

## **Notice of Intent to Release for Recruitment Retention and Training Services (RRTS)**

Posted 7/26/2021

The Iowa Department of Human Services (hereafter “Agency”) intends to release a procurement for Recruitment Retention and Training Services (RRTS). As part of the procurement process, the Agency intends to conduct Listening Sessions.

Listening Sessions will allow the Agency to gather vital information about the program from individuals outside of the Agency who play an important role in the success of the program. In the Listening Sessions the Agency will ask questions to Participants who fulfill key roles as Stakeholders within the RRTS program.

Participants / Stakeholders will have an opportunity to provide responses to questions based on their experience and their role within the RRTS program. The goal of the Listening Sessions is for the Agency to gather feedback from Stakeholders about the current program(s), processes, procedures, activities, challenges and potential areas of improvement leading to better outcomes. Participants / Stakeholders will have an opportunity to provide responses to questions based on their experience and their role within the RRTS program. The information gathered in the Listening Sessions will be reviewed and evaluated by the Agency for consideration in the development of a forthcoming procurement. Key Stakeholder groups that the Agency is seeking input from include:

- Child Welfare Crisis Intervention, Stabilization, and Reunification Services (CISR) / Family Centered Services (FCS) Contractors, Parent Partners, Therapists (Familiar with transitions from shelter (CISR) to Family / Relative Foster Care) , other screenings like Early Access, STAR clinic,
- Court, Judge, Guardian Ad Litem, (GAL), Court Appointed Special Advocate (CASA)
- Foster, Adoptive Parents, Tribal Foster Homes (2 sessions)
- Providers (Contractors, and include post adoption providers)

The questions to be asked in each of the Listening Sessions are provided in Attachments B-C. The Listening Sessions will be conducted in accordance with dates and times listed in the Timeline found in Attachment D.

Participants can provide feedback in two ways.

1. Response during the Listening Session - Participants may request to participate in a Listening Session which will be held via Zoom. They will have an opportunity to provide a response to the questions as the questions are asked within the Listening Session.
2. Written Response - Participants may provide a written response to some or all of the questions asked. Written responses must be submitted to the Issuing Officer via email at [RRTS\\_ACFS-24-002@dhs.state.ia.us](mailto:RRTS_ACFS-24-002@dhs.state.ia.us) by the due date and time listed in the Timeline (Attachment D).

Organizations currently fulfilling a Stakeholder role (or roles) listed above or those parties who are interested in filling one or more roles listed above are encouraged to provide individuals to participate

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in the Listening Session(s). Individuals may attend more than one of the Listening Sessions; however, in the question and answer portion the Agency seeks feedback from those currently fulfilling or those who are interested in fulfilling the role which the Listening Session is intended for.

One exception to being able to attend multiple Listening Sessions is the Listening Sessions for Children, Alumni and Parents (see Gathering Feedback from Children, Alumni, and Parents). In order to protect the identity of the Participants (children, alumni, and parents) this session will be limited to only current and previous parents, children, and alumni.

If you are currently fulfilling one of the Stakeholder roles, or are interested in fulfilling one of the Stakeholder roles listed above, and would like to participate in a Listening Session, please email the following information to [RRTS\\_ACFS-24-002@dhs.state.ia.us](mailto:RRTS_ACFS-24-002@dhs.state.ia.us) by the due date listed in the Timeline (Attachment D).

- Name
- Contact information (phone number, email address)
- The name and address of the organization you represent
- A brief statement describing which Listening Session(s) you would like to attend

As stated previously, the information gathered in the Listening Sessions will be reviewed and evaluated for consideration in a forthcoming procurement with the intent of improving the program and achieving positive outcomes. The Agency is in the early stages of the procurement process for this program. As we get closer to the release of a Request for Proposal (RFP) additional information will be posted to the [State of Iowa Bid Opportunities](https://www.iowa.gov/bid-opportunities) website. For more details regarding the Listening Session process please see Attachment A: Listening Session Overview.

If you would like to participate please be sure to send in your contact information by the due date and time listed in the Timeline (Attachment D). Responses received after this deadline will be rejected.

### **Formal Communication Plan**

From the date of the issuance of this Notice of Intent to Release to the issuance of the Notice of Intent to Award a **Formal Communication Plan** will be in effect.

- There are to be no discussion regarding this procurement(s) and the resulting contract(s) between any Agency Employees and any potential bidder with the exception of questions directed to the Issuing Officer.
- Should a potential bidder attempt to contact an employee of the Agency other than the Issuing Officer trying to gather information about this RFP it may be grounds for your organizations removal and disqualification from the procurement and resulting contract.
- Any questions regarding the RFP should be directed to the Issuing via the RFP Email address [RRTS\\_ACFS-24-002@dhs.state.ia.us](mailto:RRTS_ACFS-24-002@dhs.state.ia.us)

The following attachments are included in this Notice of Intent to Release for your reference:

Attachment A: Overview of Listening Sessions

Attachment B: Questions Asked to All Groups

Attachment C: Questions Asked to Foster and Adoptive Parents

Attachment D: Timeline for RRTS Listening Sessions

## **Attachment A: Overview of Listening Sessions**

### **Listening Session Format**

The listening Session will consist of three phases.

- 1.) Introduction,
- 2.) Question and Answer, and
- 3.) Closing Remarks

The Listening Sessions are expected to last approximately 3 hours and will include a 10 minute break. All the Listening Sessions will use the same format discussed here with the exception of those listening sessions gathering feedback from children, alumni and parents (See Gathering Feedback from Children, Alumni, and Parents). Written summaries from each Listening Session will be made available via an Agency webpage for the procurement after Listening Sessions have been completed.

### **Gathering Feedback from Children, Alumni, and Parents**

The Agency will gather feedback from children, alumni and parents using a different method than in other Listening Sessions in order to ensure the Participants confidentiality is maintained. These sessions will be facilitated by AMP (children and alumni) and Parent Partners (parents). The Agency will provide the facilitators with the questions to be asked (Attachment C), and a specified number of individuals to participate in the Listening Sessions. Agency staff will be present at each of the Listening Sessions to ensure that the questions are asked by AMP and Parent Partners as scripted and the meeting follows the prescribed format. Agency staff will also take notes based on the responses provided in the respective Listening Sessions. The notes from these Listening Sessions will be made available via an Agency webpage for the procurement after the Listening Sessions have been completed

**Attachment B: Questions Asked to All Groups  
(Except: Foster and Adoptive Parents)**

1. The current contract model requires one caseworker to follow the family through the life of the case. What are the strengths and weaknesses of this model?
2. The current contract requires the recruitment and retention of families that accept children with severe behavior disorders, trauma, and severe medical conditions. What suggestions would you have to recruit foster homes?
3. How do we expedite the licensing process for kin/fictive and what supports need to be in place to help them be successful?
4. What training do foster parents need to be successful?
5. What are the strengths and weaknesses of the current model for matching kids with foster families in the foster care system?
6. What are the strengths and weaknesses of the RRTS Resource Worker's ability to support foster homes, adoptive homes and subsidized guardianship homes?
7. State contracts are expected to have performance measures and performance based payments. What do you think are the things we should be measuring and paying for?
8. What improvements can be made regarding race or cultural diversity and how we recruit, retain and support people of color foster parents?
9. What are the strengths and weaknesses of the RRTS Post Adoption Worker's ability to support families who have finalized adoptions through DHS?
10. Any final comments we should consider for these contracts that were not presented in the questions asked?

### **Attachment C: Questions asked to Foster and Adoptive Parents**

1. What are the strengths and weaknesses of the RRTS Post Adoption Worker's ability to support families who have finalized adoptions through DHS?
2. The current contract requires the recruitment and retention of families that accept children with severe behavior disorders, trauma, and severe medical conditions. What suggestions would you have to recruit foster homes?
3. How do we expedite the licensing process for kin and fictive kin and what supports need to be in place to help them be successful?
4. What trainings do foster parents need to be successful and what barriers do foster parents have in fulfilling the mandatory six hours of training each year.
5. What are the strengths and weaknesses of the current model for matching kids with foster families in the foster care system?
6. What are the strengths and weaknesses of the RRTS Resource Worker's ability to support foster homes, adoptive homes and subsidized guardianship homes?
7. What improvements can be made regarding race or cultural diversity and how we recruit, retain and support people of color foster parents?
8. How do you see your role in working with birth parents?
9. Any final comments we should consider for these contracts that were not presented in the questions asked?

### Attachment D: Timeline for RRTS Listening Sessions

Activity	Date
Posted on Bid Opportunities Websites (4 weeks before Start of session)	7/26/2021
Due date to request to participate in a Listening Session (1 week before the date of the Listening Session)	See Below
Listening Sessions:	First Session: 8/23/2021 Last Session: 9/2/2021
Due date for Written Responses to Questions (1 week after last session)	9/9/2021

Listening Sessions:	Dates / Times	Times	Registrations Due
Child Welfare Crisis Intervention, Stabilization, and Reunification Services (CISR) / Family Centered Services (FCS) Contractors, Parent Partners, Therapist (Familiar with transitions from shelter (CISR) to Family / Relative Foster Care , other screening like Early Access, STAR clinic,	Monday 8/23/2021	1:00 - 4:00 PM	8/16/2021
Court, Judge, Guardian At Litem, (GAL), Court Appointed Special Advocate (CASA)	Wednesday 8/25/2021	1:00 - 4:00 PM	8/18/2021
Evening Meeting for Foster, Adoptive Parents, Tribal Foster Homes	Thursday 8/26/2021	6:00 - 9:00 PM	8/19/2021
Providers (Contractors, and include post adoption providers)	Monday 8/30/2021	1:00 - 4:00 PM	8/23/2021
Foster, Adoptive Parents, Tribal Foster Homes	Wednesday 9/1/2021	1:00 - 4:00 PM	8/25/2021

**\*\*\* Listening Sessions may be canceled due  
to low attendance**

<b>Children, Alumni, Parents</b>	<b>Independent Third Party Facilitators</b>	<b>Times</b>
Parent Partners (Parents)	Thursday 9/2/2021	1:00 - 4:00 PM
AMP (Children and Alumni)	Wednesday 7/28/2021	4:00 -7:00 PM