

State of Iowa Juvenile Court Services



April 23, 2026

Responses to Questions received regarding STEP Intervention Services RFP JUV-27-CB-06-001:

- 1. Section 1.4 Background Information.** "STEP is an in-home, level-based supervision program with outreach services primarily serving moderate, high and high-against-person youth, which may include use of an electronic monitoring unit. Respondent will closely monitor the youth and family several days a week through frequent contact, in person and by phone." STEP does not appear to be an established model; rather a concept that leverages existing interventions. How does JCS envision a contractor will implement the expectations outlined? 4.3.1.4 notes, "STEP Facilitators shall be trained in one additional cognitive behavioral intervention such as..." Does the contractor determine the specific interventions and how they will be used?

Q1 Answer: In the past, this concept was completed through what was termed as "tracking and monitoring services." JCS D6 anticipates working with the Successful Respondent to determine which cognitive behavioral intervention(s) would work best. JCS D6 requests that Respondents suggest one or more cognitive behavioral interventions they anticipate utilizing to achieve success in moving a client through programming. The specific interventions used for each client would be selected in collaboration with the client, the referring JCO and the Successful Respondent. That intervention would then be used to target the youth's criminogenic needs and risk as identified by the referring JCO.

- 2. Section 1.4 Background Information.** "...2 out of district transports per week." What does JCS anticipate will be the purpose(s) for out-of-district transport? Does JCS have data it can share regarding how this estimate was determined?

Q2 Answer: The purpose of out-of-district transports would be for youth and families needing assistance with transportation to or from a residential treatment facility that is outside of JCS District 6. This service was provided in the past utilizing a contract separate from the STEP service. Unfortunately, specific data is not available, only the estimate of two (2) trips per month, based on the number of youth anticipated to require out-of-district transportation. Please also see the response to Q9 below.

- 3. Specification 4.3.B.1** "The Respondent will connect with the referring JCO during business hours virtually, in-person, or via phone call..." 1) Does "virtually" mean via a web portal like Zoom or Teams? 2) Is email an acceptable mode of communication?

Q3 Answer: Yes, please see the updated language included in Technical Specification 4.3.B.1 in Amendment 1 for this RFP. Email would be acceptable, but the preferred methods would be in-person, phone, or virtual via a web portal.

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4. **Specification 4.3.B.1?** "The Respondent will connect with the referring JCO during business hours...on the day the referral is received." Performance Criteria K.1 says, "100% of the time STEP Facilitators will contact the referring JCO within 24 hours of receiving a Referral throughout the business week or by 9 am the Monday following a weekend." The Performance Criteria appears to be a more realistic expectation of response time. Please clarify which is accurate.

Q4 Answer: The Successful Respondent will acknowledge receipt of the referral on the day the referral is made. The STEP Facilitator is the specific staff person assigned to the case. Please see the updated language included in Technical Specification 4.3.B.2 in Amendment 1 for this RFP.

5. **Specification 4.3.B.2** "...at least one STEP Facilitator of the same gender as the Youth will be assigned." And "...one STEP Facilitator of the same gender as the Youth shall be assigned." 1) Given hiring realities (over-representation of female staff to current over-representation of male clients in similar programming), this requirement may be difficult for a contractor to achieve and maintain. Will JCS consider making this a preference rather than a requirement? 2) Can JCS share an estimate of the expected numbers of youth, by gender, who will be referred to this program?

Q5 Answer: Yes, please see the updated language included in Technical Specification 4.3.B.2 in Amendment 1 for this RFP. JCS estimates that approximately 75 youth would be in the program at any given time, with 90% of the youth being male.

6. **Specification 4.3.B.3** Step Facilitators will coordinate an in person initial meeting with the Youth, their legal guardian, and JCO to review program expectations. Is there a time frame that this meeting is to occur? A Crisis Plan is to be submitted within 7 days of referral but wanted to clarify if there was a deadline this meeting is to occur or for the meeting to be set up.

Q6 Answer: Please see the updated language included in Technical Specification 4.3.B.3 in Amendment 1 for this RFP.

7. **Specification 4.3.C.2** "...collecting urinary analysis..." How frequently does JCS anticipate this would be required?

Q7 Answer: JCS District 6 estimates approximately 15 urinary analysis samples per month would be collected under the resulting contract.

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8. **Specification 4.3.C.2** References to electronic monitoring throughout the RFP seem inconsistent. Please clarify the contractor's responsibilities related to electronic monitoring. This item, on page 22, says "...ASSISTING WITH electronic monitoring devices..."; page 6 says "..may include USE OF an electronic monitoring unit"; Cost Proposal section B, all indirect services, says "monitoring electronic monitoring devices."

Q8 Answer: Please see the updated language included in Technical Specification 4.3.C.2 in Amendment 1 for this RFP.

9. **Specification 4.3.C.4** "Respondent shall be capable of providing transportation outside of the district on an as-needed basis." Can JCS provide an example of a situation that would necessitate out-of-district transport?

Q9 Answer: A child may be in a residential placement and the family and JCS may not have the means to transport the youth from the facility to an approved home visit. Please also see the response to Q2 above.

10. **Specification 4.3.E** "Together the STEP Facilitators shall provide a brief written summary of their interactions with Youth..." Is *together the STEP Facilitators* referring to the two STEP Facilitators expected to be assigned to each youth (4.3.B.2)? Or a shared report among all STEP Facilitators for all youth?

Q10 Answer: The expectation is for one summary to be issued for each case.

11. **Specification 4.3.G** "Respondent shall report situations as outlined in the Crisis Plan to the JCO via email or voicemail no later than 8 hours following the incident regardless of the day of the week or time of the day." Performance Criteria K.4 says "100% of all incidents related to the Crisis Plan will be communicated to the JCO within 8 hours." Can these 2 items align more consistently?

Q11 Answer: Please see the updated language included in Technical Specification 4.3.G, as well as Technical Specification 4.3.K.4 in Amendment 1 for this RFP.

12. **Specification 4.3 H** "Respondent will provide daily electronic monitoring unit reports to JCS by 8:00 AM daily including weekends and holidays." 1) Does this mean *the prior day's* electronic monitoring unit report is due to JCS on the current day? 2) Given standard work schedules for a program like this, having reports prepared and provided by 8:00 AM would require an earlier work start time. Will JCS consider a later deadline?

Q12 Answer: Yes, Specification 4.3.H references the prior day's electronic monitoring report. Please see the updated language included in Technical Specification 4.3.H in Amendment 1 for this RFP.



13. Specification 4.3 I.4 "STEP Facilitators shall be trained in one additional cognitive behavioral intervention..." Does "additional" mean in addition to Motivational Interviewing?

Q13 Answer: Yes, please see the updated language included in Technical Specification 4.3.I.4 in Amendment 1 for this RFP.

14. Specification 4.3.I.5 "JCS shall be invited to participate in the hiring process for all STEP Facilitators who are not employed upon initiation of the Contract." Performance Criteria K.3 says, "100% of all hiring of new STEP Facilitators shall include JCS in the process." Does "shall include" mean "shall be invited to participate"?

Q14 Answer: Yes, please see the updated language included in Technical Specification 4.3.K.3 in Amendment 1 for this RFP.

15. Specification 4.3.K.1 Performance Criteria "100% of the time STEP Facilitators will contact the referring JCO within 24 hours of receiving a Referral throughout the business week or by 9 am the Monday following a weekend." B.1 says, "Respondent will connect with the referring JCO...on the day the Referral is received." Please clarify which is accurate.

Q15 Answer: Please see the updated language included in Technical Specification 4.3.B.2 in Amendment 1 for this RFP.

16. Attachment 4; Cost Proposal Under B. All Indirect services, please clarify contractor's specific responsibilities related to "monitoring electronic monitoring devices."

Q16 Answer: Please see the updated language included in Attachment 4 – Cost Proposal Item B in Amendment 1 for this RFP.

17. Attachment 4; Cost Proposal Would UAs be included under direct youth contact or indirect services?

Q17 Answer: Collection of UAs from youth would be considered direct youth contact, please see the updated language included in Attachment 4 – Cost Proposal Item B in Amendment 1 for this RFP.

18. Attachment 6, 7, and 8 In the RFP it makes reference to Attachment 6 (Crisis Plan), Attachment 7 (monthly report template), Attachment 8 (Circumstances response form). Is there another area to find these attachments?

Q18 Answer: Attachments 6, 7, and 8 were inadvertently left off the original RFP posting. Please see Attachments 6, 7, and 8 included in Amendment 1 of this RFP.