

State of Iowa Juvenile Court Services



May 28, 2026

Responses to Questions received regarding Credible Messengers RFP JUV-27-CM-07-004:

1. What is the total funding allocation available through this grant, and how is it structured (e.g., fixed award, reimbursement-based, performance-based)?

Q1 Answer: JCS D7 is seeking proposals for a service contract. JCS anticipates that first-year costs may be higher due to implementation-related expenses such as training and start-up activities. As such, the contract will include a first-year estimated maximum possible compensation is \$250,000. For subsequent years, the estimated annual maximum possible compensation is \$200,000. Final award amounts remain subject to negotiation, availability of funds, and contract performance. Respondents are required to submit cost proposals for reimbursement for either a set monthly unit rate, or a unit rate for direct client contact time in 15 minute increments. Respondents may also propose alternate payment methodologies, please see Attachment 4 – Cost Proposal Form – Required in Amendment 1 of the RFP for details.

2. How is a “unit” defined within the scope of this grant, including any parameters, service components, or eligibility criteria? Based on this definition, what are the projected volumes by unit (monthly and annually), and what assumptions or data inform these forecasts??

Q2 Answer: JCS D7 is seeking proposals for a service contract. A unit is defined in terms of the cost proposal as either an inclusive monthly rate, or 15 minutes of direct client contact time; please see Attachment 4 – Cost Proposal Form – Required in Amendment 1 of the RFP for details.

3. Pg 6-7 – Background Information

The RFP notes that Credible Messenger services began in April 2025 and expanded in December 2025. Can JCS provide the current number of active youth being served, average monthly referral volume, and anticipated annual referral projections for FY27?

Q3 Answer: The average monthly referral volume is approximately 2 to 3 referrals per month with anticipated yearly referrals between 25 and 40. The anticipated number of active youths being served should fall within the recommended range of 8 to 10 youth per Credible Messenger.

4. Pg 7 - Program Approach and Values

The RFP indicates providers will not be penalized for irregular attendance if active outreach and re-engagement efforts occur. Can JCS clarify how attendance expectations will factor into overall contract performance evaluation?

Q4 Answer: If re-engagement efforts are attempted and documented and the youth still fails to attend, the provider will not be penalized.

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5. Pg 25-27 – Training and ATC Consultation

Can JCS provide additional clarification regarding anticipated frequency, duration, and estimated annual time commitment associated with ATC consultation and technical assistance requirements?

Q5 Answer: ATC offers virtual Monthly Coaching and Technical Assistance Sessions anticipated to last for nine months.

6. Pg 27 - Prosocial Activities

Are costs associated with Prosocial Activities, including meals, event fees, transportation, supplies, incentives, and community-based activities, considered allowable expenses under the contract?

Q6 Answer: Yes. Costs related to prosocial activities are considered allowable expenses provided they are reasonable, necessary, and directly related to program objectives, and are included within the calculations of the proposed unit rate as indicated in Attachment 4 – Cost Proposal Form – Required in Amendment 1 of the RFP. All such costs must be detailed and included in the proposed budget within the Cost Proposal and are subject to review and approval by JCS.

7. Pg 27 – Services, Supports and Resources

Can JCS further define the performance measure stating that “90% of youth obtain and maintain needed services”? Specifically, how will “maintain” be operationally defined and measured?

Q7 Answer: The youth will continue to participate in services, meet with the Credible Messenger, attend groups etc. This can be measured by in person contacts, participation of the youth, and progress towards goals on the referral.

8. Pg 27-28 – Direct Services to Youth

Can JCS clarify whether virtual contacts may supplement required weekly in-person engagement in circumstances involving illness, transportation barriers, safety concerns, or severe weather?

Q8 Answer: Preference is for the service to be provided in-person with virtual contacts approved for emergency situations as agreed upon by JCS and Successful Respondent on a case-by-case basis.

9. Pg 27 - Direct Services to Youth

Can JCS clarify expectations regarding mentoring visits for youth placed in out-of-home settings outside of Scott County? Are virtual visits allowed?

Q9 Answer: Please see the response to Q8 above.

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10. Pg 28 - Caseload Expectations

Is the stated caseload expectation of 8–10 active youth per full-time Credible Messenger intended as a strict maximum standard or a recommended target subject to referral fluctuations?

Q10 Answer: 8 to 10 active youth per Credible Messenger is the recommended target.

11. Pg 28 – Youth Retention and Re-Engagement

Can JCS provide additional clarification regarding how “80% re-engagement success after attendance lapses” will be measured and documented for contract performance purposes?

Q11 Answer: The Respondent will describe the non-punitive re-engagement strategies to be utilized to gain success in getting youth to participate in services again after attendance lapses. Participation tracking would demonstrate that the re-engagement strategies utilized result in youth re-engaging after attendance lapses.

12. Pg 21-22 – Cost Proposal

Is there an anticipated annual funding cap or estimated available allocation for this procurement that Respondents should consider when developing staffing and program models?

Q12 Answer: Please see the response to Q1 above.

13. Pg 24 B - Staffing and Qualifications

The RFP states that there needs to be a full-time Project Coordinator, a full-time Lead Credible Messenger and a full-time Credible Messenger. The RFP further states that the Project Coordinator supervises mentors (i.e. Credible Messengers) and the Lead Credible Messenger supervises “other” Credible Messengers. That seems to indicate that the Project Coordinator supervises a team of 2 full-time Credible Messengers (among other duties) and the Lead Credible Messenger supervises a team of 1 Credible Messenger who is also being supervised by the Project Coordinator. Will the Agency provide clarity and reasoning for the expected supervisory structure for the program?

Q13 Answer: The Lead Credible Messenger will be the direct supervisor for the Credible Messenger team overseeing day-to-day operations. Amendment 2 of the RFP has been updated to remove the supervisory duties from the Project Coordinator position.

14. Does the Agency recognize that if stated supervisory structure referenced above is implemented, proposal budgets from respondents will likely reflect higher starting salaries for the Lead Credible Messenger and the Project Coordinator respective to their supervisory duties?

Q14 Answer: Yes. The Agency understands the positions have different responsibilities and would be compensated accordingly. The supervisory duties have been removed from the description of the Project Coordinator, as indicated in Amendment 2 of this RFP.

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15. The RFP states (Pg 24 #5) “If significant increase in referrals necessitates the hiring of an additional Credible Messenger, the JCS CJCO and the Respondent will convene to discuss the applicable need and budgetary consideration. In the interim, should referrals exceed the service capacity, the Respondent shall implement and maintain a structured waitlist process...” Additionally, with regard to Credible Messenger responsibilities, the RFP states (pg 28 #11) “Adhering to a case load of 8-10 active youth per full-time Credible Messenger position.” Is this to say that if both full-time staff have a caseload of 10 youth (i.e. service capacity) that it would be appropriate for a structured waiting list to be implemented?

Q15 Answer: Yes. If the Credible Messengers are at capacity, JCS would request that the waitlist process be implemented.

16. The RFP states (pg 27 K #6) with regard to direct service requirements, “Weekly in-person visits to support and monitor youth progress in accessing both formal and informal supports and services.” Is there a minimum length of time that these visits need to be? Would a scheduled visit where the youth or parent cancel or does not show up be counted as the requirement or would that meeting need to be rescheduled that same week?

Q16 Answer: There is not a set length of time each visit needs to be, so long as the expectation is that the visit focuses on setting or working on goals identified, building social capital, providing support for school or work or other Prosocial activities, with measurable success over time. There is an expectation to reschedule any missed visits for the same week when possible.

17. The RFP states (pg. 27 K #6) “Community-based mentoring is preferred; in state facility-based (detention/ STS/ QRTPs) mentoring visits may begin and take place monthly for youth in out-of-home placement to support reentry planning.” Can the in-state facility-based visits be conducted virtually if those facilities are out of Scott County?

Q17 Answer: Please see the response to Q8 above.

18. The RFP states (pg 27 K #7) with regard to direct service requirements, “Weekly neighborhood-based group meetings to build peer support...” Will the Agency provide further clarification on the definition of and expectation of “neighborhood-based group meetings”? Who are the participants? Is it the expectation of the Agency that such a meeting take place in the neighborhood of each youth involved in services?

Q18 Answer: “Neighborhood based meetings” refers to a community location such as a recreation center, a community center, or other similar location. The “participants” are the youth referred to the Credible Messengers service. Multiple locations within each individual referral’s (youth’s) neighborhood are not required.

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19. (pg 30 Q #3) For the quarterly reports, does the number of contacts with the youth and families/caregivers per quarter include any type of contact such as phone, in-person etc.?

Q19 Answer: Only in-person contacts should be reported for quarterly reports.

20. (pg 30 Q #5 b) Performance measures: How will we track the re-offend after program completion outcome if the family relocates out of the service area?

Q20 Answer: JCS has the ability to check recidivism data within the State of Iowa. If a family relocates outside the State of Iowa, recidivism data would not be available, and the Successful Respondent would not be expected to report in that case.

21. Is participation in these services voluntary on the part of parent/guardians and/or youth or are they required by JCS? Is any incentive provided by JCS to the family/youth for participation? Likewise, is there any penalty from JCS if they don't participate?

Q21 Answer: Participation is expected and will be encouraged by the referring JCO. The Respondent should utilize engagement strategies to ensure participation and should notify the JCO if there are issues with participation to facilitate a 'warm hand off' if needed. The Respondent can include incentives in their proposal if they choose. JCS does not penalize youth referred to the program for non-participation. For youth that choose not to take advantage of community resources, additional dispositional options may be utilized.

22. Based on past experience with the Credible Messenger program, can the Agency provide guidance relative to the appropriate number of contacts the provider should make with a parent/guardian to initiate services if there continues to be no response on the part of said parent/guardian?

Q22 Answer: The Respondent shall develop and propose methods to engage the family to initiate services. JCOs will assist if necessary and should be contacted if attempts to engage the family are unsuccessful.

23. (pg 38 6.2 Contract Terms) "The Contract shall have an initial term of one (1) year, beginning on the later date of Contract execution or the anticipated start date for the initial term specified on the RFP Cover Page. At the end of the Contract's initial term, the IJB shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to a total of five (5) additional one-year terms." Is there a process for evaluating cost of living and inflationary costs relative to service delivery prior to contract renewals?



Q23 Answer: As Respondents are allowed to propose alternative cost proposal options in addition to the minimum required option, Respondents may propose annual increases due to inflation by proposing different rates for years 2-6 of the program.

24. The RFP does not provide any cost estimate guidance for the Proposal Budget. Will the Agency identify the budget threshold for the first term of the Credible Messengers Program implementation?

Q24 Answer: Please see the response to Q1 above.

25. Will the Agency identify and explain the costs associated with ATC training? What are the costs per person for ATC training? Are there additional costs for materials and supplies that are required by ATC to be used in program implementation?

Q25 Answer: Depending on the experience of the Respondent, training needs could vary. If a respondent requires the full array of training, coaching, and technical assistance, the cost is estimated to be approximately \$50,000.

26. What contact will we be allowed to have with the ATC trainers after the initial training and certification is complete? Is there a cost for checking in or asking questions after the training we pay for is complete?

Q26 Answer: There is expected to be ongoing coaching and consultation with ATC following the initial training. Please see the responses to Q1 and Q5 above.

27. If we experience staff turnover during a contract term, do we initiate ATC training for new staff through JCS, or is there a "train the trainer" option so ongoing training can be done by the Project Coordinator in-house?

Q27 Answer: ATC has an array of service delivery options and will be able to accommodate turnover.