervisor or clinical consultant, the child, the parents, STARS Foster Parents and others closely involved with the child and family. Other major responsibilities required of contract/private agencies' staff include, but not limited to, case management, Support Services, parent support, consultation, clinical and administrative supervision of staff, 24 hours crisis intervention, on call services, participation on child's and family planning team, record keeping, and documentation

REFERENCES

All Offerors shall include a list of five references, from local governments and similar projects only, who could attest to the firm's knowledge, quality of work, timeliness, diligence, flexibility, and overall expertise. Include names, contact persons, and phone numbers of all references on the attached Reference Form.

References may or may not be reviewed or contacted at the discretion of the County. Typically, only references of the top ranked short listed Offeror or Offerors are contacted. The County reserves the right to contact references other than, and/or in addition to, those furnished by an Offeror.

EVALUATION CRITERIA

Several factors, in addition to costs, will be taken into account when evaluating proposals.

Roanoke County shall provide the mechanism for the evaluation of all information received, the final determination of responsible Offerors, and reserves the right to waive informalities and to accept or reject any or all proposals.

The criteria below will be utilized in the evaluation of qualifications for development of the shortlist of those Offerors to be considered for interviews/demonstrations and/or potential negotiations. Offerors are required to address each evaluation criteria in the order listed and to be specific in presenting their qualifications.

A. Overall quality of proposal submitted, qualifications and experience of the firm and any subcontractors, including experience in providing these services.

Score..... 35%

B. Capability and experience of the project staff including experience with similar work and as evidenced by submission of resumes of personnel to be assigned to this work, work plan, schedule and methodology. Past record and performance of the firm with respect to schedule compliance.

Score..... 40%

C. Cost control along with quality of work, for proposed services.

Score.....25%

BASIS FOR AWARD

Information and/or factors gathered during interviews, negotiations and any reference checks, in addition to the evaluation criteria stated in the RFP, and any other information or factors deemed relevant by the County, shall be utilized in the final award. Respondents are encouraged to submit proposals that the respondent feels best meets the needs of Roanoke County. The County will make the final determination of the proposal that best meets the needs of Roanoke County.

GENERAL TERMS, CONDITIONS, AND INSTRUCTIONS-RFP (04/12/2012)

READ CAREFULLY - Proposals must be submitted in accordance with instructions given in this document. All information requested must be submitted. Failure to do so may result in the proposal being considered non-responsive and, therefore, rejected.

Wherever the term Roanoke County, County or Roanoke County Board of Supervisors is used it is understood to include the Roanoke County School Board, in addition, any contract awarded from this solicitation may be used by Roanoke County Public Schools and any other public entity for which the County of Roanoke acts as a fiscal or purchasing agent.

SUBMISSION AND RECEIPT OF PROPOSALS

- (a) To be considered, all proposals must be delivered in a sealed envelope, clearly marked with the words "Proposal Documents", proposal number and the title of the Request for Proposal and received in the Roanoke County Finance Department/Purchasing Division no later than the specified date and time for the Request for Proposal opening. Failure to timely submit such proposal shall disqualify the Offer and such proposal will be returned to the Offeror unopened. NO FAXED PROPOSALS WILL BE ACCEPTED.
- (b) Unless otherwise specified, Offerors must use the Request for Proposal price form furnished by the County. Failure to do so shall be grounds for rejection of the proposal.
- (c) Proposals having any erasures or corrections must be initialed in ink by the Offeror. An authorized officer of the company must sign proposals in ink. Such authorization shall be a part of the proposal document. All quotations must either be typewritten or printed in ink.
- (d) The original proposal response must not be permanently bound as to allow for document scanning for internal recordkeeping and one (1) electronic copy on CD/DVD is preferred.

IMPORTANT NOTICE – ADDENDUMS AND NOTICES OF AWARD

Effective March 14, 2011, the Purchasing Division of Finance, in conjunction with the County of Roanoke, has a new and improved website. With this new website, Purchasing has gained a new bid module which will provide more information and faster downloads for the vendors interested in doing business with the County. There is a new advanced Email/Text Message

notification system allowing vendors to sign up to receive emails or text message notices about bids, proposals, addendums, bid tabulation and awards. Vendors can sign up to receive notification in selected commodity/service categories. The current Vendor Registration to receive notices of bids and proposals will soon be phased out completely. All vendors interested in receiving these automatic electronic notifications will need to sign up in the new '**Notify Me**' and it is their responsibility to keep information current in the system in order to receive the notifications. The sign up only requires an email address and/or a cell phone number for receiving text messages (if your phone is capable) and your choice of categories. The address for this new website is www.RoanokeCountyVA.gov/purchasing.

Although '**Notify Me**' will be the only way to receive automatic notification, all BIDS/RFP Information will continue to be posted on our website, bulletin board, published in the local newspaper, and can be picked up at the Purchasing Division, 5204 Bernard Drive, Suite 300F, Roanoke, VA 24018. Phone # (540) 772-2061, Ext. 311.

Questions should be directed to:

Dawn M. Rago, Buyer
5204 Bernard Drive, SW, Suite 300F
Roanoke, VA 24018
Telephone: 540-283-8150
Fax: 540-561-2827
Email: drago@roanokecountyva.gov

ACCEPTANCE OR REJECTION OF PROPOSALS

The County of Roanoke reserves the right to accept or reject any or all offers. The County also reserves the right to award the contract for any such materials, goods or services the County deems will best serve its interests. It further reserves the right to award the contract on a split order basis, lump sum or individual basis, or such combinations as shall best serve the interest of the County. Roanoke County reserves the right to make a site visit to the facility prior to proposal award.

PROPOSAL GUARANTY

The Offeror must guarantee not to withdraw a proposal during the period of ninety (90) days following the due date or until a contract is signed; that if such proposal is accepted the Offer will accept and perform under the terms of this RFP, the proposal and any subsequent negotiation and resulting contract.

Modification or withdrawal of a proposal will be executed as outlined in the Roanoke County Procurement Code.

Roanoke County encourages free and open competition. Whenever possible, specifications, proposal invitations, and conditions are designed to accomplish this objective, consistent with the necessity to satisfy Roanoke County's needs and the accomplishment of a sound economical operation. The Offeror's signature on this proposal guarantees that the price offered has been established without collusion with other eligible Offerors and without effort to preclude Roanoke County from obtaining the lowest possible competitive price. The award (s) will be made to the responsible Offeror(s) whose proposal is determined to be most advantageous to Roanoke County based on the evaluation factors set forth in this Request for

Proposal.

Costs of developing and delivering responses to the Request for Proposals are entirely the responsibility of the Offeror.

All materials submitted in response to the RFP become the property of Roanoke County upon delivery to the Roanoke County Purchasing Office and are subject to public inspection in accordance with the Virginia Freedom of Information Act.

SELECTION PROCESS/AWARD OF CONTRACT

As this is a Request for Proposal, no information regarding the identity of neither the vendors nor the contents will be released until after the negotiation process.

Proposals may be ranked without interviews; hence, firms are encouraged to submit their initial proposals as comprehensively as possible.

The selection process will be in accordance with **Section 2.2-4301** of the Code of Virginia:

3(a). Procurement of Professional Services. *The public body shall engage in individual discussions with two or more Offerors deemed fully qualified, responsible and suitable on the basis of initial responses and with emphasis on professional competence, to provide the required services. Repetitive informal interviews shall be permissible. The Offerors shall be encouraged to elaborate on their qualifications and performance data or staff expertise pertinent to the proposed project, as well as alternative concepts. The Request for Proposal shall not, however, request that Offerors furnish estimates of man-hours or cost for services. At the discussion stage, the public body may discuss nonbinding estimates of total project costs, including, but not limited to, life-cycle costing, and where appropriate, nonbinding estimates of price for services. Proprietary information from competing Offerors shall not be disclosed to the public or to competitors.*

At the conclusion of discussion, outlined in this subdivision, on the basis of evaluation factors published in the Request for Proposal and all information developed in the selection process to this point, the public body shall select in the order of preference two or more Offerors whose professional qualifications and proposed services are deemed most meritorious. Negotiations shall then be conducted, beginning with the Offeror ranked first. If a contract satisfactory and advantageous to the public body can be negotiated at a price considered fair and reasonable, the award shall be made to that Offeror. Otherwise, negotiations with the Offeror ranked first shall be formally terminated and negotiations conducted with the Offeror ranked second, and so on until such a contract can be negotiated at a fair and reasonable price. Notwithstanding the foregoing, if the terms and conditions for multiple awards are included in the Request for Proposal, a public body may award contracts to more than one Offeror.

Should the public body determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified and suitable than the others under consideration, a contract may be negotiated and awarded to that Offeror.

3(b). Procurement of other than professional services. Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals, on the basis of the factors involved in the Request for Proposal, including price if so stated in

the Request for Proposal. Negotiations shall then be conducted with each of the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the public body shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. When the terms and conditions of multiple awards are so provided in the Request for Proposal, awards may be made to more than one Offeror.

Should the public body determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.

INVOICES

The contractor must send all invoices directly to the payment address shown on the purchase order/contract and must submit invoices for items ordered, delivered and accepted by Roanoke County. All invoices must show the purchase order/contract number. All contractors need to be properly registered as a payment vendor for the County. An on-line **Vendor Payment Registration** is found on the Purchasing website. All vendors previously registered are still in the system as a payment vendor. This system will no longer be used for notification of IFB/RFP's.

PERFORMANCE BOND

At the time of or prior to the execution of the contract, the County reserves the right to require the successful Offeror to furnish a performance and/or labor and material payment bond with corporate surety, satisfactory to the County of Roanoke, in the amount of the contract price.

QUALITY

All materials used for the manufacture or construction of any supplies, materials or equipment covered by this contract shall be of the best quality available.

ACCEPTANCE OF MATERIAL

Until such time as all the conditions in the contract are fulfilled, the County reserves the right to refuse and return material, at the seller's expense.

WARRANTY/RETURNS

Clearly specify your warranty of product and handling of returns, including turnaround time on faulty equipment. Warranties and other technical data are to be included.

DELIVERY

Time is of the essence for delivery of any items, products or service procured as a result of this contract. If delivery is not made at the time specified on the Request for Proposal or subsequent negotiations, the County reserves the right to call in any and all bonds or other security given for performance, to cancel the order, or any part thereof, without obligation, to declare the seller in default, and to disqualify the seller from bidding on future County contracts.

DEFAULT

In case of failure to provide goods/services as specified herein, Roanoke County, after due written notice, may procure goods/services from other sources and hold the contractor responsible for any and all excess cost occasioned thereby.

COPYRIGHT OR PATENT RIGHTS

The Offeror warrants that there have been no violations of copyrights or patent rights in the manufacture, production or sale of the goods shipped or ordered as a result of this proposal. The Offeror agrees that the County of Roanoke shall be indemnified and held harmless from any and all liability or expense occasioned by any such violations.

TAX EXEMPTION

The County of Roanoke is exempt from any taxes imposed by State and/or Federal Government. Upon notification, the County will furnish a certificate of tax exemption.

CERTIFICATION AND ABILITY

The County of Roanoke reserves the right to request from the Offeror, a separate manufacturer's certification of all statements made in the proposal. The County may request any or all s to furnish proof of experience, ability and financial standing.

COMPLIANCE WITH LAWS

The Offeror is responsible for compliance with all Local, State and/or Federal laws and regulations. The County of Roanoke shall be held harmless from any liability.

AUTHORITY TO TRANACT BUSINESS IN VIRGINIA

A Contractor organized as a stock or non stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described herein that enters into a Contract with the County pursuant to the Virginia Public Procurement Act 2.2-4300 et seq. shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50 of the Code of Virginia, to be revoked or cancelled at any time during the term of the Contract. The County may void any Contract with a business entity if the business entity fails to remain in compliance with the provisions of this section. All corporations, LLC's and LLP's shall be registered with the State Corporation Commission. To determine whether your firm should register, please contact the SCC.

By my signature on this solicitation, I certify compliance with federal, state, and local laws and regulations applicable to the performance of the services described herein.

RULING LAW

This request for proposals and any contract executed pursuant hereto of which this request for proposal shall be an internal part shall be governed, controlled and interpreted in accordance with the law of the Commonwealth of Virginia without reference to its conflict of law principles. Each party to such contract shall there by submit to the exclusive jurisdiction of the Circuit Court of the County of Roanoke or, in the event that jurisdiction is authorized, to the United States District Court for the Western District of Virginia, sitting at Roanoke, Virginia.

NONDISCRIMINATION PROVISIONS

During the performance of this contract, the contractor will not discriminate against any employee or applicant for employment because of age, race, religion, color, sex or national origin, except where religion, sex or nation origin is a bona fide occupational qualification

reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

INSURANCE

The CONTRACTOR shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the CONTRACTOR'S execution of the WORK, whether such execution be by himself or by any SUBCONTRACTOR or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

Claims under workmen's compensation, disability benefit and other similar employee benefit acts; and

Claims for damages because of bodily injury, occupational sickness or disease, or death of his employees; and

Claims for damages because of bodily injury, sickness liability coverage which are sustained (1) by any person as a result of an offense directly or indirectly related to the employment of such person by the CONTRACTOR, or (2) by any other person; and

Claims for damages because of bodily injury, sickness, or disease, or death of any person other than his employees; and

Claims for damages because of injury in or destruction of tangible property, including loss of use resulting there from.

Certificates of insurance acceptable to the OWNER shall be filed with the OWNER prior to coverage's afforded under the policies will not be canceled unless at least fifteen (15) days prior WRITTEN NOTICE has been given to the OWNER.

The CONTRACTOR shall procure and maintain, at his own expense, during the CONTRACT TIME, liability insurance as hereinafter specified:

CONTRACTOR'S General Public Liability and Property Damage Insurance including vehicle coverage issued to the CONTRACTOR and protecting him from all claims for personal injury, including death, and all claims for destruction of or damage to property, arising out of or in connection with any operations under the CONTRACT DOCUMENTS, whether such operations be by himself or by any SUBCONTRACTOR under him, or anyone directly or indirectly employed by the CONTRACTOR or by a SUBCONTRACTOR under him. Insurance shall be written with a limit of liability of not less than \$1,000,000 for all damages arising out of bodily injury, including death, at any time resulting there from, sustained by any one person in any one accident; and a limit of liability of not less than \$1,000,000 aggregate for any such damages sustained by two or more persons in any one accident. Insurance shall be written with a limit of liability of not less than \$1,000,000 for all property damage sustained by any one person in any one accident; and a limit of liability of not less than \$1,000,000 aggregate for any such damage sustained by two or more persons in any one accident.

The CONTRACTOR shall procure and maintain, at his own expense, during the CONTRACT TIME, in accordance with the provisions of the laws of the state in which the WORK is performed. Workmen's Compensation Insurance, including occupational disease provisions, for all of his employees at the site of the PROJECT and in case any WORK is sublet, the CONTRACTOR shall require each SUBCONTRACTOR similarly to provide Workmen's Compensation Insurance, including occupational disease provisions for all of the latter's employees unless such employees are covered by the protection afforded by the CONTRACTOR. In case any class of employees engaged in hazardous WORK under this CONTRACT at the site of the PROJECT is not protected under Workmen's Compensation statute, the CONTRACTOR shall provide, and shall cause each SUBCONTRACTOR to provide, adequate and suitable insurance for the protection of his employees not otherwise protected.

SPECIAL INSTRUCTIONS:

ANTITRUST

By entering into a contract, the Offeror conveys, sells, assigns and transfers to Roanoke County all rights, title, and interest in and to all causes of the action it may now or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by Roanoke County under said contract.

AVAILABILITY OF FUNDS

It is understood and agreed between the parties herein that Roanoke County shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this contract.

ASSIGNMENT OF CONTRACT

A contract shall not be assignable by the in whole or in part without the written consent of Roanoke County.

CONTRACT

Any contract resulting from this proposal shall consist of the following documents: the General Terms and Conditions and the Specifications, both of which are contained in the Request for Proposal, together with the Offeror's response, which consists of this document, the Price

Schedule and other related documents attached hereto or submitted with this Request for Proposal.

MODIFICATION OF CONTRACT

This RFP and any subsequent contract constitute the entire agreement between the Offeror and Roanoke County. No alteration, amendment, or modification in the provisions of the contract shall be effective unless it is put in writing, signed by all parties and attached.

CANCELLATION OF CONTRACT

Roanoke County reserves the right to cancel and terminate any resulting contract, with a 30-day written notice to the contractor. Any contract cancellation notice will not relieve the contractor of the obligation to deliver and/or perform on all services prior to the effective date of cancellation. Cancellation of the contract would become effective the thirty-first day after notification. Data for cancellation of the contract will be gathered by Roanoke County. The opinion of Roanoke County as to lack of performance will be final and without appeal.

IMMIGRATION REFORM AND CONTROL ACT OF 1986

By signing this proposal, the Offeror certifies that the firm does not and will not during the performance of this contract employ illegal alien workers or otherwise violate the Federal Immigration Reform and Control Act of 1986.

KICKBACKS

I certify and warrant that by my signature on this solicitation, neither I nor the Offeror for whom I am authorized to act has offered or received any kickback from any other Offeror, supplier, manufacturer, or subcontractor in connection with proposal on this contract, subcontractor in order, in the form of any payment, loan, subscription, advance, deposit of money, services or anything, present or promised, unless consideration of substantially equal or greater value is exchanged. Further, no person shall demand or receive any payment, loan, subscription, advance, and deposit of money, service, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.

DEBARMENT

By my signature on this solicitation, I certify that this person/firm/corporation is not currently barred from bidding on contracts by any agency of the Commonwealth of Virginia or the federal government of the United States of America, nor is this person/firm/corporation a part of any firm/corporation that is currently barred from bidding on contracts by any agency of the Commonwealth of Virginia or the federal government of the United States of America. I have attached an explanation of the previous debarment(s) and copies of notice(s) of reinstatement(s).

INDEMNIFICATION

To the fullest extent permitted by law, the Vendor shall indemnify and hold harmless the County of Roanoke and their agents and employees from and against all claims, damages, losses and expenses, including but not limited to, attorneys' fees, arising out of or resulting from the performance of the Work, provided that any such claim, damage, loss or expense (1) is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than the Work itself) including the loss of use resulting there from, and (2) is caused in whole or in part by any negligent act or omission of the Vendor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts

any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described in this paragraph.

The County cannot legally agree to any clause indemnifying the contractor from any damages arising out of the contract or holding the contractor harmless. The submission of a bid or proposal means that the contractor agrees not to request such language in the resulting contract.

DRUG-FREE WORKPLACE

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

DATA ON CONVICTIONS FOR CERTAIN CRIMES AND CHILD ABUSE AND NEGLECT

The Proposer certifies that none of the persons who will provide services requiring direct contact with students on school property during school hours or during school-sponsored activities has been convicted of any of the following felony or misdemeanor offenses: felony sex or violence offenses, other felony offenses or misdemeanor sex offenses within the past ten years.

The Proposer further understands and acknowledges (1) that if he makes a materially false statement regarding any of the above offenses, he will be guilty of a Class 1 misdemeanor and may forfeit profits derived from the contract. Further, the Proposer understands and acknowledges that before any person is permitted to provide such services subsequent to this certification, he must complete a new certification regarding such person in a form satisfactory to the School Board. The required certification form is attached hereto.

PROPRIETARY INFORMATION

Ownership of all data, materials, and documentation originated and prepared for the County of Roanoke pursuant to the REQUEST FOR PROPOSAL shall belong exclusively to the County and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other material is submitted.

The Offeror must specifically identify the data or materials to be protected and state the reasons why protection is necessary on the "Notice of Proprietary Information Form" below. In addition, the proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining in the Proposal and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information.

The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.

RFP # 2018-010
Specialized Foster Care Support Service

NOTICE OF PROPRIETARY INFORMATION FOR

Confidentiality References Protection in Accordance with the Code of Virginia, Section 2.2-4342

| Section Title | Page # | Reason(s) for Withholding from Disclosure |
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INSTRUCTIONS: Identify the data or other materials to be protected and state the reasons by using the codes listed below. Indicate the specific words, figures, or paragraphs that constitute trade secrets or proprietary materials. The classification of an entire bid or proposal document, line item prices, and/or total bid or proposal prices as proprietary or trade secret is not acceptable and will result in rejection of the bid or proposal.

- A) This page contains information relating to "trade secrets", and "proprietary information" including processes. Operations, style of work, or apparatus. Identify confidential statistical data. Amount or source of any income...of any person (or) partnership. See Virginia Public Procurement Act. Section 2.2-4342. Unauthorized disclosure of such information would violate the Trade Secrets Act 18 U.S.C. 1905.
- B) This page contains proprietary information including confidential, commercial or financial information, which was provided to the Government on a voluntary basis and is of the type that would not customarily release to the public. See Virginia Public Procurement Act, Section 2.2-4342; 5 U.S.C. 552 (b) (4); 12 C.F.R. 309.5(c) (4).
- C) This page contains proprietary information including confidential, commercial or financial information. The disclosure of such information would cause substantial harm to competitive position and impair the Government's ability to obtain necessary information from contractors in the future. 5 U.S.C. See Virginia Public Procurement Act. Section 2.2-4342; 552 (b) (4); 12 C.F.R. 309.5(c) (4).4342; 552 (b) (4); 12 C.F.R. 309.5 (c) (4).

RFP# 2018-010
Specialized foster Care Support Service
DATA ON CONVICTIONS FOR CERTAIN CRIMES AND CHILD ABUSE AND NEGLECT
CERTIFICATION OF CONTRACTOR

Full Name of Contractor: _____

Description of Contract: _____

As required by Section 22.1-296.1 of the Code of Virginia, the undersigned hereby certifies that none of the persons who will provide services requiring direct contact with students on school property during school hours or during school-sponsored activities has been convicted of a felony or any offense involving the sexual molestation, physical or sexual abuse or rape of a child.

I further understand and acknowledge (1) that if I make a materially false statement regarding any of the above offenses, I will be guilty of a Class 1 misdemeanor and (2) that before any person is permitted to provide such services subsequent to this certification, I must complete a new certification regarding such person.

Date: _____

Name of Contractor

By: _____

TITLE

SIGNATURE SHEET
RFP #2018-010
Specialized Foster Care Support Service

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth in the RFP.

My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Title 18.2, Chapter 12, Article 1.1 of the Code of Virginia, 1950 as amended. Furthermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, The Virginia Government Bid Rigging Act, and Virginia Antitrust Act and Federal Law, and can result in fines, prison sentences, and civil damage awards.

My signature also certifies that this firm has no business or personal relationships with any other companies or persons that could be considered as a conflict of interest or potential conflict of interest to the County Of Roanoke, and that there are no principals, officers, agents, employees, or representatives of this firm that have any business or personal relationships with any other companies or persons that could be considered as a conflict of interest or a potential conflict of interest to the County Of Roanoke, pertaining to any and all work or services to be performed as a result of this request and any resulting contract with the County Of Roanoke.

I hereby certify that I am authorized to sign as a Representative for the Firm:

COMPANY NAME _____

ADDRESS _____ PHONE # _____

_____ FAX # _____

_____ EMAIL _____

FEIN _____ VA BUSINESS LICENSE NO. _____

STATE CONTRACTOR'S NUMBER (IF APPLICABLE) _____

VIRGINIA SCC # OR STATEMENT DESCRIBING WHY FIRM IS NOT REQUIRED TO BE SO

AUTHORIZED PER VA CODE §2.2-4311.2 _____

SIGNATURE _____ DATE _____

NAME _____ TITLE _____

To receive consideration for award, this signature sheet must be returned to the Purchasing Division, as it shall be a part of your response.

REFERENCE FORM
RFP #2018-010
Specialized Foster Care Support Service

Name of Entity _____

Contact _____ Title _____

Telephone _____ Length of Business Relationship _____

Name of Entity _____

Contact _____ Title _____

Telephone _____ Length of Business Relationship _____

Name of Entity _____

Contact _____ Title _____

Telephone _____ Length of Business Relationship _____

Name of Entity _____

Contact _____ Title _____

Telephone _____ Length of Business Relationship _____

Name of Entity _____

Contact _____ Title _____

Telephone _____ Length of Business Relationship _____