

**PREVENTION AND INTERVENTION
PARENT TRAINING – EDUCATION AND SUPPORT SERVICES
SOLICITATION OF INTEREST AND QUALIFICATIONS
SYNOPSIS OF PROPOSALS**

Release Date: 11/23/2010**Proposals Due:** 12/22/10**Prepared By:**

Lynn Tang, Contract Administrator

Date:

08-05-11

Contact for Information:

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Background: On November 23, 2010, the Health Care Agency issued a Solicitation of Interest and Qualifications (SIQ) inviting all interested parties to submit proposals to provide Parent Training – Education and Support Services. The Parent Training Services target parents, grandparents, and caregivers who care for children and youth that are or can be vulnerable to behavioral health problems.

The intent of these services are to foster effective parenting skills and family communication, healthy identities and extended family values, child growth and development, and self-esteem. Services will include, but are not limited to assisting parents in reducing the incidence of: 1) child abuse, 2) substance abuse, 3) juvenile delinquency, 4) gang violence, 5) learning disorders, 6) behavior problems, and 7) emotional disturbances. Two models of service are desired for this SIQ: 1) Parent Empowerment Program (PEP) and, 2) Community Parent Education Training (COPE).

The PEP model targets families with youth, ages 11-18 years, which includes youth that can be referred by the Probation Department. The PEP model is a structured coaching and training program designed to assist and educate parents, including those with the most difficult and challenging youth, to quickly regain and maintain control. In this model, parents learn to stop arguments, minimize lying, and reestablish their power and authority. In addition, PEP provides training to empower caregivers to discipline and supervise their children at a level each youth needs, with special emphasis on rebuilding parental authority, building school success, ending drug and alcohol involvement, and reclaiming their children from gangs.

The COPE model targets families with children, ages 0-12 years, and focuses on the hard to reach populations. Services will focus on isolated, hard to reach groups including, but not limited to: deaf and hard of hearing persons, visually impaired, veterans, Lesbian and Gay, Bisexual, Transgender, and Questioning (LGBTQ), and people with limited English proficiency. COPE services provide parenting education that aims at improving child rearing skills and healthy choices for families. This program addresses the needs of the family unit whose circumstances include risk of academic failure, mental health concerns, and/or socioeconomic concerns. The COPE's service delivery model places primary emphasis on parent education, early intervention and prevention, and outcomes monitoring.

The Health Care Agency received one (1) proposal for the PEP model and five (5) proposals for the COPE model. The panel reviewed the PEP proposal and did not recommend the selection of the bidder, because the proposal lacked details on how bidder's PEP experience would be used to provide services to the target populations. The COPE proposals were reviewed and the panel recommended to contract with one (1) bidder.

Advertisement:☒ BidSync: County Procurement Website**Sent Via BidSync:**

5,865

Bidders' Conference Date:

12/07/10

Funding Source(s):

100% Mental Health Services Act



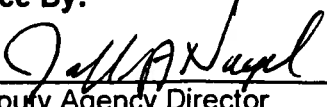
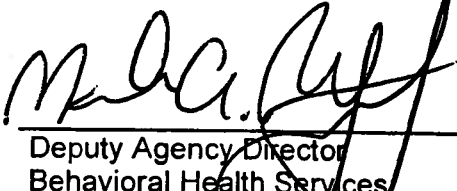
Funding Period

08/01/11– 06/30/13

Funding Available:

PEP - \$490,634
COPE - \$613,284
(Annually)

Attendees: 15 organizations

<p>Evaluation Panel: The evaluation panel consisted of four (4) members, 50% of whom are not employed by the County of Orange Health Care Agency. These panel members were comprised of:</p> <ul style="list-style-type: none"> • Evaluator 1: Community Representative • Evaluator 2: Community Representative • Evaluator 3: HCA Prevention & Intervention Division • Evaluator 4: Contract Development & Management Division 	<p>Evaluation Criteria:</p> <ul style="list-style-type: none"> • Agency Description/Financial Stability • Services to be Provided • Administrative Responsibilities • Facilities • Staffing • Program Development & Outcome Performance Measures • Timeline • Budget 		
<p>Respondents (In Rank Order)</p> <p>PEP (Component #1)</p> <ul style="list-style-type: none"> • Gregory Bodenhamer <p>COPE (Component #2)</p> <ul style="list-style-type: none"> • Orange County Child Abuse Prevention Center, Inc. • CHOC-UCI Initiative for the Development of Attention and Readiness (CUIDAR) • Multi-Ethnic Collaborative of Community Agencies (MECCA) • Family Assessment, Counseling & Education Services (FACES) • Associates in Counseling and Mediation 	<p>Total Points (588 possible)</p> <p>229</p> <p>497</p> <p>480</p> <p>355</p> <p>248</p> <p>240</p>	<p>Avg. Points (147 possible)</p> <p>57</p> <p>124</p> <p>120</p> <p>89</p> <p>62</p> <p>60</p>	<p>Proposed Annual Amount</p> <p>\$ 211,475</p> <p>\$ 598,749</p> <p>\$ 804,524</p> <p>\$1,626,343</p> <p>\$ 107,728</p> <p>\$ 647,847</p>
<p>Agency Recommendation(s): The panel did not recommend the selection of a provider for the Parent Empowerment Program (PEP) services as the only submitted proposal lacked details and did not meet the requirements as outlined in the SIQ. The financial records and the administrative capability provided by the bidder did not support administrative strengths and financial stability of a sole proprietor organization.</p> <p>The panel recommended the selection of Orange County Child Abuse Prevention Center, Inc., (OCCAPC) for the Community Parent Education Training (COPE) services as its proposal was creative and innovative, and provided specific details that exceeded the scope of work outlined in the SIQ. In addition to the panel's recommendation to select OCCAPC and in the unlikely event that contract negotiations could not be completed with the selected bidder, the panel recommended the second highest bidder, CHOC-UCI Initiative for the Development of Attention and Readiness (CUIDAR), as an alternate bidder for contract award. CUIDAR has the experience to provide COPE training in the Orange County, and the proposal met the scope of work outlined in the SIQ by offering services that emphasize parent education, early intervention and prevention, and outcomes monitoring.</p>			
<p>HCA Approvals:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p> Division Manager Contract Development & Management</p> </div> <div style="width: 45%;"> <p> Chief of Operations Behavioral Health Services</p> </div> </div> <p>Concurrence By:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p> Deputy Agency Director Financial & Administrative Services</p> </div> <div style="width: 45%;"> <p> Deputy Agency Director Behavioral Health Services</p> <p style="text-align: right;">9/12/2011</p> </div> </div>			

PROPOSAL SUMMARY
SOLICITATION OF INTEREST AND QUALIFICATIONS
PARENT TRAINING – EDUCATION AND SUPPORT SERVICES

Legal Name: Orange County Child Abuse Prevention Center**Date Organization Established:** 1983**Business Location:** Orange, CA**Current Operating Budget:** \$4,090,000

Current Related Services:	<u>Length of Time in Business</u>	<u>Location/ Catchment Area</u>	<u>Funding Amount</u>
Mental Health Treatment Services	2006 – Present	Orange County	\$905,000
Outreach Services	2009 – Present	Orange County	\$25,000
Volunteer Services	2001 – Present	Orange County	\$80,000
Monitored Visitation	2009 – Present	Orange County	\$648,000
Parent Education – In-Home Coach	2005 – Present	Orange County	\$180,000
Parent Education – Domestic Abuse Services	2005 – 2008	Orange County	\$100,000
Parent Education – Relative, Non-Relative, and Extended Family Member Support Services	2006 – 2008	Orange County	\$300,000
Parent Education – Home Visitation for Toddler	2005 – Present	Orange County	\$508,000
Parent Education – Welcome Baby/Teenage Pregnancy and Parenting Program	2002 – Present	Orange County	\$24,000
Parent Education - Helping Kids Cope	2004 – Present	Orange County	\$16,000
Basic Needs Services	2005 – Present	Orange County	\$597,000
Foster Family Support Services	2005 – 2008	Orange County	\$218,437

Funding Sources: Government Contracts – 58%; Non-Governmental Agencies – 32%; Donations – 0.5%; Fees – 0.1%; Other – 0.95%

Commencement of Requested Services:

Date Requested: Not specified in SIQ
Date Proposed: 5/1/11

Start Up Costs:

Funds Available: \$50,000
 YES ☒ NO ☐

Funds Requested: \$20,000
 YES ☒ NO ☐

Agency Description/Financial Stability:

The Orange County Child Abuse Prevention Center (OCCAPC) was established in 1983 as a non-profit organization that would provide services to at-risk children and families in crisis. The proposal included all required documents, forms, and financial statements. These materials raised no concerns about the organization's financial structure or administrative ability.

Provider Experience/Qualifications:

For the past 27 years, OCCAPC has served children and families in crisis. OCCAPC showed extensive experience in training parents individually and in groups in its proposal. Although the agency indicated no prior experience with the Community Parent Education Training (COPE) model, OCCAPC has utilized the following best practice models to provide Parent Education to at-risk children and families: 1) Children in the Middle and After the Storm program that helps parents to minimize the effects of divorce and separation; 2) Positive Parenting Programs (Triple P) helps teach parenting skills; 3) Systematic Training for Effective Parenting (STEP) helps parents to understand children's motivations, encourage children, and use family meetings to make decisions; and 4) Partners in Parenting Education (PIPE) teaches parent/infant interaction and skills for emotional regulation and communication.

In Fiscal Year 2010, OCCAPC served 1,795 children and 1,397 parents from 889 families with parent education programs they currently provide as well as mental health services programs. OCCAPC has the capacity to provide services in English, Spanish, and Vietnamese. The proposal addressed outcome measures that demonstrated the organization's success with its Parent Education Training. OCCAPC has worked with an extensive network of partnerships, including Orange County Social Services Agency, Health Care Agency,

public schools, preschools, homeless shelters, public health nurses, and Head Start programs. Even though OCCAPC lacked previous experience with the COPE model, the panel overwhelmingly believed that they would be able to provide COPE training due to their extensive experience using other models of parent training funded through Orange County Social Services Agency, and Children and Families Commission of Orange County.

Description of Services to be Provided:

OCCAPC submitted a proposal for the COPE model. Participants would be engaged by OCCAPC through home visitations, community outreach, program flyers, brochures and partnership with community agencies. The proposed COPE model by OCCAPC consisted of the following group classes: 1) Community Parent Education, and 2) Three Age Specific Social Skill Activity Groups. In the proposal, OCCAPC indicated that individual training activities would consist of referrals and linkage to community resources, peer mentoring, activities to build parents' confidence in becoming better parents, training the trainers, follow-up services in the home as needed, and tailoring services specific to family needs, and reducing stress and discord among family members. OCCAPC also articulated how parents would be provided with written materials to assist them in maintaining the new methods they learned through the training classes and would provide support with follow-ups from trainers upon completion of the program. OCCAPC outlined a two day training program to educate staff in the COPE model that included training of participants to become trainer assistants in this program. Overall, the panel felt that OCCAPC made an exceptional effort in responding to the proposed service elements within the solicitation and scored the proposal as exceeding the basic needs of the SIQ.

Administrative Responsibilities:

OCCAPC has successfully managed private and local government contracts since its inception in August 1983. The organization demonstrated strong administrative skills by clearly describing how it would maximize the use of the allocated funds, ensure timely and accurate reporting of monthly expenditures, maintain appropriate staffing levels, and request budget or staffing modifications through County contract administrator.

Facilities:

OCCAPC indicated that the Administrative Office for the COPE program would be located in Orange, and services would be provided at facilities located throughout Orange County, including Anaheim, Garden Grove, Huntington Beach, La Habra, Lake Forest, Orange, Stanton, Tustin, Santa Ana, and Westminster. All sites would be handicap accessible, accessible to public transportation, and would have adequate square footage to provide the services. During negotiation, HCA staff will ensure that services are inclusive for all OC residents.

Staffing:

The number of staff proposed was reasonable and proportional to the program activities identified in the proposal. The organization included policies and procedures in place to recruit, select, train, and retain bilingual, bicultural and multicultural staff.

Proposed Annual Costs: \$598,749

Administration:	\$ 68,406
Program:	<u>\$530,343</u>
Total Net Cost:	\$598,749

Proposed Costs Compared to Services:

Program costs were appropriate and reasonable as the number of staff positions and program activities/unit of services were clearly explained and could be tied back to the proposed budget. Administrative and program costs may be modified during negotiations to ensure the most cost effective services would be provided. In addition, indirect/administrative costs were below the allowable 15%.

Rating of Proposal:

☐

0

☐

1

☐

2

☒

3

PROPOSAL SUMMARY SOLICITATION OF INTEREST AND QUALIFICATIONS PARENT TRAINING – EDUCATION AND SUPPORT SERVICES			
Legal Name: CHOC-UCI Initiative for the Development of Attention and Readiness		Date Organization Established: 1964 Current Operating Budget: \$40,381,000	
Business Location: Orange, CA			
Current Related Services: Community Parent Education (COPE)	<u>Length of Time in Business</u> 2001 - Present	<u>Location/ Catchment Area</u> Orange County	<u>Funding Amount</u> \$693,708
Funding Sources: Donations – 100%			
<u>Commencement of Requested Services:</u> Date Requested: Not specified in SIQ Date Proposed: Not specified in proposal		<u>Start Up Costs/Time:</u> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Funds Available: \$50,000 YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> Time Allowed: 1 Year </div> <div style="width: 45%;"> Funds Requested: \$32,535 YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> Time Requested: N/A </div> </div>	
<u>Agency Description/Financial Stability:</u> CHOC-UCI Initiative for the Development of Attention and Readiness (CUIDAR) was established in 1964 as a non-profit organization that would provide prevention and early intervention services to children and families throughout Orange County. CUIDAR included the required licenses and certificates requested. The proposal included all required documents, forms, and financial statements. These materials raised no concerns about the organization's financial structure or administrative ability.			
<u>Provider Experience/Qualifications:</u> For the past 10 years, CUIDAR has actively been using the Community Parent Education Training (COPE) model to guide its development and implementation of three distinct age specific curricula to help parents address unique developmental needs and goals for children, ages 0 to 12. In addition to providing 40 COPE parenting groups each year, the program is being utilized as a training hub for the COPE model in the United States. Available data indicates that the organization has served 5,837 parents, 2,941 children and 3,119 providers throughout Orange County within the past five years using the COPE model. Through community involvement and collaborative partnership, the organization has been able to deliver and engage parents in adopting effective parenting strategies and child behavioral management skills. The agency indicates that the organization has the capacity to provide services in English, Spanish, and provide translators for speakers of difference languages such as Farsi, Vietnamese and Korean.			
<u>Description of Services to be Provided:</u> CUIDAR proposed the COPE model, because the organization has been providing this model of services to families of children, ages 0 to 12, for the past 10 years. Participants would be engaged by CUIDAR through hospitals, health fairs, and community events. The proposed COPE model consists of three different group classes: 1) Community Parent Education, 2) COPEing With Toddler Behavior (CWTTB), and 3) Right From the Start (RFTS). In the proposal, CUIDAR addressed how participants would be referred and linked to community resources but did not describe program activities designed for individuals as requested in the SIQ. In regard to training participants to become volunteers or paid staff with the program, the description provided limited opportunities for participants to be engaged in supporting the COPE Program (i.e. have participants to only promote program at community fairs and assist with childcare). The proposal addressed and included details of childcare and transportation needs for participants, and overall, the panel felt that CUIDAR met the basic requirements of the			

proposed service elements within the solicitation.

Administrative Responsibilities:

CUIDAR demonstrated strong administrative skills by clearly describing how the organization would maximize allocated funds, ensure timely and accurate reporting of monthly expenditures, maintain appropriate staffing levels, and request budget or staffing modifications through the OC Health Care Agency contract administrator.

Facilities:

CUIDAR indicated that the Administrative Office for the program would be located in Orange. Program services would be provided at facilities located throughout Orange County, such as Newport Mesa Unified School District, CHOC Children's Hospital, Boys and Girls Clubs of Garden Grove, and Hands Together in Santa Ana local elementary schools, family resource centers and local organizations. All sites would be handicap accessible, centrally located, and accessible to public transportation.

Staffing:

CUIDAR has experienced staff in place to provide services, however, staffing level proposed seemed excessive in comparison to the services being provided and this would need to be negotiated with the provider. Also, the organization included policies and procedures to recruit, select, train, and retain bilingual, bicultural and multicultural staff.

Proposed Annual Costs: \$804,524

Administration: \$208,158

Program: \$596,366

Total Net Cost: \$804,524

Proposed Costs Compared to Services:

Program costs were inappropriate and excessive for the number of staff positions being proposed and could not be justified within the budget. In addition, indirect/ administrative costs exceeded the allowable 15%.

Rating of Proposal: ☐ 0 ☐ 1 ☒ 2 ☐ 3

PROPOSAL SUMMARY SOLICITATION OF INTEREST AND QUALIFICATIONS PARENT TRAINING – EDUCATION AND SUPPORT SERVICES			
Legal Name: Gregory Bodenhamer		Date Organization Established: N/A	
Business Location: Westminster, CA		Current Operating Budget: \$115,200	
<u>Current Related Services:</u>	<u>Length of Time in Business</u>	<u>Location/ Catchment Area</u>	<u>Funding Amount</u>
Parent Empowerment Services (PEP)	2005 – Present	Orange County	\$110,000
<u>Funding Sources:</u> Government Contracts – 95%; Fees – 5%			
<u>Commencement of Requested Services:</u>		<u>Start Up Costs:</u>	
Date Requested: Not specified in SIQ Date Proposed: Not specified in proposal		Funds Available: \$50,000 Funds Requested: \$58,100 YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
<u>Agency Description/Financial Stability:</u> Gregory Bodenhamer is a sole proprietor. Mr. Bodenhamer did not include any financial records as required by the solicitation in regard to the services he is currently providing so the panel could not determine the administrative strength and financial stability of the business or the current services being provided. Mr. Bodenhamer also has not included the required licenses and certificates requested in the Solicitation of Interest and Qualifications (SIQ). The proposal has no outlines of policies and procedures manuals covering daily operations of services related to personnel management and a disaster recovery/business continuity plan to cover emergencies as he is a sole proprietor. Mr. Bodenhamer has indicated that there are no performance issues or litigations for the services he is currently providing.			
<u>Provider Experience/Qualifications:</u> In the proposal, Mr. Bodenhamer stated that he has conducted over 1,100 Parent Empowerment Program (PEP) workshops, and has trained parents, probation officers, therapists, teachers, and others in using this model. Between 1973 through 1981, he worked as a Juvenile Probation Officer for the County of Orange and assisted in creating and establishing other school programs with the City of Placentia, City of Cypress, and County of Los Angeles. He has written several books and has hosted a television program to assist parents in dealing with their children. Mr. Bodenhamer has a Political Science/Public Administration degree and received his Parent Educator's Credential through the University of California, Los Angeles.			
<u>Description of Services to be Provided:</u> In his proposal, Mr. Bodenhamer indicated that he will notify probation officers, therapists, teachers, and community leaders regarding PEP and provide training workshops to individuals and groups, however he does not outline the content of the workshops or how he will collaborate with partners within the community. In addition, he does not define the targeted age group. For parents and children, Mr. Bodenhamer states that he will be working with them at the appropriate level to meet each family's needs, including making house calls, attending school meetings with parents, and mandating weekly training and coaching workshops for parents and children. For group training, Mr. Bodenhamer will provide training and coaching workshops, two to three hours each week. In regard to training volunteers to become paid employees, Mr. Bodenhamer has not provided any details. He indicates that childcare is not an issue and parents can bring their children to the workshop, but again, no details were provided to support this statement. Also, he has not included details on how the community will be trained and educated in PEP and how ongoing technical assistance will be provided to other			

community providers. He does not provide information on how his program will impact the community, nor how he will incorporate feedback from participants to improve his program.

Administrative Responsibilities:

Mr. Bodenhamer is a sole proprietor and has not included financial statements and audits regarding his program in the proposal. As a result, the panel cannot determine Mr. Bodenhamer's administrative ability to oversee this program if a contract is awarded.

Facilities:

Mr. Bodenhamer indicates that the Administrative Office for PEP will be at his home. He states in the proposal that his training facility will be located at the Orange Villa Bible Church located in Orange. He has not indicated that the facility is handicap accessible, centrally located, and has adequate square footage to provide the services detailed in the SIQ for the target population of this program. However, he states that the facility is accessible by public transportation.

Staffing:

Currently, Mr. Bodenhamer is the only staff for the program. Proposed staffing does not meet the requirements of the SIQ as there are no details regarding the number of clients being served or the number of hours individual and group services will be provided by staff. Also, there are no policies and procedures in place to recruit, select, train, and retain bilingual, bicultural and multicultural staff. In addition, Mr. Bodenhamer has not mentioned recruiting and training volunteers.

Proposed Annual Costs: \$211,475

Administration:	\$ 48,360
Program:	<u>\$163,115</u>
Total Net Cost:	\$211,475

Proposed Costs Compared to Services:

Program costs were inappropriate and could not be justified as the number of staff positions and program activities/unit of services did not match the proposed budget. Proposal did not include a budget narrative and calculations for justifications of the budget, including start-up cost. In addition, indirect/ administrative costs exceed the allowable 15%.

Rating of Proposal:

☐ 0

☒ 1

☐ 2

☐ 3

PROPOSAL SUMMARY
SOLICITATION OF INTEREST AND QUALIFICATIONS
PARENT TRAINING – EDUCATION AND SUPPORT SERVICES

Legal Name: Multi-Ethnic Collaborative of Community Agencies		Date Organization Established: 2009	
Business Location: Santa Ana, CA		Current Operating Budget: \$1,997,830	
<u>Current Related Services:</u> None	<u>Length of Time in Business</u> N/A	<u>Location/Catchment Area</u> N/A	<u>Funding Amount</u> N/A
<u>Funding Sources:</u> Government Contracts – 81%; Non-Governmental Agencies – 19%; Donations – 0%			
<u>Commencement of Requested Services:</u>		<u>Start Up Costs:</u>	
Date Requested: Not specified in SIQ Date Proposed: 4/1/11		Funds Available: \$50,000 YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
		Funds Requested: \$55,500 YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
<u>Agency Description/Financial Stability:</u> Multi-Ethnic Collaborative of Community Agencies (MECCA) was established as a coalition of seven (7) community-based organizations in 2009 to target ethno-linguistic communities in Orange County. The proposal included all required agency description documents for the establishment of this organization. MECCA indicated that the coalition would provide a complete P&P manual prior to the commencement of services. Recent financial statements were unavailable, because the organization was established two years ago. The proposal did state that there were no pending audits, performance issues, or pending litigation. The financial structure and stability of the organization could not be determined due to the organization only being in existence for two years.			
<u>Provider Experience/Qualifications:</u> MECCA has no experience with the Community Parent Education Training (COPE) model, and has not provided any parent training classes within the community. However, the collaborative members of MECCA have provided parenting classes such as Triple P-Positive Parenting Program, understanding signs of mental illness, child development, anger management, domestic violence, substance abuse, time management, age-appropriate behavior, and discipline techniques for participants in the Orange County area. The collaborative members of MECCA have also worked with Orange County Family Court, Social Services, and Probation Department. The parenting classes conducted by the collaborative members of MECCA are in English, Spanish, Vietnamese, Korean, and other languages as needed.			
<u>Description of Services to be Provided:</u> MECCA submitted a proposal that would target families with children, ages 0-12 years, and would focus on hard to reach populations. MECCA clearly identified the target populations as parents, grandparents and other caregivers with children and youth who would be vulnerable for mental health problems. However the proposal did not thoroughly address the needs of the family unit whose circumstances include risk of academic failure, behavioral health concerns, and/or socioeconomic concerns. The agency provided a detailed plan on how it will engage the target population by utilizing promotores to conduct educational presentations. It identified barriers and provided solutions in reaching and serving the target populations identified in the SIQ. MECCA's proposal included outcomes to demonstrate the organization's success with its parenting classes funded by the Probation Department, but the proposal lacked details on how feedback was used to improve proposed services.			

The proposal included comprehensive details as to how parent education would be provided in each COPE session, and each training session would consist of eight, two-hour large group sessions and two, two-hour individual sessions. Participants would be provided with the necessary training materials and child care to allow parents to attend the training. MECCA also described parent education, early intervention and prevention, and outcomes monitoring, but the plan lacked details and was not comprehensive in describing how the content of the activities under each individual training or group training would be provided. MECCA briefly mentioned community trainings that would be conducted but did not provide specific content for these community trainings.

Administrative Responsibilities:

MECCA demonstrated the ability to discharge administrative responsibilities, maintain effective means of communication with the Health Care Agency, and identify and solve problems in a timely manner.

Facilities:

MECCA indicated that the Administrative Office of COPE will be located in Santa Ana, and services would be provided at various facilities located throughout Orange County, including Anaheim, Buena Park, Irvine, Santa Ana, and Westminster. These sites would be handicap accessible, centrally located, accessible to public transportation, and would have adequate square footage.

Staffing:

Proposed staffing appeared excessive for the number of program activities stated in proposal. The proposal included policies and procedures in place to recruit, select, train, and retain bilingual, bicultural and multicultural staff. MECCA mentioned volunteer staff, but did not appropriately classify staff that would serve the target populations in the program.

Proposed Annual Costs: \$1,626,343		Proposed Costs Compared to Services:			
Administration:	\$ 427,611	Program costs were inappropriate and could not be justified as there was excessive number of staff positions and fewer program activities/unit of services being proposed. The budget proposed exceeded available funding. In addition, the indirect/ administrative costs proposed by the bidder exceeded the allowable 15%.			
Program:	\$1,198,732				
Total Net Cost:	\$1,626,343				
Rating of Proposal:		<input type="checkbox"/> 0	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

PROPOSAL SUMMARY
SOLICITATION OF INTEREST AND QUALIFICATIONS
PARENT TRAINING – EDUCATION AND SUPPORT SERVICES

Legal Name: Family Assessment, Counseling & Education Services

Date Organization Established: 1988

Business Location: Orange, CA

Current Operating Budget: \$393,142

Current Related Services:
Parent Education Services

**Length of Time
in Business**
2010 – Present

**Location/
Catchment Area**
Orange County

**Funding
Amount**
\$51,400

Funding Sources: Government Contracts – 25%; Donations – 2%; Fees – 39%; Others – 24%

Commencement of Requested Services:

Date Requested: Not specified in SIQ

Date Proposed: Not specified in Proposal

Start Up Costs:

Funds Available: \$50,000

YES ☒ NO ☐

Funds Requested: \$2,500

YES ☒ NO ☐

Agency Description/Financial Stability:

Family Assessment, Counseling & Education Services (FACES) was established in 1988 as a non-profit organization that provides professional counseling services to children and parents, with most services provided by volunteers. The organization's financial stability could not be determined as the financial audit for 2009 was not included in the proposal. The proposal did include other documents requested by the SIQ.

Provider Experience/Qualifications:

FACES' proposal showed that the organization did not have experience with the Community Parent Education Training (COPE) model as the proposal described other parent training experience that were not COPE. FACES did mention that the organization currently provides parenting classes for divorce or separated parents to assist them in coping with difficult children in the Orange County area. The content and structure of the current classes lacked details, and language capacity was not addressed in a comprehensive manner. They did not address outcome measures regarding its success with current parenting classes funded by participant fees.

Description of Services to be Provided:

FACES submitted a proposal for the COPE model, and would focus on hard to reach populations. However, the proposal lacked a comprehensive plan to engage the target population in services, and did not identify possible barriers and solutions in serving the target population. FACES' proposal did not include details regarding how parent education would be provided in each COPE session. The proposal did not emphasize parent education, early intervention and prevention, and outcomes monitoring, nor did the proposal thoroughly address the needs of a family unit whose circumstances include risk of academic failure, mental health concerns, and/or socioeconomic concerns, as required in the SIQ. Finally, the proposal did not include a detailed timeline for the accomplishment of objectives.

Administrative Responsibilities:

FACES have worked with the Orange County Social Services Agency and Orange County Superior Courts, through contracts, to provide counseling to children and offer education to prevent family violence. However, this proposal lacked details regarding fiscal management, communication, and project management.

Facilities:

FACES indicated that the Administrative Office for COPE would be located in Orange, and services would be provided at facilities located throughout Orange County, including Laguna Niguel, Placentia, and Santa Ana. All these sites would be handicap accessible, centrally located, accessible by public transportation, and would have adequate square footage.

Staffing:

The proposed staffing did not meet the requirements of the SIQ as program activities indicated in the proposal were disproportional to the number of staff indicated in proposal. The numbers of participants to be served and staff workload expectations were not explained in detail in the proposal. FACES did not address policies and procedures to recruit, select, train, and retain bilingual, bicultural and multicultural staff or volunteer staff to become paid staff members in the proposed services.

Proposed Annual Costs: \$107,728

Administration:	\$ 5,834
Program:	<u>\$101,894</u>
Total Net Cost:	\$107,728

Proposed Costs Compared to Services:

Administrative/Program Costs were inaccurately calculated on the various budget forms required by the SIQ. Budget narratives and calculations for justification of the proposed budget were inaccurate, including costs for subcontractor/consultant and start-up.

Rating of Proposal:☐ 0☒ 1☐ 2☐ 3

PROPOSAL SUMMARY
SOLICITATION OF INTEREST AND QUALIFICATIONS
PARENT TRAINING – EDUCATION AND SUPPORT SERVICES

Legal Name: Associates in Counseling and Mediation		Date Organization Established: 1998	
Business Location: Orange, CA		Current Operating Budget: \$647,847	
<u>Current Related Services:</u>	<u>Length of Time in Business</u>	<u>Location/Catchment Area</u>	<u>Funding Amount</u>
Parenting Program	1998 - Present	Orange County	\$42,000
Anger Management Program	1998 - Present	Orange County	\$63,150
<u>Funding Sources:</u> Government Contracts – 43%; Fees – 57%			
<u>Commencement of Requested Services:</u>		<u>Start Up Costs:</u>	
Date Requested: Not specified in SIQ Date Proposed: Not specified in Proposal		Funds Available: \$50,000 YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
		Funds Requested: \$0 YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
<u>Agency Description/Financial Stability:</u> Associates in Counseling and Mediation (ACM) was established in 1998 as a for-profit organization that would provide the following services: domestic violence, substance abuse counseling, sex offender treatment, wraparound services, anger management classes, and parenting classes. ACM stated that it has worked with the Orange County Probation Department, Social Services Agency, Health Care Agency, and Orange County Superior Courts. The proposal included all required documents, forms, and financial statements. These materials raised no concerns about the organization's financial structure or administrative ability. ACM included policies and procedures manuals covering daily operations of services related to personnel management or a disaster recovery/business continuity plan. The organization stated that there were no pending audits, litigations, or performance issues.			
<u>Provider Experience/Qualifications:</u> ACM's proposal did not indicate experience in facilitating the Community Parent Education Training (COPE) model, however the proposal did indicate that one of the staff was trained in the COPE model and she has integrated some of the COPE model techniques in her parenting classes. The description did not include details of AMC's current success with the COPE model. ACM has provided parenting classes for participants through the Orange County Family Court and these classes were conducted in English, Spanish, and Vietnamese. Participants were provided with all necessary training materials during a class, and satisfaction surveys were collected from participants before and after each class session. ACM did not include outcome measures regarding the organization's success with its parenting classes.			
<u>Description of Services to be Provided:</u> ACM submitted a proposal for the COPE model that would target families with children, ages 0 – 12, and would focus on hard to reach populations. The proposal lacked a comprehensive plan as to how the target population would be engaged in services, and did not identify possible barriers and solutions to serving the target population. ACM's proposal did not include comprehensive details regarding how parent education would be provided in each COPE session. ACM's proposal did not emphasize parent education, early intervention and prevention, and outcomes monitoring, and did not comprehensively address the needs of a family unit whose circumstances include risk of academic failure, mental health concerns, and/or socioeconomic concerns, as required in the SIQ.			

Administrative Responsibilities:

ACM was familiar with the operation of many government agencies within the County. However, this proposal lacked information regarding fiscal management, communication and project management.

Facilities:

ACM indicated that the Administrative Office for COPE would be located in Orange, and services would be provided at facilities located throughout Orange County, including Garden Grove, Laguna Hills, Orange, and Santa Ana. All these sites would be handicap accessible, centrally located, accessible to public transportation, and would have adequate square footage.

Staffing:

The proposed staffing did not meet the requirements of the SIQ as program activities indicated in the proposal were disproportional to the number of staff indicated in proposal. Information regarding the number of participants to be served or staff workload standards was not included in the proposal. ACM did not address policies and procedures to recruit, select, train, and retain bilingual, bicultural and multicultural staff or volunteer staff to become paid staff members in for the proposed services.

Proposed Annual Costs: \$647,847

Administration:	\$311,216
Program:	<u>\$336,631</u>
Total Net Cost:	\$647,847

Proposed Costs Compared to Services:

Program costs were inappropriate and could not be justified as the number of staff positions and program activities/unit of services did not match the proposed costs. In addition, indirect/administrative costs exceeded the allowable 15%.

Rating of Proposal: ☐ 0 ☒ 1 ☐ 2 ☐ 3