

**Family Overview**

Through this RFP, First 5 San Bernardino (F5SB) seeks to support improved parenting and family self-sufficiency outcomes for parents/caregivers of children 0-5. F5SB is committed to supporting direct services to families seeking the skills necessary to develop and maintain long term self-sufficiency as well as strengthening the relationship between parent/caregiver and child to support long term safety and healthy developmental outcomes for children in San Bernardino County.

**Strategic Goals and Outcomes**

The F5SB Strategic Plan supports family goals through two strategic and inter-related initiatives, which are included in this RFP: (1) Parent Education and (2) Resource Center and Case Management. These strategies support our goal that *“Families are safe, healthy, nurturing and self-sustaining”*.

**Strategy: Parent Education**

GOALS	SERVICE DELIVERY APPROACH	OUTCOMES/INDICATORS
Children are free from any form of abuse	Nurturing Parents	<ul style="list-style-type: none"> <li>- Increased number/percentage of parents understanding developmental milestones and practicing parenting skills that are developmentally appropriate for their child <b>and</b></li> <li>- Increased number/percent of parents practicing positive disciplinary skills</li> </ul>

**Strategy: Resource Center and Case Management**

GOALS	SERVICE DELIVERY APPROACH	OUTCOMES/INDICATORS
Families are stable and have the capacity to meet the needs of their children	Resource Center and Case Management	<ul style="list-style-type: none"> <li>- Improved parental ability to access and coordinate needed services for their children <b>and</b></li> <li>- Improved parental ability to meet the basic needs of their families</li> </ul>
Parents are mentally and physically fit	Case Management	<ul style="list-style-type: none"> <li>- Increased coping skills among parents to improve parenting behavior (attitudinal domains such as anger management, stress relief)</li> </ul>

**Parent Education**

First 5 San Bernardino is committed to improving parent/child interaction and supporting healthy child development by funding Parent Education programs. In this RFP, F5SB has structured the funding of Parent Education programs through a regional service delivery approach and seeks to improve parent-child bonds and parent-child relationships through supporting the researched-based parenting education model(s) of Nurturing Parenting Programs.

**Funding Requirements and Expectations**

Proposers meeting the minimum requirements are encouraged to apply. In addition to the minimum requirements outlined in the RFP, these specific and targeted program requirements apply to the Parent Education Programs Providers:

Funding Requirements and Expectations Program Focus: Parenting Education
<ul style="list-style-type: none"> <li>■ Must serve parents of children 0-5</li> <li>■ Must provide the research-based models of Nurturing Parenting Programs throughout the proposed region in San Bernardino County</li> <li>■ Must have a site in the proposed region</li> <li>■ Must be able coordinate and implement the Nurturing Parents curriculum regionally (capacity to provide multiple classes at multiple sites/multiple cities by need)</li> <li>■ Programs may target specific age groups, cultures and needs utilizing the Nurturing Parents curriculum</li> <li>■ The duration of the parent education setting must be within 12-27 weekly 2½ - 3 hour group sessions</li> <li>■ Must demonstrate a collaborative relationship with resource centers to meet ongoing family needs</li> <li>■ Facilitators must be Certified in Nurturing Parents, possess a Bachelor’s degree and have experience in group facilitation</li> <li>■ Must provide structured licensed child care during parenting education classes</li> <li>■ Must provide parenting education programming at times convenient to parents/family’s schedules</li> <li>■ Must utilize First 5 San Bernardino evaluation tools including, but not limited to the tools associated with the Nurturing Parents curriculum</li> </ul>
Priority/Recommended Components for Parent Education
<ul style="list-style-type: none"> <li>■ Programs proposing to utilize facilitators possessing a Masters degree in Social Work or closely related field</li> <li>■ Programs proposing services to families most at risk of substantiated allegations of abuse and neglect and/or teen parents</li> <li>■ Programs that identify and address the barrier caused by location and access to reliable transportation</li> </ul>
Program Restrictions for Parent Education
<ul style="list-style-type: none"> <li>■ Participant supports are limited to items purchased to remove transportation barriers and/or to provide motivation/reward to participants <u>upon completion</u> of the program. Items purchased should be relative to the program objectives. Gift cards and vouchers are <u>not</u> an allowable expense.</li> </ul>

**Resource Center and Case Management**

Recognizing recent research, F5SB supports The Strengthening Families Framework™ approach in order to strengthen the family and prevent child abuse and neglect in San Bernardino County. F5SB is committed to supporting families through Resource Center and Case Management services to improve stability for children 0-5 by helping their parents/caregivers achieve and maintain self-sufficiency. Through this RFP, F5SB will support resource centers in targeted geographic locations to provide information, referral and linkage and case management. By supporting families through Resource Center and Case Management services, F5SB expects that *“Families are safe, healthy, nurturing and self-sustaining”*.

**Funding Requirements and Expectations**

Resource Center and Case Management Providers who meet the minimum requirements outlined in this RFP are invited to apply. In addition to requirements outlined in the RFP, additional requirements include:

<b>Funding Requirements and Expectations</b>	
<b>Program Focus: Resource Center and Case Management</b>	
<b>Resource Center Component</b>	<b>Case Management* Component</b>
<ul style="list-style-type: none"> <li>■ Must serve parents/caregivers of children 0-5 and/or pregnant woman</li> <li>■ Must be able to demonstrate an ability to provide referral and linkage services</li> <li>■ Hours of operations must be customized to community needs which includes a drop-in capability</li> <li>■ Must conduct an assessment of need at initial contact and provide information on C4Yourself and WIC</li> <li>■ Connections or access to other operating referral and linkage services</li> <li>■ Demonstrated capacity to follow-up on referrals to ensure successful connections are made</li> <li>■ Demonstrated capacity to capture, track and analyze information (type of referral, referred to whom, referred by whom, connections made, satisfaction, effectiveness and value of treatment) to improve performance over time</li> </ul>	<ul style="list-style-type: none"> <li>■ Case Manager must have face-to-face contact with clients at a minimum of once a month</li> <li>■ Must utilize ASQ-3/ASQ-SE screenings for children 0-5 of core clients</li> <li>■ Must implement the Life Skills Progression (LSP) instrument to measure case management outcomes</li> <li>■ Supervisors of Case Managers must possess a Masters degree in a closely related field</li> <li>■ Case Managers must possess at minimum a Bachelor’s degree and have experience in case management</li> <li>■ Must develop a service plan that is based on the family needs however it is time-limited, not to exceed 12 months</li> <li>■ Intake must include evaluation of need for completion of the C4Yourself application and/or WIC eligibility</li> </ul>
<b>Priority/Recommended for Resource Center Components</b>	
<ul style="list-style-type: none"> <li>■ Priority will be given to agencies that coordinate, collaborate and demonstrate high-level service delivery related to mental health and substance abuse</li> </ul>	
<b>Program Restrictions for Resource Center and Case Management</b>	
<ul style="list-style-type: none"> <li>■ Case Management must be conducted in a Resource Center and Resource Centers must include a model of structured case management.</li> </ul>	

**Additional Description of Funding Requirements and Expectations**

**Program Focus: \*Case Management**

First 5 San Bernardino defines case management as a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's needs in a limited time frame based on a service plan not to exceed one (1) year in duration. Case Management is characterized by advocacy, communication, resource management, quality cost-effective interventions and outcomes, and linking the client with systems.

The primary goal of case management is to optimize client functioning by providing quality services in the most efficient and effective manner to individuals with multiple complex needs. Case management rests on a foundation of professional training, values, knowledge, theory, and skills used in the service of attaining goals that are established in conjunction with the client and the client's family.

Providers must develop and maintain a case management plan with the client, which may include linking the client with systems that provide him or her with needed services, resources, and opportunities. Services provided may be located in a single agency or may be spread across numerous agencies or organizations.

The ultimate success for case management services and for F5SB investment is a self-sustaining family, one which uses its own capacity to get and use outside resources to solve problems and to ultimately, thrive.

**Case Management\* Component**

**Effective case management approach consists of the following:**

- Relationship building/engagement – build rapport with potential families by clarifying roles and negotiating expectations
- Screening and assessment – recognize family strengths, match children and family needs with available resources while considering any likely barriers
- Service plan – develop a plan of coordinated multiple services tailored to each family and/or family member with anticipated timelines.
- Linkages – identify and develop resources and connect family members with needed local resources
- Service implementation and coordination – ensure needed services are being delivered and appropriate communication is taking place among the various service providers
- Advocacy – assist family members to negotiate any bureaucracies involved and help to mediate and resolve any conflicts
- Monitoring and evaluation – track services delivered and monitor the family's condition and emerging needs – make needed adjustments to service plan and program goals as needed.

**Minimal qualities of case management programs include:**

- Family-centered – the focus on clients is not limited to a single member of the family, but includes all family members
- Driven by family need – one size does not fit all (there will be different focus points and different intensities for different families), and all clients/families will be served only to the extent needed (varying intensity and duration)
- Holistic – case management considers/deals with all applicable factors; gets to the root of problem, not dealing only with surface issues which may be impacting the family or its member
- Collects and uses data and information – case management programs must have and use the ability to verify and track results for clients to ensure their progress

**Additional Description of Funding Requirements and Expectations**

**Program Focus: \*Case Management**

First 5's investment for case management is to ensure families receive the necessary coaching to strengthen their families within a 6-month time frame. In extenuating circumstances, families with multiple variables demonstrated by the LSP assessment may have services extended to a 12-month time frame.

There are two components to the question of time when it relates to case management:

**Urgency** – ranges from crisis to “quality of life”. In crisis situations case management intervention must be immediate and in real time; in less than urgent situations or quality of life situations, case management is more deliberate and phased.

**Duration** – case management should continue **only** as long as needed without creating dependency and moving toward a transitioning phase. F5SB's investment for case management is to ensure families receive the necessary training to meet their family's basic needs. For more intensive cases, families with multiple needs receive the necessary training to be self-sustaining within a 12- month time frame.