

QUESTIONS AND ANSWERS

Children's System of Care

2024 RFQ CSOC Respite Services for Youth with Developmental Disabilities (DD) Served by the Children's System of Care (CSOC)

Written questions related to the content of this RFP were due on **Wednesday, October 23, 2024.**

A non-mandatory conference was held on **Thursday, October 17, 2024, at 11:00 AM.**

Written technical questions about forms, documents, and format may be emailed at any time up to the due date to dcf.askrfp@dcf.nj.gov.

All responses must be submitted ONLINE.

To submit online, respondent must **first** complete and submit an Authorized Representative (AOR) registration form: AOR Registration Form.

AOR Registration forms must be received by **Wednesday, October 30, 2024.**

All responses must be received by **Wednesday, November 6, 2024 by 12:00 NOON.**

QUESTIONS

1. **Q. If we already have a contract in place as an existing provider, do we have to reapply to this RFQ?**

A. No. Providers already approved for services are not required to reapply to this RFQ. They must simply contact their Contract Administrator and submit a program description form for the new program.

2. **Q. Do we need an additional NPI number for this service?**

A. No. Providers do not need an additional NPI number.

- 3. Q. What is the ratio for worker to youth for afterschool respite?**
- A. Typically it is 5-to-1 for Agency After School (AAS) and Agency Weekend (AWR), but it may vary depending on youth need.
- 4. Q. Are providers required to be available on an on-call basis for the family?**
- A. Providers set their hours and are not required to be on-call.
- 5. Q. Is Agency Weekend (AWR) delivered on a one-to-one basis only?**
- A. Agency Weekend (AWR) is not delivered on a one-to-one basis. It is a group setting.
- 6. Q. Can Agency Hired Respite (AHR) be offered site-based instead of in home?**
- A. Agency Hired (AHR) and Self-Hired (SHR) must be in-home. Agency After School (AAS), Agency Weekend (AWR), and Agency Overnight (OVR) are site-based programs.
- 7. Q. For Self-Hired (SHR), does the agency set the rate or the family set the rate paid to the SHR worker?**
- A. DCF pays providers a set rate, and providers set the wages, as long as they do not go below the New Jersey minimum wage.
- 8. Q. Is there a maximum number of providers being qualified for this service or will all providers that qualify to offer the service be approved?**
- A. There is no maximum for the number of providers to be qualified for this service, as long as providers meet all of the qualifications. Providers are always encouraged to apply.
- 9. Q. Our organization is an approved service provider via New Jersey Division of Developmental Disabilities. Would that satisfy the Medicaid approval process referenced in this presentation?**
- A. No. Providers would still need to be approved as a CSOC provider. Once qualified, providers will have to complete a Medicaid application to become a provider for CSOC Respite services.

10. Q. If you have multiple sites that provide similar services, do you need to provide a plan for each site?

A. Yes. Even if you have the same services in different sites, you must provide a program form for each site.

11. Q. Do I need to be in state?

A. Yes. CSOC-contracted respite providers must be in New Jersey.

12. Q. Once approved to provide services, what is the timeframe for services to start?

A. Qualified providers must start services within 60 days of the date of contract execution.

13. Q. How many individuals will be served under this RFP?

A. There is no set number of youth being served, as the number of families applying for respite services varies daily.

14. Q. How many service providers are currently approved/participating in these services?

A. There are currently more than 75 providers in New Jersey, but we encourage more to become qualified.

15. Q. Are there specific requirements to be included in the Letters of support?

A. Three written professional letters of support on behalf of the applying individual/agency specific to the provisions of services under this RFQ. References from family members of individuals receiving services and New Jersey State employees are prohibited. One professional letter of support should come from an individual or organization whose mission is serving people with intellectual/developmental disabilities; additionally, a professional letter of support from the Care Management Organization of the county you are serving is encouraged. Template/duplicate letters of support are not acceptable. Please include telephone numbers and e-mail for all references so they may be contacted directly.

16. Q. Are there exclusionary criteria for respite?

A. There are no exclusionary criteria for respite. Services are dependent on the program and staff capabilities.

17. Q. If you wanted a Saturday full-day program, is that possible and what category would that fit in

A. A full-day Saturday program would be listed as Agency Weekend Respite (AWR), as long as the program does not include any overnight hours (12 am to 6 am).

18. Q. Other than not providing all information requested in the RFQ are there reasons a provider would not be eligible to be qualified?

A. Respondents meeting all requirements of the RFQ, which includes a thorough program description, will meet the criteria for qualification.

19. Q. Can the respite types be combined? For example, can a Weekend program be combined with an overnight?

A. Currently, families must choose one of four program types: Agency-Hired, Self-Hired, Agency Afterschool, or Agency Weekend respite. Overnight respite services may be added to any respite type.

20. Q. If you are providing Saturday respite, are there funds to purchase materials for activities?

A. No, the rate is all-inclusive.

21. Q. Are there budget details available by each of the five service offerings in the RFQ?

A. No, respite services are Medicaid-funded on a fee-for-service basis.

22. Q. I recognize the specific amount of individuals served is fluid on a daily basis. However, is there a rough estimate of individuals served overall?

A. According to the CSOC [Data Hub](#), in 2023, there were 14,806 NJ youth eligible for developmental disability services with the Children's System of Care. This includes all I/DD services, not just Respite. Of this number, DCF makes no representation regarding the volume of activity that a provider may expect to receive if awarded a contract to provide services under this RFQ. Providers have the ability to manage their own queue.

23. Q. Can you explain what entitles a licensed facility? What type of facilities are licensed?

A. Licensed facilities can include childcare centers, overnight camps, residential group homes, etc. Providers must maintain compliance with the

licensing authority's licensing requirements. Each licensing authority may have different requirements:

DCF: <https://www.nj.gov/dcf/about/divisions/ol/>

DOH: <https://www.nj.gov/health/lh/licensing/index.shtml>

DHS: <https://www.nj.gov/humanservices/ool/home/>

- 24. Q. On PDF #3 where it asks for 3 Letters of Support—these must be part of community organizations that we have already partnered with.**

How can our agency have partnered with other organizations if we are a new entity?

A. Three written professional letters of support on behalf of the applying individual/agency must be specific to the provisions of services under this RFQ. References from family members of individuals receiving services and New Jersey State employees are prohibited. One professional letter of support should come from an individual or organization whose mission is serving people with intellectual/developmental disabilities.

Template/duplicate letters of support are not acceptable. Please include telephone numbers and e-mail for all references so they may be contacted directly.

- 25. Q. Can families who are currently providing therapeutic foster care also be approved to offer respite services for the youth they are supporting? If so, what are the specific requirements or limitations for these dual roles (i.e., can the provider of the foster care services also be the respite provider)?**

A. No. While Self-Hired Respite (SHR) workers may be a member of the youth's household, the SHR worker cannot be the youth's immediate caregiver. An immediate caregiver includes but is not limited to: a youth's parent (or resource parent), guardian, or other legally responsible relative. A therapeutic resource parent can apply to provide respite services to other youth not in their care. An interested person can apply to become a respite worker with a CSOC-contracted respite agency.

- 26. Q. Is there available data on the current demand for respite services across New Jersey? For example, is there a waitlist of families in need of respite care?**

A. All CSOC respite services currently have waitlists. The highest need is currently for Agency Hired, Agency Afterschool, Agency Weekend, and Overnight respite providers.

27. Q. Are there any trends or data available indicating which types of respite services (e.g., self-hired versus agency-provided) are most in demand by families?

A. There is a higher need for Agency-Hired respite providers compared to Self-Hired as families do not always have a friend or family member that can provide the respite service. An interested provider can apply to offer one or more respite service types.

28. Q. Can agencies collaborate with local schools to develop afterschool respite programs that directly support youth within the school environment? If so, are there guidelines for structuring these partnerships?

A. Yes, agencies can collaborate with local schools to develop afterschool respite programs. Regarding guidelines, the provider agency would need to meet all the requirements for Agency Afterschool respite programs listed in the RFQ.

29. Q. Are there specific geographic regions or counties where the demand for respite services is higher?

A. Demand for respite services is high throughout the state, but there are fewer respite providers for families in southern New Jersey counties (Atlantic, Cape May, Cumberland, Gloucester).

30. Q. Can families qualify for more than one type of respite service in the same authorization period?

A. Families can only receive one type of respite service during an authorization period. The only exception to that rule is for Overnight Respite. Families may choose to add Overnight Respite to any of the four other respite programs: Agency-Hired, Self-Hired, Agency Weekend, and Agency Afterschool.

31. Q. In relation to providing transportation and notifying families when it is included, can agencies count the drive time from pick-up to drop-off toward the authorized respite hours? For instance, if transportation from school to home takes one hour, can that drive time, along with three hours of afterschool respite, be billed as a total of four hours?

A. Providers can use the authorized respite hours for transportation, but this must be clearly explained to the families. The family must understand the distribution of hours and how the respite units are being used. Providers cannot bill families separately for transportation.