

Allegheny County Department of Human Services Q&A for RFP for Re-procurement of Family Preservation Services: Case Management, Agency-Delivered Home Management, Kin-Delivered Home Management and Parenting Skills

Thursday, June 9, 2026

- 1. The RFP states that all referrals will come from DHS. Does that prohibit referrals from other sources? If so, what prevention and diversion will be funded, if any?**

While providers have the ability to offer the same service to families outside of the DHS network, this contract will only be for families referred to the services by a DHS entity. To meet prevention and diversion needs, cases investigated by CYF but not opened will also be eligible for referrals to the services noted in this RFP.

Thursday, July 16, 2026

- 2. The Response Form states that the narrative response to the requirements section may not exceed three pages, excluding pages 1 through 3. Since the numbered questions themselves span several pages, should proposers retain the full question text and respond beneath each question, or should the question text be removed so that only the responses count toward the three-page narrative limit?**

The question text should be removed so that only the responses count toward the three-page narrative limit. See the answer to question number 32.

Information Session Questions – Thursday, July 16, 2026

3. Is there an expected number of families to be served? Is there an expected amount for each provider to request?

The RFP and slides list the expected number of families for each service. These numbers are DHS's best estimates. DHS anticipates procuring multiple providers for each service. Providers should assess the maximum number of clients they can serve and provide a budget based on that.

4. Should providers submit proposals for the full number of families listed, or can they propose serving fewer families?

Providers should assess the maximum number of clients they can serve and submit a budget aligned to that capacity.

5. Is this open to new providers, or have providers already been selected?

This procurement is open to both existing and new providers.

6. Can you explain the "option to bid"?

It refers to "Intent to Bid." In Bonfire, the RFP posting includes a button that says "Intent to Bid," and providers must notify DHS within the specified timeframe if they intend to bid.

7. Are the families being served in these programs likely to be receiving additional behavioral health services through HealthChoices Medicaid?

The overlap is high (in 2025, around 65% of parents active on a CYF case were HealthChoices enrolled). Families may be receiving other services concurrently. However, these services are not paid by Medicaid; they are funded through Act 148. These are not HealthChoices eligible costs.

8. Will in-home services, as they currently exist, still be an option after successful completion of this process?

No. In-home services as they currently exist will not be an option after successful completion of this process. These services are intended to replace the existing in-home suite.

9. Are there any niche populations identified (e.g., geographic regions, parents with incarceration) that could be included as a focus?

Providers may propose additions or categories. DHS is willing to consider how proposals align with what DHS intends to buy.

10. What happens if the number of expected families exceeds projections?

The numbers are estimates. DHS has limited funding and will purchase as much service as possible within those limits. The goal is to serve the most families possible.

11. Who are the current providers, and is this a renewal?

DHS will reach out to all providers in the existing in-home continuum. The intent is to replace current services with the new suite of services. DHS will clarify which services are included and excluded for providers offering multiple services.

12. Does DHS expect multiple providers per service category?

Yes. DHS anticipates procuring multiple providers for each service.

13. Can you clarify on the kin stipend? Is there a set rate?

A stipend payment model was chosen for the kin-delivered home management service because it is a short-term service being offered. There is not a set rate for stipends. Proposers should present a rate that reflects the effort given by kin and fits within a reasonable proposed budget.

14. Are providers required to implement FFT under case management? Must they budget for FFT training?

Proposers seeking to offer the case management service are required to implement FFT-CW low-risk track. More information on the model can be found in the appendix of the RFP. DHS will work with successful proposer(s) to stand up FFT-CW low-risk track. For the purposes of submitting a proposed budget, please estimate training costs for FFT-CW low-risk track at \$5,000 per staff member.

15. For Parent Education: If a provider offers both Nurturing Parenting and Triple P, can they utilize both? Must they submit separate proposals?

Proposers that are interested in offering both Nurturing Parenting and Triple P are able to submit a proposal for both. Proposals must be submitted separately.

16. How will the fee-for-service/per diem reimbursement model work after the initial cost-reimbursement year?

Following program stand-up, the CYF Business Office will work with successful proposers to implement a fee-for-service rate that is reasonable and effectively covers program costs per client. If there is a minimum amount required for the program to be operational, this should be specified in the budget narrative.

17. Is the future reimbursement structure negotiable as a weekly or monthly case rate instead of per diem?

The fee-for-service reimbursement rate is negotiated and set on an annual basis.

18. What minimum service requirements must be met to bill successfully?

Providers may bill only for services that are delivered pursuant to an authorized referral, occur within the approved service period, meet the minimum service requirements established in the final contract and Work Statement, and are documented in

accordance with the CYF Contract Specifications Manual and applicable billing requirements. Claims must reflect services actually delivered and be supported by complete and timely documentation. The specific unit of service and any minimum service intensity (e.g., direct contact, face-to-face requirements, frequency of service, and allowable indirect activities) will be defined in the final contract documents.

19. Can required face-to-face service hours be split across multiple visits?

Face-to-face service hours can be split across multiple visits. At least 50% of the total hours spent on a case should be face-to-face.

20. Are providers expected to maintain physical office space within Allegheny County?

Providers do not have to maintain a physical office space within Allegheny County if the model of the proposed service only includes home visits. If a physical office space was to be used for services offered to families, the location must be accessible to vulnerable families living in Allegheny County.

21. Are there county expectations regarding supervision, consultation, and local staff presence?

Successful proposers will work with DHS to implement the proposed service. There are monitoring requirements performed by DHS Contract Monitors, who continue to work with providers throughout the lifespan of the contract.

RFP Office Hours Questions – Thursday, July 30, 2026

22. For Triple P, are all program levels eligible, or only specific ones?

DHS is seeking proposals only for Triple P Level 4 Standard and Triple P Level 4 Teen. Triple P Level 5 is not included in this RFP. [Click here to learn more.](#)

23. For Nurturing Parenting, are all tracks eligible?

DHS is seeking Nurturing Skills for Families, an adaptable model within the Nurturing

Parenting Programs. It includes a base curriculum plus customizable lessons selected to meet each family's needs. It covers prenatal through age 19. [Click here to learn more.](#)

24. The Nurturing Parenting website lists multiple tracks (infants/toddlers/preschoolers, school-age, adolescents, substance use treatment, prenatal). Which tracks should providers propose?

Providers should focus specifically on Nurturing Skills for Families, not the individual age-based tracks. DHS currently utilizes this curriculum in the Office of Community Services and is seeking consistency with that model. [Click here to learn more.](#)

25. For parenting curricula with multiple levels and age groups: if DHS identifies gaps after proposals are submitted, will DHS reach out for clarification or additional coverage (e.g., certain age ranges)?

Yes. DHS anticipates clarifying needs and addressing any gaps during the negotiation phase after proposal submission.

26. For the kin-delivered home management service, can transition-age youth (ages 16-21) be considered as the identified kin to deliver services?

DHS originally modeled this component for ages 18 and older, since they are legal adults. DHS is exploring whether ages 16–17 could be included, based on recent discussions about supporting youth who are already contributing to family responsibilities. DHS will update the response for Proposers after internal review.

27. Both Triple P and Nurturing Parenting have multiple levels. Can you clarify which levels DHS wants under each?

- Triple P: Level 4 Standard and Teen only ([Click here to learn more.](#))
- Nurturing Parenting: Only Nurturing Skills for Families ([Click here to learn more.](#))

(Other levels in either model are not part of this RFP.)

28. An email stated the RFP deadline is September 3rd, but the slide deck says September 10th. Which deadline is correct?

Important dates for this project have been extended. The deadline for question submissions is now Thursday, August 27, 2026. The closing deadline is now Thursday September 10, 2026. All responses have to be submitted no later than 3pm.

29. Does DHS anticipate families participating in both a case management program and a parenting program at the same time?

Yes. DHS anticipates having both components operating concurrently within the Family Preservation service array.

30. What type of references is DHS seeking in sections of the RFP where references are required? Some information is only known within our agency and cannot be verified by external parties.

In the case where requested information can only be verified by an internal reference, please include the individual's contact information and justification as to why the information is not able to be externally validated.

31. If we would like to propose a parent-teen conflict model that uses either Triple P or Nurturing Parenting, do we have to complete a proposal for both the parent-teen conflict service and the selected Evidence-Based Practice (EBP) service?

No; If an EBP such as Triple P or Nurturing Parenting is being adapted for a parent-teen conflict model, only one proposal needs to be completed for the parent-teen conflict service. If your organization would like to be considered for a parent-teen conflict model and Triple P/Nurturing Parenting as separate programs, then two proposals would need to be completed.

Thursday, August 6, 2026

32. Is the page limit for the entire narrative proposal 3 pages, or is 3 pages just for the Organizational Experience Section?

The page number allowance has increased from 3 pages maximum to 10 pages maximum (Pages 1-3 are not included in the page count).

33. The Response Form states that the page limit for the questions is three pages, excluding the budget: "Your response to this section should not exceed 3 pages." Could you please clarify the page limit for the technical proposal?

See the answer to question number 32.

Thursday, August 13, 2026

34. Are services reauthorized monthly? Quarterly?

CYF has not established a standard reauthorization frequency at this time. During contracting and implementation, we will work with each model developer to understand the model-specific requirements for service authorization and reauthorization and will implement processes consistent with those requirements.

35. Regarding #3 Requirements Organizational Experience, are we able to utilize Outcome Results for FY rather than calendar year as that is how we calculate data?

Fiscal year data may be used if clearly documented in the methodology.

36. Concerning all RFPs in this category, will Concrete Goods continue to be anticipated for use in working with families? Are there any anticipated changes to the structure for requesting and submitting Concrete Goods? Will amounts approved be changing in any way?

DHS does anticipate concrete goods will continue to be used while working with families receiving family preservation services. There are anticipated changes related to the structure for requesting and submitting concrete goods claims that DHS will work with successful proposers to review.

37. We will be submitting proposals for Nurturing Families and Parent Teen Conflict, of course. Do we submit a 3rd proposal for Triple P? We use it only in Parent Teen Conflict so I was unsure if it needed its own proposal.

If you plan to adapt Triple P as part of the parent-teen conflict model you are putting forward, you only need to submit two proposals. But if you wanted to offer Triple P as a program separate from the parent-teen conflict program, you would need to submit three proposals.

38. A current service identified as in scope of this RFP serves both prevention and preservation families. If a service was identified as in scope, is it only considered a family preservation service now?

DHS emailed current providers to identify family preservation services that are in scope for the RFP. If you are a current provider who received this email, you should consider all services flagged in the communication as in scope for the RFP.

DHS is aware that a small minority of current providers currently offer parenting interventions that accept community referrals (i.e., referrals other than those received directly from CYF). If this describes you, please submit the appropriate response form

and include disaggregated information on both CYF-referred clients and community-referred clients in the narrative responses and budget. DHS will consider the continuation of community referrals as part of family preservation services only for providers already operating this way.

39. What models will take the place of current contracted parenting skills services?

Under the Family Preservation RFP, CYF will be contracting for the following parenting models:

- Triple P (see evidence-based model)
- Nurturing Parenting (see evidence-based model)
- A structured parent-teen conflict resolution model

40. How do providers know what services are in scope for the RFP?

DHS emailed current providers to identify family preservation services that are in scope for the RFP. If you are a current provider who received this email, you should consider all services flagged in the communication as in scope for the RFP.

41. Are there three different areas of In-Home Management and three different approaches of Parenting that will require individual RFP responses?

A Proposer could submit up to 6 individual RFP responses: Case management, Kin-delivered home management, Agency-delivered home management, Nurturing parenting parent intervention, Triple P parent intervention, and Parent-teen conflict intervention.

42. Specifically, can you confirm whether submission of a proposal is required for our agency to continue receiving funding for the Family Preservation services we currently provide beyond the end of this fiscal year? Additionally, if our agency

wishes to continue providing any of the services currently delivered under our Family Preservation contract, please confirm that participation in this RFP process is required.

DHS emailed current providers to identify family preservation services that are in scope for the RFP. If you are a current provider who received this email, you should consider all services flagged in the communication as in scope for the RFP. Current providers of in-scope services must respond to this RFP in order to be considered for continued funding after FY 2026-27.

43. We plan to submit for Case Management, Parenting (Triple P), and Agency Delivered Home Management initially. I am wondering about the overlap between these services. So, as we operate In-Home Services now, many cases fall into 2 or even all 3 of these categories (based on the current service designation in MPER/KIDS). I'm assuming in the new system that would be 3 separate referrals if the same family needed all 3 services concurrently, is that accurate?

The same family would need separate referrals to ancillary services following the intake process by the case management service.

44. Would the agency tend to want to give all 3 to the same provider if they were all needed, or would the tendency be to split it up between providers?

DHS anticipates multiple providers will be selected for each service in this RFP. At this time, there is not an expectation that family referrals for multiple services would stay with one provider.

45. Would you want provider staff to provide more than one service line if they are trained on all of them, or would you prefer separate staff who "specialize" in each service line?

As long as staff meet the training requirements and the programs meet model fidelity as separate programs, a staff member could participate in multiple programs.

46. If a referral for parenting is needed, would the agency specify which parenting model they want for the particular case? To follow up on that, if a provider only offers one type of parenting, could that severely limit the number of referrals they would receive?

Either DHS, a court-mandate, or the assigned case management provider will specify which parenting model is appropriate for the particular case. DHS will provide guidelines to assist in this decision-making process. DHS does not anticipate the number of referrals would be severely limited if only one type of parenting intervention was provided.

47. Concerning Functional Family Therapy – Child Welfare Low Risk Track model, can you please provide details regarding expectations for meeting the training needs, timeframes and expense associated with this model and provide information for implementation process as this will need included in budget submissions?

The model developer, FFT LLC, offers comprehensive technical assistance and fidelity monitoring for the life cycle of programs that use FFT-CW. No staff training needs to be completed prior to successful proposers being selected. DHS will work with the model developer and successful proposers to ensure staff are trained to standard. For the purpose of responding to this RFP, please estimate training costs as \$5,000 per case-carrying staff member and supervisor.

48. When completing forms with respect to MWDBE and VOSB, should we be considering the use of vendors across our organization or only those vendors that would have been utilized by the service line under our Allegheny County contract?

You should list only the vendors that would be used to support the work under this specific Allegheny County contract. The County's MWDBE and VOSB goals apply to subcontracting and purchases connected to the services you would provide for this contract, not your organization's overall vendor use.

49. If we are a current provider, do you need us to send MWDBE and VOSB documents again for this RFP?

Yes. All proposers, including current providers, must submit MWDBE and VOSB documentation each time they respond to an RFP. Allegheny County reviews these documents with every new solicitation to confirm a good faith effort toward meeting their participation goals.

Thursday, August 20, 2026

50. What is happening with crisis cases as it relates to Case Management?

We are removing the distinction between "crisis" and "regular" referrals. All case-management-related referrals must be accepted within 24 hours of receipt. If an incident requires a faster response, the in-home navigator may contact the provider directly after sending the referral to discuss availability.

51. What is the difference between direct vs. indirect billable activities/hours? Could you provide examples of each?

Direct billable hours include time spent providing services directly to the family or child. This includes face-to-face interactions such as home visits, in-person interventions, skill-building activities, coaching sessions, and any structured support delivered in real time. Indirect billable hours include time spent supporting the case without direct contact with the family. This can include activities such as documenting

case notes, coordinating services, communicating with other providers, preparing materials, reviewing records, or participating in case-related meetings.

52. What is the referral process?

Referrals are made by the caseworker assigned to the case or an in-home navigator.

53. Does the provider get to accept referrals based on capacity of the referral organization?

DHS will establish a referral process with providers to manage waitlists and capacity for services. In situations where multiple providers are contracted to provide the same service, referrals are sent to providers and accepted on a first-come basis.

54. How many of the RFPs does the County plan on awarding?

The County intends to procure multiple providers for each service in order to meet target population needs. The number of providers procured will depend on proposals received and overall funding available.

55. Is there a limit on the number of hours provided to each family? What is the number of hours provided per week, per month? How many hours are providers authorized to see a family?

Please see the service descriptions in the RFP for the number of hours to be provided to each family. Providers are authorized to see a family based on the designated amount of time detailed in the RFP. Families can also be reauthorized for services if a need is present.

56. Thank you for this information however this doesn't clearly explain what of the 3 models directly or indirectly aligns with the Restorative Parenting service. As I read

the RFP, I understand the 3 models is requesting our In-Home Coach Parents To use 1:3 the evidence-based programs. Can you please provide a deeper clarification regarding this?

We will not be continuing the use or purchase of the Restorative Parenting model moving forward. The only parenting models we will require providers to use are the three parenting programs outlined in the RFP. These models fully replace Restorative Parenting and are now the standard for all parenting interventions.

57. Is the completed County budget workbook sufficient for the “Budget and Budget Narrative” upload, or is a separate written budget narrative required?

A separate written budget narrative justifying all line items in the budget is required as part of the submission. The budget narrative will not count towards the 10-page limit for written responses.

Thursday, August 27, 2026

58. For a newer nonprofit organization that does not yet have multiple years of audited financial statements, what alternative financial documentation will DHS accept for its fiscal review to demonstrate financial stability? Additionally, is there a minimum cash reserve, working capital, liquidity, or other financial threshold that a proposer must demonstrate to be eligible for an agreement?

DHS allows newer nonprofit organizations without multiple years of audited financial statements to submit alternative documentation – Tax returns (e.g., 990 forms) are the preferred alternative. DHS does not impose a minimum cash reserve, liquidity ratio, or specific financial threshold.

59. Are electronic signatures in the format “/s/ [organization’s name]” acceptable on the required documents?

Yes.

60. Our organization plans to perform the parenting services using its own employees without subcontractors. Should we submit the MWDBE and VOSB participation forms with waiver requests explaining that no subcontracting is planned?

Yes. In accordance with Allegheny County DHS requirements, your organization must submit both the MWDBE and VOSB Participation Forms. You should also include the corresponding waiver requests, documenting your good-faith effort. Please note that the desire to self-perform does not automatically result in an approved MWDBE waiver request.

61. The template for the RFP Budget has a line item for Annual Salary and Annual Benefits. Should the Annual Salary column also include FICA expenses? The rest of the budget lines are referencing operating costs, which I would assume does not include payroll taxes, and this would be a direct cost related to salary expenses. I did not see payroll taxes listed on the Budget Instructions tab; therefore, I would like clarification.

Yes, FICA should be listed under “Annual Benefits,” not “Annual Salary.” Salary reflects direct wages only, while payroll-related taxes (FICA, Medicare, unemployment, etc.) are considered employer-paid benefit expenses and must be included in the Benefits column per DHS fiscal guidance. The RFP budget template for Family Preservation Services requires a line-item budget that captures all personnel-related costs, and because no separate payroll-tax line exists, FICA should be included within Benefits and explained in the budget narrative.

62. Could you please clarify how the 50% face-to-face service delivery requirement is measured? Specifically, is the 50% threshold evaluated on a weekly, monthly, quarterly, or other basis?

For the purposes of responding to this RFP, Proposer(s) should estimate that case management will entail an average of 2.5 hours spent per family per week for six months and that staff will carry a caseload of eight to 15 families at any given time. We expect that face-to-face contact with families will occur at least once per week and that it will account for at least 50% of total time spent on a case. Phone calls, texts, and time spent preparing case documentation do not meet the requirement for face-to-face contact. Face-to-face service delivery will be evaluated monthly when chosen providers invoice DHS for services. The evaluation is conducted on a monthly basis.

63. In the RFP, it states that 50% of contract hours must be "in person." Would phone calls and emails for resources count towards this total? Would phone calls to caseworkers count towards this total? Would virtual meetings and testimonies for court or legal consults count towards this total? Or would all these activities be counted towards the administrative 50% of the contract hours?

See the answer to question number 62.