

**ARKANSAS DEPARTMENT OF HUMAN SERVICES**

**PERFORMANCE BASED CONTRACTING**

**Intensive In-Home Service Providers**

Pursuant to Ark. Code Ann. §19-11-1010 et. seq., the selected contractor shall comply with performance-based standards. Following are the performance-based standards that will be a part of the contract and with which the contractor must comply for acceptable performance to occur under the contract.

- I. The contract must comply with all statutes, regulations, codes, ordinances, and licensure or certification requirements applicable to the contractor or to the contractor's agents and employees and to the subject matter of the contract. Failure to comply shall be deemed unacceptable performance.
- II. Except as otherwise required by law, the contractor agrees to hold the contracting Division/Office harmless and to indemnify the contracting Division/Office for any additional costs of alternatively accomplishing the goals of the contract, as well as any liability, including liability for costs or fees, which the contracting Division/Office may sustain as a result of the contractor's performance or lack of performance.
- III. During the term of the contract, the Division/Office will complete sufficient performance evaluation(s) to determine if the contractor's performance is acceptable.
- IV. The contract program deliverables and performance indicators to be performed by the contractor are:

Service Criteria	Acceptable Performance	Results of Insufficient Performance
<b>(A) Education/Training/Other Minimum Qualifications</b>		
A1. Contractor must be a corporation, professional association or a limited liability corporation.	<p>Contractor must maintain its status as a corporation, professional association or limited liability corporation one hundred percent (100%) of the time throughout the contracted term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by Division of Children and Family Services (DCFS) to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>A2. All Family Intervention Specialists (FIS) shall have either:</p> <ul style="list-style-type: none"> <li>• A Master's degree in social work, counseling, psychology or a related field as determined by DHS (Preferred); <b>OR</b></li> <li>• A Bachelor's degree in social work, counseling, psychology or a related field as determined by DHS and at least one-year experience working with children and families.</li> </ul>	<p>Contractor shall maintain documentation verifying compliance with minimum education and professional experience requirements one hundred percent (100%) of the time throughout the contracted term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-</p>

<p>Note: Contractor must provide FIS with master's degrees to deliver certain evidence-based practices. All staff will have regular clinical consultation from a licensed consultant.</p> <p>*All services for any given family must be provided by a single Family Intervention Specialist.</p>		<p>compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>A3. All Clinical Supervisors shall have either</p> <ul style="list-style-type: none"> <li>• A Master's degree in social work, counseling, psychology or a related field as determined by DHS with a minimum of one (1) year experience delivering an evidence-based practice. children and families (preferred); <b>OR</b></li> <li>• A Bachelor's degree in social work, counseling, psychology or a related field as determined by DHS with a minimum of one (1) year relevant experience delivering an evidence-based practice accepted.</li> </ul>	<p>Contractor shall maintain documentation verifying compliance with minimum education and professional experience requirements one hundred percent (100%) of the time throughout the contracted term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within ten (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>A4. All Clinical Consultants must meet the following minimum qualifications:</p> <ul style="list-style-type: none"> <li>• Licensure in mental health field required including without limitation: Licensed Clinical Social worker (LCSW), Licenses</li> </ul>	<p>Contractor shall maintain documentation verifying compliance with minimum education and professional experience requirements one hundred percent (100%) of the time throughout the contracted term.</p> <p>Submission of a monthly</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p>

<p>Professional Counselor (LPC), Licensed Associate Counselor (LAC ), etc.</p> <ul style="list-style-type: none"> <li>• Two(2) years' experience delivering evidence-based practices; and</li> <li>• And experience with oversight of a clinical model with evidence-based practices is required.</li> </ul>	<p>certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>A5. All Contractors and their Intensive In-Home Services providers shall complete an Arkansas State Police Criminal Background Check, Arkansas Child Maltreatment Central Registry Check, and as applicable a FBI and Central Registry checks of other states they have lived in. Contractor shall obtain criminal history records checks on employees consistent with the requirements in Ark. Code Ann. §21-15-101 imposed on employees of state agencies in designated positions.</p>	<p>Contractor shall maintain results of all required background checks for all direct service providers under this contract one hundred percent (100%) of the time throughout the contracted term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>A6. Contractor shall submit to DCFS for DCFS approval a training and education plan, including an implementation timeline, for all direct service</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p>

<p>staff by December 1, 2019.</p> <p>The training plan must cover topics including without limitation developing cultural competency and addressing unconscious bias and providing a trauma-informed practice.</p>	<p>Contractor shall implement its training and education plan as approved by DCFS one hundred percent (100%) of the time throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>A7. The Contractor shall notify DCFS of any changes in personnel impacting the contracted services and provide documentation to DCFS of new providers which sets forth their qualifications prior to the delivery of services. This notification will be included in the monthly report (see item E5).</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>A8. Contractor shall notify DCFS of any changes in its business ownership or corporate structure.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient</p>

	<p>be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>A.9. Contractor's program must meet the standard for a "well supported practice" as defined by the Family First Prevention Services Act by October 1, 2019.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Contractor must submit to DCFS documentation verifying Vendor's inclusion on the Federal Clearinghouse's most current register of well-supported practices on or before October 1, 2019.</p>	<p>Less than one hundred percent (100%) compliance may result in financial penalties up to and including contract cancellation.</p>
<b>(B) Delivery of Services</b>		
<p>B1. The Contractor shall accept referrals for the purposes of diversion from care and reunification where at least one child is between the ages of zero (0) and seventeen (17), and with a viable/identified family or permanent caregiver option.</p> <p>Diversion (Imminent risk of removal) referrals shall include</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p>

<p>the following without limitation:</p> <ol style="list-style-type: none"> <li>1. Serious family conflict due to abuse and/or neglect.</li> <li>2. Families with problems regarding caregivers and overall family support systems (ex. – Caregiver who is trying to relinquish custody of child to DCFS due to inability to control child’s behavior, etc.)</li> <li>3. Mental Health Issues.</li> <li>4. Serious behaviors including substance abuse, defiance, running away, truancy.</li> <li>5. Juvenile Justice Involvement including unruly/delinquent.</li> <li>6. Youth displaying problem sexual behaviors.</li> <li>7. Youth in adoptive placements in danger of disruption.</li> <li>8. Families impacted by trauma.</li> </ol> <p>Reunification (can be referred as early as day of removal) referrals shall include the following without limitation:</p> <ol style="list-style-type: none"> <li>1. Families with problems regarding caregivers and overall family support systems, for whom intensive services are needed to achieve the goal of reunification.</li> <li>2. Youth returning home from</li> </ol>	<p>must document acceptable contractor performance.</p>	<p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month’s invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
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<p>residential placement (bypassing step-down programs).</p> <p>3. Youth displaying sexual behaviors.</p> <p>The Contractor shall not provide services under the following circumstances without limitation:</p> <p>1. If child is actively suicidal, homicidal, or psychotic without medication stabilization; however, if appropriate can accept to start work with family while child is getting stabilized and finishing treatment.</p> <p>2. If youth has no identified permanent placement option.</p>		
<p>B2. The Contractor shall accept all DCFS referrals that meet referral criteria allowable within the limitations of the contract budget and within the Intensive In-Home services limitations of no more than five (5) cases per Family Intervention Specialist.</p> <p>Contractor shall accept referrals outside of their primary contracted area contingent on their availability of staff and contract funding.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including</p>



		contract cancellation.
B3. The Contractor shall keep a referral log that documents all referrals as well as the reason for any refused referrals.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p> <p>Contractor shall provide referral log for DCFS inspection within twenty-four (24) hours of request by DCFS.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
B4. The Contractor shall execute interventions for emergency referrals within twenty-four (24) hours of referral.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Ninety-five percent (95%) of families with emergency referrals must be seen within twenty-four (24) hours of referral.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in</p>

		addition to other financial penalties up to and including contract cancellation.
B5. The Contractor shall ensure that non-emergency referrals have an admission session within forty-eight (48) hours.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Ninety-five percent (95%) of families with emergency referrals will be seen within twenty-four (24) hours.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
B6. The contractor shall be available to the family twenty-four (24) hours a day, seven (7) days a week, by phone or in person.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a</p>

		below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.
B7. Intensive In-Home Services Supervisors shall support teams of four (4) to five (5) FISs. The FIS team under any one supervisor shall be assigned no more than a total of twenty (20) cases at any given time.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
B8. Intensive In-Home Services shall have a Licensed Clinical Consultant who supports no more than eight (8) teams. The licensed clinical consultant shall be ultimately accountable for guiding treatment.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p>

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<p>B9. Contractor shall ensure all FISs receive supervision through consultation, team supervision, and individual supervision.</p> <ol style="list-style-type: none"> <li>1. FIS shall meet individually with their supervisor to problem solve barriers as they arise and plan for professional development.</li> <li>2. As part of team supervision, the FIS shall review all cases with their supervisor and licensed consultant, as well as other specialists to get feedback on interventions and case conceptualization.</li> <li>3. As deemed necessary by Contractor, some evidence based practices, including without limitation Trauma Focused, Cognitive Behavioral Therapy (TF-CBT), shall also require additional consultation.</li> </ol>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Individual Supervision and team supervision must be provided on a weekly basis. Documentation of dates and times of supervision shall be submitted to DCFS upon request.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>B10. Each FIS shall provide services to no more than five (5) families concurrently. Contractor shall determine appropriate caseloads by considering the safety needs of each family's children, the needs of each family, and the intensity of present interventions.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within ten (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted</p>

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<p>B11. The FIS shall provide Intensive In-Home services in Diversion cases for an expected four to six (4-6) months with face to face contact an average of three (3) times per week and decreased as determined by the IFS, the IFS supervisor and clinical consultant.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>B12. The FIS shall provide Intensive In-Home services in Reunification cases for an expected six to nine (6-9) months, with face to face contact an average of three (3) times per week and decreased as indicated.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p>

	<p>must document acceptable contractor performance.</p>	<p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>B13. The FIS shall conduct family and individual sessions as needed in their own homes and other settings at times convenient for the family.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>B14. The initial authorization for services shall be for six (6) months. Requests for extensions of Intensive In-Home Services must be submitted in writing to the DCFS In-Home Program Manager. The Contractor shall maintain the written approval received from</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10)</p>

the DCFS In-Home Program Manager in the client case record.	performance indicators by the tenth (10 <sup>th</sup> ) day of the month must document acceptable contractor performance.	business days of the request.  2 <sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.  3 <sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.
B15. The Contractor shall provide a backup FISs to provide Intensive In-Home Services to families when the assigned FIS is absent so that services are not interrupted.	One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.  Submission of a monthly certification of compliance with performance indicators by the tenth (10 <sup>th</sup> ) day of the month must document acceptable contractor performance.	Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.  1 <sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.  2 <sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.  3 <sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.
B16. The Contractor shall ensure that all Intensive In-Home Services cases are closed within thirty (30) days of DCFS case closure.	One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.	Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.  1 <sup>st</sup> Incident: A corrective action

	Submission of a monthly certification of compliance with performance indicators by the tenth (10 <sup>th</sup> ) day of the month must document acceptable contractor performance.	<p>plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<b>(C) Program Services</b>		
C1. The FIS shall provide a range of services unique to the needs of each family and that promote the achievement of safety, permanency, and well-being for their children. These shall include without limitation evidence-based and trauma-informed in-home services. When providing evidence-based programs the Contractor shall comply with the fidelity requirements of the evidence-based model in use.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
C2. The FIS shall conduct initial and ongoing assessments that are strengths-based and	One hundred percent (100%) compliance with all service criteria and standards for	Less than one hundred percent (100%) compliance will result in the contractor being contacted



<p>individualized to be incorporated into treatment plans. The assessments shall include family gaps related to basic needs such as housing, employment, transportation, food and healthcare. The FIS shall implement a number of interventions to ensure those gaps are filled while helping the family also plan for long term sustainability. FIS shall provide youth and families with necessary transportation and help them plan for long term transportation needs.</p>	<p>acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>C3. The FIS shall include the family in individualized treatment plans that are updated throughout the case to reflect the goals of the family and child and will focus on empowerment and increasing parent accountability.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term. Contractor must maintain treatment plans in client files and provide all treatment plans for DCFS inspection within twenty-four (24) hours of DCFS request.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>C4. The goals and interventions</p>	<p>One hundred percent (100%)</p>	<p>Less than one hundred percent</p>

<p>included by the Contractor as part of each treatment plan shall include support with educational and employment/career goals.</p>	<p>compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Contractor must maintain treatment plans in client files and provide all treatment plans for DCFS inspection within twenty-four (24) hours of DCFS request.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>(100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>C5. The FIS shall assist family members with access to psychiatric services and medication management as needed.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including</p>

		contract cancellation.
C6. The FIS shall help families develop a social support network in the natural environment from extended family members, schools, neighborhood, church, etc.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
C7. The FIS shall deliver interventions designed to develop skills in both parents and children to problem solve in difficult situations, including without limitation school communication, negative peers, getting along with teachers, promoting a positive attitude within the family regarding school attendance, and promoting close supervision of the youth and success in school. The FIS shall help teach parents to advocate for their children's educational needs in the school system.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in</p>

		addition to other financial penalties up to and including contract cancellation.
C8. The FIS shall help the family access mentoring, tutoring, sports and other pro-social activities as needed.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than 100% compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>DCFS may require the Contractor to develop a corrective action plan acceptable to DHS or may withhold payment for services until sufficient until sufficient performance occurs.</p>
C9. When juvenile substance use/abuse is a primary concern, the FIS shall help parents and teens identify triggers to substance use.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
C10. The FIS shall provide instruction to families on how to more effectively manage their own behavior and their children's behavior. The FIS shall educate families on developing monitoring and	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action</p>

supervision plans when managing problem behaviors is a presenting issue.	Submission of a monthly certification of compliance with performance indicators by the tenth (10 <sup>th</sup> ) day of the month must document acceptable contractor performance.	<p>plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
C11. The FIS shall provide parenting skills education – including consistency, discipline, communication, and coping strategies. The FIS shall teach age appropriate personal habits and social skills and shall offer special strategies concentrating on sexual problem behaviors and substance abuse as determined necessary by the FIS in consultation with the family and DCFS. Parent education shall focus on learning how to better manage a child's mental health issues as determined necessary by the FIS in consultation with the family and DCFS.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
C12. The FIS shall help facilitate the development of positive peers and monitoring by parents.	One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times	Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.

	<p>throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
C13. The FIS shall connect youth and families with psychiatry and other mental health services; as clinically indicated.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
C14. The FIS shall address all systems affecting the child and family including family, school,	One hundred percent (100%) compliance with all service criteria and standards for	Less than one hundred percent (100%) compliance will result in the contractor being contacted

peers, individual, and community. FIS shall include providers of specific services not implemented by the Contract provider when clinically indicated. FIS shall be certain the services are implemented as intended and the family participation is adequate.	<p>acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<b>(D) Communication between Contractor, Intensive In-Home Service Providers, and DCFS, and other providers.</b>		
D1. The FIS shall attend child/youth case related meetings in person, telephone, or video conferencing, as requested.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in</p>

		addition to other financial penalties up to and including contract cancellation.
D2. The FIS shall attend court, prepare youth and families for court, and communicate with the case manager and court staff as determined necessary by FIS in consultation with the family and DCFS.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
D3. FIS collaboration on treatment planning shall include the involvement of the DCFS caseworker in the intake and intervention development plan.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor</p>



		Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.
D4. The FIS shall facilitate reunification by working with other providers, case managers, and court staff.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
D5. FIS shall ensure DCFS case managers are included in regular treatment planning, including weekly verbal contacts, and monthly review of case summaries.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-</p>

		compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.
D6. Contractor shall provide initial training on the program and referral process between FIS and DCFS caseworkers.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<b>(E) DATA EVALUATION</b>		
E1. The contractor shall collect data at admission and discharge; and at six (6), twelve (12), and twenty -four (24) months post discharge.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Post discharge surveys must be completed according to the following minimum response rates:</p> <ul style="list-style-type: none"> <li>Six (6) months – a minimum of fifty percent (50%) of surveys must be</li> </ul>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of</p>

	<p>completed;</p> <ul style="list-style-type: none"> <li>• Twelve (12) months – a minimum of forty-five percent (45%) of surveys must be completed; and</li> <li>• Twenty four (24) months – a minimum of thirty five percent (35%) of surveys must be completed.</li> </ul> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>E2. The Contractor shall collect data at follow up including the following information without limitation:</p> <ul style="list-style-type: none"> <li>• Client living situation (living with family or independently);</li> <li>• Trouble with the law;</li> <li>• School status;</li> <li>• Out of home placements;</li> <li>• Subsequent true findings of maltreatment; and</li> <li>• Custody status.</li> </ul> <p>Contractor shall transmit performance reports containing the above specified information, without limitation, to DCFS every six (6) months in July and December.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p> <p>Contractor shall transmit performance reports to DCFS on or before the first day of July and December of each year for the duration of the contract.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
E3. Contractor shall provide	One hundred percent (100%)	Less than one hundred percent

<p>DCFS with a monthly report, due on or before the fourth (4<sup>th</sup>) day of each month, which must include without limitation the following:</p> <ul style="list-style-type: none"> <li>• Demographic information on the youth and families being served;</li> <li>• Contractor staffing, referrals, discharges, number of families currently being served, staff training, and compliance data for all other performance indicators.</li> </ul>	<p>compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>(100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>E4. At twenty-four (24) months post-discharge, The contractor shall also collect information from social services agencies, schools, juvenile courts, and other agencies to provide supporting data to back up reports made by parents. This information shall be collected on clients selected on a randomized basis.</p>	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including</p>

		contract cancellation.
E5. The contractor shall develop a process for locating families, including upfront efforts to get multiple contacts with family members and others with long term relationships with family.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<b>F. Child Safety Outcomes</b>		
<p>F1. Contractor shall ensure that the following minimum child safety standards are met during the provision of services:</p> <ul style="list-style-type: none"> <li>Families shall not have confirmed child abuse/neglect during Intensive In-Home Services (IIHS) intervention.</li> <li>Families shall not have confirmed child abuse/neglect within the first six (6) months following the completion of IIHS intervention.</li> </ul>	<p>Contractor must adhere to all Service Criteria and the following standards for acceptable performance one hundred percent (100%) of the time throughout the contract term:</p> <ul style="list-style-type: none"> <li>Ninety percent (90%) of families shall not have confirmed child abuse/neglect during IIHS intervention.</li> <li>Ninety five percent (95%) of families shall not have confirmed child abuse/neglect within six (6) months following the</li> </ul>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor</p>

<ul style="list-style-type: none"> <li>Families shall not have confirmed child abuse/neglect within twelve (12) months post IIHS intervention.</li> </ul>	<p>completion of IIHS intervention.</p> <ul style="list-style-type: none"> <li>Ninety percent (90%) of families shall not have confirmed child abuse/neglect within twelve (12) months following the completion of IIHS intervention.</li> <li>Eighty-five percent (85%) of families shall not have confirmed child abuse/neglect within twenty four (24) months following the completion of IIHS intervention.</li> </ul>	<p>Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p>F2. Contractor shall ensure that children are safely maintained in their homes whenever possible and appropriate during IIHS intervention.</p>	<p>Contractor must adhere to all Service Criteria and the following standard for acceptable performance one hundred percent (100%) of the time throughout the contract term:</p> <ul style="list-style-type: none"> <li>Ninety-five percent (95%) of families shall remain safely in their homes during IIHS intervention.</li> </ul>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<p><b>G. Permanency Outcomes</b></p>		

<p>G1. Contractor shall ensure that children have permanency and stability in their living situations.</p> <ul style="list-style-type: none"> <li>Families who receive IIHS services in a foster care case, must successfully reunite with their families within IIHS intervention.</li> <li>Families who receive IIHS during a protective services case shall not have a child removed from their home during intervention.</li> <li>Contractor shall ensure that children remain in in their home or successfully living independently at six (6) months following the completion of IIHS intervention.</li> <li>Contractor shall ensure that children remain in in their home or successfully living independently at 12 months following the completion of IIHS intervention.</li> <li>Contractor shall ensure that children remain in in their home or successfully living independently at 24 months following the completion of IIHS intervention.</li> </ul>	<p>Contractor must adhere to all Service Criteria and the following standards for acceptable performance one hundred percent (100%) of the time throughout the contract term:</p> <ul style="list-style-type: none"> <li>Ninety percent (90%) of families receiving IIHS services in a foster care case, must successfully reunite with their families during IIHS intervention.</li> <li>Ninety-five percent (95%) of families receiving IIHS during a Protective Services case shall not have a child removed during IIHS intervention.</li> <li>Ninety-two percent (92%) of families receiving IIHS during a Protective Services case shall not have a child removed within six (6) months following the completion of IIHS intervention.</li> <li>Ninety percent (90%) of families receiving IIHS during a Protective Services case shall not have a child removed within twelve (12) months following the completion of IIHS intervention.</li> <li>Eight-five percent (85%) of families receiving IIHS during a Protective</li> </ul>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
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	Services case shall not have a child removed within twenty-four (24) months following the completion of IIHS intervention.	
<b>(H) Billing</b>		
H1. The contractor shall obtain all referrals from DCFS in advance before scheduling clients for service. Invoicing for services rendered without proper authorization are subject to denial by the Division of Children and Family Services.	<p>One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.</p> <p>Submission of a monthly certification of compliance with performance indicators by the tenth (10<sup>th</sup>) day of the month must document acceptable contractor performance.</p>	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
H2. Invoices for monthly billing must be developed on-line through the CHRIS financial system. Invoices along with the Intensive In Home Services time sheets, narratives, the IIHS referral form and certification of compliance must be submitted to the DCFS area financial coordinator by the tenth (10 <sup>th</sup> ) day of the month. If the tenth (10 <sup>th</sup> ) day is on the weekend, billing is due no later than the following Monday.	One hundred percent (100%) compliance with all service criteria and standards for acceptable performance must be maintained at all times throughout the contract term.	<p>Less than one hundred percent (100%) compliance will result in the contractor being contacted by DCFS to address insufficient performance.</p> <p>1<sup>st</sup> Incident: A corrective action plan acceptable to DCFS shall be due to DCFS within (10) business days of the request.</p> <p>2<sup>nd</sup> Incident: A three percent (3%) penalty shall be deducted from the previous month's invoice for the first incident of</p>



Only original signed invoices will be accepted.		<p>non-compliance.</p> <p>3<sup>rd</sup> Incident: Continued non-compliance may result in a below standard Vendor Performance Report (VPR) maintained in the vendor file in addition to other financial penalties up to and including contract cancellation.</p>
<b>(I) Conflict of Interest Mitigation</b>		
<p>I1. During the term of this contract, the Vendor shall comply with the terms of the DHS Organizational or Personal Conflict of Interest provisions. The Vendor shall disclose all actual, apparent, or potential conflicts of interest to the Department of Human Services (DHS) within five (5) days of having knowledge of them. The Vendor shall develop a mitigation plan as requested by DHS which must be approved and accepted by DHS. Any changes to the approved mitigation plan must be approved in advance by DHS.</p>	<p>The Vendor must maintain one hundred percent (100%) compliance with this item at all times throughout the term of the contract.</p>	<p>The Vendor will be fined five thousand dollars (\$5,000) per day for each day past five (5) days for each actual, apparent, or potential conflict of interest it fails to disclose. The Vendor shall be fined one hundred thousand dollars (\$100,000) for the first failure to comply with the mitigation plan developed by the Vendor and approved by DHS. Each subsequent violation of the mitigation plan shall be twice the amount of the immediately preceding violation fine.</p>