



April 28, 2014

Shannon Robshaw

Director

Governor's Office, Continuum of Care

1205 Pendleton Street, Suite 372

Columbia, South Carolina 29201

Dear Shannon:

On behalf of the Board of Directors, Family Connection of South Carolina (FCSC) most respectfully submits this proposal for the RFP - **COC Family Surveys and Education**, Solicitation Number 5400007776. Since 1990, FCSC has provided parent-to-parent support to SC families with children/youth with special healthcare needs, disabilities and emotional/mental health needs following best practices from Parent-to-Parent (P2P) USA. FCSC works collaboratively with other family organizations if the family's need is unmet through our organization. Last fiscal year, FCSC provided 2,393 P2P matches with extensive follow up on each family. We are uniquely qualified to provide the Continuum of Care (COC) with the scope of services in this RFP.

With every parent match, FCSC currently conducts a two week, two month and six month follow up call. At the two month call, we do a survey similar to the one the COC desires to conduct with COC families. Trained parents conduct the interview for the survey. They are trained to ask the questions in the correct manner, but they are also highly skilled in statewide and community resources and are trained in "active listening" skills. What we find is that many of the parents/caregivers need to talk and be heard even at the time of the survey. These calls can last anywhere from 10 minutes to one hour, depending on the family. Often, a call ends with a referral to a community/state resource or even sometimes with another match on a newly identified issue or concern. As needs are identified on the call, educational pamphlets, fact sheets, and referrals to parent-led support groups, on-line training programs, and community activities, etc., will be shared with the families. FCSC will maintain continuous contact with the family-led organizations to stay current on groups, family community events, and educational opportunities. If the family agrees, they will be

Connect

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FamilyConnectionSC.org

Anderson

1104 Ella Street
Anderson, SC 29621
864.231.8100
864.260.0252 fax

Charleston

124 Kimberton Avenue
Moncks Corner, SC 29461
843.556.5010
866.727.8535 fax

Columbia

2712 Middleburg Drive
Suite 103
Columbia, SC 29204
803.252.0914
866.420.4082 fax

Greenville

29 North Academy Street
Greenville, SC 29601
864.331.1340
864.331.1343 fax

Rock Hill

PO Box 12115
Rock Hill, SC 29731
803.366.4839
866.420.4082 fax

Spartanburg

11 Doctors Park Drive
Suite 200
Spartanburg, SC 29307
864.585.5462
864.596.5164 fax

added to the FCSC database to ensure that they are at least getting the quarterly educational newsletter and communication about family support activities.

FCSC will ensure that the parent(s) trained to conduct the surveys are parents of children/youth with an emotional disturbance so that they can identify with the very complex needs of the entire family unit. They will be required to complete Support Parent Training (if they have not already completed this) which is a 4 hour training on "how to support others." They will also be trained on statewide and community resources, curriculum that is already available at FCSC. This will entail an overview of state agency programs and support services. They will also be required to meet with each family-run non-profit to gain a thorough understanding of strengths of each organization to ensure appropriate referrals.

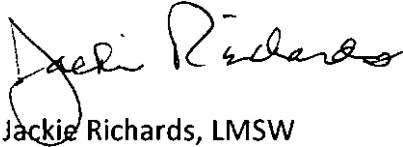
FCSC will consult with COC staff and COC families to ensure that the survey instrument: 1) elicits feedback from families on what is needed in the system and current barriers to receiving those needed services, 2) ascertains the quality of COC services, 3) assesses how well COC is meeting the specific needs of the child with an emotional disturbance, and 4) gathers information on how well COC is providing support to other family members in their role with the child. We may also want to consider consulting with Ana Defede with the USC Institute for Families in Society or Dr. Nathan Hale at the USC School of Public Health to ensure that the measures and feedback achieve the targeted goals. FCSC will ensure that all surveys include the factors outlined in the Provider Responsibilities (B 1 – 14). Each family will receive a *minimum* of two contacts over a 6 month period with the first call occurring one month after admission into COC. FCSC will make 2 phone call attempts each time with each family, if we cannot establish contact with the family, a survey will be mailed to the family with a self-addressed stamped envelope. FCSC will also build a survey that can be emailed to families if that is their preference for completion. All efforts to reach a family will be documented. FCSC will notify COC of failed attempts to reach a family. FCSC will ensure that surveys and follow-up with families are conducted at convenient times for families (evenings and weekends if needed).

In October 2013, FCSC completed a year long project with Salesforce (a single technology platform) to launch our new customized database called FamilyForce. This database is a case management system so we can ensure that families receive timely follow up with prompts to take further action on behalf of the family if needed. FCSC will contract with Sputnik Moment (database developers) to ensure that the system accommodates the needs of this project and compiles targeted reports that will be submitted to COC. In addition to the submitted reports, FCSC recommends quarterly meetings with COC to discuss overall satisfaction with COC services and any ideas that may have surfaced in conversations with families to improve services and outcomes.

FCSC recognizes the value of communication with the service coordinator (SC) and with the family's approval, FCSC will ensure that contact is made with the SC if there are any concerns or unmet needs. And, of course, we will contact COC if there are significant findings at any time.

We sincerely appreciate the opportunity to submit this proposal. The cost per family for follow-up and education is \$166 per family or $\$166 \times 300 \text{ families} = \$49,800$. We are parents, and many of us have children who have emotional disturbances. We would be honored to care for your families and to help ensure that they are getting the "right support at the right time." Thank you for your consideration.

Sincerely,

A handwritten signature in black ink that reads "Jackie Richards". The signature is written in a cursive style with a large, looped initial "J".

Jackie Richards, LMSW
Executive Director