

## DCFS Child Welfare Division

### Request for Information for the Community Pathways Network

**RFI due date & time: May 1, 2026, 5:00 pm CT**

This Request for Information (RFI) is for information and planning purposes and does not constitute a solicitation. This information will be reviewed and discussed by the state agency and may result in the advertisement of a formal and competitive Request for Proposal for any or all of the services included in the RFI.

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a response to this RFI identified as such must be clearly marked and will be handled in accordance with La. R.S. 44:1-44 and applicable rules and regulations. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

**Date of Issuance: April 2, 2026**

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## **1. GENERAL INFORMATION**

### **1.1. Introduction and Purpose**

The Louisiana Department of Children and Family Services (DCFS) is issuing this Request for Information (RFI) to identify provider interest and capacity to operate a Community Pathways Network (CPN) within one or more of DCFS's nine regions across Louisiana beginning July 1, 2026. DCFS is seeking information from qualified organizations interested in providing comprehensive family preservation/stabilization, prevention/early intervention, caregiver support, reunification/post-permanency support, wraparound care/case progression, and youth development services through the Community Pathways Network (CPN). The goal is to enhance the stability and well-being of children and families involved with DCFS.

This RFI is intended to gather information about your organization's capabilities, service delivery models, partnerships and capacity to meet the outlined service, data, and reporting needs. Responses will help inform future procurement decisions but do not constitute a promise to contract. DCFS encourages all capable parties to respond, regardless of company size or market share.

### **1.2. Background**

At the heart of DCFS's mission lies an unwavering dedication to children's safety and well-being, driven by our guiding principles of child-centered practice, action and results, accountability and transparency and a strong partnership with local communities across our state.

Family Resource Centers that were organized around community support and collaboration emerged nationally in the 1980's. These centers were designed as a voluntary, family-driven alternatives to formal child welfare involvement. In the 1990's and 2000's, the Community Based Child Abuse Prevention Program emerged, emphasizing community and strength-based, family-led prevention services. These efforts eventually led to the enactment of the Families First Prevention Services Act in 2018.

Louisiana developed its own community-based model for family prevention services in 2019, My Community Cares, and placed that program under the umbrella of the Family Resource Centers. After providing services in this model for several years, DCFS began to move all Family Resource Center services to the My Community Cares model, as families continued to need accessible local services. Recognizing that families would benefit from a community-based provider system that allowed all services and programs to be expanded and more closely coordinated and overseen by a single provider, DCFS worked last year to develop the new CPN model.

CPN is a robust community-based service delivery model designed to provide early supports, promote stability, reduce reliance on the formal child welfare system, and

promote long-term stability for children and caregivers. CPN is rooted in the principle that every child deserves a safe, stable home and every family deserves the chance to succeed.

CPN brings together six service delivery areas that are laser focused on strengthening and stabilizing families, prevention and early intervention, caregiver services, wrap-around care and case progression, and youth development.

## 2. ADMINISTRATIVE INFORMATION

### 2.1. RFI Coordinator

Request for copies, questions, and submission responses to this RFI must be directed to the RFI coordinator listed below:

Angela Kelly Dedon  
Child Welfare Manager 1  
627 North 4<sup>th</sup> Street, 3-312,  
Baton Rouge, LA 70802  
Angela.Dedon.DCFS@La.Gov

This RFI has been posted to Louisiana Procurement and Contract Network (LaPAC) and the DCFS Website, which can be found at the following links:

LaPAC: <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

DCFS Website: <https://www.dcfslouisiana.gov/page/requests-for-proposals>

### 2.2. Schedule of Events

DCFS reserves the right to deviate from this Schedule of Events at any time without notice.

Activity/Event	Date
Public notice of RFI	April 2, 2026
RFI Responders' Conference	April 13, 2026, 10:00 am CT
Deadline for receipt of responses	May 1, 2026, 5:00 pm CT

### 2.3. RFI Responders' Conference

The RFI Responders' Conference will be held in person at:

Iberville Building  
627 North 4th Street  
Baton Rouge, LA 70802

### 2.4. Response Content

2.4.1. Executive Summary

The executive summary should provide administrative information including, at a minimum, authorized representative contact name and phone number, email address, and any other pertinent contact information. This section should also include a summary of qualifications, ability, and willingness to meet the State's CPN program criteria as described in detail in Attachment A – Community Pathways Network Provider Draft Contract.

#### 2.4.2. Corporate Background and Experience

Responders should provide a brief description of the organization, including its history, corporate structure, organizational details, and years in business. Responders should also describe their experience with programs and services of this type with corporate/governmental entities of comparable size and diversity.

#### 2.4.3. Approach and Methodology

Responders are encouraged to answer all questions and provide:

- 2.4.3.1. Best practices garnered from previous experience with this scope of services.
- 2.4.3.2. A list of issues/concerns that were not taken into consideration in the scope of services that may be essential for DCFS to consider.
- 2.4.3.3. Alternative or additional solutions for accomplishing the project objectives, if applicable, and any other additional pertinent information.

#### 2.4.4. Pricing Model

Responders should provide a general overview of a pricing model that reflects operating costs and all service delivery for the geographic region responders propose to serve. Responders are encouraged to complete Attachment B identifying proposed service unit costs as part of the response. While this is an RFI, a high-level understanding of potential costs is beneficial.

As reflected in Attachment A – Community Pathways Network Provider Draft Contract, DCFS favors the establishment of a value-based total payment model for CPN services that includes the following components:

- 2.4.4.1. An **operating payment** that is tied to the cost of business operations (staffing, infrastructure, hardware, software, supplies, and equipment) and is paid in equal monthly installments upon invoice and compliance with all reporting requirements. DCFS anticipates that the operating payment would not exceed 25% of the total payment for CPN services.

- 2.4.4.2. A **service delivery payment** that is tied to the cost of CPN services rendered and is paid monthly for units delivered (at a capped cost to be established). The service delivery payment for all services offered through the Louisiana Medicaid program shall be capped at the current Medicaid rate. DCFS anticipates that the service delivery payment would not exceed 50% of the total payment for CPN services.
- 2.4.4.3. A **performance payment** that is tied to the achievement of the specific key performance indicators (KPIs) and is paid, if applicable, on a quarterly basis. DCFS anticipates that the performance payment would not exceed 25% of the total payment for CPN services.

## 2.5. Response Instructions

### 2.5.1. Response Submittal

- 2.5.1.1. Responders interested in providing information for this RFI must submit responses containing the information specified no later than the deadline stated in the Schedule of Events. Responses must be submitted via email to the RFI Coordinator. Hand-delivered responses will not be accepted.
- 2.5.1.2. Written responses to this RFI shall be limited to no more than 25 pages, excluding the cover page, table of contents, and Appendix B. Submissions exceeding the page limitation may be disregarded, in whole or in part, at DCFS's discretion.
- 2.5.1.3. It is solely the responsibility of the responders to ensure that their submission is delivered prior to the deadline. Responses misdirected or otherwise received late may not be considered.

## 2.6. Additional Instructions and Notifications to Responders

### 2.6.1. RFI Addenda/Cancellation

The State reserves the right to revise any part of the RFI by issuing an addendum to the RFI at any time. Issuance of this RFI, or subsequent addendum, (if any) does not constitute commitment by the State to issue a request for proposals or any other process resulting in award of a contract of any type or form. In addition, the State may cancel this informal process at any time without penalty.

### 2.6.2. Ownership of Response

The materials submitted in response to this request shall become the property of the State.

### 2.6.3. Cost of Preparation

The State shall not be liable for any costs incurred by responders associated with developing the response, preparing for discussions (if any) or any other costs incurred by the responders associated with this RFI.

## 3. SCOPE OF SERVICES

**3.1. Outcomes.** DCFS is seeking responses that are focused on achieving and exceeding the following outcomes:

- Measurable increase (>50%) in providing services in DCFS priority areas of the state such as high poverty areas currently with limited access to services.
- Reduction of youth that enter foster care.
- Addressing the Social Determinants of Health for eligible youth and families.
- Maximizing the percentage of eligible youth that can be served in community settings.
- Materially increasing the number of eligible families that utilize prevention services.
- Materially increasing the number of eligible youth and families that access substance use and mental health services.
- Significant reduction of chronic absenteeism of youth receiving CPN services.
- Measurable reduction in reportable incidents involving families receiving CPN services.
- Increase in the number of caregivers available to support foster youth.
- Material increase in the number of eligible youth receiving wrap-around and case progression services.
- Reduction in need of emergency supports for eligible families.

### 3.2. Questions

#### 3.2.1. General Operational Capacity

- 3.2.1.1. Identify all parishes (or portions thereof) in which you have the ability to provide, and propose to offer, CPN services as described in Attachment A.
- 3.2.1.2. Describe specifically your experience in the past 5 years in providing CPN services in the parish(es) identified.

- 3.2.1.3. In light of the outcomes identified in Section 3.1, describe how you plan to proactively engage the local communities in the parish(es) identified, including the DCFS priority populations as identified in Attachment A, Sec. 3.1.4, and become embedded in the local community in a manner that supports the achievement of these outcomes.
- 3.2.1.4. Identify all CPN services described in Attachment A for which you reasonably anticipate to subcontract in order to serve as a contractor for CPN services in the parish(es) identified.
- 3.2.1.5. Describe how you will provide 24/7 crisis response across the parish(es) identified and meet the response requirements detailed in Attachment A.
- 3.2.1.6. Describe your prior and current experience billing Medicaid for allowable Medicaid services; and indicate if your organization is a currently enrolled Louisiana Medicaid provider.
- 3.2.1.7. If you are not currently enrolled as a Medicaid provider, please indicate whether in order to serve as a CPN contractor you intend to enroll as such or subcontract for Medicaid services.
- 3.2.1.8. Describe your experience in the past 5 years in providing services to youth and families eligible for Medicaid, TANF, Title IV-B, and Title IV-E.
- 3.2.1.9. Describe any experience providing in-kind match for funding and methods of documentation used to verify in-kind match.
- 3.2.1.10. Describe your organization's plan to rapidly hire and onboard qualified personnel, including from the local community, to meet fluctuating service demands. In your response, include:
  - 3.2.1.10.1. Typical timeframes for recruitment and onboarding.
  - 3.2.1.10.2. Strategies used to ensure timely placement and readiness of staff.
  - 3.2.1.10.3. Tools or systems that support expedited hiring and onboarding.
  - 3.2.1.10.4. Retention initiatives currently in place to promote workforce stability and reduce turnover.

3.2.2. Family Preservation and Stabilization

- 3.2.2.1. Describe your experience in the past 5 years in providing Family Preservation and Stabilization services as detailed in Section 2.1.1 in Attachment A.
- 3.2.2.2. Describe your ability and plans to ensure emergency concrete support processes, including response times and documentation protocols.
- 3.2.3. Prevention and Early Intervention
  - 3.2.3.1. Describe your experience in the past 5 years in providing Prevention and Early Intervention services as described in Section 2.1.2 in Attachment A.
  - 3.2.3.2. Describe your experience operating community centers in high-need areas and your experience and strategy for ensuring accessibility during evenings, weekends, and holidays. Please identify specifically the high-need areas in which you have operated.
  - 3.2.3.3. Describe your approach to ensuring service availability across regions, including how you would structure, staff, and coordinate services to maintain consistent access and quality statewide.
  - 3.2.3.4. Describe your approach to coordinating substance use screening, referrals, and cross-provider communication.
- 3.2.4. Services for Caregivers
  - 3.2.4.1. Describe your experience in the past 5 years in providing services for caregivers as identified in Section 2.1.3 in Attachment A.
  - 3.2.4.2. Based on the scope of work described in Attachment A, how many staff trained in trauma-informed care do you believe are required to provide services in the parishes you would serve? How many of your currently employed staff are trained in trauma-informed care?
  - 3.2.4.3. Describe the peer mentor programs you have provided in the past 5 years; and provide details of your experience with these programs, including recruitment of mentors with lived experience and modes of service delivery.
  - 3.2.4.4. Describe how you inform yourself of national best practices for the peer programs you provide; and how you keep your existing staff current on them.
- 3.2.5. Wrap-around Care and Case Progression

- 3.2.5.1. Describe your experience in the past 5 years in providing wrap-around care and case progression services as described in Section 2.1.4 in Attachment A.
- 3.2.5.2. Describe how you ensured that such wrap-around care and case progression services are complimentary and not duplicative to services offered by other providers.
- 3.2.6. Re-unification and Post Permanency Support
  - 3.2.6.1. Describe your experience in the past 5 years in providing re-unification and post-permanency support services as described in Section 2.1.5 in Attachment A.
  - 3.2.6.2. Describe how you have engaged youth and families in the re-unification process.
- 3.2.7. Youth Development
  - 3.2.7.1. Describe your experience in the past 5 years in providing youth development support services as described in Section 2.1.6 in Attachment A.
- 3.2.8. Reporting and Documentation
  - 3.2.8.1. Describe your ability and history of submitting monthly reports and invoices by the 15<sup>th</sup> of each month. As part of your response, please identify the systems you have in place that support monthly invoicing.
  - 3.2.8.2. Describe how you ensure accuracy and completeness of monthly and cumulative data.
  - 3.2.8.3. Describe how you ensure the protection of confidential information in accordance with under HIPAA and other applicable statutes.
  - 3.2.8.4. Explain how you maintain supporting documentation for all deliverables.
    - 3.2.8.4.1. Identify the types of documentation you currently retain (e.g. sign-in sheets, attendance logs, etc.).
    - 3.2.8.4.2. Describe how such documentation is stored, secured and made available for review.

State of Louisiana  
Department of Children and Family Services

Community Pathways Network Provider Contract

This Community Pathways Network Provider Contract ("Contract") is entered into by and between the Louisiana Department of Children and Family Services (hereinafter "DCFS") and \_\_\_\_\_, a Louisiana provider of community based services for families and youth (hereinafter "Contractor"), on this \_\_\_\_\_ day of \_\_\_\_\_, for the provision of services and supports for youth and families residing in Louisiana that promote early intervention and prevention, youth and family development, successful transitions to adulthood and stabilization and re-unification of families as identified and described herein.

In consideration of the mutual covenants and agreements contained herein, the above-mentioned parties agree as follows:

**1. Overview and Purpose**

- 1.1. The Department of Children and Family Services (DCFS) is committed to improving family outcomes, preventing foster care entry, reducing the length of time children spend in care, and enhancing reunification and permanency.
- 1.2. DCFS has established the Community Pathways Network (CPN), which is a robust community-based service delivery model designed to provide early supports, promote stability, reduce reliance on the formal child welfare system, and promote long-term stability for children and caregivers. CPN is rooted in the principle that every child deserves a safe, stable home and every family deserves the chance to succeed.
- 1.3. This Contract sets forth the scope of services, deliverables, performance requirements, monitoring framework, penalties and payment terms applicable to youth and family services providers who participate as a CPN contractor on behalf of DCFS.

**2. Service Delivery Areas and Funding Requirements**

- 2.1. CPN Contractor and its subcontractors, if any, shall provide programs and services for all service delivery areas within designated parishes of the State of Louisiana. The required service delivery areas shall consist the following:
  - 2.1.1. **Family Preservation and Stabilization Services** -- Family-focused, time-limited, and needs-based services designed to prevent unnecessary removal of children from their homes, stabilize families in crisis, and support safe reunification or permanency for children who are at risk of entering, or are returning from, foster care. These services prioritize child safety while strengthening caregiver capacity, addressing underlying risk factors, and improving family functioning so children may remain

safely with their families whenever possible. Specific services, at a minimum, include the following:

- 2.1.1.1. Intensive, in-home crisis intervention to prevent removal or support reunification
- 2.1.1.2. Parenting education and skills-based supports, including child development and behavior management.
- 2.1.1.3. Short-term counseling and family therapy
- 2.1.1.4. Safety planning and ongoing case management
- 2.1.1.5. Concrete and flexible supports, such as assistance with housing, utilities, transportation, food, or clothing
- 2.1.1.6. Follow-up services after a child returns home from foster care

2.1.2. **Prevention and Early Intervention** - Prevention and Early Intervention Services are proactive, community- and family-focused supports designed to identify and address risk factors at the earliest possible stage, before problems escalate into more severe crises that require intensive, costly, or intrusive interventions. These services aim to strengthen protective factors, reduce the likelihood of harm, and promote long-term stability, health, and well-being for children, families, and communities. Specific services, at a minimum, include the following:

- 2.1.2.1. Community Center activities
- 2.1.2.2. Mental Health counseling
- 2.1.2.3. Substance Use Recovery Support
- 2.1.2.4. Substance Use Referral and Treatment Care Coordination
- 2.1.2.5. Family Violence programs

2.1.3. **Caregiver Services:** Caregiver Services for At-Risk Youth and Families are supportive, educational, and skill-building services provided to parents, guardians, kin caregivers, foster parents, and other primary caregivers to enhance their ability to safely care for, support, and promote the well-being of children and youth who are at increased risk of adverse outcomes. These services focus on strengthening caregiver capacity, stabilizing family functioning, and reducing risk factors that may contribute to child maltreatment, behavioral health challenges, system involvement, or family disruption. Specific services, at a minimum, include the following:

- 2.1.3.1. Recruitment and Training of Foster Caregivers

- 2.1.3.2. Support services to Foster Caregivers
- 2.1.3.3. Respite services (planned and emergency)
- 2.1.3.4. Peer Mentoring Programs
- 2.1.3.5. Crisis support and problem-solving assistance
- 2.1.4. **Wraparound Care and Case Progression** -- Wraparound Care is a team-based, family-driven, and strengths-based care coordination approach that organizes and integrates services across systems to meet the unique needs of youth with complex challenges and their families. Wraparound is not a single service; rather, it is a structured planning and delivery process that builds an individualized network of formal and informal supports designed to keep youth safe, stable, and successfully supported in their homes, schools, and communities. Specific services, at a minimum, include the following:
  - 2.1.4.1. Holistic assessment of youth and family strengths, needs, risks, and existing supports
  - 2.1.4.2. Engagement of caregivers and youth as equal partners in decision-making
  - 2.1.4.3. Identification of natural supports (extended family, mentors, community members)
  - 2.1.4.4. Connection to appropriate community-based, clinical, educational, and social services
  - 2.1.4.5. Coordination of scheduling, transportation, and service access
  - 2.1.4.6. Ensuring services are complementary rather than duplicative
  - 2.1.4.7. Ongoing review and documentation of progress to goals
  - 2.1.4.8. Transition planning to natural supports and less intensive services
- 2.1.5. **Reunification and Post Permanency Support** -- **Reunification services** are targeted interventions designed to safely return a child/youth from foster care to their parents or kin caregivers, and to support the family so reunification is stable and does not result in reentry to care. **Post-permanency supports** are services provided after legal permanency is achieved—typically through reunification, guardianship, or adoption—to help youth and families maintain stability, avoid disruption, and support healthy development into adulthood. Specific services, at a minimum, include the following:

- 2.1.5.1. Planned, supported visitation (transportation help, coaching before/after visits, supervised-to-unsupervised progression) to rebuild attachment and test safety.
  - 2.1.5.2. Family counseling/therapy and conflict mediation to address family dynamics that contributed to placement.
  - 2.1.5.3. Intensive in-home services (skill coaching, safety planning, crisis de-escalation) to stabilize the home during the transition back.
  - 2.1.5.4. Follow-up services after return home, including coaching, check-ins, and linkage to ongoing community supports.
  - 2.1.5.5. Post-adoption / post-guardianship counseling, support groups, and crisis support to prevent disruption and strengthen caregiver capacity.
  - 2.1.5.6. Resource navigation (help accessing behavioral health, developmental services, education supports) to stabilize placements long-term.
- 2.1.6. **Youth Development** -- Youth development services are strength-based, holistic supports that promote healthy development, resilience, and successful transitions to adulthood by building skills, relationships, and opportunities across education, employment, health, and community life. Federal youth-serving guidance emphasizes engaging youth as partners, strengthening protective factors, and ensuring equitable access to supports that mitigate risk and promote long-term well-being. Specific services shall, at a minimum, include the following:
- 2.1.6.1. Individualized transition plans (education, work, housing, health, relationships)
  - 2.1.6.2. Coaching on self-advocacy and navigating adult systems
  - 2.1.6.3. Direct Application Assistance for services
  - 2.1.6.4. Peer Mentoring services
  - 2.1.6.5. Life Skills supports
  - 2.1.6.6. Case review supports
- 2.2. Contractor shall provide the required services to eligible Louisiana families and youth in the following parishes of the state: **[name parishes]**. Contractor may propose to serve one or more parishes or one or more DCFS regions (Identified on Attachment XX); however, Contractor shall specifically identify the parishes it proposes to serve within a DCFS region.

- 2.3. Contractor shall provide the services in accordance with all applicable federal and state requirements for the federal and state funding sources that support the payment of these services. Federal funding sources are anticipated to include:
  - 2.3.1.1. Title IV-B of the Social Security Act for all applicable services and programs, including but not limited to, the Promoting Safe and Stable Families Program
  - 2.3.1.2. Title IV-E of the Social Security Act for all applicable programs and services , including but not limited to, the John H. Chafee Foster Care Program for Successful Transition to Adulthood
  - 2.3.1.3. Social Security Block Grant Program for all applicable programs and services
  - 2.3.1.4. Temporary Assistance for Needy Families Program for all applicable programs and services
- 2.4. For the Title IV-B Promoting Safe and Stable Families Program, the Contractor shall provide family support, preservation, and reunification services, as well as adoption promotion and support services in accordance with the requirements of the Promoting Safe and Stable Families Program (PSSF). In conjunction with the four areas of service delivery, Contractor shall submit a five-year plan, undertake annual reporting, and adhere to funding and administrative guidelines. Supports and services must be trauma-informed, family-centered, and culturally responsive.
- 2.5. For the Title IV-E Foster Care Program, Contractor shall provide concrete services to ensure safe and stable out-of-home care for eligible children and youth until they are safely returned home, placed permanently with adoptive families or legal guardians, or placed in other planned arrangements for permanency.
- 2.6. For the TANF Program, Contractor shall comply with all TANF regulations. TANF eligibility is limited within any 12-month period to a single episode of need with a maximum duration of 12 months. TANF eligibility is also limited to families with income less than twice the state median income (SMI). These services are TANF-eligible based on inclusion in the state’s approved AFDC Emergency Assistance Program that was in effect as of August 21, 1996.) TANF is governed by Title IV-A of the Social Security Act, codified in 42 U.S.C. 601-619, 2 CFR Part 200, 45 CFR Part 75, 45 CFR Parts 201.
- 2.7. For programs and services eligible for Medicaid reimbursement, any services provided under this Contract shall be shall be furnished only by providers enrolled in the Louisiana Medicaid program, delivered in full compliance with all applicable Medicaid State Plan or waiver authorities, service definitions, coverage criteria, clinical and documentation requirements, provider manuals, and policy guidance in effect at the time services are rendered, and billed directly to Medicaid in accordance with applicable Medicaid billing and reimbursement requirements. Such services shall not be billed to the Department except to the extent expressly permitted by Medicaid policy and pre-approved by the Department.

2.8. For purposes of allocating the cost of services to the appropriate funding source, Contractor shall do the following:

- 2.8.1. For each Youth and Family receiving services, create a record to be kept with the CPN Service Plan that identifies each service provided together with all dates and/or time periods of service with corresponding funding source.
- 2.8.2. The CPN Service Plan shall also identify the recordkeeping, reporting and other compliance measures that are required for each funding source of CPN provided services.
- 2.8.3. Update the CPN Service Plan whenever a new service is provided or discontinued.
- 2.8.4. Contractor and DCFS will collaborate prior to the commencement of services for a Youth or Family for the purpose of identifying all applicable funding sources for the services included in the CPN Service Plan. Contractor shall be responsible for tracking all requirements for each funding source, subject to audit by DCFS.

### **3. Eligible Youth and Families; Determination**

- 3.1.1. DCFS, through its field office staff, shall determine eligibility for services for Youth and Families whom DSFS refers directly to Contractor. For all other Youth and Families, Contractor shall determine eligibility. Notwithstanding the source of referral for services as described in Section 3 herein, Contractor shall not commence services under this contract for a Youth or family until eligibility has been determined.
- 3.1.2. Contractor shall serve Eligible Youth as defined in Section 6.9 herein.
- 3.1.3. Contractor shall serve families who are currently involved or are at risk of involvement with the Louisiana child welfare system and are eligible for services and supports that are funded under any of the federal and state funding sources for CPN services, including but not limited to Title IV-B, Title IV-E, Medicaid, TANF and state general funds.
- 3.1.4. Contractor shall prioritize families who are living in high poverty areas with limited access to services in the region and who fall within DCFS priority populations. DCFS priority populations are:
  - 3.1.4.1. Families with DCFS involvement
  - 3.1.4.2. Families that experience domestic violence
  - 3.1.4.3. Families that experience substance use disorders

- 3.1.4.4. Families that experience inadequate housing, namely sub-standard, overcrowded, or unsafe housing conditions, including homelessness.
- 3.1.4.5. Kinship caregivers for youth in foster care
- 3.1.4.6. Reunifying parents
- 3.1.4.7. Foster parents
- 3.1.4.8. Adoptive families of children or youth who experienced foster care
- 3.1.4.9. Youth currently in foster care, including Title IV-E eligible youth, and
- 3.1.4.10. Community members identified by DCFS who support youth in foster care and need support.

#### **4. CPN Implementation Plan**

- 4.1. Contractor shall work with the CPN Implementer to execute on the detailed implementation plan that the CPN Implementer is required to prepare for CPN services and programs in the geographic areas Contractor has agreed to serve.

#### **5. Referral and Placement**

- 5.1. There shall be a no wrong door policy of seeking services under this Contract. Referrals for the provision of services by Contractor shall be made by any of the following:
  - 5.1.1. DCFS
  - 5.1.2. A court of competent jurisdiction in Louisiana
  - 5.1.3. A Community Pathways Network Contractor
  - 5.1.4. A managed care organization that is licensed in Louisiana to provide health services and who is currently under contract with the Louisiana Department of Health to provide services in the state, or other healthcare provider such as a primary care doctor or a behavioral health clinician.
  - 5.1.5. The school or after-care school program in which the Youth is enrolled.
  - 5.1.6. Youth and families may initiate a request for services to any of the referral sources identified herein.
- 5.2. Non-DCFS referral sources may forward a request for authorization of services to Contractor. Upon a determination by Contractor of eligibility for services, Contractor shall develop a CPN Service Plan for the Youth and/or Family and shall commence services.

- 5.3. Contractor shall follow a policy of no-rejection. The Contractor shall accept referrals from DCFS dedicated placement staff without further screening and Contractor shall maintain a wait list for youth and families referred, for whom there is no current opening. Prioritization of the admission order is determined by Contractor subject to DCFS review.

## **6. Definitions**

- 6.1. Community Pathways Network (CPN) – CPN is a robust community network delivery model of providers designed to provide early supports, promote stability, reduce reliance on the formal child welfare system, and promote long-term stability for children and caregivers.
- 6.2. Community Pathways Network Implementer (CPN Implementer) – An entity that is under contract with DCFS to lead the effective launch, onboarding, and operation of the Community Pathways Network (CPN) across new and existing sites in Louisiana by providing comprehensive project management, technical assistance, quality assurance, and communications in alignment with DCFS program standards and regulatory requirements.
- 6.3. Contract Monitor -- All work performed by the Contractor shall be monitored by one or more persons designated by DCFS as a Contract Monitor. The Contract Monitor is responsible for administering and enforcing the terms and conditions of this Contract and is the primary point of contact through which all information and/or communication pertaining to Contract compliance shall flow between DCFS and the Contractor.
- 6.4. Contractor – A Louisiana based community provider of early support services for foster care youth transitioning to adulthood and families who are at risk of involvement with DCFS
- 6.5. CPN Service Plan -- A CPN Service Plan is a personalized, written document developed for each Youth or family who is determined eligible and referred for CPN services. It serves as a roadmap for meeting the Youth or family's unique needs and goals while ensuring coordinated, trauma-informed person-centered care.
- 6.6. DCFS Planning and Programs – State Services – A division of DCFS.
- 6.7. Department -- Is the Louisiana Department of Children and Family Services (hereinafter “the Department” or “DCFS”).
- 6.8. Effective Date -- Is the date that this Contract is fully executed and becomes effective.
- 6.9. Eligible Youth – means a ‘child who is a candidate for foster care’ as defined in Section 475(13) of the Families First Prevention Services Act, 42 U.S.C. §675 (13)(FFPSA), namely a child who is identified in a prevention plan under section §471(e)(4)(A) as being at imminent risk of entering foster care (without regard to whether the child would be eligible for foster care maintenance payments or is or would be eligible for adoption assistance or kinship guardianship assistance payments) but who can remain safely in the child’s home or in a kinship placement as long as services or programs specified in §471(e)(1) of FFPSA that are necessary to prevent the entry of the child into foster care are provided. An Eligible Youth also includes a child whose adoption or

guardianship arrangement is at risk of a disruption or dissolution that would result in a foster care placement

- 6.10. Family – is a family identified by DCFS as a family currently involved with the child welfare system of Louisiana or is at risk of involvement that DCFS determines is eligible for services provided under this Contract.
- 6.11. Intensive Family Preservation Services (IFPS) – Intensive therapeutic and skill building interventions designed to keep youth at home in a safe, stable, and nurturing family environment, improve parenting capacity and family functioning, improve youth’s well-being, and prevent unnecessary out-of-home placement and/or safely facilitate the reunification of a child with their families.
- 6.12. Key Performance Indicator -- The performance indicators for which the provider of residential foster care services under this Contract is required to meet and report to the Department on a monthly basis.
- 6.13. Medicaid Enrolled Provider – A provider of Medicaid eligible services that is formally enrolled as a Medicaid provider in the State of Louisiana through the Louisiana Department of Health.
- 6.14. Temporary Assistance for Needy Families (TANF) -- Temporary Assistance for Needy Families (TANF) services are state-administered assistance and support services funded through Title IV-A of the Social Security Act and provided under the TANF block grant to help needy families with children achieve economic stability and self-sufficiency. TANF services are designed to accomplish one or more of the four statutory purposes established in federal law and are delivered pursuant to an approved state or tribal TANF plan.
- 6.15. Therapeutic Foster Care -- A specialized form designed for children and youth who have serious emotional, behavioral and mental health needs, often stemming from trauma, abuse and/or neglect.
- 6.16. Title IV-B services -- Title IV-B services are federally authorized child and family services funded under Title IV-B of the Social Security Act, designed to protect children, strengthen families, and promote safety, permanency, and well-being. These services are provided without regard to income and support prevention, family preservation, reunification, and adoption-related activities.
- 6.17. Title IV-E services -- Title IV-E services are federally authorized child welfare services and payments funded under Title IV-E of the Social Security Act, which provides federal financial participation (FFP) to states, territories, and tribes for eligible children and youth who require foster care, adoption assistance, kinship guardianship assistance, and certain prevention and permanency-related services. These services are intended to ensure child safety, permanency, and well-being while a permanent family arrangement is achieved.

## **7. Community Pathways Network (CPN) Individual Service Plan**

- 7.1. Each referred, eligible Youth and Family shall receive a culturally responsive, strength-based and trauma informed CPN Service Plan within seven (7) calendar days of the referral. The CPN Service Plan shall comprehensively address the Youth's or Family's services and needs and shall be updated no less than every year to reflect progress and changing circumstances.
- 7.2. The CPN Service Plan shall be formulated to the greatest extent practicable with the assistance of the Youth, the Youth's family or other permanent connection, DCFS, and the Contractor.
- 7.3. The CPN Service Plan shall clearly indicate the services to be delivered by the Contractor's staff and by its subcontractors.
  - 7.3.1. Wraparound Care and Case Progression Services, as described and defined in Section 8.4 herein, shall be incorporated into every CPN Service Plan.
- 7.4. Time frames and measurable progress toward the attainment of goals must be documented in the Youth's or Family's record and reviewed at quarterly conferences.

## **8. Scope of Services and Deliverables**

The Contractor shall provide trauma-informed services, directly or through DCFS approved subcontracts with community partners, in the Parishes of [name parishes], and in accordance with the CPN Service Plan for a Youth or Family that has been approved by DCFS or otherwise ordered by a court of competent jurisdiction. When authorized by DCFS and/or a court of competent jurisdiction, the services provided by Contractor, which are described and defined above in Section 2, shall conform to the following criteria, guidelines and deliverables.

### **8.1. Family Preservation and Stabilization**

- 8.1.1. Contractor shall provide intensive family preservation services (IFPS) following evidence-based practice models, which may include]de, but shall not be limited to, Homebuilders Intercept, or Child First program to stabilize families at imminent risk of foster care involvement, to be approved by and as defined by DCFS.
  - 8.1.1.1. Contractor shall be available 24/7 for crisis intervention and IFPS crisis response shall be made within ninety (90) minutes of request.
  - 8.1.1.2. Contractor shall notify Louisiana 988, when appropriate, for crisis support.
- 8.1.2. Contractor shall notify DCFS if attempts to contact the referred client were unsuccessful.
- 8.1.3. Contractor shall provide parenting education programs and coaching using evidence-based curriculums, which may include, but shall not be limited to, Triple P – Positive Parenting Program, The Nurturing Parenting Programs, The Incredible

Years, Parent-Child Interaction Therapy (PCIT), 24/7 Dad and Nurturing Fathers, or Parenting Wisely, to be approved by DCFS.

- 8.1.3.1. Parenting classes and programs shall be family-centered where safe and appropriate to do so.
  - 8.1.3.2. Programs and coaching will be delivered in-person, online, or a hybrid of both, as allowed by the evidence-based curriculum.
  - 8.1.3.3. Programs and coaching will be delivered as one-on-one, group, or in-home as needed by the family, as allowed by the evidence-based curriculum.
  - 8.1.3.4. Programs and coaching shall be offered at least monthly, and schedules shall be provided to the Clerk of Court.
  - 8.1.3.5. Programs and coaching shall be provided free of charge to the participant.
  - 8.1.3.6. Upon successful completion, Contractor shall provide participants with a certificate. Contractor shall file the certificate with the court if required to demonstrate compliance with an order.
  - 8.1.3.7. The Contractor shall ensure that evidence-based curriculum is duly approved by the local or parish court, as requested.
- 8.1.4. Contractor shall provide Emergency Concrete Supports to families as approved by DCFS in the CPN Service Plan.
- 8.1.4.1. Contractor shall be available 24/7 to receive written requests from DCFS to provide emergency concrete supports that vary from those approved in the CPN Service Plan. DCFS will provide Contractor with client first name, client last name, client date of birth, DCFS client ID number, specific supports required, delivery address, and contact person at the delivery address.
  - 8.1.4.2. Supports shall be provided as soon as practicable but no later than eight (8) hours of authorization when a delivery service is available. In other situations, where after hours of delivery service is unavailable or in areas where there is no service, supports shall be provided as soon practicable but in no circumstances beyond twenty-four (24) hours of request. Contractor shall obtain and retain signature of contact person to validate supports were delivered completely and timely.
  - 8.1.4.3. Emergency concrete supports shall include food or feeding items, clothing, personal hygiene items, infant formula, and transportation voucher for public transportation or a ride share such as Uber and Lyft.

- 8.1.4.4. Contractor shall provide authorized emergency concrete supports within twenty-four (24) hours of request and not to exceed established caps, as follows: bed (\$150), mattress (\$250), utility assistance (past due and current due; \$500), and housing assistance (\$1,000). Any other emergency concrete support shall require prior written approved by DCFS.
- 8.1.4.5. More than three requests in a 30-day period for concrete supports for the same family during the period of authorized services shall require prior approval from DCFS.
- 8.1.4.6. Concrete supports in excess of \$500 per family, per episode, shall require prior approval by DCFS. Contractor shall provide DCFS with all necessary information requested to provide approval.
- 8.1.4.7. Provision of concrete supports shall be assessed in conjunction with the family's needs as part of the CPN Service Plan in order to anticipate reasonable future expenses and avoid unnecessary emergencies.
- 8.1.4.8. Concrete supports purchased for foster youth shall follow the child.
- 8.1.4.9. Contractor shall retain receipts for all emergency concrete support purchases and label them with the following information to be provided by DCFS or the client: client first name, client last name, client date of birth, and DCFS client ID number.

## 8.2. Prevention and Early Intervention

- 8.2.1. Contractor shall utilize a brick-and-mortar community center as an entry point for provision of services.
  - 8.2.1.1. Contractor shall have a physical presence, either stand-alone, mobile, or shared, in communities with the greatest needs, based on the Casey Family Programs Community Opportunity Map for households below 200% of the current federal poverty level.
  - 8.2.1.2. Contract shall display signage identifying the building as a Community Pathways Network site.
  - 8.2.1.3. Contractor shall be open and available during hours that include evenings, weekends, and holidays, as needed by the community, to be approved in advance by DCFS.
- 8.2.2. Contractor shall provide behavioral and mental health counseling, and trauma-informed therapy using evidence-based models like Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), Eye Movement Desensitization and Reprocessing (EMDR) and Prolonged Exposure (PE), to be approved by DCFS.

- 8.2.2.1. Counseling and therapy will be delivered in-person, virtually, or a hybrid of both, as allowed by the evidence-based counseling or therapy.
- 8.2.2.2. Counseling and therapy will be delivered as one-on-one, group, or in-home as needed by the family, as allowed by the evidence-based counseling or therapy.
- 8.2.2.3. If available and in the best interest of the family, Contractor shall conduct a warm handoff to a Louisiana Department of Health (LDH) facility or provider in the region.
- 8.2.3. Contractor shall provide substance use recovery support and substance use treatment referral and care coordination.
  - 8.2.3.1. Contractor shall screen for substance use concerns as part of their assessment with the family.
  - 8.2.3.2. Contractor shall refer caregivers or youth to appropriate treatment providers and support services.
  - 8.2.3.3. Contractor shall facilitate communication between all service providers including substance use treatment centers, mental health therapists, medical providers, the court, and DCFS.
  - 8.2.3.4. Contractor shall facilitate, as necessary, and participate in care coordination and family-based treatment models including Family Drug Courts, Sobriety Treatment and Recovery Teams (START), and in-home recovery programs.
- 8.2.4. Contractor shall provide family violence programs using evidence-based curriculum like The Duluth Model, Caring Dads, or The Safe & Together Model, to be approved by DCFS.
  - 8.2.4.1. Programs will be delivered in-person, online, or a hybrid of both, as allowed by the evidence-based curriculum.
  - 8.2.4.2. Programs will be delivered as one-on-one, group, or in-home as needed by the family, as allowed by the evidence-based curriculum.
  - 8.2.4.3. Programs shall be offered at least monthly, and schedules shall be provided to the Clerk of Court.
  - 8.2.4.4. Programs shall be provided free of charge to the participant.
  - 8.2.4.5. Upon successful completion, Contractor shall provide participants with a certificate. Contractor shall file the certificate with the court if required to demonstrate compliance with an order.

8.2.4.6. The Contractor shall ensure that evidence-based curriculum is duly approved by the local or parish court, as requested.

8.2.4.7. Contractor shall refer survivors to family violence advocacy centers for shelter and supports, with priority given to those centers contracted with DCFS.

### 8.3. Services for Caregivers

8.3.1. Contractor shall recruit and train foster caregivers including relative kin, fictive kin, general foster caregiver, emergency foster caregiver, respite caregiver, and foster-to-adoptive caregiver.

8.3.1.1. Contractor will receive from DCFS quarterly data regarding the number of foster caregivers certified and needed in the Contractor's service area. Contractor shall develop and implement a recruitment strategy to resolve the need, to be approved by DCFS.

8.3.1.2. Contractor shall participate in focus groups with DCFS to develop and implement modern technology for foster caregiver training and certification.

8.3.1.3. Contractor shall use DCFS approved pre-service and in-service certification curriculum.

8.3.1.4 Contractor shall provide scheduled and emergency respite care services, based on community needs and as required by DCFS.

8.3.1.3.1. Respite caregivers shall have appropriate training, certifications and clearances (such as criminal background and Central Registry) as required by DCFS for all foster parents.

8.3.1.3.2. Respite care shall not be provided during the overnight hours of 12:00 midnight to 6:00 am.

8.3.1.3.3. Respite care shall be limited to no more than six (6) hours per session.

8.3.2. Contractor shall provide supportive services to foster caregivers including relative kin, fictive kin, general foster caregiver, emergency foster caregiver, respite caregiver, and foster-to-adoptive caregiver.

8.3.3. The Contractor shall provide peer mentor programs using evidence-based models like Parent Partner Programs and Kinship Peer Mentoring, to be approved by DCFS.

- 8.3.3.1. Programs will be delivered in-person, online, or a hybrid of both, as allowed by the evidence-based practice.
- 8.3.3.2. Programs will be delivered as one-on-one, group, or in-home as needed by the family, as allowed by the evidence-based practice.
- 8.3.3.3. Programs shall be offered as determined necessary by the case planning, as requested by a parent involved with child welfare, or as requested by DCFS.
- 8.3.3.4. Programs shall be provided free of charge to the participant.
- 8.3.3.5. Contractor shall employ a paid or volunteer Parent Mentor(s) and/or Parent Peer Support(s) who shall be a person with a closed child welfare case who has successfully reunified with their children or maintained custody of their children, as approved by DCFS.
- 8.3.3.6. The Parent Mentor or Parent Peer Support will serve a parent who is newly involved with child welfare by helping them to understand the child welfare process, explaining the role of court and caseworkers, and modeling effective self-advocacy.
- 8.3.3.7. Contractor shall provide the Parent Mentor or Parent Peer Support with a structured mentoring and supervision/support program that is informed by the Casey Family best practices accessed at <https://www.casey.org/parent-partner-recruit-train/> and as approved by DCFS.
- 8.3.3.8. Contractor shall employ a paid or volunteer Kinship Mentor(s) who shall be a person who has successfully served as a kinship caregiver raising a relative's child.
- 8.3.3.9. The Kinship Mentor will serve a new kinship caregiver by helping them to navigate legal and financial supports, connecting them to community resources, and providing emotional support for the grief and stress accompanying kinship caregiving.
- 8.3.4. The Contractor shall provide emergency concrete supports to caregivers as requested and approved by DCFS.
  - 8.3.4.1. Contractor shall be available 24/7 to receive verbal requests from DCFS to provide emergency concrete supports. DCFS will provide Contractor with client first name, client last name, client date of birth, client ID number, specific supports required, delivery address, and contact person at the delivery address when concrete supports are for a DCFS client.

- 8.3.4.2. Supports shall be provided as soon as practicable but no later than eight (8) hours of authorization when a delivery service is available. In other situations, where after hours of delivery service is unavailable or in areas where there is no service, supports shall be provided as soon practicable but in no circumstances beyond twenty-four (24) hours of request. Contractor shall obtain and retain signature of contact person to validate supports were delivered completely and timely.
- 8.3.4.3. Emergency concrete supports shall include food or feeding items, clothing, personal hygiene items, infant formula, and transportation voucher for public transportation or a ride share such as Uber and Lyft.
- 8.3.4.4. Emergency concrete supports include two days clothing, personal hygiene item, or infant formula.
- 8.3.4.5. Concrete supports, purchased for foster youth, shall follow the child.
- 8.3.4.6. Contractor shall obtain and retain receipts for all emergency concrete support purchases and label them with the following information to be provided by DCFS or the client: client first name, client last name, client date of birth, and client ID number, if applicable.

#### 8.4. Wraparound Care and Case Progression

- 8.4.1. Contractor shall provide case progression services to move families continuously and from crisis to stability and permanency.
  - 8.4.1.1. Contractor shall conduct an initial family intake and needs assessment and develop as part of the CPN Services Plan customized family supports using the research-informed model “Strengthening Families Protective Factors Framework” accessed here: <https://cssp.org/ideas-in-action/our-work/projects/protective-factors-framework/>
  - 8.4.1.2. Contractor shall conduct the initial contact with a referred family and conduct an in-home assessment consistent with the development of the CPN Services Plan as described in Section 7 herein.
  - 8.4.1.3. Contractor shall employ paid or volunteer professionals who are trained to recognize and build on a family’s strengths as opposed to just addressing risks.
  - 8.4.1.4. Contractor shall ensure the family support plan has measurable outcomes to move the family from crisis to stability or to permanency and is focused on developing solutions. The plan shall include at least monthly milestones to document measurable outcomes.

- 8.4.1.5. Contractor shall ensure the family support plan maximizes natural supports and does not solely rely on professional services.
- 8.4.1.6. Contractor shall make a minimum of one face-to-face contact with each family per month with the flexibility to provide the maximum number of contacts a family requests or needs to move toward stability.
- 8.4.1.7. Contractor shall provide a written progress report at least monthly to the DCFS caseworker.
- 8.4.2. Contractor shall provide service navigation and coordination to help families successfully access programs across agencies.
  - 8.4.2.1. Contractor shall identify service needs of a family during every interaction and provide service navigation and coordination assistance within twenty-four (24) hours.
  - 8.4.2.2. Contractor shall have resources available including telephones, computers, and printer/copiers available for families to use to complete initial or renewal applications for services.
  - 8.4.2.3. Contractor shall develop and maintain a full inventory of all state and local services available to families, including phone directories, mobile applications, and website links.
  - 8.4.2.4. Contractor shall directly assist a family in applying for public benefits including Medicaid, SNAP, TANF, FITAP, Child Care Assistance, and KCSP either by phone or internet and with a warm hand off.
  - 8.4.2.5. Contractor shall stay abreast of and immediately implement state resources as they become available, such as One Door, and as directed by DCFS.
- 8.4.3. Contractor shall develop and maintain community engagement with partners.
  - 8.4.3.1. Contractor shall participate in community collaboratives that support foster families as identified by DCFS, including, specifically, the Louisiana Foster Alliance.
  - 8.4.3.2. Contractor shall create community engagement using the research-informed model “Collective Impact Framework.” The framework shall be implemented with fidelity while maximizing organic relationships and power-sharing across partners.
  - 8.4.3.3. Contractor shall employ paid or volunteer individuals with lived experience of social issues including education, homelessness, child welfare

involvement, and public health to engage the community, neighborhoods, and families.

- 8.4.3.4. Contractor shall establish a Youth & Family Advisory Board at each parish level consisting of representatives from the government, DCFS, juvenile courts, businesses, service and healthcare providers, emergency responders, churches, schools, nonprofits, elected officials, community members, child welfare stakeholders, neighborhood residents, and those individuals with lived experience. Parish meetings may be combined due to size or location if best for the community and with DCFS approval.
- 8.4.3.5. Contractor shall provide for Parent, Youth, Kinship, and Adoptive mentors to join, attend, and provide leadership in a local Youth and Family Advisory Board.
- 8.4.3.6. Contractor shall provide for Parent, Youth, Kinship, and Adoptive mentors to meet with DCFS state level leadership to bring information, needs, and feedback from the local level to state level meetings each quarter.
- 8.4.3.7. Contractor shall provide for engagement in neighborhoods identified with the highest population of residents living in poverty and at risk of adverse outcomes as identified on the Casey Family Opportunities Map.
- 8.4.3.8. Contractor shall host and facilitate a monthly or quarterly meeting (based on community needs) with the Youth & Family Advisory Boards to identify gaps in services and community needs, design and implement local strategies to achieve the community needs and service delivery goals of the Community Pathways Network, build a network of accessible services to meet community needs, and champion the work with policy makers, government leaders and funders.
- 8.4.3.9. Contractor shall host informational/community education sessions at least quarterly to educate the community about the services provided by the Community Pathways Network, and the outstanding needs in the community.
- 8.4.3.10. Contractor shall analyze data and identify communities with increasing need. Contractor shall implement boots-on-the-ground efforts to inform community members of services available.
- 8.4.3.11. Contractor shall assist communities with developing community plans to increase services and provide for gaps in services when needs are found.

## 8.5. Reunification and Post-Permanency Support Services

- 8.5.1. Contractor shall provide supervised visitation and coaching support services.

- 8.5.1.1. Contractor shall support reunification efforts as requested by the court or DCFS by supervising child visitations and provide parent coaching within those visitations as requested.
- 8.5.1.2. Contractor shall be an impartial active observer and protector, creating a secure environment for the child to have a meaningful visit with a parent.
- 8.5.1.3. Contractor must ensure the visit is free from abuse or neglect and must be able to hear and see the child and parent at all times.
- 8.5.1.4. Contractor must ensure any orders of the court such as exchange of gifts or physical contact is adhered to.
- 8.5.1.5. Contractor shall make detailed notes of the visit and provide documentation as requested by the court or DCFS.
- 8.5.1.6. Contractor will provide post-visit parenting education program information as necessary.
- 8.5.2. The Contractor shall provide short-term in-home Intensive Family Preservation Services (IFPS) to caregivers following research-informed models like Homebuilders or Pathways Home, to be approved by DCFS.
  - 8.5.2.1. In-home IFPS services shall be provided for no less than 90 days
  - 8.5.2.2. Programs will be delivered in-person, online, or a hybrid of both, as allowed by the evidence-based curriculum.
  - 8.5.2.3. Programs will be delivered as one-on-one, group, or in-home as needed by the family, as allowed by the evidence-based curriculum.
  - 8.5.2.4. Programs shall be offered at least monthly, and schedules shall be provided to the Clerk of Court.
  - 8.5.2.5. Programs shall be provided free of charge to the participant.
  - 8.5.2.6. Upon successful completion, Contractor shall provide participants with a certificate. Contractor shall file the certificate with the court if required to demonstrate compliance with an order.
- 8.5.3. Contractor shall provide Adoption Stabilization Services.
  - 8.5.3.1. Contractor shall provide services and support to a family who has adopted a child from DCFS custody to help the family manage challenges arising after the permanency order is finalized.

- 8.5.3.2. Contractor shall provide counseling and trauma-informed therapy sessions as needed.
- 8.5.3.3. Counseling and therapy will be delivered in-person, virtually, or a hybrid of both, as allowed by the evidence-based counseling or therapy.
- 8.5.3.4. Counseling and therapy will be delivered as one-on-one, group, or in-home as needed by the family, as allowed by the evidence-based counseling or therapy.
- 8.5.3.5. Contractor shall assist the adoptive parent in applying for and receiving Medicaid, adoption subsidies, or any other benefits needed.
- 8.5.3.6. Contractor shall employ a paid or volunteer Post-Adoption Mentor(s) who shall be a person with who has successfully adopted a child from DCFS custody.
- 8.5.3.7. The Post-Adoption Mentor will serve new adoptive parents by providing guidance, support, and encouragement.

#### 8.6. Youth Development Services

- 8.6.1. Contractor shall serve as partner to youth aging out of foster care.
  - 8.6.1.1. Contractor shall have resources available including telephones, computers, and printer/copiers available for youth to use to complete initial or renewal applications for services.
  - 8.6.1.2. Contractor shall develop and maintain a full inventory of all state and local services available to youth, including phone directories, mobile applications, and website links.
  - 8.6.1.3. Contractor shall directly assist youth in applying for public benefits including Medicaid, SNAP, and training and employment services either by phone or internet.
  - 8.6.1.4. Contractor shall stay abreast of and immediately implement state resources as they become available, such as One Door, and as directed by DCFS.
  - 8.6.1.5. Contractor shall employ a paid Foster Youth Mentor(s) who shall be a person with who has been in the foster care system to be approved by DCFS.
  - 8.6.1.6. The Foster Youth Mentor will serve youth aging out of foster care by providing emotional support, teaching life skills, planning for life skill practice with the caregiver and youth, connecting them to resources, and

helping them to build their social network. The Contractor shall provide the Foster Youth Mentor with a structured mentoring and supervision/support program as approved by DCFS.

8.6.1.7. The Foster Youth Mentor will provide guidance to youth regarding and participate in Administrative Reviews for youth in Extended Foster Care, as designated by DCFS.

8.6.1.8. Contractor will work with youth to assess any needs within the foster care system and assist youth in working with DCFS to promote positive changes to the system.

## 9. Key Performance Standards

9.1. The Contractor performance will be assessed against Key Performance Indicators (KPIs) on a monthly basis. Contractor will provide to DCFS all KPI data within ten (10) calendar days of the end of a month.

9.2. KPIs will include but are not limited to service delivery timeliness, family preservation rate, placement stability, caregiver satisfaction, youth well-being outcomes, and data accuracy and reporting compliance.

9.3. Contractor shall submit monthly reporting on all KPIs. DCFS will publicly post aggregated results on a quarterly basis.

9.4. Performance outcomes will directly affect performance payments as described in Sec. 15.2.3 of this Contract.

<b>Outcome/Goal</b>	<b>KPI – Safety &amp; Permanency</b>	<b>Target</b>
Safety	Percent of children in care with no substantiated maltreatment by Contractor and staff.	100%
Permanency	Youth and families reunified within 12 months of entering CPN services.	60%
<b>Outcome/Goal</b>	<b>KPI – Outcomes/Impact of CPN Services</b>	<b>Target</b>
Foster Care Placement	Reduction of Rate of Youth entering Foster Care per 1,000 at risk	5%
Retention	Foster Caregiver retention over 12 months	>75%
Youth Placement	Youth placed in Community Based Settings (Non-Congregate)	>80%
CPN Service Utilization	Percentage of Families referred to Prevention Services	>75%
Reduced Absenteeism	Chronic Absenteeism rate for Youth receiving CPN Services	<5%
Youth Satisfaction	Percentage of Youth expressing satisfaction with CPN Services	>90%
Family Satisfaction	Percentage of Families expressing satisfaction with CPN Services	>90%
Address SDOH	Percentage of CPN services (per quarter) that address Social Determinants of Health	>75%

<b>Outcome/Goal</b>	<b>KPI -- Timeliness of Services</b>	<b>Target</b>
Initial Contact	Intake and Safety Assessment within 7 days of eligibility determination	95%
Service Initiation	Where services are already established, continue individualized treatment services within 5 calendar days of admission	100%
CPN Service Plan	Develop a culturally responsive, strength-based CPN Service Plan within 7 calendar days of admission	100%

<b>Outcome/Goal</b>	<b>KPI – Administrative Efficiency</b>	<b>Target</b>
Documentation Accuracy	Error rate in case records and billing	<5%
Timely Reporting	Submission of monthly reports to DCFS on time	95%
Timely Reporting	Submission of critical incident report within 3 calendar days	95%
Staffing	Appropriate staff to resident ratios will be maintained at all times.	95%

<b>Outcome/Goal</b>	<b>KPI – Compliance</b>	<b>Target</b>
License Deficiencies	Number of DCFS license deficiencies	<3% monthly
Corrective Action Plans	Timely implementation of all corrective actions per CAP	100%
Audit Responsiveness	Respond to audit inquiries and requests for data/information within 5 calendar days of the request.	100%

## 10. Contractor Requirements

### 10.1. Technical Requirements

- 10.1.1. Contractor will maintain secure systems for tracking services and electronically submitting required documentation to DCFS. Data must be securely stored and meet all applicable state and federal privacy compliance standards.
- 10.1.2. Contractor shall adhere to all applicable published state security policies, which may be located at <https://www.doa.la.gov/oa/ots/policies-and-forms/>
- 10.1.3. Contractor will be required to transmit all non-proprietary data which is relevant for analytical purposes to DCFS on a regular schedule in XML format. Final determination of relevant data will be made by DCFS based on collaboration between both parties. The schedule for transmission of the data will be established by DCFS and dependent on the needs of DCFS related to the data being transmitted. XML files for this purpose will be transmitted via SFTP to DCFS. Any other data or

method of transmission used for this purpose must be approved via written agreement by both parties.

- 10.1.4. Contractor shall be responsible for procuring and maintaining hardware, software, license, and subscription resources that are sufficient to perform the services detailed in this Contract at the service level specified.
- 10.1.5. The Contractor shall adhere to applicable state and federal regulations and guidelines as well as industry standards and best practices for systems or functions required to support the requirements of this Contract.
- 10.1.6. Unless explicitly stated to the contrary, the Contractor is responsible for all expenses required to obtain access to DCFS systems or resources that are relevant to successful completion of the requirements of this Contract. The Contractor is also responsible for expenses required for DCFS to obtain access to the Contractor's systems or resources that are relevant to the successful completion of the requirements of this Contract. Such expenses are inclusive of hardware, software, network infrastructure, and any licensing costs.
- 10.1.7. Any confidential information must be encrypted to FIPS 140-2 standards when at rest or in transit.
- 10.1.8. Contractor owned resources must be compliant with industry standard physical and procedural safeguards (NIST SP 800-114, NIST SP 800-66, NIST 800-53A, ISO 17788, etc.) for confidential information (HITECH, HIPAA part 164).
- 10.1.9. Any Contractor use of flash drives or external hard drives for storage of DCFS data must first receive written approval from DCFS and upon such approval shall adhere to FIPS 140-2 hardware-level encryption standards.
- 10.1.10. All Contractor utilized computers and devices must:
  - 10.1.10.1. Be protected by industry standard virus protection software that is automatically updated on a regular schedule;
  - 10.1.10.2. Have installed all security patches that are relevant to the applicable operating system and any other system software; and
  - 10.1.10.3. Have encryption protection enabled at the operating system level.
- 10.1.11. DCFS reserves the right to require secure API access to case-level data of state monitoring and recordation in the State's system of record.

## 10.2. Staffing Requirements

- 10.2.1. All employees, both paid and volunteer, must pass a background check compliant with state and federal child welfare law and receive clearance from the DCFS State

Central Registry. The Contractor shall submit a comprehensive list of all current staff in an annual statement to DCFS, indicating if the staff have a background check and State Central Registry clearance.

- 10.2.2. All paid or volunteer Parent Peer Supports or Parent Mentors shall complete and pass criminal background and Central Registry checks and receive training of evidence-based model being utilized by the Contractor.
- 10.2.3. Contractor shall prohibit substance use for all employees, both paid and volunteer.
- 10.2.4. Contractor shall have in place the organizational, operational, managerial and administrative capacity to fulfill all contract requirements outlined in this Contract. No later than the start date of the Contract, the Contractor shall submit an organizational chart including names and titles.
- 10.2.5. Contractor must employ sufficient staffing and utilize appropriate resources to achieve contractual compliance. The Contractor's resource allocation must be adequate to achieve outcomes in all service delivery areas within the organization. Adequacy will be evaluated based on outcomes and compliance with contractual and DCFS policy requirements, including the requirement for providing culturally competent services to all clients, including those with limited English proficiency, diverse cultural and ethnic backgrounds, and disabilities. If the Contractor does not achieve the desired outcomes or maintain compliance with contractual obligations, additional monitoring and regulatory action may be employed by DCFS, including but not limited to requiring the Contractor to hire additional staff.
- 10.2.6. For the duration of the contract, the Contractor shall include at a minimum the following qualified key staff, who must be present for onsite meetings at DCFS in Baton Rouge within forty-eight (48) hours' notice:
  - 10.2.6.1. Community Pathways Network Director who must have at least five (5) years of experience in managing a community-based care project of equal or greater scope.
  - 10.2.6.2. Clinical Director who must have at least five (5) years of experience in delivering community-based care, preferably to children or families involved with DCFS; and
  - 10.2.6.3. Community Engagement Manager who must have at least five (5) years of experience in facilitating community-based collaboration.
- 10.2.7. The Contractor shall remove or reassign, upon written request from DCFS, any employee or subcontractor employee that DCFS deems to be unacceptable.
- 10.2.8. DCFS shall approve all key staff before the key staff member commences work under this contract.

- 10.2.9. An individual may not occupy more than one (1) key staff position, unless prior approval is obtained by DCFS.
- 10.2.10. Contractor shall inform DCFS in writing within seven (7) calendar days of the resignation or termination of any of the key staff positions. Staff assignments shall be fully covered at all times, and the name of the interim contact person must be included in the notification. The vacancy shall be filled within thirty (30) calendar days. The name and resume of the replacement of key staff must be submitted to DCFS for approval. Upon approval, Contractor shall submit to DCFS a revised organization chart complete with key staff time allocation.
- 10.2.11. Contractor shall replace resigned or terminated key staff with a person of equivalent experience, knowledge and talent, to be approved by DCFS.
- 10.2.12. Contractor shall provide the appropriate staff representation for attendance and participation in meetings and/or events scheduled by DCFS. All meetings shall be considered mandatory unless otherwise indicated.

10.3. Subcontracting

- 10.3.1. This Contract shall be entered into between DCFS, and a single prime Contractor and the prime Contractor shall be responsible for the performance of all requirements of this Contract. This requirement notwithstanding, Contractor may enter into one or more subcontractor arrangements to assist the Contractor in the performance of the Contract; however, Contractor acknowledges their full responsibility for the entire Contract.
- 10.3.2. If the Contractor intends to subcontract for any portion of the work, the Contractor shall have a continuing obligation under the Contract to identify to DCFS any subcontractor relationships, including copies of subcontract agreements that specify all CPN related tasks to be performed by the subcontractor. The prime Contractor shall be the single point of contact for all subcontract work.
- 10.3.3. The Contractor shall not contract with any entity or person for any of the services required herein contracted without the prior written approval of DCFS.
- 10.3.4. For subcontractor(s), before commencing work, the Contractor will provide letters of agreement, contracts or other forms of commitment which demonstrate that all requirements pertaining to the Contractor will be satisfied by all subcontractors through the following:
  - 10.3.4.1. The subcontractor(s) will provide a written commitment to accept all contract provisions; and

10.3.4.2. The subcontractor(s) will provide a written commitment to adhere to an established system of accounting and financial controls adequate to permit the effective administration of the contract.

10.3.5. The Contractor shall not contract with any other vendor under a business agreement for the furnishing of any good, product, or merchandise, or the supplying of any good or services required by the contract without the prior written approval of DCFS. The Contractor shall not substitute any vendor under a business agreement without the prior written approval of DCFS. For vendor(s), before commencing work, the Contractor shall provide letters of agreement, contracts or other forms of commitment which demonstrate that all requirements pertaining to the Contractor will be satisfied by all vendors through the following:

10.3.5.1. The vendor(s) shall provide a written commitment to accept all contract provisions; and

10.3.5.2. The vendor(s) shall provide a written commitment to adhere to an established system of accounting and financial controls adequate to permit the effective administration of the contract.

10.3.6. Contractor shall submit all subcontracts for the provision of any services under this Contract to DCFS for prior review and approval. DCFS shall have the right to review and approve or disapprove any and all subcontracts entered into for the provision of any services under this contract.

#### 10.4. Insurance

10.4.1. Insurance shall be placed with insurers with an A.M. Best's rating of no less than A-VI. This rating requirement shall be waived for Workers' Compensation coverage only. The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

10.4.2. Contractor shall not commence work under this contract until it has obtained all insurance required herein, including but not limited to Automobile Liability Insurance, Workers' Compensation Insurance and General Liability Insurance. Certificates of Insurance, fully executed by officers of the Insurance Company, shall be filed with DCFS for approval. The Contractor shall be named as the insured on the policy. The Contractor shall not allow any Subcontractor to commence work on subcontract until all similar insurance required for the Subcontractor has been obtained and approved. If so requested, the Contractor shall also submit copies of insurance policies for inspection and approval of DCFS before work is commenced. Said policies shall not be canceled, permitted to expire, or be changed without thirty

(30) calendar days' written notice in advance to DCFS and consented to by DCFS in writing and the policies shall so provide.

10.4.3. Minimum Scope and Limits of Insurance

10.4.3.1. Workers' Compensation Insurance

10.4.3.1.1. Contractor shall obtain and maintain during the life of the contract, Workers' Compensation Insurance in compliance with the Workers' Compensation laws of Louisiana and of the State of the Contractor's headquarters. Employers' Liability is included with a minimum limit of \$500,000 per accident/per disease/per employee.

10.4.3.2. Commercial General Liability Insurance

10.4.3.2.1. Contractor shall obtain and maintain during the life of the contract such Commercial General Liability Insurance, including Personal and Advertising Injury Liability, which shall have a minimum limit per occurrence of \$1,000,000.00 and a minimum general aggregate of \$2,000,000.00. The Insurance Services Office (ISO) Commercial General Liability occurrence coverage form CG 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. Claims-made form is unacceptable.

10.4.3.3. Automobile Liability

10.4.3.3.1. Contractor shall obtain and maintain during the life of the contract, Automobile Liability Insurance, in an amount not less than combined single limits of \$1,000,000 per occurrence. ISO form number CA 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. This insurance shall include third-party bodily injury and property damage liability for owned, hired, and non-owned automobiles.

10.4.3.4. Professional Liability (Errors and Omissions)

10.4.3.4.1. Contractor shall obtain and maintain during the life of the contract such Professional Liability (Error & Omissions) insurance which covers the professional errors, acts, or omissions of the Contractor, and shall have a minimum limit of \$1,000,000.00. Claims-made coverage is acceptable. The date of the inception of the policy must be no later than the first date of the anticipated work under this contract. It shall

provide coverage for the duration of this contract and shall have an expiration date no later than 30 calendar days after the anticipated completion of the contract. The policy shall provide for an extended reporting period of not less than 24 months, with full reinstatement of limits, from the expiration date of the policy.

10.4.3.5. Subcontractor's Insurance

10.4.3.5.1. Contractor shall require that any and all Subcontractors, which are not protected under the Contractor's own insurance policies, take and maintain insurance of the same nature and in the same amounts as required of the Contractor.

10.4.4. Deductibles and Self-Insured Retentions

10.4.4.1. Any deductibles or self-insured retentions must be declared to and accepted by DCFS. The Contractor shall be responsible for all deductibles and self-insured retentions.

10.4.5. Other Insurance Provisions

10.4.5.1. The policies are to contain, or be endorsed to contain, the following provisions:

10.4.5.1.1. General Liability and Automobile Liability Coverage

10.4.5.1.1.1. DCFS, its officers, agents, employees and volunteers shall be named as an additional insured as regards negligence by the Contractor. ISO Form CG 20 10 (current form approved for use in Louisiana), or equivalent, is to be used when applicable. The coverage shall contain no special limitations on the scope of protection afforded to DCFS.

10.4.5.1.1.2. Contractor's insurance shall be primary as respects to DCFS, its officers, agents, employees and volunteers. Any insurance or self-insurance maintained by DCFS shall be excess and non-contributory of the Contractor's insurance.

10.4.5.1.1.3. Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the policy limits.

10.4.5.1.2. Workers' Compensation and Employers' Liability Coverage

10.4.5.1.2.1. The insurer shall agree to waive all rights of subrogation against DCFS, its officers, agents, employees and volunteers for losses arising from work performed by the Contractor for DCFS.

10.4.5.1.3. All Coverage

10.4.5.1.3.1. Coverage shall not be canceled, suspended, or voided by either party (the Contractor or the insurer) or reduced in coverage or in limits except after 30 calendar days written notice has been given to DCFS. Ten-day written notice of cancellation is acceptable for non-payment of premium. Notifications shall comply with the standard cancellation provisions in the Contractor's policy.

10.4.5.1.3.2. Neither the acceptance of the completed work nor the payment thereof shall release the Contractor from the obligations of the insurance requirements or indemnification agreement.

10.4.5.1.3.3. The insurance companies issuing the policies shall have no recourse against DCFS for payment of premiums or for assessments under any form of the policies.

10.4.5.1.3.4. Any failure of the Contractor to comply with reporting provisions of the policy shall not affect coverage provided to DCFS, its officers, agents, employees and volunteers.

10.4.6. Acceptability of Insurers

10.4.6.1. All required insurance shall be provided by a company or companies lawfully authorized to do business in the jurisdiction in which the Project is located. Insurance shall be placed with insurers with an A.M. Best's rating of A-: VI or higher. This rating requirement may be waived for workers' compensation coverage only.

10.4.6.2. If at any time an insurer issuing any such policy does not meet the minimum A.M. Best rating, the Contractor shall obtain a policy with an insurer that meets the A.M. Best rating and shall submit another Certificate of Insurance as required in the contract.

10.4.7. Verification of Coverage

10.4.7.1. Contractor shall furnish the Department with Certificates of insurance reflecting proof of required coverage. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf and shall have the policy's cancellation provision endorsement attached. The Certificates are to be received and approved by DCFS before work commences and upon any contract renewal thereafter.

10.4.7.2. Upon failure of the Contractor to furnish, deliver and maintain such insurance as above provided, this contract, at the election of DCFS, may be suspended, discontinued or terminated. Failure of the Contractor to purchase and/or maintain any required insurance shall not relieve the Contractor from any liability or indemnification under the contract.

10.4.8. Subcontractors

10.4.8.1. Contractor shall include all subcontractors as insured under its policies or shall be responsible for verifying and maintaining the Certificates provided by each subcontractor. Subcontractors shall be subject to all of the requirements stated herein. DCFS reserves the right to request copies of subcontractor's Certificates at any time.

10.4.9. Workers' Compensation Indemnity

10.4.9.1. In the event Contractor is not required to provide or elects not to provide workers' compensation coverage, the parties hereby agree that Contractor, its owners, agents and employees will have no cause of action against, and will not assert a claim against, the State of Louisiana, its departments, agencies, agents and employees as an employer, whether pursuant to the Louisiana Workers' Compensation Act or otherwise, under any circumstance. The parties also hereby agree that the State of Louisiana, its departments, agencies, agents and employees shall in no circumstance be, or considered as, the employer or statutory employer of the Contractor, its owners, agents and employees. The parties further agree that Contractor is a wholly independent Contractor and is exclusively responsible for its employees, owners, and agents. Contractor hereby agrees to protect, defend, indemnify and hold the State of Louisiana, its departments, agencies, agents and employees harmless from any such assertion or claim that may arise from the performance of this contract.

10.5. Cost Matching

10.5.1. PSSF Grant Funds

10.5.1.1. In accordance with the terms and conditions of the PSSF program, the Contractor shall provide an in-kind match valued at 25% of the contract cost

pertaining to PSSF. The in-kind match may include, but is not limited to, donated goods, services, staff time, or other non-cash contributions that directly support the scope of work.

10.5.2. Chafee Funds

10.5.2.1. In accordance with the terms and conditions of the Chafee program, the Contractor shall provide an in-kind match valued at 20% of the contract cost pertaining to Chafee. The in-kind match may include, but is not limited to, donated goods, services, staff time, or other non-cash contributions that directly support the scope of work.

10.5.3. The Contractor shall assign a fair market value to all in-kind contributions in accordance with generally accepted accounting principles.

10.5.4. The Contractor shall maintain detailed records of all in-kind contributions, including descriptions, dates, estimated values, and the persons or entities providing the contributions.

10.5.5. The Contractor shall submit documentation listing all in-kind match contributions as part of the regular monthly invoice.

10.5.6. DCFS reserves the right to verify the in-kind match through audits, site visits, or requests for supporting documentation.

10.5.7. In accordance with the terms and conditions of the Title IV-E program, federal matching funds are provided at the Federal Medical Assistance Percentage (FMAP), which ranges from 50 to 83 percent, depending on the state's per capita income. Matching funds are provided based on the expenditures made on behalf of children determined eligible for the program who are placed in a family foster home or childcare institution (CCI) that meets applicable licensure and safety related requirements.

10.6. Reporting Requirements

10.6.1. In accordance with templates and dashboards established by CPN Implementer and approved by DCFS, Contractor shall upload all data required to be reported to DCFS under the Contract to DCFS in the manner prescribed by DCFS.

10.6.2. Contractor shall submit a monthly report, to be approved by DCFS, within fifteen (15) calendar days of the end of the month in which services were rendered. The report shall contain information for the month, and in aggregate for the contract period, that details quantity of each deliverable provided and adherence rate to service level requirement.

- 10.6.3. Contractor shall maintain supporting documentation for every deliverable provided including sign-in sheets.

10.7. Contract

- 10.7.1. The contract between DCFS and the Contractor consists of the DCFS contract form CF-1 including its attachments and exhibits. In addition to the terms of the contract and supplements, the following are incorporated into the contract:

10.7.1.1. Personnel Assignments

- 10.7.1.1.1. The Contractor's key staff assigned to this contract may not be replaced without the prior written consent of DCFS. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. Key staff for these purposes will be determined during contract negotiation.

10.7.1.2. Entire Agreement

- 10.7.1.2.1. The DCFS Contract Form, (including its attachments and exhibits) constitutes the entire agreement between the parties with respect to the subject matter.

10.7.1.3. Board Resolution/Signature Authority

- 10.7.1.3.1. The Contractor, if a corporation, shall secure and attach to the contract a formal Board Resolution indicating the signatory to the contract is a corporate representative and authorized to sign said contract.

10.7.1.4. Warranty to Comply with State and Federal Regulations

- 10.7.1.4.1. The Contractor shall warrant that it shall comply with all state and federal regulations as they exist at the time of the contract or as subsequently amended.

10.7.1.5. Warranty of Removal of Conflict of Interest

- 10.7.1.5.1. The Contractor shall warrant that it, its officers, and employees have no interest and shall not acquire any interest, direct or indirect, which conflicts in any manner or degree with the performance of services hereunder. The Contractor shall periodically inquire of its officers and employees concerning such conflicts and shall inform DCFS promptly of any potential conflict. The Contractor shall warrant that it

shall remove any conflict of interest prior to signing the contract.

#### 10.7.1.6. Corporation Requirements

10.7.1.6.1. The Contractor must provide written assurance to DCFS from Contractor’s legal counsel that the Contractor is not prohibited by its articles of incorporation, bylaws or the laws under which it is incorporated from performing the services required under the contract.

#### 10.7.1.7. Contract Controversies

10.7.1.7.1. Any claim or controversy arising out of the contract shall be resolved by the provisions of Louisiana Revised Statutes 39:1672.2-1672.4.

#### 10.7.1.8. Applicable Law

10.7.1.8.1. This contract shall be governed by and interpreted in accordance with the laws of the State of Louisiana including but not limited to La. R.S. 39:1551-1736 (Louisiana Procurement Code); purchasing rules and regulations; executive orders; terms and condition; and specifications listed in this Contract. Venue of any action brought with regard to this contract shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

#### 10.7.1.9. Intellectual Property

10.7.1.9.1. Any and all Contractor or 3rd party intellectual property (including but not limited to data, records, materials, documents, software, processes, and techniques) not first developed for the State in the performance of the contract remain the sole and exclusive property of Contractor or such 3rd party.

#### 10.7.1.10. Equitable Adjustments

10.7.1.10.1. Should there be any change in the scope of work which results in new deliverables or requirements (including statutory, regulatory, or policy requirements), the parties shall (1) identify the change and impact on scope, deliverables, or contract compliance, (2) document and substantiate level of effort and cost (3) negotiate an adjustment to price and/or performance standards, as applicable, and (4) arrive at an

agreement within thirty (30) calendar days after DCFS requests the change. All changes and/or contract amendments will be in adherence with State procurement laws and rules.

## **11. Contract Monitoring and Audits**

- 11.1. All work performed by the Contractor shall be monitored in each DCFS region by a person designated as a Contract Monitor. DCFS will notify the Contractor of the Contract Monitor for its region(s). The Contract Monitor is responsible for administering and enforcing the terms and conditions of this Contract and is the primary point of contact through which all information and/or communication pertaining to Contract compliance shall flow between DCFS and the Contractor.
- 11.2. DCFS will monitor Contractor performance through a combination of data reviews, site visits, case record audits, and stakeholder feedback. Contractors will participate in quarterly review meetings with DCFS staff to discuss performance outcomes, challenges, and corrective actions.
- 11.3. Monitoring will include both announced and unannounced visits to service delivery sites, during which DCFS may observe programming, review documentation, and interview staff or clients. Corrective Action Plans (CAPs) will be issued when Contractor fails to meet required thresholds, and persistent noncompliance may result in contract suspension or termination.
- 11.4. All operations undertaken and services performed by Contractor and its subcontractors shall be subject to audit, upon request, by DCFS, the Louisiana Office of Inspector General, the Louisiana Legislative Auditor, and the Federal agencies that provide funding for CPN services and programs.

## **12. Indemnification**

- 12.1. Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under Contract.
- 12.2. Contractor shall indemnify, defend, and hold harmless the State of Louisiana and the Louisiana Department of Children and Family Services (DCFS), its officers, agents, and employees, from and against any and all claims, actions, suits, demands, damages, or losses of any kind, arising from or connected with any act or omission by Contractor or Contractor's employees, agents, and subcontractors in the performance of this Contract. Contractor's duty to indemnify includes the obligation to indemnify for costs, attorney's fees, and expenses incurred by DCFS in the defense of such claims. This obligation shall survive the termination or expiration of this Contract.
- 12.3. Contractor shall indemnify, defend and hold harmless the State of Louisiana and the Louisiana Department of Children and Family Services (DCFS), its officers, agents, and employees, from

and against any and all claims, actions (civil; and criminal), suits, demands, damages, or losses of any kind, arising from or connected with the actions or omissions of any family or youth served by Contractor in the performance of services under this Contract, including damages caused to Contractor’s property and facilities by a person receiving services, and any damages caused by such youth elsewhere at any time at which the Contractor was delivering services to a youth or family. Contractor’s duty to indemnify includes the obligation to indemnify for costs, attorney’s fees, and expenses incurred by DCFS in the defense of such claims. This obligation shall survive the termination or expiration of this Contract.

**13. Administrative Actions and Penalties**

13.1. The Contractor acknowledges that failure to meet contractual requirements may result in harm to children, families, and DCFS. DCFs reserved the right to assess administrative penalties described herein. Notwithstanding these penalties, DCFS reserves the right to assess actual damages, impose corrective action plans, withhold payments, or pursue other remedies provided under state law and this Contract.

13.2. Administrative Actions

13.2.1. DCFS shall notify the Contractor when it is determined the Contractor is deficient or non-compliant with requirements of the contract. Administrative notification of deficiencies shall consist of one or both of the following:

13.2.1.1. A written or oral warning through consultation;

13.2.1.2. Issuance of a Corrective Action Plan within a timeframe directed by DCFS. Initial and repeated noncompliance with an approved Corrective Action Plan may result in further action, including suspension of payments, contract termination, or debarment from future procurements.

13.3. Penalties

13.3.1. In the event the Contractor fails to perform as required, the Contractor shall pay DCFS the specified amounts listed below as agreed upon liquidated damages.

13.3.2. Penalties for Violation of Administrative Requirements

Requirement	Deficiency/Violation	Penalty
Reports due to DCFS and/or Contract Implementer by the 15th calendar day of each month.	Failure to file timely reports	\$250.00 per day for each day or portion of a day filing is late

Attachment A – Community Pathways Network Provider Draft Contract

Contractor must submit invoices to DCFS within fifteen (15) calendar days of the end of the month in which services were rendered	Failure to submit timely invoices to DCFS	\$250.00 per day for each day or portion of a day filing is late
Contractor shall submit KPI data within 10 days of the end of each calendar month to DCFS Contract Monitor	Failure to submit timely KPI data to DCFS Contract Monitor	\$250.00 per day for each day or portion of a day filing is late
All delivered service units must be entered into the approved data system within 2 business days of service delivery	Failure to enter service delivery units into approved data system	\$250.00 per day for each day or portion of a day uploading of data is late

13.3.3. Penalties for Violation of Direct Service Requirements

<b>Requirement</b>	<b>Deficiency</b>	<b>Penalty</b>
At least 90% of scheduled classes must be delivered each quarter; cancellations must be rescheduled within 14 days.	Failure to deliver required percentage of classes in required timeline	\$500.00 for each violation
At least 95% of referred eligible youth and families are assessed and have a first session scheduled within 14 days of eligibility determination.	Failure to commence services for eligible youth and families in timely manner	\$500.00 for each violation
At least 1 peer support or caregiver support group must be held monthly in each service area.	Failure to hold timely support groups	\$500.00 for each violation
Contractor must hold a minimum of 4 outreach events annually (1 per quarter).	Failure to hold minimum number of outreach events	\$500.00 for each violation

Contractor must maintain 24/7 crisis response for families in active IFPS cases.	Failure to timely deliver crises response services	\$1,000.00 for each violation
Contractor must make available scheduled respite care to eligible families within 7 days of request	Failure to deliver timely scheduled respite care	\$1,000.00 for each violation
Contractor must deliver emergency concrete supports within timeframes.	Failure to timely deliver concrete supports	\$1,000.00 for each violation

**14. Contract Term**

14.1. The term of this Contract shall be [Month] 1, 2026, through [Month] 30, 2028.

**15. Terms of Payment**

15.1. The total amount of this Contract shall not exceed \_\_\_\_\_, annually.

15.2. Contractors shall be compensated for all work by a value-based Total Payment that consists of three components, as follows:

15.2.1. An **operating payment** that is tied to the cost of business operations (staffing, infrastructure, hardware, software, supplies and equipment) and is paid in equal monthly installments upon invoice and upon compliance with all reporting requirements.

15.2.1.1. The operating payment shall be determined by DCFS based upon the percentage of the DCFS priority populations served (as aligned with the ACF 2024 Maltreatment Report) and U.S. Census data.

15.2.1.2. A **service delivery payment** that is tied to the cost of delivering service delivery units under the Contract, which is paid monthly for units delivered (at a capped cost to be established).

15.2.1.3. The service delivery payment for all allowable Medicaid services shall be capped at the then-current Medicaid rate.

15.2.1.4. DCFS anticipates the service unit components to include those listed on Attachment B to this Contract.

15.2.2. A **performance payment** that is tied to the Contractor’s achievement of the KPIs established under the Contract.

- 15.2.2.1. Any performance payment made shall be evaluated on quarterly KPI achievement and paid on a quarterly basis.
  - 15.2.2.2. DCFS will establish a Performance Pool in the amount of \$200,000 annually for the CPN Contractor.
  - 15.2.2.3. Performance Pool payments shall be paid quarterly in an amount not to exceed \$50,000 based upon the Contractor's achievement of KPIs.
  - 15.2.2.4. Payments from the Performance Pool can range from 0% to 100% of a quarterly payment depending on Contractor KPI performance.
- 15.3. Contractor must comply with the Division of Administration State General Travel Regulations, as set forth in Division of Administration Policy and Procedure Memorandum No. 49.
- 15.4. Contractor is responsible for all costs incurred which are not agreed upon for providing services through this contract.
- 15.5. Contractor shall submit correct invoices by the 15<sup>th</sup> day of the month following the month in which services were rendered using the standard format provided by DCFS in the DCFS Vendor Invoice Portal for all charges as outlined in this Contract. Invoices should be dated, uniquely numbered, and reference the Contract number, associated Deliverables, and be signed by the Contractor's authorized representative. All invoices submitted must meet with the approval of DCFS prior to payment. Incorrect or incomplete invoices will be returned by DCFS to the Contractor for correction and reissue. The purchase order number must appear on all invoices and correspondence relating to this Contract. Invoices must reference this Contract and provide detailed information in a format as reasonably requested by DCFS, including without limitation:
  - 15.5.1. Contractor name, address, telephone number and federal tax identification number.
  - 15.5.2. Invoice date, number and issued Contract number.
  - 15.5.3. An itemization of each Deliverable, if applicable.
  - 15.5.4. Applicable cost of Deliverables, Charges, and Retainages, if applicable.
  - 15.5.5. Signature of authorized representative.
- 15.6. DCFS shall pay properly submitted and approved invoices. DCFS shall make every reasonable effort to make payments within thirty (30) days of the receipt of corrected invoices and under a valid contract. After sixty (60) days after receipt of invoices by DCFS, the Contractor shall notify DCFS in writing of payment delinquency.
- 15.7. Any material change in this Contract obligation which may change the maximum value of this Contract shall require an amendment documenting the change. In such event, either party, as appropriate, may be entitled to receive an equitable adjustment in the compensation otherwise

payable to the Contractor under this Contract as a result thereof. Also, in such event, the parties will mutually agree upon an amendment documenting such adjustments.

**Attachment A – List of DCFS Service Regions and Parishes**

**DCFS Regions:**

1. Alexandria Region
2. Baton Rouge Region
3. Covington Region
4. Lafayette Region
5. Lake Charles Region
6. Monroe Region
7. Orleans Region
8. Shreveport Region
9. Thibodaux Region

**Louisiana Parishes:**

Acadia ACAD	Bienville BNVL	Claiborne CLBN	Evangeline EVNG
Allen ALLN	Bossier BSSR	Concordia CNCD	Franklin FRNK
Ascension ASCH	Caddo CADO	DeSoto DSTO	Grant GRNT
Assumption ASMP	Calcasieu CALC	East Baton Rouge EBTR	Iberia IBRA
Avoyelles AVLS	Cameron CAMN	East Carroll ECRL	Iberville IBVL
Beauregard BEAU	Catahoula CATL	East Feliciana EFLC	Jackson JAXN

Lafayette LAFT	Madison MDSN	Plaquemines LQM	Sabine SABN
Lafourche LAFX	Morehouse RHS	Pointe Coupee PTCP	St. Bernard STBR
LaSalle LASL	Natchitoches NTCH	Rapides RAPD	St. Charles STCH
Lincoln LNCN	Orleans ORLN	Red River RDRV	St. Helena STHL
Livingston LVGN	Ouachita OUCT	Richland RICH	St. James STJM

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St. John STJN	St. Landry STLN	St. Martin STMT	St. Mary STMY
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St. Tammany STTM	Vernon VRNN	Winn WINN	
Tangipahoa TNGP	Washington WASH		
Tensas TNSA	Webster WBST		
Terrebonne TRBN	West Baton Rouge		
Union UNON	West Carroll WCRL		
Vermilion VRML	West Feliciana WFLC		

**Attachment B -- Service Unit Components**

Deliverable / Service Unit	Definition	Unit Rate	Annual Cap
Parenting / Caregiver Training Class	One complete evidence-based class session delivered (2–3 hrs) with documentation of attendance and curriculum fidelity with min. 5 participants.	\$ per class	TBD by Formula
Therapeutic Counseling Session	One billable therapeutic hour delivered by licensed provider (family, child, or caregiver) if not covered by Medicaid.	\$ per session	TBD by formula
Support / Peer Group Session	One facilitated peer support group session (90–120 min) with min. 5 participants.	\$ per session	TBD by formula
Support / Peer Individual Session	One facilitated peer support individual session (60-90 min)	\$ per session	TBD by formula
Community Outreach Event	One outreach/engagement event conducted in community (e.g., fair, training, info session).	\$ per event	TBD by formula
Crisis Response Episode	One crisis intervention episode, documented with contact within ninety (90) minutes and stabilization plan.	\$ per episode	TBD by formula
Child Care Day	One hour of respite care for child(ren).	\$ per child per hour	TBD by formula
Concrete Supports Package	One emergency delivery of essential goods/services within two (2) hours.	\$ per package	TBD by formula
Concrete Supports Items	Per item, cost reimbursed upon submission of receipt and not to exceed caps	Reimbursement of actual cost + sales tax only	TBD based on formula
Prevention Service Episode	One completed family service episode (compliant with multi-session, evidence-based IFPS and FPS programs ).	\$ per episode to be billed as: IFPS episode billed in weekly unit amounts for 4-6 weeks at \$ per week.  FPS episode billed in weekly unit amounts for 7-12	TBD based on formula

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		weeks at \$ per week.	
Administrative Review Hearings	Rate includes allowance of one hour for preparation and actual attendance at the Administrative Review.	\$ per hour	TBD based on formula
Substance Use Care Coordination	One facilitated care coordination session	\$ per session	TBD based on formula
Family Violence	One completed family violence episode	\$ per episode	TBD based on formula
Case Progression	One completed three-month family service episode	\$ per episode to be billed as: CP episode billed in weekly unit amounts for 12-14 weeks at \$ per week	TBD based on formula
Service Navigation	One completed navigation and warm hand off to a service	\$	TBD based on formula
Supervised Visits/Coaching	One completed one hour supervised visitation with visit coaching	\$	TBD based on formula
Advisory Board/Neighborhood Meeting	One completed Advisory Board or Neighborhood Meeting	\$	TBD based on formula

Attachment B – Service Delivery Unit Cost

Deliverable / Service Unit	Definition	Unit Rate	Annual Cap
Parenting / Caregiver Training Class	One complete evidence-based class session delivered (2–3 hrs) with documentation of attendance and curriculum fidelity with min. 5 participants.	\$___ per class	TBD by formula
Therapeutic Counseling Session	One billable therapeutic hour delivered by licensed provider (family, child, or caregiver) if not covered by Medicaid.	\$___ per session	TBD by formula
Support / Peer Group Session	One facilitated peer support group session (90–120 min) with min. 5 participants.	\$___ per session	TBD by formula
Support / Peer Individual Session	One facilitated peer support individual session (60-90 min)	\$___ per session	TBD by formula
Community Outreach Event	One outreach/engagement event conducted in community (e.g., fair, training, info session).	\$___ per event	TBD by formula
Crisis Response Episode	One crisis intervention episode, documented with contact within ninety (90) minutes and stabilization plan.	\$___ per episode	TBD by formula
Child Care Day	One hour of respite care for child(ren).	\$___ per child per hour	TBD by formula
Concrete Supports Package	One emergency delivery of essential goods/services within two (2) hours.	\$___ per package	TBD by formula
Concrete Supports Items	Per item, cost reimbursed upon submission of receipt and not to exceed caps	Reimbursement of actual cost + sales tax only	TBD by formula
Prevention Service Episode	One completed family service episode (compliant with multi-session, evidence-based IFPS and FPS programs ).	\$___ per episode to be billed as: IFPS episode billed in weekly unit amounts for 4-6 weeks at \$___ per week.  FPS episode billed in weekly unit amounts for 7-12 weeks at \$___ per week.	TBD by formula

Administrative Review Hearings	Rate includes allowance of one hour for preparation and actual attendance at the Administrative Review.	\$__ per hour	TBD by formula
Substance Use Care Coordination	One facilitated care coordination session	\$__ per session	TBD by formula
Family Violence	One completed family violence episode	\$__ per episode	TBD by formula
Case Progression	One completed three-month family service episode	\$__ per episode	TBD by formula
Service Navigation	One completed navigation and warm hand off to a service	\$__ per navigation	TBD by formula
Supervised Visits/Coaching	One completed one hour supervised visitation with visit coaching	\$__ per visit	TBD by formula
Advisory Board/Neighborhood Meeting	One completed Advisory Board or Neighborhood Meeting	\$__ per meeting	TBD by formula