
Request for Information

RFI# 21-030

Child Welfare Case Management System



Wake County, North Carolina
Procurement Services
301 S. McDowell Street
Raleigh, North Carolina 27602

Responses are due June 4, 2021 before
4:00PM Eastern.



Table of Contents

1.0 Introduction	1
1.1 INTRODUCTION	1
1.2 PROJECT SCOPE	1
1.3 GENERAL RESPONSE REQUIREMENTS	3
2.0 General Response Requirements.....	4
2.1 RESPONSE CONTACT	4
2.2 RESPONSE SUBMITTAL REQUIREMENTS.....	4
2.3 RESPONDER EXPENSES.....	5
2.4 INTERPRETATIONS, DISCREPANCIES, AND OMISSIONS.....	5
2.5 SCHEDULE	5
2.6 NON-DISCLOSURE OF COUNTY INFORMATION	5
2.7 RETENTION OF RESPONDER MATERIAL.....	6
2.8 CONFIDENTIAL INFORMATION/PUBLIC RECORDS LAW.....	6
3.0 Detailed Submittal Requirements	7
3.1 RESPONSE FORMAT	7
3.2 EXECUTIVE SUMMARY.....	7
3.3 COMPANY BACKGROUND	7
3.4 SCOPE OF SERVICES OFFERED	8
4.0 Appendix A - Child Welfare Unit Summary	9
4.1 CHILD WELFARE INTAKE	9
4.2 CHILD WELFARE ASSESSMENT	9
4.3 CHILD WELFARE IN-HOME SERVICES	9
4.4 CHILD WELFARE TRADITIONAL FOSTER CARE.....	9
4.5 CHILD WELFARE ADOLESCENT FOSTER CARE	10
4.6 CHILD WELFARE 18-21 FOSTER CARE	10
4.7 CHILD WELFARE LINKS	10
4.8 CHILD WELFARE FOSTER CARE ADOPTION	10
4.9 CHILD WELFARE RELATIVE AND STEPPARENT ADOPTION	10
4.10 CHILD WELFARE OUT-OF-STATE [ICPC] ADOPTION	11
4.11 CHILD WELFARE LICENSING AND RECRUITMENT.....	11
4.12 CHILD WELFARE PREVENTION SERVICES	11
4.13 CHILD WELFARE PARENTING SERVICES	11
4.14 CHILD WELFARE PLACEMENT SERVICES	11
4.15 CHILD WELFARE TRANSPORTATION SERVICES	12
4.16 CHILD WELFARE – CHILD HEALTH AND DEVELOPMENT PROGRAM	12
4.17 CHILD WELFARE – WAKE HOUSE AND VISITATION SERVICES	12
4.18 CHILD WELFARE – CQI QUALITY ASSURANCE AND SUPPORT	13
4.20 CHILD WELFARE – CHILD FAMILY AND TEAM MEETINGS.....	13
4.21 CHILD WELFARE – CQI DATA ANALYTICS.....	13
4.22 CHILD WELFARE – ELIGIBILITY	14
4.23 CHILD WELFARE – FINANCE	14
4.24 CHILD WELFARE – AFTER HOURS	14



1.0 Introduction

1.1 Introduction

Wake County Government is issuing this Request for Information (RFI) to assist in determining the feasibility and estimated budget projections for a comprehensive Child Welfare Case Management system. This is an information gathering process to which a Request for Proposals (RFP) may be issued later with detailed requirements and instructions. Submitting a response or not submitting a response to this RFI will not dictate your involvement in any future RFP. However, this RFI is your opportunity to present the services and functionality from your firm and product.

Wake County Government is in Raleigh, North Carolina. We serve a population of over one million. Our Child Welfare division is part of Wake County Human Services with over 300 staff and serving more than 20,000 Children and Families annually. Wake County Child Welfare is looking for a Case Management solution that will provide efficient and effective case management.

Please note this process is designed solely to inquire about potential costs and services that are available and may not result in any further actions in any manner.

1.2 Project Scope

Wake County Child Welfare Division is looking to upgrade their current case management system which will comply with our current technological enterprise standards and integrate well with our current enterprise systems.

Specifically, the Wake County Child Welfare Division is looking for an end to end solution that will provide the appropriate:

- Case level management for one or more children within the same case
- Workflows (Routing, Notifications, Escalations) – refer to Appendix A and B
- Integration with Enterprise Document Management Systems
- Integration with ERP solutions for payment information submittal and staffing
- Integration with GIS solutions for service delivery optimization
- Integration with Vital Records systems
- Integration with other Human Service departments
- Customizable APIs for import and export case information and documents
- Communications (electronic, paper, API with other systems)
- Security that meets federal, state and local compliance (e.g. HIPAA, FERPA, 42CFR, NCGS122C)
- Single Sign-On capabilities (e.g. SAML, LDAP)



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- Reporting
 - Integrate with or export to data visualization software
 - Dashboard/Snapshot of cases in the system, key performance indicators, individual staff dashboards, and To-Do lists
 - Accessibility for staff in the field
 - Mobile device UI/UX functionality and accessibility
 - Microsoft operating system environment preferred

To assist responders with the development of their proposal, the appendices attached have been created:

- Appendix A Child Welfare Unit Summary
- Appendix B Child Welfare Business Workflow



1.3 General Response Requirements

When responding to this RFI, please follow all instructions carefully. Please submit responses according to the outline specified and submit all hard copy and electronic documents according to the instructions. By virtue of submitting a response, interested parties are acknowledging:

- 1.4.1 Responses shall be for informational and budgetary purposes, and for the evaluation of this request.
- 1.4.2 Responses will be received by Wake County Government at the time and place so stated in this document. At that point, Wake County will close the receipt of responses and begin the evaluation process. The only information that will be released will be the names of the respondent(s). No other information will be disclosed, except as required by the evaluation process.

Wake County, solely at our option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Realizing the nature of a competitive environment and protecting the integrity of the process, respondents are not to contact any county staff or elected official in reference to the process. As information becomes available and is relevant for release, that information will be shared with respondents. Any and all information submitted in conjunction with this RFI and the evaluation process will not be returned to the respondent.



2.0 General Response Requirements

2.1 Response Contact

Responses should be directed to Procurement Services, specifically to the Purchasing Director, as outlined below. In regard to this RFI, vendors shall make NO CONTACTS, either written or verbal, with any Wake County employee, staff member, or Board of Commissioner members during the period beginning with the issuance of this document through evaluation unless authorized by the response contact.

Response Contact:

Tom Wester

Wake County Finance Dept - Procurement Services
Wake County Justice Center, 2nd Floor – Ste 2900
301 S. McDowell Street
Raleigh, NC 27601
twester@wakegov.com
919-856-6153

2.2 Response Submittal Requirements

In order to facilitate the analysis of responses to this RFI, responders are required to prepare their responses in accordance with the instructions outlined in this part and elsewhere in this RFI.

Three (3) hard copies and an electronic copy on USB flash drive (.docx, .xlsx and .pdf versions) must be submitted containing the entire contents of your response to the address shown below.

Mailing Address:

Tom Wester

Wake County Finance Dept - Procurement Services
Wake County Justice Center, 2nd Floor – Ste 2900
301 S. McDowell Street
Raleigh, NC 27601

The County must receive responses BEFORE 4:00 PM June 4, 2021. *The responder's name, RFI number, and response closing time and date must be marked clearly on the response submission.* The time of receipt shall be determined by the time clock in the Wake County Procurement Services office. Late responses will not be accepted. The County will not be held responsible for the failure of any mail or delivery service to deliver a response prior to the stated due date and time. It is solely the responder's responsibility to:



(1) ascertain that they have all required and necessary information, documents and addenda, prior to submitting a response; (2) ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be reviewed.

2.3 Responder Expenses

Please be sure your RFI response addresses any necessary travel and lodging expenses or any other expenses applicable to the development of this RFI. The County will not be responsible for any expenses incurred by any responder in the development of a response to this Request for Information or any other activities associated with this request that are not included in the response.

2.4 Interpretations, Discrepancies, and Omissions

Should any proposer find discrepancies, omissions or ambiguities in this RFI, the responder must at once request in writing an interpretation from the response contact listed in Section 2.2. All questions submitted must be in writing.

The deadline for submitting questions is **April 29, 2021**. All questions will be answered to the extent possible in the form of addenda to the specifications and shared with known interested parties. All written requests for clarification should be addressed to the attention of Tom Wester.

Failure to request an interpretation will be considered evidence that the Responder understands the provision of the RFI.

The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect.

2.5 Schedule

Action	Applicable Dates
RFI Release	April 1, 2021
RFI Question Deadline	April 29, 2021
RFI Responses Due before 4pm	June 4, 2021

2.6 Non-disclosure of County Information

All data and information gathered by the responder and its agents, including this RFI and all reports, recommendations, specifications, and data shall be treated by the responder and its agents as confidential. The responder and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.



2.7 Retention of Responder Material

The County reserves the right to retain all responses. No responses will be returned to responder.

2.8 Confidential Information/Public Records Law

INFORMATION SUBMITTED IN RESPONSE TO REQUESTS FOR BIDS, PROPOSALS, AND OTHER PROCUREMENT METHODS SUBJECT TO PUBLIC RECORDS LAW

Wake County is subject to North Carolina's Public Records Act located in Chapter 132 of the North Carolina General Statutes. As a result, information submitted to and received by Wake County in response to a Request for Proposal/Request For Bid/Request For Quote/Request for Qualifications, or any other procurement method (collectively "Procurement Process"), is considered public record and may be released for public inspection after the contract award, or as otherwise permitted under NCGS § 143, without further notice to the proposer. The County does not intend to elicit confidential or trade secret information in response to a Procurement Process and assumes no responsibility for the submission of such information. Wake County reserves the right to share any information submitted in response to a Procurement Process with any person(s) or firm(s) involved in the review and evaluation phase of the Procurement Process.

CONFIDENTIAL OR TRADE SECRET INFORMATION

If a proposer nonetheless submits information in a bid proposal or other response to a Procurement Process and it considers such information to be confidential, then all four requirements of [NCGS 132-1.2](#) "Confidential Information" must be met for the County to consider withholding the information from public inspection in response to a public records request. **Among other legal requirements, information deemed to be "confidential" or "trade secret" by proposer must be clearly marked as such on the face of the document(s) at the time of the initial disclosure/submittal of RFP.** In addition, although not required by law, Wake County requests that any proposer who submits a proposal or response containing any such designation of confidentiality also submit a second copy of the proposal or response with the respective page(s) or section(s) redacted. The County will not agree to withhold an entire proposal or response from public inspection; thus proposers should refrain from including blanket restrictions on disclosure or all-encompassing claims of confidentiality.

When a public records request is made for information contained in or attached to a proposal or response that has been clearly marked as "trade secret" or "confidential" upon its submission, Wake County may, in its discretion and without further notice, release the redacted copy of the proposal or response to the requester if one has been previously submitted. Otherwise, the proposer will be notified of the request and given an opportunity to provide within a reasonable period a written explanation of the basis for claiming protection under N.C.G.S. 66-152 and N.C.G.S. 132-1 and/or a redacted proposal or response. The County shall make the final determination on release of the information. Should any civil action be brought against the County in an effort to compel or prevent the disclosure of information contained in a proposal or response that is deemed confidential by a proposer, the proposer may participate at its own expense; and by deeming any information in a proposal or response confidential, proposer further agrees to indemnify and hold harmless the County for and against any costs incurred by the County as a result of such litigation, including but not limited to fees or expenses arising out of N.C.G.S. 66-153 and N.C.G.S. 132-9.



3.0 Detailed Submittal Requirements

3.1 Response Format

Responders shall prepare their responses in accordance with the instructions outlined in this section. Responses should be prepared as simply as possible and provide a straightforward, concise description of the responder's capabilities to satisfy the requirements of the RFI. Utmost attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The response should be organized into the following major sections:

Response SECTION	TITLE
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background
3.0	Scope of Services Offered

Instructions relative to each part of the response to this RFI are defined in the remainder of this section. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included.

3.2 Executive Summary

(Proposal Section 1.0) This part of the response to the RFI should be limited to a brief narrative summarizing the response. The summary should be oriented toward the business personnel who would use the solution or services and should include technical information and language only to the extent required to describe the solution.

Please note that the executive summary should identify the primary engagement contact for the responder. Contact information should include a valid e-mail address, fax number, and a toll-free telephone number.

3.3 Company Background

(Proposal Section 2.0) Each response must provide the following information about the responder's company. The County, at its option, may require a responder to provide additional support or clarify requested information.

Background information shall include:



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1. How long the company has been in business.
 2. A brief description of the company size and organizational structure.
 3. Company locations.
 4. How long the company has been selling the solution or service to clients similar to the County.
 5. Listing of clients with contracts of similar scope and size to the County's by name and state.
 6. A brief description of any pending litigation.
 7. Evidence that the vendor is a corporation, is in good standing and qualified to conduct business in North Carolina.
 8. References from at least 3 customers.

3.4 Scope of Services Offered

(Proposal Section 3.0) This section of the response should include a detailed discussion of the responder's overall understanding of the project and the solutions and services that can be provided to support Wake County.



4.0 Appendix A - Child Welfare Unit Summary

4.1 Child Welfare Intake

- Log calls
- Create reports (intake or no report)
- Search various databases for case info
- Acceptance or denial
- Route the report to zone or law enforcement
- Wish List: Integrated caller id, record call and attach to intake report

4.2 Child Welfare Assessment

- Intake Report Assignment
- Plan of Action
- Schedule a Visit/Make Unscheduled Investigative Visits
- Log Visit Info
- Follow Up 45 days
- Wish List: Ability to do assessment on tablet/phone/laptop on visit

4.3 Child Welfare In-Home Services

- Case assignment
- Timelines to meet the family (7 day – 30 day)
- Family service agreement
- Transfer to In-Home Services
- 90 Day review
- Case Closure or Transfer to Foster Care

4.4 Child Welfare Traditional Foster Care

- Petition court for foster care
- Assign case to foster care worker after petition is approved
- Meet with family and complete health assessment of the child
- Assign child to a foster family and inform school
- Attend hearings in the court (pre-adjudication & trial)
- Follow court order and review every 3 months
- Adopt one of the 5 plans approved by the court
- Wish List: integration with NC Courts (via API)



4.5 Child Welfare Adolescent Foster Care

- Petition court for foster care for children aged 13-18
- Assign case to foster care worker after petition is approved
- Meet with family and complete health assessment of the child
- Assign child to a foster family and inform school
- Attend hearings in the court (pre-adjudication & trial)
- Follow court order and review every 3 months
- Adopt one of the 5 plans approved by the court

4.6 Child Welfare 18-21 Foster Care

- Transfer (out of state) from adolescent foster care at 18 years or returning child
- Voluntary Placement Agreement drafted and signed
- Reviews the Medicaid eligibility
- Court review and finalizing agreement
- 30-60-90 day review
- Case closure when adult turns 21

4.7 Child Welfare LINKS

- Family requests LINKS services or is referred by social worker or identified by outreach
- Recognize the child or the young adult needs to obtain certain life skills
- 8 expected outcomes after LINKS services are provided.

4.8 Child Welfare Foster Care Adoption

- Foster care child switched to adoption by court order
- Case assigned to Foster Care Social Worker
- Relinquishment/Termination of Parental Rights
- Review adoption options
- Adoption by current foster family – home study/background checks
- Recruitment for adoption family/agencies
- Court approval and child placed

4.9 Child Welfare Relative and Stepparent Adoption

- Relative/Stepparent Petition to adopt
- Clerk issues order for report
- County social worker interviews the family, background check & visits home
- Adoption study and report to the court along with a narrative on the case



4.10 Child Welfare Out-of-State [ICPC] Adoption

- NC DSS ICPC request for home study
- Adoption unit does home study, background check with 60 days for request
- Recommendations given to NC DSS ICPC
- If adoption is approved, adoption unit supervises the placement

4.11 Child Welfare Licensing and Recruitment

- Recruitment from various sources (website, call, agencies, referral, outreach)
- Application review, background check, interview the family
- 30 hours training
- Home check, referral check, medical clearance
- License recommendation at NC DSS
- Periodic Compliance check after license is approved
- Wish List: recruitment form integrated directly into case management system

4.12 Child Welfare Prevention Services

- Family referred to prevention services via a call, external agency or social worker
- Family checked and if needed assigned new county case number
- Social worker schedules meeting with family
- Family provided with goal plan and a follow up done 30-180 days
- Case closed when goals are met, or additional services recommended

4.13 Child Welfare Parenting Services

- A referral about a family to the parenting services via a social worker
- Case assigned to parenting coach
- Contact made within 72 hours of the assignment
- Meeting set up for family and parent education agreement is adopted with 3-8 month follow up.
- If interventions recommended and adopted, progress is tracked.
- It's a participation-based service

4.14 Child Welfare Placement Services

- Referral made by a social worker
- Case reviewed and additional documents requested if needed
- Search with contracted providers based on needs
- Match found - complete placement documentation - placement completed



4.15 Child Welfare Transportation Services

- Social worker reviews court ordered appointments for the child
- If transportation is needed, appointment form is completed
- The transport request is assigned to a driver
- Child transported to the appointment and back
- Checks made for children with additional needs

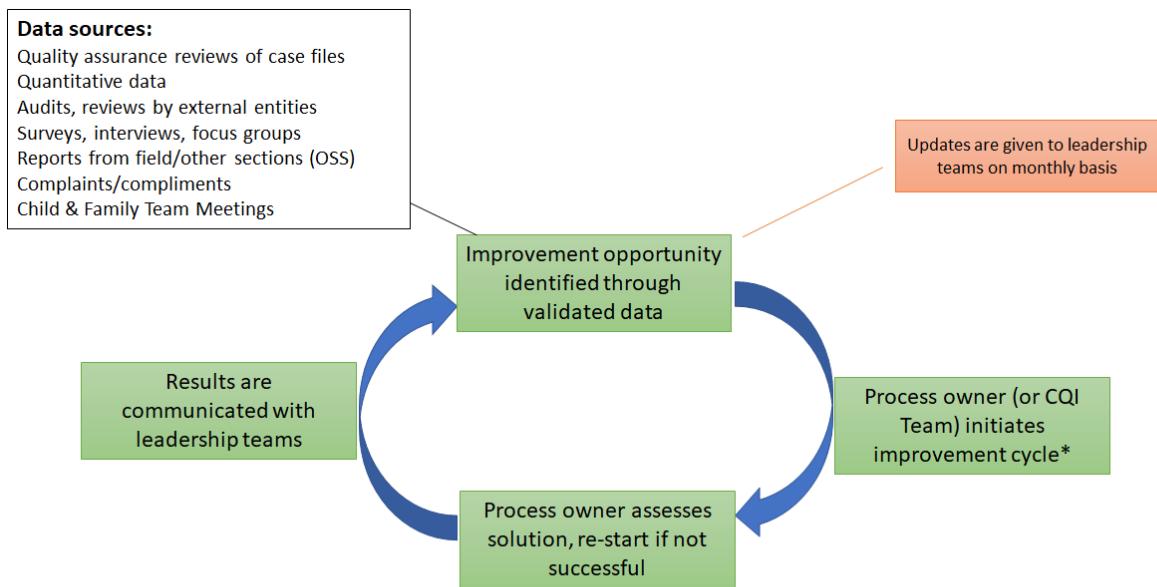
4.16 Child Welfare – Child Health and Development Program

- Social worker refers a child to CHDP Nursing Program for assistance in understanding well-being needs of the child
- Once a new referral has been assigned to a CHDP nurse, the nurse reviews the referral and plans an initial consultation with the assessment, in-home and/or SW working on reunification to discuss the case in more detail
- The nurse continuously documents and uploads all the assessment results onto OnBase and routes the closed cases information to the administrator.
- If the case is transferred to another unit other than foster care, (example: in-home services), the newly assigned social worker will need to make a new referral in OnBase for continued CHDP nursing support.

4.17 Child Welfare – Wake House and Visitation Services

- Bio-logical parent of a child in county custody makes a visitation request
- Social worker makes a referral for the visitation and the referral is routed to the visitation coordinator
- Visitation coordinator reviews the referral, performs safety checks and meets with the supervisor to decide on the visitation approval.
- If visitation is denied, the case is closed, and the social worker is informed
- If approved, Visitation coach schedules a supervised visit with the child and the biological parent at the Wake house on coach assigned for approved visitations
- Social worker informed of visitation and provided with information of the visitation and the suggestions given to the parent.

4.18 Child Welfare – CQI Quality Assurance and Support



*Process owners may request assistance from CQI Team

4.20 Child Welfare – Child Family and Team Meetings

- A social worker or Supervisor in Child Welfare requests CQI neutral facilitation
- Request is then reviewed by the CFT supervisor, or designee and calendar invite sent.
- Meeting in accordance with Wake County Child Welfare protocols (9.2 - CFT-PPR Meeting, 9.5-RED Team Process, and PRT Process)
- CQI Facilitator provides a brief summary of the meeting to the attending social worker and the attending supervisor

4.21 Child Welfare – CQI Data Analytics

- Human Services Business Analytics site has updated and validated data
- CQI Team will upload special data analysis reports to the Child Welfare intranet
- For new data, staff are asked to complete the attached Data Request form through their Program Manager
- The requests are classified as routine and urgent requests.
- Data requests will be completed by deadline agreed upon by CQI staff person and requestor, unless unforeseen circumstances influence completion



4.22 Child Welfare – Eligibility

- Responsible for assisting in determining initial funding source and Medicaid Eligibility for children entering Wake County custody
- Eligibility staff then reviews legal documents and complete Part V of DSS-5120 to assist in determining the type of funding source.
- When a child achieves permanency and the case is at closure, a re-evaluation of eligibility is completed to determine the ongoing Medicaid eligibility for the child.
- If the child decides to enroll in the Wake County 18-21 foster care program, a new initial eligibility determination (DSS-5120E and DSS-5094) is completed.

4.23 Child Welfare – Finance

- Payment report is available the 5th working day of the month and again on 16th of each month.
- All initial eligibility information (DSS-5120, DSS-5094, NCFast Medicaid, ERL) should be keyed into the state/county systems within 7 business days from date of legal custody.
- Any changes to the eligibility information should be entered within 5 business days from date of receipt. 5094 changes will be keyed the month change occurred.
- Any Medicaid Modified Adjusted Gross Income (MAGI) for children not in NC Fast should be entered in NC FAST within 7 business days from the date of entry.
- Documentation is required if action cannot be taken by deadline.

4.24 Child Welfare – After Hours

- The after-hours social worker (AHSW) receives calls from the Raleigh Communications Center
- After Hours team covers these functionalities
 - Intake
 - Assist/ Courtesy Request
 - Zone Requests
 - Petitions
 - Foster Care
 - Transportation
 - Supervision of Children Awaiting Placement
 - All background (criminal, civil, child welfare history, and Responsible Individuals List) and 911 Checks