

## APPENDIX E – Mandatory Questions & Narrative

### Experience:

The proposer demonstrates an understanding of the Department’s outcome goals for Healthy Families America (HFA) and demonstrates a high degree of alignment between the Division for Children Youth and Families’ (DCYF) desires and strategic priorities and the HFA Child Welfare Protocols (CWP). The proposer organization has a clear understanding of the target population and experience working with this or similar populations. The proposer organization has knowledge of and relationships with the relevant community organizations such that they can develop a holistic understanding of each client. The proposer organization has knowledge of and relationships with relevant community service providers in their proposed Region(s) such that they can connect families to additional supports at discharge. The proposer organization puts forth effective solutions to address the Department’s priorities and anticipated challenges in service delivery, including:

- Creative operational tactics and program delivery structures to ensure service is available to all families in the proposed Region, including rural areas.
- Adaptive and creative strategies for persistent follow-up.
- Creative approaches to:
  - Ensure equitable service delivery across all sub-populations; and
  - Recruitment, especially in rural areas.

Q1 Describe your agency’s experience and any notable successes providing services with the above target populations or similar populations, and in what capacity. (For example: traditional HFA, HFA CWP, and/or other). Additionally, please include your agency’s experience working with the child welfare system.

Q2 How will you determine eligibility for program services? Identify your agency’s specific target population, to include DCYF referred families.

Q3 How will your agency process referrals, and initially engage families referred to your program? Please include strategies that your agency will use to ensure families seamlessly transition and successfully engage in the service. Please describe the various strategies your program will utilize for creative outreach with disengaged families, such as Motivational Interviewing techniques.

Q4 How will you retain families in services once initially enrolled?

Q5 Please identify strategies to obtain parent/caregiver voice and staff input to conduct service planning, service delivery, and to implement and improve culturally respectful and responsive services.

**Organizational Capacity:**

The proposer agency has a strong leadership/management team with relevant experience managing organizations that serve vulnerable populations. The proposer agency is capable of launching and implementing new programs (For example: track record standing up new services, experience developing programs that serve children and families). The proposer agency either has physical presence and/or experience working in the District Office Region(s) that they have applied for or in the absence of that, a clear plan to do so, to enable service delivery. The proposer agency is committed to reflecting the communities in which they work and actively incorporates diverse perspectives in how the organization is governed. The proposer agency has effective professional development systems in place to train staff in both program practice and agency policies, including sub-contracted partners. If appropriate to proposal, the proposer agency has a demonstrated track record and/or the capacity to manage and partner with sub-contractors.

- Q6 Please identify the number of families and service areas you have the capacity to serve through traditional HFA and HFA CWP. To inform your estimates for DCYF referrals, please see Appendix I, DHHS District Office Catchment Locations and include methodology of how you determined the totals provided.
- Q7 Please identify the DHHS catchment areas that you propose to serve with HFA and the HFA CWP enrolled families. A list of NH towns is attached within Appendix I, DHHS District Office Catchment Locations.
- Q8 HFA Capacity is calculated using HFA weighted caseloads based on a site's full time equivalent (FTE) of Family Support Specialists (FSS) and is variable based on the service level of each family being served. Include the number of FTEs in your proposed plan and complete the Capacity Analysis Report, which is attached as Appendix J, FTE/Capacity Worksheet outlining how you will ensure Family Support Specialist (FSS) caseloads will remain in compliance with the HFA Best Practice Standards (BPS).
- Q9 How does your agency support staff wellness and reflective practice in support of a parallel process with home visitors and families?
- Q10 Please identify your collaborative partners. How will you maintain your collaborative relationships? Include letters of commitment, Memorandums of Understanding and/or Agreements if you have them. Provide your proposed meeting schedule and sample agenda for advisory meetings. How will these partners be engaged in an advisory capacity in order to inform program activities?
- Q11 Describe your agency's experience with sub-contracting with other service providers. Provide examples of how you have identified high-quality sub-

contractors and managed the performance of those partners or in the absence of, a plan to do so, if applicable. If you have already identified sub-contractors, please list them.

**Performance Improvement:**

The proposer agency has experience successfully delivering a program with fidelity to a specific model-including Evidence-Based Practices (EBPs). The proposer agency has demonstrated experience working to improve quality, results, and program performance through Quality Assurance (QA) or Continuous Quality Improvement (CQI) processes, soliciting and acting on client feedback, using qualitative information or quantitative data to help guide improvement efforts. The proposer agency has clear and effective systems, processes, and policies in place that would allow them to collect program performance data and share that data back with the Department.

- Q12 Please describe your capacity to provide home visiting services with fidelity to the HFA model. If your agency has been accredited by HFA, please provide proof of accreditation. If your agency has yet to be accredited, please provide your plan or timeline to obtain accreditation.
- Q13 What is your agency's capacity to implement the HFA CWP model? Please include if your agency has been approved to utilize the HFA CWP model. If not, then please include a proposed timeline or plan to do so.
- Q14 Provide your proposed home visiting plan for nurse home visits. Please include the number of visits anticipated with each family, and how you will ensure families receive the sufficient number and/or quality of visits? Include all methods and frequency of proposed communications.
- Q15 How will your program ensure HFA strategies and assessment tools/screens are used in accordance with HFA and state guidelines?
- Q16 Please describe your experience implementing CQI strategies to assess performance and improve program outcomes and service provision. Please describe how data will be used to promote CQI access to the program.