

Notice of Intent to Release for Parent Partners

Posted 11/8/2023

The Iowa Department of Health and Human Services (hereafter “Agency”) intends to release a procurement for the **Parent Partners** program. 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 Parent Partners program.

Participants / Stakeholders will have an opportunity to provide responses to questions based on their experience and their role within the Parent Partners program. The goal of the Listening Sessions is for the Agency to gather feedback from Stakeholders about the current program, 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 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:

- Parent Partners Staff Coordinators
- Parent Partners (Closed group see Attachment A)

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. Provide a response during the Listening Session - Participants may request to participate in a Listening Session which will be held via Microsoft Teams. They will have an opportunity to provide a response to the questions as the questions are asked within the Listening Session.
2. Provide a written response after the Listening Session- Participants may provide a written response to some or all the questions asked. Written responses must be submitted to the Issuing Officer via email at rroovaa@dhs.state.ia.us by the due date and time listed in the Timeline (Attachment D).

Organizations currently fulfilling a Stakeholder role listed above or those parties who are interested in filling a role listed above encouraged to provide individuals to participate in the Listening Session. Individuals may attend a Listening Session; 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. The exception is the Parent Partners Listening Session which is a closed group. See Attachment A for more details.

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 roovaa@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](#) 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 discussions regarding this procurement and the resulting contract 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 Officer via the Issuing Officer's email address roovaa@dhs.state.ia.us.
- The Formal Communication Plan is not meant to limit communication between the Agency and Providers related to a current contract in place.

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 Parent Partner

Attachment C: Questions asked to Parent Partners Staff Coordinators

Attachment D: Timeline for Parent Partners 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 2 hours and 30 minutes and will include a 10-minute break in the middle. All the Listening Sessions will use the same format discussed here.

Written summaries from each Listening Session will be made available via an Agency webpage <https://hhs.iowa.gov/about/contracts-and-procurements> after Listening Sessions have been completed.

Gathering Feedback from Parent Partners

The Agency will gather feedback from Parent Partners utilizing a different method than the Parent Partners Staff Listening Session to ensure the Participants confidentiality is maintained considering the vulnerability of the individuals participating, the likelihood of personally identifiable and confidential information being discussed, and considering Parent Partners past lived experiences and the lived experiences of the clients whom they serve. Considering these factors, the Listening Session involving Parent Partners will be a closed session which means non-parent partners will not be allowed to register for this session. Only those currently fulfilling the roles of Parent Partners will be allowed to attend. Following the completion of this Listening Sessions the Agency will provide a summary of the information collected, excluding any personally identifiable or confidential information. The summary information will be posted on the HHS website <https://hhs.iowa.gov/about/contracts-and-procurements> after listening sessions have been completed. The information presented will be utilized by Procurement Team to aid in the creation of the forthcoming RFP and resulting contract.

Attachment B: Questions Asked to Parent Partners

1. What are the best things or greatest strengths about the Parent Partner Program or being a Parent Partner?
2. What are 2 to 3 of the most frustrating things about being a Parent Partner?
3. What do parents need to be supported in the Parent Partner Program to be successful?
4. How can the contract encourage communication among the family, HHS, and the contractor to ensure partnership?
5. How can Parent Partners receive additional support geared toward career development and/or educational advancement?
6. How can we improve cultural responsiveness to recruit Parent Partners and provide support and mentoring to parents who are of diverse racial, ethnic, and cultural identities?
7. What training do Parent Partners need to be successful in providing mentoring and support to parents?
8. Any final comments we should consider for these contracts that were not presented in the questions asked?

Attachment C: Questions asked to Parent Partners Staff

1. What are the greatest strengths about the Parent Partner Program.
2. What training do Parent Partners need to be successful in providing mentoring and support to parents?
3. What are the strengths and weaknesses of the current model for making referrals to the Parent Partner Program?
4. 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?
5. How can we improve cultural responsiveness to recruit Parent Partners and provide support and mentoring to parents who are of diverse racial, ethnic, and cultural identities?
6. How can Parent Partners receive additional support geared toward career development and/or educational advancement?
7. What key partners do you see as significant in the success of the Parent Partner program?
8. Any final comments we should consider for these contracts that were not presented in the questions asked?

Attachment D: Timeline for CISR Listening Sessions

Activity	Date
Post Notice of Intent to Release on the State of Iowa Bid Opportunities Website (4 weeks before start of Listening Sessions)	11/8/2023
Due date to request to participate in a Listening Session (1 week before the date of the Listening Session)	See below
Listening Sessions Duration	First Session: 12/6/2023 Last Session: 12/11/2023
Due date for written responses to questions from Participants (1 week after last Listening Session)	12/18/2023

Listening Sessions	Dates / Times	Time	Registrations Due
Parent Partners	Wednesday 12/6/2023	2:00-4:30 PM	11/29/2023
Parent Partners Staff Coordinators	Monday 12/11/2023	2:00-4:30 PM	12/4/2023

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