

Request for Proposals: Web-Based Evaluation System



Introduction

This is a request for proposals (RFP) issued by Children's Trust of South Carolina (Children's Trust) for the development of a web-based data collection, analysis, reporting, and visualization system. This RFP is requesting proposals from qualified vendors to build a web-based platform to capture data relevant to key work areas of Children's Trust and data migration services from current data collection infrastructures.

Children's Trust is the state's largest network of community-based organizations working for prevention. Children's Trust's mission is to strengthen families and lead communities to prevent child abuse, neglect, and unintentional injuries. Our vision is that South Carolina is strong – every child, every family, every community. We collaborate with a diverse group of state and local partners to deliver effective prevention programs. Last fiscal year, we funded 45 organizations, hosted 167 trainings, and served over 8,000 families. Children's Trust will use the web-based data system to collect, analyze, and report on the major functions of the organizations, including, but not limited to, programs, workforce development, coalitions, and partnerships.

All proposals will be treated with the highest confidence and will be used internally in our decision-making process. Proposals should not be more than 15 pages (including any appendices) and should be submitted via email to mstrompolis@scchildren.org no later than **5 p.m., October 12, 2018**. A decision will be made as promptly as possible with implementation preparations to begin immediately. Questions may be submitted via email to mstrompolis@scchildren.org.

Children's Trust Services

Children's Trust is an intermediary organization, not a direct program service provider. As an intermediary, Children's Trust currently funds a range of programs and services (examples provided below) across the state of South Carolina. Children's Trust may expand or add programs and services at current or new sites across the state.

- Programs
 - Home Visiting Programs
 - Strengthening Families Program
 - Triple P (Positive Parenting Program)
 - Child Passenger Safety Services
 - Safe Sleep Program
 - Life Jacket Loaner Program
- Workforce Development
 - Trainings
 - Film screenings
 - Conferences and summits

- Coalitions
 - Home Visiting Consortium
 - Child Well-Being Coalition
 - Empower Action Coalitions
- Partnerships
 - Parent Partnerships
 - Child Safety Network/Safe Kids
 - Race Equity and Inclusion Learning Collaborative
 - Prevent Child Abuse South Carolina Partnerships

Children’s Trust Data Collection

Children’s Trust is seeking a single, web-based data collection system that can be customized to collect a range of data that vary by the major functions of the organization. The program data collection will focus on background information and process and outcome data – Children’s Trust is not looking for a case/client management system. The workforce development data will focus on background information and learning experience perceptions. The coalition and partnership data will focus on background information, inputs, and outputs.

Children’s Trust will outline the data needs for each of the major functions. A general outline of program data collection points is provided below, and detailed data collection examples are provided in Appendix 1 - 6.

- Demographics of clients
- Referrals for other services
- Process indicators
 - Attendance
 - Adherence to model fidelity
- Outcome indicators
 - Alabama Parenting Questionnaire – Short Form
 - Educational Attainment Survey
 - Protective Factors Survey
 - Center for Substance Abuse Prevention Survey
 - Others as required by governmental and non-governmental entities

Description of Requested Product: Web-Based Data System and Training

Children’s Trust seeks a vendor that can provide a web-based platform to collect a range of data related to the major functions of the organization. The web-based platform should be a single-entry point for all Children’s Trust activities, a cloud host for all information, Health Insurance Portability and Accountability Act (HIPPA) compliant, 508 compliant, have broad security settings, include ongoing maintenance/updates, and be highly configurable and customizable. The web-based platform should be user-friendly for both staff and administrators. Children’s Trust will seek to use the data in multiple ways and to be able to download customizable reports and raw data. Examples of reports are provided below; however, the list is not exhaustive.

- Program reports
- Partner-Grantee-Site reports
- Time-based reports
- Demographic-based reports
- Process-based reports
- Outcome-based reports

Additionally, Children’s Trust seeks a vendor that will train internal staff, external partners, and implementing agencies on the web-based system. Training processes and materials should be replicable and useable by Children’s Trust staff for future training needs.

All components of this request are negotiable, and the development of the web-based data system might be completed all at once or specified programs or workforce development, coalition, and partnership activities over time.

Vendors Providing a Proposal Must Include the Following Information:

- A statement on work or mission alignment with the mission and values of Children’s Trust;
- A statement regarding the ability to provide the above service, including
 - An outline and timeline on the development of (including data migration from current infrastructures) the web-based system;
 - An outline and timeline on training on the web-based system;
 - Technical assistance availability, including how to handle day-to-day operations issues;
 - Structure and frequency of back-up and recovery systems and software updates;
 - Spanish translation and training;
 - Compatibility with mobile devices and tablets;
 - Easily modify, edit, or add data fields in-house;
 - Data export formats;
 - Pre-programmed and customizable reports and visualizations;
 - Search feature and sorting capability; and
 - Accommodate multiple levels of data entry, staff, and administrator users.
- Any services available that would enhance Children’s Trust operations;
- A complete pricing overview (including set-up, training, and ongoing costs separately);
- Three references with names and addresses of not less than three customers of similar size to Children’s Trust (references to other non-profits and/or systems built to collect data for evidence-based programs or services preferred); and
- Any contractual terms your organization will require.

Terms and Conditions

Web-based program evaluation vendors providing a proposal agree to the following terms and conditions:

- Successful bidder will not release records or information related to Children’s Trust unless an application for public information is submitted and approved by Children’s Trust Board of Directors.
- Children’s Trust reserves the right to reject any or all proposals received, to request clarification of any proposal, to waive informalities or irregularities; and to award a contract not based solely on the lowest cost.
- Pricing included in your proposal must be valid for at least 60 days and may not be modified, withdrawn, or canceled.
- Children’s Trust will not pay for receipt of any information requested herein, nor is it liable for any costs incurred by the participant in responding to this request. All proposals submitted become the property of Children’s Trust; they will not be returned.
- None of the information released either verbally or in writing shall be deemed binding to Children’s Trust in any manner.
- All proposals or offers must be signed by a duly appointed officer or agent of the company.

Appendix 1

Strengthening Families Program 6-11

The Strengthening Families Program 6-11 is an evidence-based, 14-week program proven to increase resilience and protective factors, as well as reduce environmental risk factors for children and parents. Currently, each of the 20 providers facilitate two to six 14-week programs annually, graduating about 600 families in total from all providers. The Strengthening Families Program 6-11 utilizes the following process and outcome measures for the evaluation of the program:

- Process
 - Participant Profile Form – completed by the service provider with the family; one form per family. The form is two pages and collects various demographic and background information at the beginning of the program.
 - Attendance Form – Weekly – completed by the service provider at each session. The form is a single page and collects attendance and other session information.
 - Attendance Form – Cumulative – compiled by the service provider at the end of each 14-week program. The form is a single page and totals attendance and other session information.
 - Group Leader Session Checklist – completed by the service provider at the end of each session. The form is two pages and assesses program fidelity by the provider.

- Outcome
 - Site Information Survey – compiled by the service provider at the end of each 14-week program. The form is a single page and calculates total demographics, attendance and other background, session, and program information.
 - Parent-Guardian Retrospective Pre-Post-Test Questionnaire – completed by the parents at the end of the 14-week program. The form is several pages and includes clinical and non-clinical measures that assess individual and family changes as a result of the program.
 - Alabama Parenting Questionnaire – Short Form
 - Educational Attainment Survey
 - Protective Factors Survey
 - Center for Substance Abuse Prevention Survey

Appendix 2

Maternal Infant Early Childhood Home Visiting Programs

Children's Trust serves as the lead agency for the federal home visiting investment through the Maternal Infant and Early Childhood Home Visiting (SC MIECHV) program. In program Years 1-3, SC MIECHV programs served 1,436 caregivers and children. The program expanded in Year 4, enrolling more than 2,900 new parents and children. In Year 6 and the most recently completed project period (October 2016 – September 2017), SC MIECHV programs served 2,232 families—including 2,071 children, and completed over 16,000 home visits.

Children's Trust currently contracts with 16 local agencies to implement direct service and resource coordination through three home visiting models; Healthy Families America, Parents as Teachers, and Nurse Family Partnership, covering 41 of South Carolina's 46 counties.

South Carolina is required to report annually on 19 federal performance measures spanning six federally, legislated benchmarks:

- Improved maternal and newborn health;
- Prevention of child injuries, child abuse, neglect, or maltreatment, and reduction of emergency department visits;
- Improvement in school readiness and achievement;
- Reduction in crime or domestic violence;
- Improvements in family economic self-sufficiency; and
- Improvements in the coordination and referrals for other community resources and supports.

Information collected for these benchmarks is collected from participants voluntarily enrolled and who have provided informed consent. The collected data is aggregated for grant-level data reporting and personal identifiers are not reported to the Federal Government.

The federal requirements require that grantees provide demographic, service utilization, and benchmark related data into the Discretionary Grant Information System (DGIS). The demographic and service utilization data report includes: an unduplicated count of enrollees; selected characteristics by race and ethnicity; socioeconomic data; other demographics; numbers of enrolled from priority populations; and service utilization across all models. The benchmark data report includes an update of data collected for all performance measures within each of the six benchmarks areas. Under each benchmark area, recipients have defined measures using the following criteria: A) name and type of performance measure, B) operational definition, C) measurement tool utilized or question(s) posed, D) definition of measurable improvement, and E) plan for data collection and analysis. Data for DGIS-HV must be submitted each fiscal year by October 30th.

Children's Trust also utilizes data collected from all current and future local implementing agencies (LIAs) for reporting state and site level reporting, planning and guidance for continuous quality improvement strategies and initiatives, and advocacy efforts. This data is reported monthly by the LIAs using Excel. The measures reported are set annually by Children's Trust.

Appendix 3

Maternal Infant and Early Childhood Home Visiting Performance Measures Quarterly Performance Report

Children's Trust serves as the lead agency for the federal home visiting investment through the Maternal Infant and Early Childhood Home Visiting (MIECHV) program. Quarterly performance reports must be generated to serve in monitoring and oversight at the local and state level. Leading Implementing Agencies (LIAs) enter program participants information into a data system upon enrollment and collect continuous data around the 19 performance measures at applicable time periods in service.

Quarterly reporting periods are defined as follows:

- Quarter 1- October 1- December 31;
- Quarter 2- January 1 – March 31;
- Quarter 3- April 1 – June 30;
- Quarter 4- July 1 – September 30

Reports are due 60 days after the end of each reporting period to HRSA.

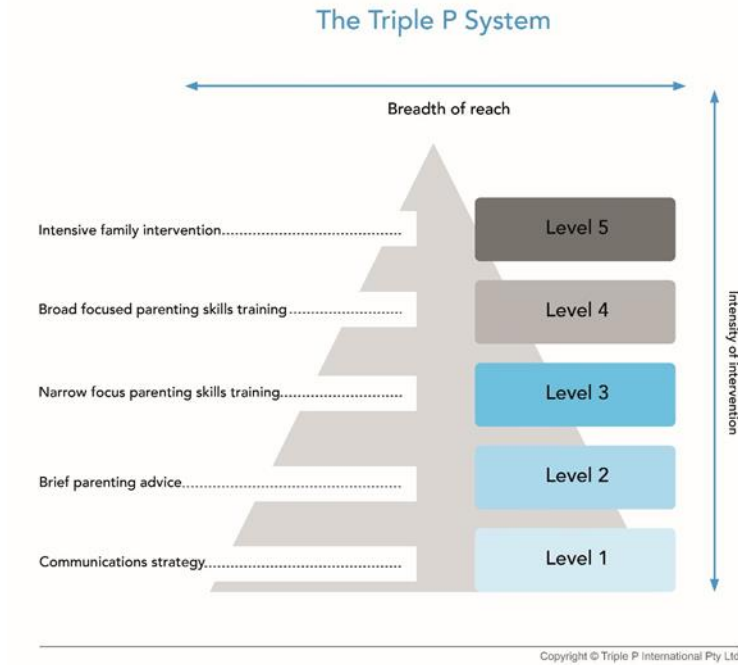
Quarterly reports are inclusive of the following components:

- Section A.
 - Program Capacity
 - Place-Based Services
 - Family Engagement
 - Staff Recruitment and Retention
- Section B.
 - Benchmark Area 1:
 - Performance Measure 1. Preterm Birth
 - Performance Measure 2. Breastfeeding
 - Performance Measure 3. Depression Screening
 - Performance Measure 4. Well Child Visits
 - Performance Measure 5. Postpartum Care
 - Performance Measure 6. Tobacco Cessation Referrals
 - Benchmark Area 2:
 - Performance Measure 7. Safe Sleep
 - Performance Measure 8. Child Injury
 - Performance Measure 9. Child Maltreatment
 - Benchmark Area 3:
 - Performance Measure 10. Parent-Child Interaction
 - Performance Measure 11. Early Language and Literacy Activities
 - Performance Measure 12. Developmental Screening
 - Performance Measure 13. Behavioral Concerns
 - Benchmark Area 4:
 - Performance Measure 14. Intimate Partner Violence Screening
 - Benchmark Area 5:
 - Performance Measure 15. Primary Caregiver Education
 - Performance Measure 16. Continuity of Insurance Coverage
 - Benchmark Area 6:
 - Performance Measure 17. Completed Depression Referrals
 - Performance Measure 18. Completed Developmental Referrals
 - Performance Measure 19. Intimate Partner Violence Referrals

Appendix 4

Triple P (Positive Parenting Program)

The Positive Parenting Program, commonly known as Triple P, is an evidence-based system of parenting interventions shown to improve population-level child maltreatment outcomes, including county-wide reductions in founded cases of child abuse and neglect, out-of-home placements and hospital-related injuries attributed to child maltreatment. The Triple P system offers a suite of interventions of increasing intensity, ensuring flexibility to address the needs of families and communities at the best time, place and duration of support by engaging a broader network of organizations and individuals within a community. To do so, the system is structured as a pyramid that decrease in breadth and increases in intensity as you move upwards.



When program delivery begins, process and outcome data will be collected. While implementation- and process-level data will be monitored on an ongoing basis, outcome- and system-level data will be assessed annually. Outcome assessments will include:

- Level 1 will monitor social norms;
- Level 2 will measure knowledge acquisition around positive parenting;
- Level 2-5 will monitor aspects of behavior change through the Protective Factors Survey (PFS) and Alabama Parenting Questionnaire (APQ); and
- System data will examine rates and numbers of child maltreatment.
- Specific targets and baseline measures are currently being identified through the evaluation planning process.

Appendix 5

Children's Trust Training Evaluation Template

[TITLE OF TRAINING/PRESENTATION/EVENT]

Hi! We hope you had an enjoyable and useful learning experience at the [TITLE OF TRAINING/PRESENTATION/EVENT]. In order for us to improve future learning experiences we would like to ask you a few questions about your time at the [TITLE OF TRAINING/PRESENTATION/EVENT]. Your responses to the survey are completely anonymous, so please be open and honest in your answers. [OPTIONAL INTRODUCTORY SENTENCES]. If you have questions about the [TITLE OF TRAINING/PRESENTATION/EVENT] or this survey, please contact [CT STAFF NAME] at [CT STAFF EMAIL]. Please complete the survey by [DATE]. And thank you for providing us with valuable feedback!

[CT STAFF NAME]

Children's Trust of South Carolina

[OPTIONAL PARTNERING ORGANIZATION]

[WHICH TRAINING/PRESENTATION/EVENT DID YOU ATTEND – USE IF NEEDED AND/OR FOR REPEATED TRAININGS]

City, Month, Day, Year

City, Month, Day, Year

City, Month, Day, Year

City, Month, Day, Year

Etc.

[TITLE OF TRAINING/PRESENTATION/EVENT]

To what degree were the learning objectives met? [MATRIX]

Learning Objectives

- Learning objective 1
- Learning objective 2
- Learning objective 3
- Etc.

All items are rated on the following scale:

- All of the learning objectives were met.
- Some of the learning objectives were met.
- None of the learning objectives were met.

[TITLE OF TRAINING/PRESENTATION/EVENT – REPEAT THIS SECTION AS NEEDED]

[SELECT YOUR TRAINER/PRESENTER/EVENT – USE FOR TRAININGS THAT HAVE MULTIPLE TRAINERS ACROSS TRAININGS]

Name and/or Photo

Name and/or Photo

Name and/or Photo

Name and/or Photo

Etc.

Please rate how much you agree or disagree with the following statements regarding the [TITLE OF FIRST PRESENTATION/SECTION] presentation by [NAME OF PRESENTER, OPTIONAL CREDENTIALS AND/OR ORGANIZATION].

The speaker was knowledgeable about this topic.

The speaker spoke clearly (e.g., could be heard and understood).

The materials provided were easy to understand and covered in the topic.

I would be interested in more training/presentations from this presenter.

The topic presented was relevant to my work.

This information will assist me in accomplishing my work.

I would recommend this training/presentation/event to others.

I would be interested in more training/presentation/event on this topic.

All items are rated on the following scale:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Not applicable

[TITLE OF TRAINING/PRESENTATION/EVENT] Overall

Please rate how much you agree or disagree with the following statements regarding the [TITLE OF TRAINING/PRESENTATION/EVENT].

Overall, this day was relevant to my work.

Overall, the training/presentation methods (e.g., PowerPoint, discussion, activities) were conducive to my learning.

Overall, this information will assist me in accomplishing my work.

Overall, I would recommend this training/presentation/event to others.

Overall, the training/presentation/event facilities were conducive to my learning.

All items are rated on the following scale:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- Not applicable

Tell us what the most valuable thing is that you learned today: [COMMENT BOX]

Tell us one way that you will use the information that you learned today: [COMMENT BOX]

Tell us anything else that you would like us to know about the [TITLE OF TRAINING]: [COMMENT BOX]

[DEMOGRAPHIC SECTION]

*If preferred, the demographics section can be placed at the beginning.

[PREFERRED]

Race/ethnicity

Sector of work

Role at organization

[OPTIONAL]

DSS employee

Foster parent

Guardian ad litem

Age

Gender

Years at current organization

Other (please specify)

OPTIONAL INTRODUCTORY SENTENCES:

- Additionally, at the end of the survey you will have the opportunity to receive a certificate for [CONTACT HOURS, CEUs, ATTENDANCE]. Simply type your name into the certificate and print or save the certificate to your computer. [Note: please email the certificate with this form.]
- Additionally, at the end of the survey you will have the opportunity to enter your name and contact information into a random drawing for [PRIZE/INCENTIVE]. You will be contacted via [NAME MODE OF COMMUNICATION] by [CT STAFF NAME] if you are the/a winner.
- Additionally, at the end of the survey you will be redirected to [NAME WEBSITE]. There you will be able to find more information on [NAME OR DESCRIBE INFORMATION]. [Note: please include the link with this form.]
- Other – please write additional introductory sentences as needed.

ADDITIONAL PRESENTATION/SECTION AND OVERALL QUESTIONS

Please add questions as needed.

OPTIONAL FEATURES

Please add optional features as needed in SurveyMonkey:

- Required responses on all questions
- Required responses to specific questions
- Only allow one survey to be completed from a single computer
- Thank-you page (if not redirecting to certificate or website)
- Password protection (you would need to email the password to access the survey)
- Dropdown menu for participants to select and rate only the presentations they attended
- Customizable weblink – specify name for end of weblink (e.g.,www.surveymonkey.com/HomeVisiting)

Appendix 6

Quality Improvement

Quality Improvement (QI) is a methodology to identify, describe and assess strengths and challenges within a system. A continuous cycle of Plan-Do-Study-Act tests (PDSAs) are implemented to study changes that potentially lead to identified solutions. As a result, a reduction in waste, removal of unnecessary steps in processes, and capitalizing of strengths occurs to produce a more efficient system. To implement QI, data must be collected and analyzed to evaluate performance management of a system/program. Children's Trust aims to implement continuous quality improvement (CQI) across all programs: Maternal, Infant and Early Childhood Home Visiting (MIECHV), Strengthening Families Program (SFP), and Positive Parenting Program (Triple P). Each program will carry out an annual CQI plan that is appropriate for desired outcomes and formulated around goals at the program and organizational level. Children's Trust personnel will identify the following factors that will affect the organization's and programs' CQI framework:

- The goals and objectives of each programs' CQI plan
- The measures, definition of each measures, and instructions for collection
- The amount and type of data being collected and available reports
- The program and site level of access to the data
- The written protocols for collecting, evaluating, and analyzing data

Data collection will occur monthly and/or quarterly around identified measures for each program to track the improvement efforts amongst the outcomes. Microsoft Office Excel program will be utilized to develop the data collection around the measures identified within each CQI plan. The data system will need to have the following features to support data collection efforts:

- Formatted to upload Excel workbooks
- Collect Plan-Do-Study-Act (PDSAs) documents
- Produce reports that can be downloaded and filtered by program, site and outcome