



**KIDS CENTRAL, INC.**

**A COMMUNITY APPROACH TO THE WELFARE OF CHILDREN**

*Building Better Lives*

Request for Proposals

For

In-Home Stabilization Support

RFP # KCI2023-001

Kids Central  
901 Industrial Drive, Suite 200  
Wildwood, FL 34785

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## 1.0 Overview

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### 1.1 Statement of Purpose

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Kids Central is seeking proposals from applicants that are qualified to provide In-Home Stabilization Support in Circuit 5 (Citrus, Hernando, Lake, Marion, and Sumter Counties). Please refer to Section 3.0 of this Request for Proposal (RFP) for a complete description of the services required. This RFP is open to all eligible applicants that meet the qualification requirements specified in this procurement announcement.

### 1.2 Background

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Kids Central is the private, non-profit organization selected by the Florida Department of Children and Families (DCF) as the lead agency responsible for the privatization of child protection services in Citrus, Hernando, Lake, Marion and Sumter Counties (Circuit 5). The agency develops and manages a comprehensive, community-based system of care for abused, neglected and abandoned children and their families. Kids Central is committed to promoting the welfare of children through abuse/neglect prevention services, in-home care, foster care, and adoption, as outlined in F.S. Section 409.1671. In order to ensure the safety, security, and well-being of every child, the Kids Central Provider Network will build a continuum of care for Circuit 5 children and families to address the prevention, intervention and treatment of child abuse and neglect.

In 1999 the Florida Legislature enacted section 409.1671 of the Florida Statutes to implement a system redesign in which community-based care organizations would assume child protection services. The Florida legislature mandated that community-based care would promote the safety of children, decrease the time it takes to achieve permanency for all children, promote adoption for children when that is the best permanency option and enhance the state's capacity and accountability for both safety and permanency. In accordance with Florida Statute 409.1671, Kids Central was established as the lead agency for Citrus, Hernando, Lake, Marion and Sumter Counties to deliver prevention services, foster care and other related services, while ensuring each child's safety, permanency and well-being. On April 1, 2003, the Department of Children and Families (DCF) executed a contract with Kids Central. Kids Central has an established local community board comprised of strong community advocates who represent diverse career leadership.

### 1.3 Mission

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Kids Central's, mission statement is "Protecting children. Supporting families. Engaging communities."

### 1.4 Vision

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Kids Central's vision is to be the most effective and recognizable lead agency for community-based care, providing child-centered practices that strengthen families and help create, support and maintain a safe environment for children.

## 1.5 Core Values

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- **Integrity:** We are professional and honest in our working relationships, honor our commitments and hold ourselves to the highest standards of ethics and conduct.
- **Accountability:** As stewards of the public's trust, we are responsible, transparent and dependable in our actions.
- **Excellence:** We strive for excellence in our work, seek ways to continuously improve and ensure staff and partners have the proper competencies and capacity to exceed customer expectations.
- **Empowerment:** We empower staff, individuals, families, and communities by respecting their diversity, providing the information and authority necessary to make appropriate decisions, and ensuring they have a voice and choice in their future.
- **Collaboration:** We engage community members, partners, stakeholders and service recipients in order to turn vision into action.
- **Innovation:** We cultivate a learning, adaptable environment using feedback, data and innovative ideas to improve efficiencies, effectiveness and results.

## 2.0 PROCUREMENT DETAILS AND QUALIFICATIONS

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### 2.1 Details

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**Authority:** This Request for Proposal (RFP) is issued under the provisions of Kids Central and the Department of Children and Families contract PJ503, FL Statutes and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal application by a prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

**Applicant:** In regard to this RFP, an applicant is defined as an agency, group or organization that will provide In-Home Stabilization Support Services in Circuit 5.

**Submission of Questions:** Applicants may submit written questions to the RFP Contact Person(s) identified in Section 4.0 of this RFP.

**Discussions with Applicants:** Discussions may be conducted with potential applicants to promote understanding of Kids Central's requirements prior to the submittal deadline. Discussions may also be conducted with applicants whose proposals are determined to be reasonably qualified of being selected for award, but proposals may be accepted without discussion.

**Certified Minority Business Enterprises:** Kids Central encourages Certified Minority Business Enterprises to participate in all aspects related to this RFP.

**Multiple or Alternate Proposals:** Multiple proposals are allowed if funding for each program/contract is received and awarded independently of each other. Funds designated for a stated program cannot be intermingled.

**Public Inspection:** Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

**RFP Addenda:** Kids Central reserves the right to amend this RFP at any time.

**Final Revised Proposals:** If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by Kids Central. If a final revised proposal is not submitted, the previous submittal shall be construed as the best and final offer/proposal.

**Cancellation of Request for Proposals:** The request for proposals may be canceled when it is determined to be in the best interests of Kids Central.

**Costs for Proposal Preparation:** Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

**Prior Service Record:** Kids Central reserves the right to consider the applicant's previous service record with Kids Central, DCF or one of its subcontractors when considering a proposal for award.

**Rejection of Proposals:** Kids Central reserves the right to reject any and all responses to this RFP for Qualification and/or to withdraw this RFP at any time. Kids Central reserves the right to reject any and all proposals or to waive minor irregularities when to do so would be in the best interest of Kids Central. A minor irregularity is defined as a variation from the RFP terms and a condition which does not affect the price of the proposal or give the prospective Applicant an advantage or benefit not enjoyed by other prospective Applicants or does not adversely impact the interest of the agency. At its option, Kids Central may correct minor irregularities in any response to this RFP and/or make minor modifications to the requirements of this RFP when to do so would be in the best interest of the child welfare system in Citrus, Hernando, Lake, Marion and Sumter counties. Kids Central is under no obligation to make any such corrections or modifications and in no instance shall Kids Central assume liability to any respondent to this RFP.

**Evaluations of Proposals:** All valid proposals received will be evaluated by the Kids Central Proposal Evaluation Committee.

**Notice of Award:** Decisions shall be posted on the Kids Central, Inc. website, upon completion of the evaluation. Any agreement arising out of this solicitation will be with Kids Central and subject to any approvals required by statute, regulation, rule, order or other directive. No work is to be undertaken

by the awardees prior to the contract commencement date. Kids Central is not liable for any costs incurred prior to the official starting date.

Availability of Funds: The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by Kids Central and subject to the availability of State and/or Federal funds. Only one recipient will be selected.

Wages and Labor Law Compliance: Prior to contract execution for service contract in excess of \$1.00, the provider shall certify, if applicable, that it complies with all state of Florida labor and wage regulations, "Wages, hours, and working conditions of employees of contractors performing services."

Compliance with all Applicable State Business and Employment Laws: All providers shall comply with all laws governing entities doing business in the State of Florida and must be in good standing. Prior to contracting, owners of all forms of business doing business in the State except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall register and be in good standing with the Florida Department of Corporations, Business Registration Division. Foreign entities/companies must register with the Florida Department of State, Division of Corporations. More information is available at the Florida Department of Corporations website. Under Florida law a foreign corporation is a for profit corporation incorporated under laws outside of Florida (Fla. Stat. 606.01401(12)). "A foreign corporation may not transact business in this state until it obtains a certificate of authority from the Department of State." (Fla. Stat. 607.1501(1)).

Compliance with Background Screening requirements: Provider staff and volunteers shall comply with required Level II background screening. Kids Central requires that all Level II background screenings also include a local law check for every county and/or city the employee has resided in within the past three (3) years, prior to application for employment or provision of volunteer services. Prior to the start date of an employee being hired for service under this agreement, Kids Central requires that the Provider complete a reference check for the prospective employee through the office of the Inspector General.

Confidentiality of Information: Kids Central reserves the right to retain all copies of applicant proposals submitted in response to this Request for Proposals. You are hereby notified that under FS 119.07, ("Florida's Sunshine Law") proposals submitted in response to this solicitation cannot be granted immunity from public scrutiny. All information submitted must be made available to the public for examination, if so requested. Applicant requests to hold certain submitted materials in confidence cannot be honored. If it is essential to your organization that certain materials are kept confidential, and they are a required element of this Request for Proposal, it is recommended that you decline to respond to this solicitation.

Compliance with Employment Eligibility Laws: U.S. law requires companies to employ only individuals who may legally work in the United States, either U.S. citizens, or foreign citizens who have the

necessary authorization. All providers shall enroll and utilize the U.S. Department of Homeland Security's E-Verify system, <https://e-verify.uscis.gov/enroll>, to verify the employment eligibility of all persons employed to perform duties related to this award.

Conviction of Offense: The award recipient will ensure that employees, agents and independent contractors who provide direct care to Clients comply with the Affidavit of Good Moral Character Form.

Campaign Contributions by State and County Contractors: Contractors are hereby notified that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, visit the Florida Department of State Website.

Subcontractors: Applicants must describe in the proposal, all responsibilities that applicant anticipates assigning or subcontracting, identify the subcontractor and describe how applicant will manage these subcontractors.

Licenses and Permits: Applicants shall obtain and pay for all necessary licenses, permits, and related documents, required; to comply with the proposal. Applicant shall save and hold harmless Kids Central as a result of any infraction of the aforementioned. Applicant shall provide all applicable licenses as a part of the proposal.

## 2.2 Qualification Requirements

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All Applicants interested in submitting a proposal must acknowledge compliance of or a willingness to meet the following qualification requirements in order for their proposal to be reviewed and considered for contract. Applicants not able to meet these minimum requirements need not apply.

Failure to have performed any previous contractual or employment obligations with Kids Central or the State of Florida in a manner satisfactory to Kids Central or DCF may be sufficient cause for disqualification. To be disqualified as a Respondent under this provision, the Respondent must have:

- 1) Previously failed to satisfactorily perform in a contract or employment with Kids Central or DCF, been notified by Kids Central or DCF of unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of Kids Central or DCF; or
- 2) Had a contract or employment terminated by Kids Central or DCF.

Per DCF requirements, Kids Central will not intentionally award contracts to any applicants or its Providers and/or sub-providers that:

- 1) Has been barred, suspended, or otherwise prohibited from doing business with any government entity, or has been barred, suspended, or otherwise prohibited from doing business with any government entity within the last five (5) years

- 2) Is under investigation or indictment for criminal conduct, or has been convicted of any crime which would adversely reflect on their ability to provide services to vulnerable populations, including, but not limited to, abused or neglected children, or which adversely reflects their ability to properly handle public funds;
- 3) Is currently involved, or has been involved within the last five (5) years, with any litigation, regardless of whether as a plaintiff or defendant, which might pose a conflict of interest to the Department, the state or its subdivisions, or a federal entity providing funds to the Department;
- 4) Had a contract or employment terminated by the Department for failure to satisfactorily perform or for cause; or
- 5) Failed to implement a corrective action plan approved by the Department or any other government entity, after having received due notice.

### 3.0 SCOPE

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#### 3.1 Treatment to be Provided

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Kids Central is committed to Trauma Informed and Family Centered Practices designed to provide children and their families an array of services which can mitigate safety concerns allowing a child to remain in their home or safely return to their home following a period of out of home placement. Each case should be approached with the expanded family perspective to help minimize the negative impact of child's physical separation from his or family of origin. The organization shall provide treatment to troubled children and families in their own homes as well as cases where the child's behavior is preventing reunification with the family. Case loads shall focus on helping the child and family at home, in school, and in the community. The program shall serve children under the age of 18 who have serious emotional and behavioral problems. The care shall be based on the principles and practices of research-based mental health treatment.

#### 3.2 Program Description

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The key aspects of the program shall include:

- Small caseloads with a single counselor accountable for treatment;
- Collaboration with other agencies/providers working with the family to include, case workers and the court system to formulate a collaborative treatment direction to resolve family problems;
- Focus on maintaining the safety of the youth and family at all times using detailed and thorough safety plans specific to the youth and family's needs;
- 24/7 on call crisis intervention services to support families in addressing treatment goals;



- Minimum of two face-to-face contacts per week or as needed based upon assessment and family needs. The number of contacts made may be increased as needed to ensure the family's success; As treatment goals are achieved and the family is stabilized, sessions will titrate down towards discharge;
- Average length of service of three (3) months if the youth is in the home at the time of referral and additional months, as necessary, with prior approval;
- Comprehensive, strength-based treatment approach that includes family interventions, parenting skills education, educational interventions, developing positive peer groups, and extensive help with families to access community resources and extended support; and,
- Focus is on permanency
- Children referred are at risk of high-end residential services

Family needs shall generally include some combination of the following:

- Communication
- Limit-setting
- Affective relations
- Monitoring of the youth's peers
- Interactions with the school
- Marital relations
- Problem-solving skills
- Support from extended family and community
- Concrete needs such as housing, employment, and health care

Essential components of the counselor's treatment strategy shall generally include:

- Implementing individual and family interventions
- Providing parenting skills education - including consistency, discipline, communication, and coping strategies
- Facilitating educational achievement - including the role of the family in building positive student/school and parent/teacher relationships
- Facilitating the development of positive peers and monitoring by parents
- Offering special strategies concentrating on issues of sexual problem behaviors and substance abuse
- Teaching age-appropriate personal habits and social skills
- Helping the family access community resources for the entire family and develop a social support network in their natural environment (extended family, neighborhood, church,

school, etc.). Counselors often assist family members with access to psychiatric services and ongoing medication management.

The Service Provider may assist the Protective Investigator and/or Family Care Manager in coordinating access to Other Safety Plan Services.

### 3.3 Program Services

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The purpose and intent of **the In-Home Stabilization Support** is to provide services to stabilize the child in the home, prevent disruption and aid in reunification.

Additionally, the Provider will:

- a. Intervene to ensure a safe environment for the child. This will include, but is not limited to brief therapy, information and referral services regarding domestic violence, anger management, child behavior management, emergent mental health and financial crises. In addition, the program will help identify both a formal and informal support system with the family.
- b. Assist the family in coordinating and accessing available resources to meet needs identified through the assessment process. Services may include, but not be limited to, financial, social, medical, educational, employment/training, and child care.
- c. Help the family to develop realistic goals to reduce risk factors and set measurable objectives based on their strengths, needs and preferences.
- d. The Provider for In-Home Stabilization Services will be added as a secondary to the FSFN database within forty-eight (48) hours.
- e. Within 2 business days of closing a case, the Provider will end their assignment as the secondary worker in FSFN.
- f. Document all case activities in FSFN within 2 business days of occurrence.

Each proposal should provide sufficient information and detail to answer at a minimum the following questions:

- 1) Successful respondents will be able to describe their proposed services within the 5-county area of Circuit 5.
- 2) Successful respondents will demonstrate understanding of the ongoing requirement to align with Kids Central in achieving relevant Performance Measures including those required by the Department of Children and Families. The successful respondent will also demonstrate an understanding of relevant process measures and data collection requirements that may be needed to assess them. Performance measures may include:
  - a) No verified maltreatment within 6 months of interventions.
  - b) No verified maltreatment during safety management services.
  - c) No subsequent child abuse investigations upon closure of safety management services.
  - d) Prevention of entry/removal.
- 3) Successful respondents will demonstrate an understanding of the impact of trauma on caregivers' behavior and coping strategies, as well as the behavioral manifestation of toxic stress on children's behavior. Respondents should demonstrate an understanding of how a

trauma history may interfere with a caregiver's ability to ensure a safe, stable, nurturing environment for his/her child(ren). Successful respondents will integrate an understanding of the body of research on Trauma Informed Care/Services into their service delivery.

- 4) Successful respondents will be able to demonstrate the use of continuous quality improvement processes in their current practices as well as provide measurable and verifiable outcomes achieved using those practices.
- 5) Successful respondents will describe their proposed staffing pattern, detailing the number and types of positions and qualifications for those positions and be able to demonstrate the ability to develop successful staffing patterns and staff retention strategies. The respondent will provide detail regarding outcomes achieved through their use of staff retention strategies in child welfare services.
- 6) Successful respondents will provide a detailed outline of the intended management structure envisioned for the delivery of the services outlined in this document.
- 7) Respondents are encouraged to provide detail of any innovations that have been implemented by their agency and how those innovations might be used to assist with the delivery of services outlined in this document.

Each applicant will be evaluated on the above noted criteria and the highest scoring applicants will advance to the next phase of this procurement.

### 3.4 Information Systems.

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Provider shall enter data in the state and Kids Central Information Systems as required by the Department and Kids Central Policies and Procedures. Specifically, the Provider is required to be familiar with and to enter case management and other data into FSFN as directed by Kids Central. The Provider understands that utilization of FSFN will be essential to the successful reporting of services delivered under this Standard Subcontract.

### 3.5 Documentation and Utilization

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- **Intake and Referrals** – The In-Home Stabilization Support shall be provided to all clients appropriately referred.
- **Client Information** – Provider shall ensure all changes of placements, legal events, case happenings, etc. are documented in the Florida Safe Families Network (FSFN) chronological notes on an ongoing basis within two (2) business days of the event or change.

### 3.6 Insurance Requirements

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- The ability to meet the following insurance coverage as required by Florida Statute 409.1671:
  - a) Professional and General Liability Insurance – The Applicant shall maintain professional and comprehensive general liability insurance covering Provider for claims arising from acts or omissions occurring within the scope of the services provided, with a minimum coverage limit of \$1,000,000 (per occurrence) and \$3,000,000 (aggregate).
  - b) Sexual Abuse/Molestation Insurance – Where service to be performed under this Agreement are in the presence of clients, an additional insured endorsement indicating sexual harassment, abuse and sexual molestation coverage with a

- minimum coverage limit of \$1,000,000 (per occurrence) and \$1,000,000 (aggregate) is required.
- c) Workers' Compensation – The Applicant will maintain workers' compensation insurance per Florida statutory limits covering all employees engaged in any work associated with this Contract.
  - d) The respondent must be willing to add Kids Central as an additional insured on their insurance policies and be willing to add DCF as a certificate holder.

### 3.7 Community Service

Describe the organization's community service involvement; does the organization actively seek opportunities to improve the communities in which they conduct business? If so, describe these initiatives and results.

### 3.8 Financial Reporting and Billing

Successful respondents will submit a line-item budget for In-Home Stabilization Support services. The budget will detail salaries/wages and employee benefits expenses for the proposed staffing pattern. The budget will include line-item expenses for supplies, occupancy, travel, and training. Additionally, the budget should include any donations (in-kind or cash) expected to be generated for this service array.

The estimated client population for this service is 35 to 40 children per month. Kids Central anticipates a single unit comprised of 4 or 5 counselors, a supervisor, and administrative support is needed to serve this client base. The staffing pattern will be reviewed periodically and adjusted if necessary to accommodate significant changes to the number of clients requiring service.

### 3.9 Reporting Requirements for Review and Evaluation

The organization awarded a contract pursuant to this RFP shall be required to provide reports unless directed otherwise by Kids Central. At time of engagement required reports will be disclosed.

## 4.0 PROPOSAL PROCESS, SCHEDULE, FORMAT, EVALUATION

### 4.1 RFP Process

Proposals must be received by **5:00PM** on November 23, 2022. Proposals may be hand-delivered, mailed or emailed to:

EMAILS:	<a href="mailto:rfp@kidscentralinc.org">rfp@kidscentralinc.org</a>
MAIL-INS or HAND DELIVERIES:	Kids Central Attn: Shelly LaFrance 901 Industrial Drive, Suite 200 Wildwood, FL 34785

INQUIRIES & QUESTIONS: Inquiries and questions regarding this RFP must be in writing and must be directed to [rfp@kidscentralinc.org](mailto:rfp@kidscentralinc.org) which will be your primary contact during the proposal stage.

All applicants have the opportunity to submit questions for clarifications of specifications or further information. All questions and answers will be published. Please see schedule in section 4.2 for dates.

Please do not call, or otherwise contact, other members of Kids Central management, staff or Board of Directors. Any Applicant violating this restriction will be disqualified from consideration.

#### 4.2 Tentative Schedule

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Event	Date
Release RFP	October 28, 2022
Question Submission Deadline	November 11, 2022
Post Question & Answers	November 16, 2022
Proposals Due	November 23, 2022
Proposal Evaluation Complete	December 14, 2022
Notice of Intent to Award	December 16, 2022
Award Protests Due	December 21, 2022
Contract & Services Begin	January 1, 2023

#### 4.3 Proposal Format

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Proposals shall be organized as follows:

- Proposal Narrative (maximum length is 10 pages)
- Cost Proposal and Attachment I, Financial Report
- Additional attachments supporting the proposal, if applicable (Resumes, Program Descriptions, Licenses, Certifications, Insurance Coverage, Accreditation Certificates, 501 (c)(3) letter, Referral Letters)

Proposals shall be printed on “8 ½ x 11” paper only, using no less than 12 pitch font with one-inch page margins. Narrative sections should be single-spaced, with each section clearly defined.

##### 4.3.1 Proposal Narrative

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Proposals, no more than ten (10) pages, shall be submitted to Kids Central following the outline as shown below and as described in Section 2.2 and 3.0 of this RFP. A written response is required for each item. Failure to answer any of the items will impact the applicant’s score. Qualification Requirements – confirmation of compliance of Section 2.2.

- Background – confirmation that services will be provided in all five (5) counties within Circuit 5.
- Overview – explanation of why this program would be considered an In-Home Stabilization Support program.
- Service Requirements – explanation of compliance with Section 3.0.
- Qualifications
  - Experience
  - Organization
  - Personnel & Volunteers
  - Community Service

- Facilities

### 4.3.2 Cost Proposal

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Applicant's cost proposal shall meet all requirements of Section 3.8. It is recommended the proposal does not exceed the anticipated Availability of Funds described in Section 2.1.

### 4.4 Proposal Evaluation

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The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation. An evaluation committee shall review and evaluate proposals; the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing. A sample of the evaluation sheet that will be used is shown below.

<b>Evaluation Criteria</b>	<b>Possible Score</b>	<b>Score</b>
Qualifications/Experience	25	
Approach	50	
Pricing	25	
<b>Total</b>	<b>100</b>	

Scoring will not be used as a sole determination of awarding funds to projects(s). Kids Central, Inc. considers awards based on the following:

- 1). Information as presented in the application; and
- 2). Perceived value to the community, and/or competitiveness or duplication compared to other currently proposed projects; and
- 3). Expenditure goals and deadlines of individual funding sources; and
- 4). Which proposal(s), in the opinion of the Review Committee, will best serve the community need and address the community based care strategies.

During the review of the proposals, the Review Committee may, at its discretion, request a telephone or teleconference to further discuss the proposal. Such discussions will provide applicants with an opportunity to answer any questions the committee may have on the applicant's proposal. Not all applicants may be contacted for further discussion. Kids Central will not be liable for any costs incurred by the applicant in connection with these discussions.