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| **ATTACHMENT D: BIDDER RESPONSE FORM**  This form is broken into Seven sections: Section 1. Administrative Response; Section 2. EO 18-03 Response; Section 3. Washington Small Business; Section 4. Certified Washington Veteran-owned Business; Section 5. Management Response; Section 6. Technical Response; and Section 7. Quotation/Cost Proposal. Bidders must respond to all questions in the order and in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D. | | | |
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| 1 | | **BIDDER INFORMATION (ADMINISTRATIVE RESPONSE)**  Bidder’s response to the questions in this Section 1, combined with the information provided in Bidder’s Submittal Letter and Certifications and Assurances, comprise Bidder’s Administrative Response to this Solicitation. While the Administrative Response is not given a number score, the information provided as part of Bidder’s Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder’s qualifications and experience. | **MAXIMUM TOTAL POINTS** |
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| a | | Please indicate whether you employ or Contract with current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual’s employment history with the State of Washington; 3. a description of the Individual’s involvement with the response to this Solicitation; and 4. the Individual’s proposed role in providing the services under this any Contract that may be awarded. | NOT SCORED |
|  | | ANSWER: Lisa San Miguel, currently working as a Case Manager in our Emergency Rental Assistance program with Pierce County households for rental assistace through Pierce County contracts including ERA as well as RUA and, Diversion, was employed by DCYF and DSHS for several years and left her position at the State in 2021. She has worked in our program since that time (2021) |  |
| b | | Please list the names and contact information of three individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference’s experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference. | NOT SCORED |
|  | | ANSWER: Jennifer Anderson, (360)790-2580, jennifer.anderson@dcyf.wa.gov, DCYF ECEAP Expansion Specialist, Childcare Contracts. Sara Winkelman, 360-701-8736, [sara.winkelman@dcyf.wa.gov](mailto:sara.winkelman@dcyf.wa.gov), CBCAP Contract Lead and Program Manager. Valeri Almony, [valeri.almony@piercecountywa.gov](mailto:valeri.almony@piercecountywa.gov), 253-325-4306, Homeless Prevention and Housing Contracts Specialist. |  |
| c | | Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation. | NOT SCORED |
|  | | ANSWER: N/A |  |
| d | | Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language not identified in response to this question. | NOT SCORED |
|  | | ANSWER: N/A |  |
| e | | If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder’s Response containing such information and place the word “Proprietary” in the lower right hand corner of each of these identified pages. | NOT SCORED |
|  | | ANSWER: N/A |  |
| f | | Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due to Bidder’s asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation. | NOT SCORED |
|  | | ANSWER: N/A, None |  |
| g | | Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each. | NOT SCORED |
|  | | ANSWER: Contract Department of Commerce VOCA By & For F19-31219-717 VOCA By and For 16.575 2019-V2-GX-0034 & 15POVC-22-GG-00686-ASSI Federal 193,194.00 10/1/2022 9/30/2025  Contract Department of Commerce Victims of Child Abuse & Neglect (VCAN) F22-31219-412 VCAN 16.575 15POVC-22-GG-00686-ASSI Federal 100,000.00 7/1/2024 6/30/2025  Contract WSDA Farm to School Purchasing Grant K4960 Farm to School 21.027 SLFRP0002 Federal & State 7,940.00 12/1/2023 12/31/2024  Contract DCYF Family Resource Centers (FRC) - Capacity Building 23-1167-02 DCYF - FRC 93.590 2103WABCC6 Federal 178,484.00 7/1/2024 10/25/2025  Contract DCYF CBCAP (Triple P) 24-1160-01 CBCAP 93.590 2103WABCC6 Federal 107,000.00 7/1/2024 7/15/2025  Contract DCYF Crisis Respite 24-1291 93.590 2103WABCC6 Federal 60,000.00 7/1/2024 6/30/2025  Contract DCYF FRC Concrete Supports 24-1203 DCYF CG&S 93.669 REQUEST Federal 30,000.00 10/1/2023 10/25/2024  Contract DCYF FRC Concrete Supports 25-1154 DCYF CG&S FY25 93.669 Federal & State 15,000.00 10/1/2024 10/25/2025  Contract Health Care Authority SOR (Stengthening Families) K6431 SOR 93.788 H79TI085727 Federal 130,000.00 11/1/2022 9/29/2024  Contract Health Care Authority Recovery Support Services K7821 Recovery Support Services 93.959 B08TI087075 Federal 165,000.00 7/1/2024 6/30/2025  Grant Arts WA Creative Start Project CSG25-109 Creative Start n/a n/a State - 7/1/2024 6/30/2025  Contract DCYF Professional Services 2212-44408 Professional Services n/a n/a State - 10/1/2022 9/30/2024  Contract DCYF Combined In-Home Services 2212-44597 Combined In-Home Services n/a n/a State - 10/1/2022 9/30/2024  Contract DCYF Family Time 2312-51321 Visitation - Family Time n/a n/a State - 10/1/2023 9/30/2025  TO BE EXECUTED DCYF ECEAP/ECLIPSE/Early ECEAP/Complex Needs 25-1068 ECEAP/ECLIPSE/Early ECEAP/Complex Needs n/a n/a State - 7/1/2024 6/30/2025  Grant DCYF Early Achievers 3 year period - no contract Early Achievers n/a n/a State -  Contract DCYF Childcare (WCCC) n/a Daycare n/a n/a State - on-going  Grant DCYF Dual Language n/a Dual Language n/a n/a State - 8/21/2023 8/21/2024  Grant DCYF Early Childhood Equity n/a n/a n/a State - 6/1/2024 5/31/2026  Contract Department of Commerce Outreach to Enroll Margnalized Communities 24-33717-002 Marginalized Outreach n/a n/a State - 2/27/2024 6/30/2025  Contract Department of Commerce Technical Assistance & Capacity Building 24-35110-505 DoC - Tech Asst Cap Bldg n/a n/a State - 7/25/2024 6/30/2025  Contract Department of Commerce Homelessness Diversion 24-46133-102 Diversion 24-25 n/a n/a State - 2/26/2024 6/30/2025  Contract Department of Commerce Diaper Program S24-32921-018 DoC Diaper Program n/a n/a State - 10/1/2023 6/30/2025  Contract Department of Commerce Family Resource Center (FRC) S24-32943-008 DoC - FRC n/a n/a State - 10/1/2023 6/30/2025  Contract Health Care Authority MHPP DCA K7155-03 MHPP DCA n/a n/a State - 9/1/2023 6/30/2025  Contract Health Care Authority SUD Navigator K7316 SUD Program n/a n/a State - 7/1/2023 6/30/2025  Contract Health Care Authority SOR Housing K7761-1 MCFHC SOR Housing n/a n/a State - 7/1/24 6/30/25  Contract Pierce County Human Services Eviction Prevention SC-110202-1 Eviction Prevention n/a n/a State - 7/1/2023 6/30/2025  Grant Serve Washington AmeriCorp Program K4578 Contracts < $25k n/a n/a State 5/9/2024 5/9/2025  Contract WSDA EFN - Emergency Food Assistance Program: Food Pantry (STATE) EFN n/a n/a State - 7/1/2023 6/30/2025  Contract Department of Commerce Youth Sports Coach 24-35320-182 Youth Coach n/a n/a State - 8/5/2024 6/30/2025 |  |
| h | | Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder’s explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed. | NOT SCORED |
|  | | ANSWER: None, N/A |  |
| i | | Please describe your proposed plans for the use of Subcontractors in performing this Contract, listing each Subcontractor, its proposed role, and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each Subcontractor self-identifies or is certified as a Washington small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS. | NOT SCORED |
|  | | ANSWER: No subcontractors proposed. |  |
| J | | Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please indicate so. | NOT SCORED |
|  | | ANSWER: Not applicable to this Contract. |  |
| K | | Indicate the service areas for which you are applying:  Urban, Suburban or Rural, and which County(ies) | NOT SCORED |
|  | | ANSWER: Urban, Suburban and Rural. This project will serve families throughout Pierce County and many in Kitsap County (Region 5). |  |
| L | | Bidder confirms their organization is able to provide services outlined in 42 USC 669b: Mediation, Development of parenting plans, Education, Counseling, Visitation enforcement (including supervised visitation and neutral exchange/drop off) and/or Development of guidelines for visitation and alternative custody arrangements. | NOT SCORED |
|  | | ANSWER: Yes or No: Yes |  |
| M | | Bidder confirms their organization is considered one of the following entity types: courts, state/local public agencies, or non-profit entities, such as dispute resolution centers and other community and faith-based organizations. | NOT SCORED |
|  | | ANSWER: Yes or No: Yes |  |
| L | | Bidder is aware that if selected as an Apparent Successful Bidder, the grant requires local Access and Visitation entities must provide a 10% local match from either a cash or in-kind contribution. Federal IV-D child support grant funds cannot be applied or spent to meet the local match. Examples of in-kind contributions include, but are not limited to, office space and volunteer time. | NOT SCORED |
|  | | ANSWER: Yes or No: Yes |  |
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| **2** | | **BIDDER EO 18-03 CERTIFICATION** | MAXIMUM TOTAL POINTS |
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| EO | | Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?  **Please Note:** Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful Bidder, a term will be added to your Contract certifying this response and requiring notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the Contract. | **50** |
|  | | ANSWER: No, agency does not require. |  |
| **3** | **BIDDER CERTIFICATION –WASHINGTON SMALL BUSINESS** | | MAXIMUM TOTAL POINTS |
|  | Are you a Washington Small Business as defined under **RCW 39.26.010**?  According to **Chapter 39.26.010 RCW**, to qualify as a Washington Small Business, Bidder must meet three requirements:   * 1. *Location*. Bidder’s principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm’s headquarters where business decisions are made and the location for the firm’s books and records as well as the firm’s senior management personnel.   2. *Size*. Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars ($7,000,000) annually as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years.   3. *WEBS Certification*. Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution ([WEBS](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx)). | | **100** |
|  | ANSWER: No | |  |
| **4** | **BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS** | | MAXIMUM TOTAL POINTS |
|  | Are you a Certified Washington Veteran-Owned Business as defined under **RCW 43.60A.190**?  According to **Chapter 43.60A.190 RCW**, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:   1. *51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:* 2. *A veteran is defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;* 3. *A person who is in receipt of disability compensation or pension from the*   *Department of Veteran’s Affairs; or*   1. *An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.* 2. *Washington Incorporation/Location. Bidder must be either an entity that is incorporated in the state of Washington as a Washington domestic corporation or, if not incorporated, an entity whose principal place of business is located within the State of Washington.* 3. *WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (*[*WEBS*](http://www.des.wa.gov/services/ContractingPurchasing/Business/Pages/WEBSRegistration.aspx)*).* 4. *WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans’ Affairs WDVA) and be certified by WDVA and listed as such on WDVA’s website (*[*WDVA – Veteran-Owned Businesses*](https://www.dva.wa.gov/veterans-their-families/veteran-owned-businesses/vob-search)*).* | | **100** |
|  | ANSWER: No | |  |

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| **5** | **BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)** | MAXIMUM TOTAL POINTS |
| L | Please describe the measures you employ to assure that your services and deliverables are provided in a cost effective manner that is consistent with quality outcomes and fair employment practices. | 50 |
|  | ANSWER:  Multicultural Child and Family Hope Center (MCFHC) delivers Access and Visitation (AV) services in a way that balances cost-effectiveness, quality outcomes, and fair employment practices. We are recognized as the lowest-cost visitation provider in Tacoma, Pierce County, and likely the State of Washington, yet we have sustained high-quality outcomes since 2006 by maximizing efficiencies and leveraging in-kind support. Our approach emphasizes lean staffing structures, shared-use facilities, and a strong reliance on federal and state-compliant reporting systems (including DCYF’s Sprout platform, uniform visit reports, and quarterly survey submissions). This ensures that staff time is focused on direct service delivery and outcome tracking rather than duplicative administrative processes.  To maintain quality outcomes within this cost-conscious model, MCFHC invests in evidence-based parent education curricula such as SafeCare, Triple P (including Stepping Stones), Strengthening Families, and Parent 4 Parent. These programs have been proven to improve parenting skills, reduce conflict, and increase consistent visitation — aligning directly with the goals of 42 USC 669b. Because these curricula are already embedded in our organization, we can deliver them under the AV program at minimal additional cost.  Fair employment practices are a cornerstone of our operations. As an established nonprofit in Washington State, MCFHC complies fully with state and federal employment laws, including wage and hour standards, non-discrimination protections, and workplace safety requirements. In alignment with Executive Order 18-03, our organization does not require employees to sign mandatory individual arbitration agreements or class action waivers, ensuring transparency and fairness in addressing workplace concerns. We provide competitive wages for our sector, ongoing professional development, and a commitment to cultural competency training so that staff are prepared to work effectively with diverse families.  Finally, our cost-effective approach is enhanced by the 10% local match requirement. We leverage in-kind contributions such as office space at our Hilltop facilities, volunteer hours, and donated supplies, thereby lowering reliance on state funds while expanding capacity. This combination of operational efficiency, adherence to A-19 invoicing and contract compliance, and dedication to employee fairness ensures that MCFHC provides services that are both sustainable and impactful, yielding consistent child-centered outcomes at a lower cost than comparable programs. |  |
| M | Describe the purpose, development and evolution of your organization including size, areas of specialization and expertise, client base, and any other pertinent information in such a manner that demonstrates the stability and financial strength of your organization. | 100 |
|  | ANSWER:  Multicultural Child and Family Hope Center (MCFHC) was founded in 2006 with the purpose of providing culturally responsive, trauma-informed services to children and families in Pierce County who face systemic barriers to safety, stability, and opportunity. Originally created to serve families of color disproportionately involved in the child welfare system, MCFHC has grown into one of the region’s most comprehensive family resource and support organizations. Our mission is to partner with families to overcome adversity by providing a continuum of services that promote healing, strengthen relationships, and build pathways to long-term well-being.  Over nearly two decades, MCFHC has evolved from a small grassroots center into a multi-service nonprofit with more than 60 staff and multiple properties in the Hilltop neighborhood of Tacoma. Our areas of specialization include supervised visitation and neutral exchange, housing stability and eviction prevention, mental health and recovery support, early childhood education, youth empowerment, and family navigation services. In addition to operating one of Pierce County’s largest supervised visitation programs, we also run father engagement initiatives, Parent 4 Parent, and evidence-based parent education such as SafeCare, Triple P, Strengthening Families, and Stepping Stones.  Our client base reflects the families most often impacted by poverty, child welfare involvement, and systemic inequities. Each year, MCFHC serves over 1,500 individuals monthly through programs such as ECLIPSE (early childhood mental health), domestic violence survivor support, behavioral health counseling, housing assistance, and access to food, diapers, and basic needs. Within our visitation program, we serve the highest proportion of foster-involved youth and families referred through DCYF in the Tacoma area, as well as families referred by courts, 2-1-1, and private pay arrangements. Our position adjacent to the Tacoma Child Welfare Office allows us to provide the most immediate and accessible supervised visitation services in the county.  Financially, MCFHC is a stable and growing organization with a diverse funding portfolio that includes state contracts (DCYF, Pierce County Human Services), federal grants, and private philanthropic support from major foundations (Inatai Foundation, Stolte Family Foundation, Virginia Mason Franciscan Health, among others). Our FY23 surplus was tied to a successful capital campaign for the new Cora Whitley Family Center, demonstrating strong donor and community investment. We maintain sound fiscal practices, audited financials, and the internal capacity to manage complex public-sector contracts that require A-19 invoicing, site visits, quarterly survey reporting, and compliance with 42 USC 669b requirements. This blend of a strong mission, longstanding presence in the community, specialized expertise in access and visitation services, and proven financial stewardship positions MCFHC as a highly stable and reliable contractor for the Division of Child Support’s Access and Visitation Program. |  |
| N | Describe your experience providing services requested in this RFP and how your experience positions your organization as the best candidate for these funds. Include your vision and goals for the program as well as target populations for services for the coming year. | 150 |
|  | ANSWER: Multicultural Child and Family Hope Center (MCFHC) has been providing supervised visitation, mediation, and parenting support services since 2006, making us one of the longest-standing and most experienced Access and Visitation providers in Washington State. For nearly two decades, we have worked directly with the Division of Children, Youth, and Families (DCYF), courts, and private parties to facilitate safe, structured, and trauma-informed contact between noncustodial parents and their children. Our reputation as the lowest-barrier, lowest-cost visitation program in Pierce County reflects our organizational philosophy: that every child deserves consistent, safe contact with their parents regardless of income, family background, or the complexity of legal proceedings.  Our experience spans the full scope of services allowable under 42 USC 669b, including:   * Visitation enforcement (supervised visitation, monitored exchanges, neutral drop-off/pick-up, in-community visitations where transportation barriers exist). * Mediation for parents navigating conflict, court orders, or scheduling disputes. * Development of parenting plans that align with court requirements and the best interests of children. * Parent education using a comprehensive suite of evidence-based curricula: SafeCare, Triple P (Positive Parenting Program, including Stepping Stones for parents of children with disabilities), Strengthening Families, Parent 4 Parent, Father Engagement, and Stepping Stones. * Counseling for parents and children to address barriers to visitation, child adjustment issues, and parental stress. * Development of visitation guidelines and alternative custody arrangements in cases involving high-conflict separation, no-contact orders, or foster care involvement.   MCFHC is uniquely positioned as the closest supervised visitation provider to the Tacoma Child Welfare Office, and we serve the highest proportion of foster-involved youth and families with open DCYF cases. We also accommodate referrals from courts, 2-1-1, and private parties with temporary orders or parenting plans, ensuring that AV services extend beyond state-involved cases and remain accessible to all who need them. All reports are produced in compliance with DCYF standards using the Sprout system, proofed and managed by staff with decades of visitation experience (notably Starletta Thomas, who has worked in the field since 2008). Reports are stored securely in Google Drive and shared uniformly with all applicable parties, reinforcing our commitment to accountability and confidentiality.  Our vision for the Access and Visitation program is to expand access to safe, affordable, and culturally competent visitation services that prioritize the well-being of children while reducing conflict between parents. Specifically, our goals for the coming year include:   1. Increase consistency of visitation for children in foster care and high-conflict custody cases by reducing wait times and offering flexible scheduling, including evenings and weekends. 2. Strengthen parent education outcomes by scaling up delivery of evidence-based curricula (SafeCare, Triple P, Strengthening Families) and integrating this with supervised visitation so parents immediately apply new skills in real-life interactions. 3. Expand culturally responsive services by leveraging bilingual staff, trauma-informed practices, and our long history serving diverse, primarily BIPOC and immigrant families in Pierce County. 4. Improve family stability by using visitation as a gateway to wrap-around services already offered by MCFHC (housing stabilization, domestic violence support, behavioral health counseling, and father engagement programming). 5. Demonstrate measurable outcomes through accurate A-19 invoicing, quarterly survey data, and annual program reports that align with DCS evaluation criteria, including increased parenting time, improved co-parenting strategies, and reduced parental conflict.   Our target population includes noncustodial parents referred through DCYF, court orders, or private arrangements, with a special emphasis on:   * Families involved in the foster care system, where consistent visitation is essential to reunification. * Low-income and BIPOC families who often face systemic barriers to accessing supervised visitation. * Parents navigating domestic violence-informed custody agreements where safety is a primary concern. * Private-party referrals where a parenting plan or temporary order requires structured visitation.   With nearly 20 years of demonstrated expertise, deep community trust, and a proven ability to manage state contracts with fidelity to compliance standards, MCFHC is the best candidate for AV funds. Our program not only fulfills the requirements of 42 USC 669b but also extends its impact by connecting families to a broader continuum of supports that ensure children can thrive. |  |
| O | Provide the names of individuals who will be managing and working on this program for your organization. Include a description of their qualifications and experience, information as to how your organization will ensure cultural competency of staff, and plans for the use of volunteers. | 50 |
|  | ANSWER:  The Access and Visitation program at Multicultural Child and Family Hope Center will be managed and implemented by a team of seasoned professionals with extensive backgrounds in supervised visitation, parent education, and family engagement. Starletta Thomas serves as our lead visitation specialist and program coordinator. She has worked in the visitation field since 2008 and oversees all report filing, quality control, and compliance with DCYF standards. Starletta is known for her skill in managing complex family dynamics, particularly in cases involving no-contact orders or foster care. Her role includes ensuring that all reports are proofed, stamped, and submitted through the Sprout system and securely archived, providing a consistent and reliable record for courts and state partners.  Alongside Starletta, our staff includes Anna Christiansen, Janice Higgins, and April Phillips, each of whom brings specialized expertise in parent support, case management, and child development. Together, they provide supervision, mediation, and neutral exchange services across our designated visitation spaces in Tacoma’s Hilltop area. Their combined skill set allows us to offer flexible scheduling, transportation for in-community visits, and trauma-informed guidance that ensures children’s needs remain central during each session. Our staff members are trained not only in the technical aspects of visitation enforcement but also in evidence-based curricula such as Triple P, SafeCare, Strengthening Families, and Parent 4 Parent, which they integrate into parent education components of the AV program.  Cultural competency is embedded in every aspect of our staffing approach. MCFHC was founded as a by-and-for multicultural organization, and our team reflects the racial, ethnic, and linguistic diversity of the families we serve in Pierce County. Staff receive ongoing professional development in domestic violence-informed practice, trauma-informed care, and culturally responsive communication strategies, ensuring that parents of all backgrounds feel respected and understood. In particular, our bilingual and bicultural staff members provide critical access for families with Limited English Proficiency, a population frequently underserved in traditional visitation programs.  While the program is primarily staff-driven, MCFHC also integrates volunteers to expand capacity in non-clinical roles. Volunteers assist with tasks such as welcoming families, setting up visitation spaces, monitoring exchanges in community settings, and supporting data entry. All volunteers undergo orientation and training to ensure alignment with safety protocols, confidentiality requirements, and cultural competency standards. This intentional use of volunteers allows us to maintain cost-effective operations while keeping staff focused on direct service delivery.  Together, this team of qualified professionals and trained volunteers ensures that MCFHC can provide high-quality, culturally competent, and contract-compliant AV services that meet the needs of families across Pierce County. |  |
| p | Describe any process your organization utilizes to conduct background checks. | 50 |
|  | ANSWER:  Multicultural Child and Family Hope Center maintains rigorous background check procedures to ensure the safety of children and families engaged in our programs, particularly within Access and Visitation services. All employees, contractors, and volunteers undergo a comprehensive background screening prior to any direct service involvement. This process includes a Washington State Patrol (WATCH) criminal history check, Department of Children, Youth, and Families (DCYF) background authorization, and national sex offender registry review. For staff whose duties involve transport or in-community visits, driving abstracts are also verified to ensure compliance with insurance and safety requirements.  Background checks are renewed on a regular schedule consistent with state and federal guidelines, and employment offers are contingent upon clearance. If any disqualifying results are identified, the individual is not permitted to engage in any contact with clients. Staff are further required to self-disclose any changes in their legal status that may affect their eligibility to provide services.  This structured approach ensures that MCFHC maintains compliance with DSHS contract requirements and the standards set forth in 42 USC 669b for visitation enforcement and related services. Our policies are reviewed annually by leadership and updated as needed to align with best practices, thereby safeguarding program integrity and ensuring that children and parents experience visitation in an environment built on trust and safety. |  |
| Q | Describe your organization’s process for safeguarding data and preventing unauthorized access to confidential information. | 50 |
|  | ANSWER:  Multicultural Child and Family Hope Center employs a multi-layered approach to data security and confidentiality to protect all information related to Access and Visitation (AV) services. All reports are created and maintained in compliance with DCYF standards, using the Sprout online reporting system when referrals originate from the state. For private party or court-referred cases, the same uniform DCYF reporting format is utilized to ensure consistency and defensibility. Reports are then stored in a secure, access-controlled Google Workspace environment, with restricted permissions granted only to authorized staff. Files are proofed, stamped, and logged by our lead visitation coordinator before distribution to appropriate parties, preventing unauthorized or accidental release of information.  Our organization also follows strict confidentiality protocols. Staff sign confidentiality agreements at the time of hire and receive training in both HIPAA and FERPA-related privacy requirements, given the sensitive overlap between visitation, child welfare, and education systems. Access to client information is granted on a role-based, need-to-know basis, and administrative oversight is in place to monitor compliance. Any transmission of client records is conducted through secure email encryption or password-protected file sharing.  Physical safeguarding is equally prioritized. Dedicated visitation spaces across our Hilltop facilities are equipped with locked file storage, secure check-in procedures, and restricted staff-only areas. During in-community visits, staff are trained to carry only minimal and necessary documentation, with all digital devices encrypted and password protected.  Also worth mentioning is that MCFHC conducts annual reviews of data handling procedures and updates protocols to align with evolving best practices in child welfare and information security. This commitment ensures that the privacy of children and parents is preserved at every step of the process, reinforcing trust among courts, DCYF, and private parties that rely on our services. |  |

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| **6** | **BIDDER’s SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)** | MAXIMUM TOTAL POINTS |
| A | Please identify the type of allowable Access and Visitation services your organization will be providing.   1. Mediation – both voluntary and mandatory 2. Development of parenting plans 3. Development of guidelines for visitation and alternative custody arrangements 4. Visitation enforcement – includes monitored visitation, supervised visitation and neutral dropp off and pick up 5. Education – includes effective co-parenting strategies, the effects of separation and diviroce on children and families, the impact of parental conflict on children, improving parenting skills, how to put a parenting agreement into effect, court procedures for filing a motion for visitation, custody and compliance issues. Include information as to whether the curriculum is evidence-based. 6. Counseling |  |
|  | ANSWER (provide your answer for each service):   |  |  | | --- | --- | | TYPE OF ACCESS & VISITATION SERVICE | *Yes or No* | | Mediation | 50 | | Development of Parenting Plans | 25 | | Development of Guidelines for Visitation and Alternative Custody Arrangements | 25 | | Visitation Enforcement | 50 | | Education | 25 | | Counseling | 25 |     Multicultural Child and Family Hope Center (MCFHC) is prepared to deliver the full range of allowable Access and Visitation services outlined under 42 USC 669b, positioning our program as a comprehensive provider for Pierce County families.   1. Mediation – Yes (50 points): MCFHC provides both voluntary and court-referred mediation services, helping parents navigate difficult conversations around parenting time, scheduling, and family dynamics. Our mediation approach integrates trauma-informed and culturally responsive practices, ensuring that both custodial and noncustodial parents feel heard and supported. Staff are trained in conflict resolution and work closely with the courts and child welfare agencies to produce agreements that prioritize child safety and well-being. 2. Development of Parenting Plans – Yes (25 points): Our staff assist parents in developing structured, legally compliant parenting plans that reflect the child’s developmental needs and family circumstances. This includes flexible scheduling that accommodates work, school, and court-ordered obligations. We align our work with Washington State parenting plan guidelines, ensuring plans can be filed in court and are enforceable. 3. Development of Guidelines for Visitation and Alternative Custody Arrangements – Yes (25 points): MCFHC establishes clear, written visitation guidelines that comply with both state-level requirements and DCYF standards. These guidelines are communicated to all parties prior to the start of visitation and reinforced during sessions to ensure consistency and safety. For cases requiring alternative custody arrangements, we provide structured recommendations, informed by evidence-based practices and over a decade of experience in supervised visitation. 4. Visitation Enforcement – Yes (50 points): This is the core of our program. MCFHC has provided supervised visitation, monitored exchanges, and neutral drop-off/pick-up services since 2006, making us one of the longest-standing providers in Pierce County. We are the closest provider to the Tacoma Child Welfare Office and facilitate the highest proportion of foster-involved youth visitation in the region. Our protocols allow us to manage even complex cases involving no-contact orders, foster care placements, or guardianship arrangements. Safety is ensured through dedicated visitation spaces across our Hilltop facilities, transportation for in-community visits, and trained staff supervision at every stage. 5. Education – Yes (25 points): MCFHC offers a robust suite of evidence-based parent education curricula, including SafeCare, Triple P (Positive Parenting Program), Strengthening Families, Parent 4 Parent, Father Engagement, and Stepping Stones. These programs address critical issues such as the impact of separation and conflict on children, co-parenting strategies, parenting skill development, and compliance with court orders. All education modules are delivered by trained facilitators with fidelity to the evidence base, ensuring measurable outcomes for participating parents. 6. Counseling – Yes (25 points): Our families also benefit from access to counseling services through Tacoma Recovery Center and MCFHC’s in-house mental health providers. Licensed professionals and peer support staff deliver counseling that addresses trauma, substance use recovery, and the emotional challenges of custody transitions. Counseling is offered in individual and dyadic formats, supporting both children and parents in building resilience and strengthening family relationships.   Through this integrated service model, MCFHC ensures that noncustodial parents have meaningful, structured access to their children, while custodial parents gain the reassurance that safety, consistency, and compliance are upheld. Offering all six allowable service types, we demonstrate capacity and breadth that few providers in Washington State can match. |  |
| B | Provide a detailed description of how and in what context your organization plans on providing the allowable services, including plans to subcontract for any portion of the allowable services.  If you plan to subcontract, describe your organization’s procedure for procuring and establishing subcontracts, and the procedure your organization will use to monitor the subcontracts and services provided to ensure program compliance. | 150 |
|  | ANSWER:  Multicultural Child and Family Hope Center (MCFHC) will provide Access and Visitation services through a blended model of on-site, in-community, and virtual supports, allowing us to meet parents where they are while ensuring program fidelity to 42 USC 669b and DSHS requirements. On-site services will be delivered across our dedicated Hilltop campus in Tacoma, where multiple private, child-friendly visitation rooms are reserved exclusively for supervised visitation, monitored exchange, and mediation. These spaces are secured, neutral, and equipped with clear safety protocols to ensure confidentiality and minimize parental conflict during drop-off and pick-up. In-community services—such as supervised visits in parks, libraries, and community centers—are provided when court orders or family needs require natural environments that support child development and normalize parent–child interaction.  Each of the allowable services will be integrated into a single continuum of care: mediation and parenting plan development often serve as the entry point; supervised visitation and neutral exchange ensure consistent parent–child contact; parent education and counseling build long-term skills and resilience; and the development of visitation guidelines anchors all participants in a shared framework of accountability. This continuum is overseen by program coordinators and reviewed monthly to ensure quality outcomes, cultural competence, and compliance with AV grant reporting requirements.  MCFHC does not anticipate subcontracting for core visitation enforcement services, as our staff and facilities are fully equipped to deliver these directly. However, when specialized services require external partners—for example, legal mediation beyond our scope or specialized counseling for high-risk families—we follow a formal subcontracting process. This process includes issuing a written scope of work, ensuring alignment with DSHS standards, and requiring subcontractors to meet the same background check, insurance, and confidentiality protocols applied to MCFHC staff. Subcontracts are competitively procured when appropriate and must be approved by senior management.  To monitor subcontractor compliance generally, MCFHC utilizes a multi-layered oversight process. Subcontractors submit regular activity logs and invoices that are cross-checked against client service reports. Program managers conduct quarterly file reviews and random audits to confirm adherence to visitation guidelines, evidence-based curriculum standards, and cultural competency expectations. Subcontractors also participate in joint case staffing meetings to ensure seamless communication and service coordination. Any concerns identified through monitoring are addressed through corrective action plans, which are documented and reviewed until resolved. MCFHC leverages this structure to guarantee that all services—whether delivered directly by staff or via subcontractors—are consistent, high-quality, and responsive to the needs of both custodial and noncustodial parents. This integrated, oversight-driven approach strengthens accountability while maintaining the cost-effectiveness, quality outcomes, and fair employment practices required under this RFP. |  |
| C | Describe how clients are referred to your program, and any strategies or outreach you will use to promote and share information about the Access and Visitation (AV) grant program. Include a description as to how your organization will work with state and/or local child support programs to ensure the target population is aware of and effectively reached with AV program services. | 150 |
|  | ANSWER:  MCFHC receives referrals from a diverse range of sources, ensuring broad access to families in need of Access and Visitation services. While the majority of referrals come through the Department of Children, Youth, and Families (DCYF) and the child welfare courts, our program also accepts referrals from Superior Court, Family Law attorneys, 2-1-1, community-based partners, and private pay parents. We serve families with both formal court orders and temporary parenting plans, as well as those engaged in mediation or other informal arrangements, provided visitation rights have been formally documented. This low-barrier referral model ensures that families are not excluded based on their point of system entry, making MCFHC one of the most accessible providers in Pierce County.  To promote and share information about the AV program, MCFHC engages in targeted outreach across both formal and informal channels. Our staff provide program overviews during court orientations, DCYF caseworker meetings, and family support groups. We also leverage our role as a multiservice community hub—operating childcare, early learning, housing support, and recovery programs—to cross-refer parents already connected to our organization. Flyers, translated materials, and online outreach through our website and partner networks ensure that families with limited English proficiency and those unfamiliar with formal systems are aware of AV services.  Collaboration with the Division of Child Support (DCS) is central to our approach. We actively coordinate with local DCS caseworkers to ensure that noncustodial parents who are establishing or modifying child support orders are also made aware of their rights and opportunities for visitation services. This coordination includes cross-referrals, warm hand-offs, and case staffing when appropriate. Reports generated through DCYF’s Sprout system and uploaded into MCFHC’s protected Google Drive are regularly shared with authorized DCS and court personnel, ensuring timely and accurate communication regarding visitation compliance.  Looking forward, MCFHC will strengthen its outreach through community presentations, direct engagement with family law clinics, and partnerships with fatherhood programs to ensure that both custodial and noncustodial parents understand how to access visitation services. Combining system-based referrals with grassroots outreach, and by working closely with child support programs, MCFHC works to ensure the target population is consistently and effectively reached with Access and Visitation services. |  |
| D | Describe how your organization will ensure the safety of the parents and children who will be served by your organization, particularly as it relates to visitation enforcement. Include descriptions of screening procedures and provide copies of intake documents, screening tools and protocols.  For services other than supervised visitation/neutral exchange, describe how your organization will incorporate a domestic violence informed approach for parenting time services, including a description of current and planned collaborations with domestic violence experts, a detailed description of screening and intake procedures, and your procedure for reporting domestic violence.  If your organization plans to provide supervised visitation and/or neutral drop-off and pick-up services. Including details of the operational standards you will use to ensure client safety. | 100 |
|  | ANSWER:  MCFHC operates under a safety-first model, ensuring that every parent and child entering our Access and Visitation program is protected through layered safeguards, trauma-informed practices, and strict adherence to state and federal guidelines. All referrals begin with a structured intake process, where both custodial and noncustodial parents are screened using a standardized safety and domestic violence questionnaire modeled on DCYF and national supervised visitation protocols. This intake assesses the presence of no-contact orders, history of domestic violence, substance use, or high-conflict dynamics, and determines the appropriate visitation setting—whether on-site, in-community, or through neutral exchange only.  For supervised visitation and neutral exchange/drop-off, MCFHC maintains dedicated visitation rooms that are physically separated from staff offices and other program spaces, with controlled entry/exit points to reduce the likelihood of conflict. Parents arrive and depart at staggered times to prevent direct contact, and security procedures—such as staff escorts, log-in/out protocols, and visitor verification—are consistently applied. Trained visitation monitors are present throughout every session to document interactions and intervene when necessary to maintain safety and compliance with court orders. Staff receive annual training in de-escalation, mandated reporting, and cultural competency to ensure consistent application of safety protocols.  MCFHC integrates a domestic violence-informed approach into all parenting time services, including mediation, education, and counseling. This approach emphasizes survivor safety, child well-being, and recognition of power imbalances in high-conflict families. Staff are trained to identify warning signs of coercion or intimidation, and all parents are informed of their rights and responsibilities during intake to ensure transparency and accountability. We maintain active collaborations with YWCA Pierce County Domestic Violence Services, Crystal Judson Family Justice Center, and local DV advocates, who provide consultation, staff training, and direct referrals when additional support is needed. In terms of reporting, MCFHC follows a clear chain-of-command protocol. Any disclosures of domestic violence or safety concerns are documented in the visit report, flagged to supervisors, and—when appropriate—reported to DCYF, the courts, or law enforcement in compliance with mandated reporting laws. This dual role of safeguarding children while supporting noncustodial parent contact is achieved through continuous staff supervision, report review by program managers, and adherence to DCYF’s Sprout reporting system for official documentation.  This approach represents an integrated framework of intake screening, domestic violence-informed practices, supervised visitation protocols, and partnerships with DV experts. MCFHC has used this approach for years and ensures that safety is never compromised while promoting positive and consistent access for children to their parents. This approach has allowed us to operate a successful Access and Visitation program for decades. |  |
| E | OCSS requires that DCS complete an annual Summary of State Funded Local AV Programs to track participant data as well as program outcomes, including increased parenting time and knowledge of effective co-parenting strategies. In order to complete this survey, each local service provider must complete the Local Service Provider Worksheet, Exhibit B within the Sample Contract, Attachment A. DCS will require the Local Service Provider Worksheet to be submitted electronically on a quarterly basis.  Provide a description of how your organization will ensure the collection of the necessary data to complete the reports. | 50 |
|  | ANSWER: MCFHC has established a robust data collection and reporting system designed to meet all DCS and OCSS requirements for Access and Visitation programs. All visitation sessions, mediations, and parent education services are documented in real time by trained staff using standardized DCYF reporting templates. These reports are reviewed for accuracy and completeness by the Program Manager before being finalized. For cases tied to child welfare, reports are entered into DCYF’s Sprout online system, ensuring direct and secure submission to the state. For other cases, reports are stored in MCFHC’s encrypted and access-controlled Google Workspace environment, which is HIPAA-compliant and regularly audited for data security.  To ensure compliance with quarterly and annual reporting requirements, MCFHC utilizes an internal data dashboard that aggregates attendance, service hours, outcomes, and referral sources. Staff are trained to code services according to allowable AV categories—such as mediation, supervised visitation, or education—so that data aligns seamlessly with the Local Service Provider Worksheet outlined in the contract. The Program Manager conducts a monthly reconciliation of case files against the reporting dashboard to ensure that no participant data is missed or misclassified.  Quarterly, the Program Manager compiles all data into the Local Service Provider Worksheet and submits it electronically to the DCS Grants Administrator, accompanied by narrative context where appropriate. This process is reinforced by cross-checks between financial billing records (A-19 reimbursement requests) and program records, ensuring consistency between service delivery and invoicing.  Our approach combines uniform data entry protocols, secure storage, supervisory review, and systematic reconciliation. These methods, in tandem, allows MCFHC to ensure accuracy, completeness, and timeliness of all required AV program reports, thereby supporting the state’s ability to track participant outcomes such as increased parenting time, improved co-parenting knowledge, and enhanced child well-being. |  |
| F | Describe how your program will incorporate strategies to help fragile or forming families (low-income, unmarried parents who share a child and are at high risk of family dissolution).  Consider the following goals in your response, and list all relevant research that supports your organization’s approach:   1. Prepare unmarried parents to set goals to promote and create a healthy future for their children. 2. Help unmarried parents establish a co-parenting relationship that enables them to work together raising their child. 3. Provide services that lead to increased noncustodial parenting time. 4. Ensure the ongoing and sustained involvement of both parents in the child’s life. 5. Encourage the ongoing payment of child support and provision of other forms of support by the noncustodial parent. | 100 |
|  | ANSWER:  MCFHC has a decades-long commitment to and experience with working with fragile and forming families—particularly low-income and unmarried parents—face significant structural and relational barriers that increase their risk of dissolution. Our program integrates targeted strategies to strengthen these families by preparing parents to build stable, collaborative, and healthy futures for their children. At intake, families are screened not only for safety concerns but also for indicators of economic instability, housing insecurity, or lack of co-parenting structure. These assessments allow staff to create a tailored service plan that blends visitation support with evidence-based interventions such as Triple P (Positive Parenting Program), SafeCare, Strengthening Families, and Parent 4 Parent.  Our vision for fragile families emphasizes goal setting and empowerment. Parents are guided to identify shared objectives for their child’s well-being—such as consistent routines, school attendance, or health care access—while developing individual action steps that support these goals. Facilitated by trained staff, these collaborative sessions help parents move beyond conflict to focus on practical strategies for raising their child together. This process directly supports federal and state priorities under 42 USC 669b, ensuring that increased parenting time is coupled with skill-building for long-term stability.  To foster co-parenting relationships, MCFHC incorporates structured parent education modules on conflict resolution, the effects of separation and parental conflict on children, and the importance of maintaining both parents’ involvement in a child’s development. These modules are reinforced with counseling opportunities, peer support groups, and referrals to housing, employment, and behavioral health services, as appropriate.  In line with national research demonstrating that consistent noncustodial parent involvement improves child outcomes and increases child support compliance, MCFHC prioritizes strategies that encourage sustained participation of both parents. For example, visitation enforcement services are coupled with coaching on communication and follow-through, increasing the likelihood that parents maintain contact beyond supervised settings. Our program also educates parents on the benefits of fulfilling child support obligations—not only as a financial responsibility but also as a demonstration of long-term commitment to the child. Our approach is anchored in evidence-based practices, family-centered goal setting, and culturally responsive support. We position fragile and forming families to transition from high risk to greater stability, with the ultimate goal of increasing parenting time, improving co-parenting capacity, and ensuring that children experience the sustained involvement of both parents in safe and meaningful ways. |  |

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| **7** | **BIDDER’S PROPOSED PRICING (QUOTATION OR COST RESPONSE)** | MAXIMUM TOTAL POINTS |
| A | Describe how your organization will fund the 10 percent local match (cash or in-kind contribution).  For allocated cost detail, attach a separate sheet or describe details below. | 50 |
|  | ANSWER, Total Maximum Quotation Amount: MCFHC will meet the required 10% local match through a combination of in-kind and cash contributions. The majority of this match will be provided as in-kind facility space, since MCFHC owns and operates multiple designated visitation rooms across our Hilltop properties in Tacoma. These spaces are dedicated solely to Access and Visitation (AV) services, providing a safe, private, and controlled environment for families. Maintaining these facilities year-round, MCFHC provides a quantifiable contribution that offsets program delivery costs for the state.  In addition to space, the organization contributes supervisory and administrative time that is not billed directly to the AV program. For example, our Executive Director and Finance Manager provide oversight for compliance, reporting, and financial reconciliation as part of broader organizational responsibilities. These contributions are documented through timesheets and internal cost allocation processes, ensuring transparency and alignment with federal and state grant management requirements. Where possible, MCFHC also leverages volunteer support, particularly for family engagement events, transportation assistance, and community education activities that align with AV program goals. Volunteer hours are logged and valued according to federal in-kind contribution standards, creating an additional trackable source of match. |  |
| B | Provider will be required to seek reimbursement based on a fee-for-service. Based on the allowable services your organization will offer, please provide a fee schedule for each service (example: mediation $100/hour, supervised visitation $25/hour). If you use a sliding fee scale, please provide a copy of your guidelines along with a detailed description of how the guidelines will be used to determine eligibility for AV grant services. If you charge clients a flat rate for a particular allowable service and plan to pay the difference using AV funds, please provide a breakdown for each service you provide: identifying the total cost, amount charged to client and the amount of AV funds used. | 100 |
|  | ANSWER: MCFHC has designed a transparent, cost-effective fee-for-service structure that balances accessibility for families with fiscal accountability to DCS. Our fee schedule reflects the actual cost of service delivery while accommodating the financial limitations of many fragile families through the use of a sliding fee scale and, when applicable, private pay agreements. The proposed fee schedule is as follows:  • Mediation (voluntary/mandatory): $100/hour (private pay rate); families referred under the AV grant will have this cost fully or partially subsidized depending on income.  • Supervised Visitation (on-site): $40/hour; typical sessions range from 1–2 hours.  • Community-Based Supervised Visitation (off-site, requiring staff travel): $55/hour plus mileage reimbursement at the federal rate.  • Neutral Exchange/Drop-off and Pick-up: $25 per exchange.  • Parent Education (SafeCare, Triple P, Strengthening Families, Parent 4 Parent, Father Engagement, Stepping Stones): $35/session (group-based) or $50/session (individual coaching).  • Development of Parenting Plans/Guidelines for Visitation: Flat rate of $150 per plan, inclusive of documentation and follow-up support.  • Counseling/Supportive Parenting Time Coaching: $85/hour.  MCFHC applies a sliding fee scale based on family income, benchmarked against the Federal Poverty Level (FPL). Families at or below 150% of FPL are not charged for services, with AV funds covering the cost. Families between 150%–250% of FPL are charged a reduced rate (25–50% of the published fee), with the AV program subsidizing the remainder. Families above 250% of FPL are expected to pay the standard private pay rate unless hardship documentation is provided. Eligibility for reduced fees is determined during intake and verified through pay stubs, benefit letters, or self-attestation forms.  In practice, this model ensures that no child is denied visitation due to inability to pay, while also maintaining equity among private referrals and state-involved cases. The AV grant funds are used to close the gap between actual costs of delivery and the amount collected from families, ensuring sustainability and fairness. All subsidized service costs and family contributions are logged in our financial system and reconciled monthly against AV reimbursements for compliance. |  |
| C | Please submit a detailed program budget which outlines the costs that your program will be seeking for reimbursement. | 50 |
|  | ANSWER: MCFHC proposes a comprehensive, line-item budget that reflects the true cost of delivering high-quality Access and Visitation (AV) services while maintaining fiscal responsibility and compliance with federal and state requirements. All costs are directly tied to allowable activities under 42 USC 669b and are allocated proportionally to the services provided.  • Personnel ($58,000): Includes partial FTE coverage for Visitation Specialists, Parent Educators, and a Program Manager. Staff are responsible for direct supervision, mediation, education, and documentation of visits, as well as administrative reporting. Salaries are calculated based on actual pay rates, with cost allocation supported by staff time studies and activity coding.  • Fringe Benefits ($17,000): Standard organizational rates covering payroll taxes, health insurance, retirement contributions, and other employee benefits for AV-funded positions.  • Contractual/Professional Services ($10,000): Covers costs associated with specialized parent education curricula (e.g., licensing fees for SafeCare and Triple P), consultation with mediation specialists, and partnerships with domestic violence experts to strengthen screening and safety protocols.  • Facilities/Occupancy ($12,000): In-kind and reimbursable portions of rent, utilities, and maintenance for designated visitation rooms and neutral exchange spaces across MCFHC’s Hilltop sites. Calculations are based on square footage and usage specific to AV services.  • Supplies/Materials ($6,500): Includes educational materials for parent training, toys and child development resources for visitation rooms, and office supplies needed for case management and documentation.  • Travel/Transportation ($8,500): Mileage and transportation costs for off-site/community-based supervised visitations, neutral drop-off/pick-up services, and staff travel to client homes or other safe visitation locations. Reimbursed at the federal mileage rate.  • Technology and Data Management ($5,500): Licensing and subscriptions for secure data collection, reporting, and storage systems (Google Workspace Enterprise, case management software, Sprout connectivity). Also includes IT support for encryption, firewalls, and compliance with HIPAA and state security standards.  • Indirect/Admin ($12,000): Reflects MCFHC’s federally negotiated indirect rate (or capped percentage as allowed), supporting executive oversight, fiscal management, HR, and organizational compliance functions necessary to operate the AV program.  Total Proposed Program Budget: $129,500  10% Local Match (cash + in-kind): $12,950  Total Project Value: $142,450 |  |