



**COUNTY OF LOS ANGELES
WORKFORCE DEVELOPMENT, AGING AND
COMMUNITY SERVICES -
CHILDREN AND FAMILY SERVICES
DEPARTMENTS**

**REQUEST FOR INFORMATION (RFI)
RFI NUMBER: HRC-RFI-2122
FOR THE PROVISION OF CASE MANAGEMENT
PROGRAM SERVICES**

RESPONSES DUE: September 1, 2021 at 2:00 PM

1.0 PURPOSE

- 1.1 The Los Angeles County Departments of Workforce Development, Aging and Community Services/Commission on Human Relations and Children and Family Services (County) are soliciting interest from the public to identify agencies or organizations that may be able to assist the County in connecting families or members of the community with various social and safety net programs (herein after referred to as Program Services).
- 1.2 This is a Request for Information (RFI) only. It is issued solely for information and planning purposes. Please note that submission of a response does not bind County or the Vendor to contract for Program Services. It does not constitute a Request for Proposal (RFP), Request for Statement of Qualifications (RFSQ), Invitation for Bids (IFB) or a promise to issue any such solicitation now or in the future. County will not pay for any information or administrative cost incurred by Vendor in response to this RFI.
- 1.3 This RFI requests information from Vendors that have experience providing the Program Services listed in Section 2.0 (Program Description) for County. Vendors who wish to respond to this RFI are requested to submit relevant information as outlined in Section 3.0 (Information Requested) and Section 4.0 (Submission Requirements).

2.0 BACKGROUND

2.1 Program Description

- 2.1.1 The Program Services is anticipated to provide case management services to individuals, infants, children, young adults, adults and families to accomplish the following objectives:
 - 2.1.1.1 Provide assistance for individuals and families with referrals and enrollment in various community resource programs.
 - 2.1.1.2 Administration of industry standard screening tools and assessments for social, developmental, or eligibility for programs.
 - 2.1.1.3 Have existing connections with established providers for social and safety net programs.
 - 2.1.1.4 Development of care plans that summarizes screening results, care pathway to community resources, referral

services provided and referral outcomes that can be saved/transferred into an electronic record keeping system.

- 2.1.1.5 Follow-up with individuals, families and referral community programs to confirm referral outcomes.
- 2.1.1.6 Development of a tracking database, to provide an all-in-one care coordination solution to record and manage client/family's information, including, storage, and reporting of data on referrals and outcomes for served individuals and families.
- 2.1.1.7 Provide system access, training, and management services to coordinators, program partners, and County administrator for clients' profiles creating, referral tracking, services documenting, and referral/services outcomes data reporting.
- 2.1.1.8 Provide linkages to other relevant social or safety net services throughout Los Angeles County.
- 2.1.1.9 Provide connections to appropriate resources for victims and families impacted by hate.

3.0 INFORMATION REQUESTED

3.1 County is surveying the market for vendors that have experience providing Program Services described above, or that are substantially similar, to illustrate how such services could be best provided. To that end, Interested Vendors, should submit information on how the following program goals could be best realized:

- 3.1.1.1 Providing referrals via continually updated database of community programs/organizations that provide essential social or safety net services throughout Los Angeles County;
- 3.1.1.2 Providing essential referrals for victims of bias motivated harassment, hate violence to resources throughout Los Angeles County;
- 3.1.1.3 Providing system access, training and management services for coordinators, program partners and county administrators that provide the ability to provide clients'

profiles; tracking of referrals; services documentation; data to report outcomes for clients and strategies to prevent hate acts and hate crimes.

- 3.1.1.4 Providing industry standard screening tools and assessments for social, developmental, or eligibility for programs for age-specific programs.
- 3.1.1.5 Provision of care plans that summarize screening results, care pathway to community resources, referral services provided and referral outcomes that can be saved/transferred into an electronic record keeping system.
- 3.1.1.6 Providing a tracking database, to provide an all-in-one client care coordination solution to record and manage client/family's information, including client/family needs, the storage and reporting of data on referrals and the outcomes for served individuals and families.
- 3.1.1.7 Providing connections to appropriate and specialized resources for victims and families impacted by hate violence.

3.2 Agency/organization must have at least three (3) years during the last five (5) of providing such or similar services throughout Los Angeles County.

4.0 SUBMISSION REQUIREMENTS

4.1 Interested Vendors shall submit the following

- 4.1.1 One (1) electronic response submission to the RFI via e-mail.
- 4.1.2 The response shall not exceed five (5) pages, including a one-page cover letter, using its company letterhead. Response shall use no smaller than 12-point font, double spaced.
- 4.1.3 Responses to this RFI are due on or before September 1, 2021 at 2:00 PM (Pacific Time)
- 4.1.4 Responses to this RFI are to be e-mailed to: Rbrief@wdacs.lacounty.gov
- 4.1.5 The subject line of the e-mail shall be:

RFI WDACS/LACCHR – DCFS

4.16 If you have any questions about this RFI, please contact Robert Brieff at Rbrieff@wdacs.lacounty.gov

5.0 NOTICE TO RESPONDENTS REGARDING THE PUBLIC RECORDS ACT

- 5.1 Responses to this RFI shall become the exclusive property of the County. Responses to this RFI become a matter of public record, with the exception of those parts of each response which are justifiably defined as business or trade secrets, and if by respondent, plainly marked as “Trade Secret,” “Confidential,” or “Proprietary.”

- 5.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the response as confidential shall not be deemed sufficient notice of exception. The Respondents must specifically label only those provisions of their respective Response which are “Trade Secrets,” “Confidential,” or “Proprietary” in nature.