

## ITN for Consolidated Refugee Services, Tier Case Management – Answers to Questions

- If other vendors do not honor their contracts, will the burden shift to us? What is our relationship with the other vendors contracted with LSSNEFL? (3.1.16.1)
  - **You will be serving as a separate subcontractor to LSSNEFL so there will be no shift of the deliverables if the other subcontractor is unable to honor their contract. There may be an opportunity for another vendor to be considered for the tasks left undone, but we would give you the opportunity to accept or decline the added deliverables first.**
- How long can we expect it to take to approve enrollment requests? (3.1.5.6)
  - **We will want to have 1-2 business days to approve enrollment requests.**
- We would have to do some level of intake and assessment in order to complete a case enrollment request for Tier 3 services. In the event that this case is denied for Tier 3 approval, will we be allowed to charge for time spent? (3.1.5.6)
  - **Assessments will be initially done by your R&P case a manager and will be paid for separately. If a case is denied for Tier 3 services, the assessment will have already been earmarked to be billed.**
- If funding is decreased at any point, for any reason, over the course of the three-year contract, how much flexibility will we have to adjust staffing levels? (3.1.8.2; 3.1.2.2; 1.2)
  - **Staffing levels will be left to the discretion of the subcontractor as long as LSSNEFL is notified of the change and the subcontractor is still able to meet their deliverables.**
- Under Tier II, case management is limited to 1 hour per month for 2 months. Under Tier III, case management is limited to 2 hours per month for two months. How were these limits set? This does not seem like enough time to provide services, for example, the ITN mentions that home visits are encouraged. (3.1.5.4.2; 3.1.5.4.3)
  - **At this time the budget is still being negotiated with DCF and we have not solidified the amount of time per deliverable. Once time per deliverable is decided we will then be able to negotiate with your cost per hour.**
- How do home visits, orientation and workshops factor in with the time allotted for case management? (3.1.5.4.3)
  - **Home visits will be factored into the case management hours, but orientation and workshops will be separate deliverables and will be reported monthly.**
- The ITN also states we should partner with mental health counselors. Would their time be included in the 1 or 2 hours (tier 2 / 3) allowed per month? (3.1.5.4.3)
  - **No their time is not allocated into your case management time with the exception of transportation given if necessary.**

- Who will determine the final list of services that any one vendor will be expected to provide? (3.1.2.1)
  - **Through the assessment tool used the case manager will determine what services will be needed by the client.**
- In detailing 'Outreach Services,' may we include a budget for marketing those services? (3.1.5.1)
  - **Yes, this can be negotiated.**
- Who will design the instrument that will be used to determine the client's needs and the appropriate level or tier of case management services? (3.1.5.3)
  - **LSSNEFL and DCF are in the process of identifying various assessment tools used in other agencies and are creating one for our needs using these others as references.**
- What is the expectation for us to provide mentoring services for refugee youth? How much will it impact our bid if we do not include it? Are refugee youth services provided under a separate DCF contract? (3.1.6)
  - **You will not need to include this. Refugee Youth Services will be provided under the CRS but as a separate subcontract with separate funding.**
- Is there a restriction on which employment program(s) clients can be referred to? For example, if a client is eligible for and is enrolled in the vendor's own Match Grant program. (3.1.5.4.1; 3.1.5.4.2)
  - **There is no restriction. A vendor may choose to use the Match Grant program or the state employment program. Do note that we would hope you are looking at each case individually and identifying which program would work best for the client and their family dynamic.**
- Is Tier I similar to the 'Information and Referral' category that most local resettlement agencies have? (3.1.5.4.1)
  - **Yes.**
- Does Tier I require an intake and assessment? (3.1.5.2; 3.1.5.3)
  - **Yes.**
- As the dynamic refugee situation changes are deliverables set for the tiers interchangeable? Can we propose a range of numbers (clients and hours) for each tier? (4.2)
  - **The deliverables will only be interchangeable with an amendment done to your contract.**
- The ITN mentions, "A long-term assessment conducted every six months... Up to three years..." Is this a requirement, or a recommendation? This is very time consuming. (3.1.5.4.3)
  - **It is a requirement.**
- For the "LEP Policy" report, is the 'Anticipated Due Date' supposed to be "60 days *after* contract..." (3.1.11)
  - **Yes.**

- 3.1.15.3 states, “... That includes the use of bilingual/bicultural women on service agency staff...” Can we add to this statement, “... provided that adequately qualified individuals apply for these positions.”
  - **Yes.**
  
- Please confirm dates in the deliverables chart. (4.2)
  - **The dates are negotiable once a contractor is chosen,**
  
- 4.3.3 states, “... LSS reserves the right to shift funds from one component to another.” What does this mean? What other components?
  - **Here is an example of how this may come into effect: As the managing entity LSSNEFL may find that the arrivals and community we are primarily serving have larger needs for ESOL then they do for childcare. It will be at the discretion of LSSNEFL to communicate with the childcare vendor that we are going to amend their contract and shift funds to another subcontract, in this example we are using ESOL, because of the need to provide a service we are not capable of fully providing without additional funding.**
  
- 4.3.3 mentions the “Adult Education Contract.” How is that applicable to this ITN?
  - **It is applicable because Adult Education could be a service that a client is referred to once their assessment is completed,**