

# Scope of Work

## The Child Welfare Policy and Practice Group

**Lead Agency:** CYFD

**State Fiscal Year:** SFY23 (July 1, 2022 - June 30, 2023)

**Services:** Client Services

**Billing Type:** Invoice

**Funding:** State General Funds

**Fund Pool:** PS-SUPP01 : PS Program Supportive Services (State)

**Project:** PS- Program Supportive Services

**CFDA# (If Applicable):** N/A

The Child Welfare Policy and Practice Group shall perform the work outlined in this Scope of Work and attached Appendices which are hereby incorporated and made a part of the Agreement.

### I. PROGRAM DESCRIPTION and TARGET POPULATION

A. An Individualized Planning meeting (IPM) is a collaborative process used to support children and families involved with CYFD. IPMs include representatives of systems and informal networks (i.e., extended family, friends, and others of personal significance) who support children and families. The team has the function of working in partnership with the family to identify needs, set goals, and develop an individualized plan. The IPP plan is centered on addressing the needs that underlie the events and conditions that led the family to be involved with CYFD. These needs are addressed through the development of strategies, agreed to by families, and tasked to team members to assist in carrying them out. Finally, benchmarks are attached to the identified needs to measure outcomes.

### B. TARGET POPULATION:

The IPP model will be facilitated by:

1. The IPP will be facilitated by CYFD staff;
2. An IPP team could include:
  1. Managed Care Organizations (MCOs); and
  2. Partners providing care coordination; and
  3. Representatives of tribes, pueblos, or the Office of Tribal Affairs
  4. Other system partners and stakeholders – e.g., foster parents, school social worker, counselor, physician, etc.
  5. Members of the family's informal network
3. Outreach to educate on the IPP could include:

- a. Judiciary partners
- b. Managed Care Organizations
- c. Tribes and pueblos
- d. Resource families
- e. Service providers

## II. PROGRAM GOALS/ REQUIREMENTS

### GOALS:

- A. The Vendor shall provide technical assistance to the Children, Youth and Families Department (CYFD), and the Individualized Planning Process committee, in the development and implementation of a model to provide an Individualized Planning Process (IPP) to be used in CYFD and Human Services Department (HSD). The IPP is a collaborative process used to support children and families involved with CYFD; it includes systems and stakeholders who support children and families. A central feature of the process is the formation and function of a collaborative team comprising both formal and informal resources to inform individualized planning and decision making and to support the family and youth in attaining agreed upon goals. The plan is unique to the family, seeks to unify the team under a vision or goal, and has value to the family. The IPP is centered on an identification of functional strengths within the family and serves to address their underlying needs consistent with the concrete requirements of the systems involved. These needs are addressed through the development of strategies, guided by the voices of families and tasked to team members to assist in achieving the family's goals related to child safety, permanency, and well-being.
- B. Finally, benchmarks are attached to the identified needs to measure outcomes.
  - 1. Develop the individualized Planning Process (IPP) in CYFD
  - 2. Implement the IPP within CYFD-PS and CYFD-JJS
  - 3. Outreach to community and stakeholders to educate in IPP process
  - 4. Develop workforce to fully implement and sustain the IPP

## III. DELIVERABLES AND REPORTS

The Vendor shall:

- A. Work in partnership with CYFD leadership and the IPP committee to fully implement IPP in alignment with CYFD's practice model:

1. Advise on how to align documentation, language and data to the IPP and to the Kevin S QM plan.
2. Propose adaptations to policies, protocols and procedures to maximize the implementation of the IPP;
3. As needed, adapt IPP implementation which can include, but is not limited to, training curriculum, and revisions of training material.
  - a. In collaboration with CYFD, coordinate the scheduling of training and coaching sessions;
  - b. In collaboration with CYFD, identify and recommend strategies to address barriers to implementation that may arise.
  - c. Work with CYFD Quality Assurance to track outcome data points as defined by CYFD and the IPP charter; and
  - d. Coordinate the scheduling of logistics meetings for the implementation of the IPP that include, but are not limited to, discussions relative to virtual platforms and formatting.
4. In collaboration with the IPP charter and CYFD Quality Assurance develop evaluation tools to:
  - a. Assess fidelity of the IPP process;
  - b. Identify and measure data points consistent with Kevin S. outcomes;
- B. Provide project management to ensure planning, procurement, and execution of the IPP:
  1. Develop a timeline for deliverables;
  2. Continuously monitor for timelines and deliverables;
  3. Identify and address barriers, concerns, questions, milestones;
  4. Meet with IPP charter and subcommittees at least three times a month, scheduled well in advance, to discuss progress, identify barriers, support the parallel implementation process, and share data;
  5. Have scheduled weekly check-in with CYFD project lead.
  6. Be accessible, upon request, to CYFD, HSD, IPP charter, and contracted stakeholders.
- C. Provide “Leadership Overview” outreach sessions for judiciary partners as requested by judges/courts and/or identified by CYFD leaders and/or the IPP charter, meetings will include:
  1. Preparation and participant materials.
  2. High-level overview of the IPP model;
  3. Identification of roles and responsibilities of state and local leaders;

4. Facilitation of discussion.
- D. Provide “Stakeholder Overview” outreach sessions for providers, legal agents, system partners and the community. These sessions will be offered as needed and are designed for those who are not attending the 3-day training and coaching and will include;
1. Preparation and participant materials
  2. Trainer and materials preparation
  3. Overview of the IPP
  4. Identification of roles and responsibilities
- E. Provide quarterly regional check-in meetings for CYFD personnel and stakeholder groups in each of the 5 CYFD regions. Meetings will include:
1. Overview of progress in implementation
  2. Facilitated discussion regarding shared experiences, identification of needs/barriers, and solutions.
- F. Provide supervision for the implementation of the IPP. This training is a prerequisite and must be completed prior to facilitating Individualized Planning Meetings
1. Includes training facilitation, preparation of logistics and material, pre- and post-training evaluations.
  2. In collaboration with CYFD and the IPP charter, staff will be identified to participate in the 3-day training for *Preparing and Facilitating the IPP* and conducting individual planning meetings.
  3. Participants of this training are encouraged to attend one or more IPP meetings prior to attending the training.
- G. Provide ongoing support to CYFD IPP trainers and coaches:
1. Work with CYFD Workforce Development section to incorporate ongoing training of IPP into new employee training (NET) and coaching.
  2. Continue coaching of “Champions” to competency to conduct the 3-day training and coaching for *Preparing and Facilitating the IPP* or conducting individual planning meetings
  3. Work with regional leadership to assess and address needs for coaching and training including those among contracted service providers.
- H. Provide coaching (virtual or onsite)
1. CWG will implement a protocol for frontline and supervisory staff that builds and refines competencies related to facilitation of the five (5) stages of the IPP to fidelity.

2. CWG will work with practice champions to coach facilitators per NM's design and will coach and train all phases of the child and family team meeting process. Training will incorporate pre and post evaluation.
- I. In collaboration with CYFD, will assist and coordinate training and practice improvement efforts to develop skills and competencies of CYFD staff and the children's behavioral health workforce.
  - J. Assist CYFD in developing instruments and procedures for tracking and monitoring:
    1. Training fidelity, to include consistency of training implementation with practice standards and identified competencies.
    2. Fidelity to model
    3. Trainer professionalism
    4. Adherence to pre-approved training times
    5. Develop a supervision model consistent with IPP process
    6. Consistency of presentation
    7. Inclusion of youth and family member leaders as training facilitators or presenters as needed.
  - K. Adhere to the following instructions if capitalized assets are purchased:

In the event that the Vendor purchases property through this Scope of Work that will be considered a capitalized asset, the agency shall document its intended use and submit a report annually to CYFD BHS detailing the current inventory of capitalized assets and their accumulated depreciation. The Vendor will continue to track and report on each capitalized asset until it is fully depreciated on the Vendor's financial statements. In the event that the Vendor ceases to have a contract with CYFD BHS, the Vendor will ensure that any such capital assets will be used for the intended purpose throughout their useful life, including the transfer of ownership to an entity that will use the asset for a similar public purpose. (fixed)

#### IV. PROGRAM OBJECTIVES:

- A. Work in collaboration with the IPP charter and stakeholders to develop an IPP that is individualized to New Mexico.
- B. Work in collaboration with IPP charter and stakeholders to coordinate trainings and implementation of IPP.
- C. Work in collaboration with the IPP charter and stakeholders to conduct outreach sessions to state and community partners.
- D. Work in collaboration with IPP charter and stakeholders in developing a sustainability infrastructure for the IPP.
- E. The Vendor will follow all public health safety guidelines as outlined by the State of New Mexico's Department of Health and health emergency orders

prescribed by the New Mexico office of the Governor and will, in all cases, prioritize the health, safety, and wellbeing of its patrons. Pursuant to these guidelines, Child Welfare Group (CWG) will:

1. Utilize virtual online platforms as a contingency to in-person contact; and/or
2. Modify classroom size to accommodate social distancing guidance with appropriate training and safety accommodations as directed by the State of New Mexico Department of Health.
3. Take the necessary bio-security measures including, but not limited, to the use of personal protective equipment.

V. PERFORMANCE MEASURES:

- A. Vendor, in collaboration with the IPP charter, will develop a timeline to attain full implementation of the IPP..
- B. Vendor will schedule outreach sessions to New Mexico stakeholders as needed to support their participation in the IPP.
- C. In collaboration with the IPP charter, vendor will develop a fidelity protocol for the use of the IPP. and CYFD Quality Assurance.
- D. Vendor will develop training capacity within CYFD to sustain the IPP.
- E. In collaboration with the IPP charter and CYFD Quality Assurance, review and refine measurements to:
  1. Identify and measure data points consistent with Kevin S. outcomes related to the IPP and;
  2. Build on current Quality Service Review indicators.

VI. PROGRAM ACTIVITIES:

- A. In collaboration with the IPP charter, develop and monitor measurements to:
  1. Assess fidelity of the IPP practice to the model.
  2. Identify and measure data points consistent with Kevin S. outcomes and;
  3. Assess the need to adjust practice language.

VII. PROGRAM STAFF QUALICATIONS:

- A. N/A

VIII. INVOICING AND REPORTING

- A. Submit a completed invoice, as well as supporting documentation, through the Behavioral Health Services Division's (BHSD) STAR system found at [www.bhsdstar.org](http://www.bhsdstar.org), no later than the 15th day of the month following the service delivery period end date. Supporting documentation to the invoice shall include the following information:
  1. Date of Orientation, # of Participants, etc.

2. Date(s) of Training for PS, JJ, FCM, Bureaus, CBHC, etc.
3. Date(s) Coaching Provided to PS, JJ, FCM, Bureaus, CBHC, etc.
4. Date(s) of Leadership Overviews with PS, JJ, MCO, Judges, stakeholders, etc.
5. Dates and hours for: prep, planning, project oversight, etc.
6. Professional fees
7. Reports as developed with IPP team and leadership
8. Other requirements per STAR system
9. The actual product that is being billed for (training materials, etc)
10. Travel Costs
11. Miscellaneous costs

## *Annual Financial Reports*

**The Vendor/Provider must select one and initial the reporting requirement that applies.**

*An annual program report and financial report is required for all vendors. The type of financial report is dependent on the amount of the fiscal year allocation. Submitting a financial audit or report is a condition of this contract.*

- A vendor that expends \$750,000 or more in Federal awards during the state fiscal year must have a single audit conducted in accordance with the Audit Requirements of the Federal Uniform Administrative Requirements. (Title 2, Subpart A, Chapter II Part 200, Subpart F, Subgroup 46, Section 200.501). This is due six months after the end of the vendor's fiscal year.*
- A vendor that expends less than \$750,000 in Federal or State awards during the vendor's fiscal year must submit one of the following:*
  - A financial audit prepared by a CPA, or*
  - Management letter prepared by a CPA expressing an opinion about financial soundness, or*
  - Financial statement prepared by the vendor, or*
  - A balance sheet and profit/loss statement for the past 12 months.*

*Submitting a financial audit or report is a condition of this contract.*

*The most recent financial audit or report must be submitted 30 days after the close of the state's fiscal year.*

*Submit the report to [BHSD.FinanceTeam@state.nm.us](mailto:BHSD.FinanceTeam@state.nm.us) and [support@fallingcolors.com](mailto:support@fallingcolors.com)*

*Vendor records must be available for review or audit by appropriate officials of the Federal and/or state government, if needed.*



**EXECUTION PAGE**

**By signing below, I represent that I am an authorized signatory for the Provider and have read and understand this Scope of Work.**

<b>PROVIDER</b>	
<b>Name of Provider (Please Print or Type):</b>	
<b>Authorized Signature:</b>	<b>Date:</b>
<b>Name (Please Print or Type):</b>	
<b>Title (Please Print or Type):</b>	
<b>Address:</b>  <b>E-Mail Address:</b>	
<b>Phone:</b>	<b>Fax:</b>
<b>TIN:</b>	<b>NPI:</b>

**PROVIDER INSTRUCTIONS  
FOR NON-MEDICAID DOCUMENTS**

The document(s) that are being delivered to you have been approved by the State of New Mexico.

**Instructions**

1. **Legal Name.** Review your Provider Name on the first page of the document to verify it is correct and that it is the Provider's legal name. If it is not, to have it corrected please email [support@fallingcolors.com](mailto:support@fallingcolors.com) the correct legal name as soon as possible.
2. **Notice and Contact Information.** If you are a new Provider receiving a Provider Agreement, completely fill in Provider's Address, Attention contact, Phone, Fax and Email **Please be sure that all information is legible.**
3. **Execution Page.** Completely fill in all the blanks on the Execution Page (the last page of the document) including all of the following information:
  - a) Insert TIN
  - b) Insert NPI
  - c) Sign the Provider Agreement
  - d) Print Name and Title of the signatory in a legible manner
  - e) Fill in Address, Email, Phone and Fax information
4. **Return Executed Document(s).** Documents are returned electronically using DocuSign software once document(s) is executed. Instructions for DocuSign will come with the email from DocuSign.

***If you do not complete the document(s) in accordance with the instructions above, the document(s) will be returned to you to complete this step.***