



September 5, 2018

Q/A for RFP: Case Management Services to FSS Participants

1) How many HCV are allocated to Allegan County?

408

2) How many FSS Participants in Allegan County?

Four are currently active.

3) Is there a number of FSS Participant slots designated for each county? If yes, how many slots are allocated to Allegan County?

Yes. Ten are allocated to Allegan County.

4) Is there an FSS Case Manager assigned to Allegan County provided by another entity in Allegan County?

Inner City Christian Federation (ICCF) is currently covering Allegan County.

5) If awarded a contract will the agency be guaranteed a maximum caseload per worker?

No.

6) How quickly will referrals/assignment of clients take place, will there be a ramp up period or will clients be assigned at once when contract commences?

There are current participants in the program who are in the process of completing their five-year FSS contract. The filling of open slots will be ongoing. Once a new participant is entered into the Elite system their FSS paperwork is forwarded to the assigned Contractor. The Contractor will start getting paid for that participant once their contract begins.

7) Section I (Page 10) mentions notification of intent to submit a proposal. Is there a requirement to submit an intent to bid to the Procurement Office?

No. While it's helpful to us, it is not a requirement.

8) What is the current FSS caseload by Region?

Region 1: 68 slots
Region 2: 34 slots
Region 3: 31 slots
Region 4: 149 slots
Region 5: 78 slots
Region 6: 114 slots
Region 7: 64 slots
Region 8: 125 slots
Region 9: 153 slots
Region 10: 434 slots

9) What is the current engagement or enrollment rate as a percentage of total caseload by Region?

This changes daily as participants are enrolled, terminated and/or graduated.

10) What is the expected number of applicants for the FSS Case Management & Wrap-around Services RFP?

Not known.

11) What is the current number of enrolled FSS participants in each county?

This changes daily as participants are enrolled, terminated and/or graduated.

12) What is the enrollment trend? Are numbers of enrolled participants expected to increase, decrease, or remain the same based on past years' data?

Expected to remain approximately the same.

13) What is the average tenure of a participant in the FSS program?

The FSS contract that the participant signs is for five years. Participants can be terminated or graduate the program earlier than the five years for a variety of reasons including; going over income, non-compliance, porting out of Michigan or buying a home.

14) What is the percentage of participants who successfully graduate from the FSS program?

Not relevant for providing a proposal to this RFP.

- 15) What is the average length of time required for a participant to graduate from the FSS program?

The contract that the participants sign when they start the program is for five years. Participants may graduate earlier than the five years if they go over income for the program, buy a home or complete all the goals set out in their Individual Training and Service Plan (ITSP).

- 16) What is the percentage of FSS participants who go over income?

Not relevant for providing a proposal to this RFP.

- 17) What is the percentage of FSS participants who complete their educational goal: Associate's, Bachelors, or Masters Degree, or Vocational Trade certificate?

Not relevant for providing a proposal to this RFP.

- 18) What is the percentage of FSS participants who double their income while in the program?

Not relevant for providing a proposal to this RFP.

- 19) What is the percentage of FSS participants who are accepted in the Key to Own program?

Not relevant for providing a proposal to this RFP.

- 20) What is the percentage of FSS participants who purchase a home through Key to Own?

Not relevant for providing a proposal to this RFP.

- 21) What is the percentage of FSS participants who improve their credit score by 60 points?

Not relevant for providing a proposal to this RFP.

- 22) What is the percentage of FSS participants who reach a credit score of 640 or more with all 3 credit bureaus?

Not relevant for providing a proposal to this RFP.

- 23) Who needs to sign a certificate verifying Key Person of the Contractor? Case managers? Program Managers? CFO? CEO? Others?

Key Persons refers to *any* individual in your organization that may perform tasks or related activities as defined in the Scope of Work.

- 24) What kinds of technical assistance/training/capacity building opportunities exist for FSS case managers?

We offer ongoing in person trainings as needed for new FSS Resource Coordinators. The Statewide FSS Coordinator is available to offer technical assistance on an ongoing basis via email, phone and/or in person.