

**State of Maine
Master Score Sheet**

RFP# 202503033					
Family Support Navigator Services for Children and Youth with Special Health Care Needs					
Bidder Name:		Maine Parent Federation, INC	Syra Health Corp.	The Northern Lighthouse	Wings for Children and Families
Proposed Cost:		\$300,000	\$4,287,480	\$877,233	\$827,795
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	N/A	N/A	N/A	N/A
Section II: Organization Qualifications and Experience	30.00	30.00	10.00	12.00	28.00
Section III: Proposed Services	40.00	38.00	22.00	8.00	40.00
Section IV: Cost Proposal	30.00	30.00	2.10	10.26	10.87
TOTAL	<u>100.00</u>	<u>98.00</u>	<u>34.10</u>	<u>30.26</u>	<u>78.87</u>

Janet T. Mills
Governor

Sara Gagné-Holmes
Commissioner



Maine Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

Award Justification Statement
RFP# 202503033
Family Support Navigator Services for Children and Youth with Special Health
Care Needs

I. Summary

Through RFP# 202503033, the Department sought proposals for the administration of the Family Support Navigator Services for Children and Youth with Special Health Care Needs (CYSHCN). Four (4) Bidders responded to the RFP:

Maine Parent Federation
Syra Health Corp.
The Northern Lighthouse, Inc.
Wings for Children and Families

Through the evaluation process, Maine Parent Federation received the highest score and was determined to provide the best value to the State of Maine.

II. Evaluation Process

An Evaluation Team, composed of four (4) State employees, applied the consensus method in scoring the Bidders' Qualifications & Experience and Proposed Services. Scores for the Cost Proposals were assigned using a mathematical formula.

II. Qualifications & Experience of Conditional Awardee

Maine Parent Federation offered an accomplished, experience-laden portfolio demonstrating the ability to deliver the services required by the RFP and successfully perform under the prospective contract.

III. Proposed Services by Conditional Awardee

Maine Parent Federation provided a well-rounded response outlining an understanding of, and ability to meet, programmatic requirements of the RFP. Additionally, Maine Parent Federation demonstrated the means and skills necessary to meet the RFP's performance requirements through its project teams' competencies, subject matter expertise, and background.

IV. Cost Proposal

Maine Parent Federation provided an initial-period-of-performance cost of \$300,000.

V. Conclusion

Out of 100 possible points, the Evaluation Team awarded Maine Parent Federation a score of 98.00. The strength of Maine Parent Federation's proposal outweighed the other Bidders through its qualifications and experience and the services and cost it proposed. The Evaluation Team determined that the proposal submitted by Maine Parent Federation represents the best value to the State of Maine.

Janet T. Mills
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May-27-2025

Via Electronic Mail: cwoodcock@mpf.org

Maine Parent Federation
Carrie Woodcock, Executive Director
526 Western Ave, #2D
Augusta, ME 04330

SUBJECT: Notice of Conditional Contract Award under RFP #202503033, Family Support Navigator Services for Children and Youth with Special Health Care Needs

Dear Ms. Woodcock,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Maine Center for Disease Control and Prevention for Family Support Navigator Services for Children and Youth with Special Health Care Needs. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- Maine Parent Federation

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract.

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).

Thank you for your interest in doing business with the State of Maine.

Sincerely,

Signed by:

Veronica Smith

FEC16F5FF697476...

Veronica Smith
Chief Operating Officer
Maine Center for Disease Control and Prevention

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

Janet T. Mills
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TTY: Dial 711 (Maine Relay)

May-27-2025

Via Electronic Mail: srikantd@syrahealth.com

Syra Health Corp
Srikant Devaraj, VP
1119 Keystone Way, Ste 201
Carmel, IN 46032

SUBJECT: Notice of Conditional Contract Award under RFP #202503033, Family Support Navigator Services for Children and Youth with Special Health Care Needs

Dear Mr. Devaraj

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Maine Center for Disease Control and Prevention for Family Support Navigator Services for Children and Youth with Special Health Care Needs. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Veronica Smith

Chief Operating Officer

Maine Center for Disease Control and Prevention

DocuSigned by:

Debra Downer

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Debra Downer

Deputy Director for Competitive Procurement

Division of Contract Management

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May-27-2025

Via Electronic Mail: blake.hatt@tnlh.org

The Northern Lighthouse, Inc
Blake Hatt COO
172 Academy Street,
Presque Isle, Me 04769

SUBJECT: Notice of Conditional Contract Award under RFP #202503033, Family Support Navigator Services for Children and Youth with Special Health Care Needs

Dear Mr. Hatt,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Maine Center for Disease Control and Prevention for Family Support Navigator Services for Children and Youth with Special Health Care Needs. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,

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Veronica Smith
Chief Operating Officer
Maine Center for Disease Control and Prevention

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Debra Downer

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Debra Downer
Deputy Director for Competitive Procurement
Division of Contract Management

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May-27-2025

Via Electronic Mail: tniedorowski@wingsinc.org

Wings for Children and Families
Patricia Niedorowski, Executive Director
900 Hammond St. Suite 915,
Bangor, ME 04401

SUBJECT: Notice of Conditional Contract Award under RFP #202503033, Family Support Navigator Services for Children and Youth with Special Health Care Needs

Dear Ms. Niedorowski,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Maine Center for Disease Control and Prevention for Family Support Navigator Services for Children and Youth with Special Health Care Needs. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Chief Operating Officer

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Debra Downer

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Debra Downer

Deputy Director for Competitive Procurement

Division of Contract Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Maine Parent Federation

DATE: May 13, 2025

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Darren Bean, Amy Fair, Kimberly Gosselin, Stacey LaFlamme

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	30.00
Section III. Proposed Services	40.00	38.00
Section IV. Cost Proposal	30.00	30.00
<u>Total Points</u>	<u>100.00</u>	<u>98.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Maine Parent Federation

DATE: May 13, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Maine Parent Federation

DATE: May 13, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	30.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Provided three (3) relevant project examples.• The Department has positive work experience with this incumbent.• Non-profit organization was established in 1984.• Currently federally funded Parent and Training Information Center through the US DOE Office of Special Education Program and Rehabilitative Services.• Nationally recognized as the current Family to Family Health Information Center for Maine.• Developed the Family Support Navigator program in 2010.• Navigators are matched within 48 hours of request for support.• Partnerships with Maine Developmental Disability Council (MDDC), Maine Department of Education (MEDOE) and Maine Autism Society.• Dedicated PTI (Parent and Training information Center) for Maine.• 40 years of experience assisting Children & Youth with special health care needs.• Employees and the majority of the Board of Directors have lived experience.• Mission is bringing the power of knowledge and voice to families of Children with Special Health Care Need so families are better able to access systems of care.
2. Subcontractors
<ul style="list-style-type: none">• Plans to contract directly with each Family Support Navigator and provide a 1099 form at the end of the year.• All Family Support Navigators need to either have the lived experience of being a parent/caregiver of a Child and Youth with Special Health Care Needs and/or be a relative of a Child and Youth with Special Health Care Needs and provider of services for this population.
3. Organizational Chart
<ul style="list-style-type: none">• Provided position names, FTE's, responsibilities and accountability structure.
4. Litigation
<ul style="list-style-type: none">• Indicated "None"

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Maine Parent Federation

DATE: May 13, 2025

5. Financial Viability
<ul style="list-style-type: none">Financial statements provided for 2021-22, 2022-23 and 2023-24.
6. Certificate of Insurance
<ul style="list-style-type: none">Provided a valid COI.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Maine Parent Federation

DATE: May 13, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	38.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators (FSNs)
<ul style="list-style-type: none">• Plans to utilize a Diverse Board of Directors with lived experience who reside and work in rural/underserved areas.• Planned outreach through all full-time equivalent staff, Board of Directors, active Navigators, listserv of 5,600 members, Section 508 compliant website, social media accounts, and over 70 local, state, and national partnerships.• Members of school advisory panel.• Plans to use a federally funded Parent Training and Information (PTI) Center and Family to Family (F2F) Health Information Center connecting the agency to school districts across the state and the ability to connect with 63 F2Fs nationwide providing them with additional resources.• Proposed model of meeting families where they are at.• Plans to use Family Navigators to create support plans with families.• Plans identify needs and how to address needs and tracking progress.• FSNs will have full access to an expansive resource database covering many diagnoses and healthcare systems available.• Plans to participate in local, state, and national healthcare partnerships to obtain the most updated information on current and emerging family needs.• Will utilize warm handoffs for families to providers and resources that they are accessing so families are not alone in the process of connecting with systems of care for sustainability.• Plans to have FSNs assist in scheduling appointments, filling out eligibility applications, council on what questions to ask to various providers, help families request/prepare/attend 504 and Individual Education Plans (IEP) as an advocate to the family.• Plans to work with the Department to create and implement training curriculum.• Training will be provided as in-person, virtually, or recorded and are offered in 5

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Maine Parent Federation

DATE: May 13, 2025

different languages.

- Provided a list of various trainings created through numerous partnerships.
- FSNs will complete a 10-hour leadership training.
- FSNs are provided a Coordinator for professional development, education and support.
- Will utilize an Implementation and Improvement Science's methodology of Plan, Do, Study, Act.
- Training needs identified are responsive to changes with need and current systems of care for children and youth with special needs.
- FSNs will be provided with multiple written resources.
- Prior to working with families all FSNs have to sign confidentiality agreements acknowledging the understanding of the Departments policy for handling confidential information, releases, mandated reporting, HIPAA, and FERPA.
- FSNs will initiate, track eligibility and referral applications, advocate at service planning meetings, assist in accessing additional resources including specialty medical services and equipment, ensuring families understand their rights within each system of care and provide self-advocacy tools.
- Plans to utilize FSN's with lived experience and a strong working knowledge of local resources, service and how to navigate systems of care.

B. Training Requirements

- Will work with the Department to create and implement training curriculum but lacked details on how they plan to collaborate with the Department to create and implement the training.

C. Administration of Program

- Provides outreach through its own website, a brochure unique to the program, email listserv, quarterly newsletter, dissemination of materials at displays, conferences, and resource fairs, and representation on more than 70 local, state, and national collaborations.
- Plans to utilize peer to peer support for parents and caregivers through schools, community-based providers and medical providers.
- Plans to check in annually to both 211 and Help Me Grow to ensure that all information is current.
- All requests for assistance will be contacted via phone within 48 hours of receiving an application and followed by an email.
- Parent Information Specialists will triage the situation and provide necessary information to the family after initial contact.
- Family navigators are matched based on the need, and their expertise area.
- Intake specialist discusses needs, FSN referral, if family accepts regional FSN coordinator contacts family, if FSN referral not made information for other needs will be provided (provided a graphic on the intake process).

D. Evaluation

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Maine Parent Federation

DATE: May 13, 2025

- | |
|---|
| <ul style="list-style-type: none">• Will create an anonymous family satisfaction survey (example provided) to send to families at completion of services and available via email, mail and over the phone.• Will use data gathered to complete quarterly reports for the Family Support Navigator (FSN) program which reflects the necessary data and evaluation findings to the Department. |
|---|

E. Confidentiality Requirements
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- | |
|---|
| <ul style="list-style-type: none">• Met the requirements. |
|---|

F. Performance Measures

- | |
|---|
| <ul style="list-style-type: none">• Met the requirements. |
|---|

G. Reports

- | |
|---|
| <ul style="list-style-type: none">• Met the requirements. |
|---|

2. Staffing

- | |
|--|
| <ul style="list-style-type: none">• Provided the job descriptions and details for executive director, family support navigator coordinator, publication coordinator, family support navigator, parent information specialist, parent trainer, youth coordinator, information and grants specialist.• Met all other staffing requirements. |
|--|

3. Implementation - Work Plan

- | |
|---|
| <ul style="list-style-type: none">• Met the requirements. |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Maine Parent Federation

DATE: May 13, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$300,000.00	÷	\$300,000.00	x	30 points	=	30.00

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Syra Health Corp

DATE: May 13, 2025

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Darren Bean, Amy Fair, Kimberly Gosselin, Stacey LaFlamme

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	10.00
Section III. Proposed Services	40.00	22.00
Section IV. Cost Proposal	30.00	2.10
<u>Total Points</u>	<u>100.00</u>	<u>34.10</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

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BIDDER: Syra Health Corp

DATE: May 13, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Syra Health Corp

DATE: May 13, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Provided three (3) work projects, not relevant to the RFP requirements. All projects appear to be staff augmentation services.• Founded in 2020, serving more than 24 states and comprised of over 130 professionals.• Specializes in trauma informed care, culturally responsive family engagement, and case coordination.• Has supported over 300 behavioral health professionals.• States that the Behavioral and Mental Health Division would deliver proposed services which do not fully align with the RFP requirements.
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided an organizational chart.
4. Litigation
<ul style="list-style-type: none">• Indicated "None".
5. Financial Viability
<ul style="list-style-type: none">• Does not appear financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided a valid COI.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Syra Health Corp

DATE: May 13, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	22.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators (FSNs)
<ul style="list-style-type: none">• Will ensure a continuous recruitment plan that includes the BIPOC community.• Will establish referral pipelines with organizations already serving the BIPOC community and underserved families.• Plans to use scoring systems during recruitment to ensure fairness and transparency.• Recruitment/outreach to community-based organizations, tribal health partners, and immigrant and refugee networks.• Will develop customized navigation plans based on the family's needs.• Will maintain and update a directory of local, regional and statewide resources.• FSN's will empower families through education and provide one-on-one education and group workshops.• Will form partnerships in order to reach underserved and isolated families.• Individualized needs assessment and navigation plan.• Comprehensive resource linkage.• Warm handoffs and ongoing advocacy.• Empowering families through education.• Plans to utilize partnerships for outreach to hard-to-reach families.• Feedback and continuous improvement.• Training will be provided for new and existing FSNs;<ul style="list-style-type: none">○ During initial onboarding and orientation.○ Through accessing up to date resources.○ Through navigating systems of care.○ For confidentiality and data protection.• For ongoing training and quality monitoring.• Plans to serve as a reliable guide-building trusted relationships, breaking down bureaucratic barriers and empowering families.

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Syra Health Corp

DATE: May 13, 2025

<ul style="list-style-type: none"> • FSN's will provide step-by-step and hands on guidance with completing eligibility and referrals to various CSHN programs. • FSN's will help locate providers, suppliers, and funding assistance programs and help remove access barriers. • Will help prepare for appointments, monitor treatment goals and progress, teach families how to request evaluations, etc.
B. Training Requirements
<ul style="list-style-type: none"> • Statewide training for families and providers of children and youth identified with special health care needs is central to how they strengthen systems and empower communities. <ul style="list-style-type: none"> ○ Develop and deliver high-quality, evidence informed training. ○ Identify training needs – collaborative, relevant and responsive. ○ Annual training (anticipated topics). ○ Coordinating care across healthcare, education, and behavioral health systems. ○ Managing key transitions (early childhood to school, youth to adult services). ○ Shared decision making in care planning. ○ Supporting families through IEP/504 process. ○ Accessing assistive technology and accommodations.
C. Administration of Program
<ul style="list-style-type: none"> • Promotion through deployment of regional FSNs and outreach staff to community health fairs, schools, pediatric clinics and local agencies. • Will partner with parent training and information centers, childhood programs and family advocacy groups. • Plans to create multi-lingual flyers, social media/infographics. • Will implement a centralized intake and triage system to ensure that every family request is acknowledged and acted upon within 48 hours using a dedicated toll-free line and email monitored daily by Administrative Support Staff, online referral form.
D. Evaluation
<ul style="list-style-type: none"> • Met the requirements.
E. Confidentiality Requirements
<ul style="list-style-type: none"> • Met the requirements.
F. Performance Measures
<ul style="list-style-type: none"> • Met the requirements.
G. Reports
<ul style="list-style-type: none"> • Met the requirements.
2. Staffing
<ul style="list-style-type: none"> • Family Support Navigator description cites lived experience “preferred” which does not align with the RFP requirements.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Syra Health Corp

DATE: May 13, 2025

- | |
|---|
| <ul style="list-style-type: none">• Does not plan to utilize subcontractors unless there is a need for specialized expertise and may consult with a provider.• Staffing plan FTE hours did not align with the time allocation summary. |
|---|

3. Implementation - Work Plan

- | |
|---|
| <ul style="list-style-type: none">• Met the requirements. |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Syra Health Corp

DATE: May 13, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$300,000.00	÷	\$4,287,480.00	x	30 points	=	2.10

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: The Northern Lighthouse, Inc

DATE: May 13 & 14, 2025

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Darren Bean, Amy Fair, Kimberly Gosselin, Stacey LaFlamme

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	12.00
Section III. Proposed Services	40.00	8.00
Section IV. Cost Proposal	30.00	10.26
<u>Total Points</u>	<u>100.00</u>	<u>30.26</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: The Northern Lighthouse, Inc

DATE: May 13 & 14, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: The Northern Lighthouse, Inc

DATE: May 13 & 14, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	12.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Provided three (3) project examples which did not align with the requirements of the RFP mainly focusing on behavioral health, SUD and homelessness.• Did not reference experience with care coordination, chronic medical conditions or collaboration with medical providers.• It is unclear how long the organization has been in existence.
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Provided an organizational chart.
4. Litigation
<ul style="list-style-type: none">• Indicated "None"
5. Financial Viability
<ul style="list-style-type: none">• Provided financial statements for 2020-2021, 2021-2022, 2022-2023.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided a valid COI.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: The Northern Lighthouse, Inc

DATE: May 13 & 14, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	8.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators (FSNs)
<ul style="list-style-type: none">• Did not provide a detailed plan for recruitment or hiring.• Stated “regularly posts available job positions and works to recruit staff from a variety of different backgrounds including black, indigenous, and people of color”.• Cites the importance of hiring a diverse workforce but did not provide specific details on how that would be accomplished.• Each case received will be assessed by a Family Support Navigator through a specified assessment process. FSNs will develop a customized plan of care to address needs (education, mental health and physical health) and connect families to resources.• Plans to provide guidance, information, support and help families build natural support.• The response to providing training to new and existing Family Support Navigators was minimally responsive.• Did not address “understanding the Department’s policy for handling confidential information.”• Response to providing support and guidance to families navigating the health care system, behavioral health/mental health systems, and education system was minimally responsive.
B. Training Requirements
<ul style="list-style-type: none">• The response to collaborate with the Department to create training to be used Statewide for families and providers of children and youth identified with special health care needs was minimally responsive.
C. Administration of Program
<ul style="list-style-type: none">• Response to responding to requests for assistance within forty-eight (48) hours of receiving the request lacks detail.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: The Northern Lighthouse, Inc

DATE: May 13 & 14, 2025

- Response to link families to Family Support Navigators and other Community-Based Supports and Services, as needed, was minimally responsive.
- Response to maintaining up-to-date information on Community-Based Supports and Services lacks detail.

D. Evaluation

- Met the requirements.

E. Confidentiality Requirements

- Did not specifically address Risk Assessment Policy & Procedures (RA-1) or Vulnerability Scanning Procedure (RA-5).
- Response to compliance with confidentiality requirements outlined in the State's IT-Service Contract, under Rider B-IT, Section 30 lacks detail.

F. Performance Measures

- Response to Performance Measures lacks detail.

G. Reports

- Response to tracking and recording all data/information necessary to complete reports lacks detail.

2. Staffing

- Provided job descriptions for a supervisor and FSNs only.
- Family Support Navigator description cites lived experience "preferred" which does not align with the RFP requirements.
- Provided an organizational chart but did not provide a staffing plan describing the minimum staffing with position titles and time allocation or amount FTE for staff/position.

3. Implementation - Work Plan

- Work plan is minimally responsive to the requirements of the RFP.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: The Northern Lighthouse, Inc

DATE: May 13 & 14, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$300,000.00	÷	\$877,233.00	x	30 points	=	10.26

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Wings for Children and Families

DATE: May 14, 2025

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Darren Bean, Amy Fair, Kimberly Gosselin, Stacy LaFlamme

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	28.00
Section III. Proposed Services	40.00	40.00
Section IV. Cost Proposal	30.00	10.87
<u>Total Points</u>	<u>100.00</u>	<u>78.87</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Wings for Children and Families

DATE: May 14, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Wings for Children and Families

DATE: May 14, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	28.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Provided three (3) relevant project examples highlighting their partnership with family centered support.• Agency has delivered more than 30 years of family centered care including their Family Support Partner model.• Introduced the Wraparound model to Maine.• One of the first in the state to integrate parent advocates into service delivery.• Embedded lived experience in all practices of the agency.• Recognized a need for “aftercare” support for families who may need a little support following involvement with Behavioral Health Home (BHH) level of service which is a lighter touch model and decreases need for unnecessary services.• Employed parents in various roles: parent advocates, level 1 case managers and family information specialists.• Office locations in Bangor, Presque Isle, Machias, Ellsworth, Waterville and is actively expanding to Portland and Wilton in Western Maine.
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Met the requirements.
4. Litigation
<ul style="list-style-type: none">• Indicated “None”
5. Financial Viability
<ul style="list-style-type: none">• Appears financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided a valid COI.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Wings for Children and Families

DATE: May 14, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	40.00

Evaluation Team Comments:

Part IV, Section III Proposed Services

1. Services to be Provided

Part II

A. Administration of Family Support Navigators (FSNs)

- Provided a detailed plan for the recruitment and hiring for Family Support Navigators reflecting the diversity of the communities served in Maine (black, indigenous, people of color, underserved populations).
- Recruitment strategies will be inclusive and culturally responsive.
- Described plans for facilitating information sessions, support groups, local crisis centers, child development services and other providers.
- Will ensure every family has the tools and support necessary to navigate the complex healthcare system.
- Plans to empower families to access the care and services they deserve.
- Provided a detailed training plan for new and existing Family Support Navigators.
- FSNs will be required to participate in the PEARLS (Parent Education and Resources for Lifelong Success).
- Trauma informed care as many families have experienced adversity.
- Link families to community-based programs and resources and co-develop a support plan.
- Assist families in preparing for meetings including PCP, IEP/504, mental health consults. FSN, when appropriate, can attend meetings alongside families acting as partners and advocates to ensure the family's voice is being heard.
- Supporting families with applications (Medicaid, SSI, referral services; specialty providers, behavioral and mental health).
- Helping families prepare for appointments.
- Assistance accessing adaptive technology.
- Address importance of FSN having lived experience.
- Strength based -Family Support Navigators will be supported in developing the skills to balance "doing for" with "teaching and modeling", acting as partners and advocates to help ensure the family's voice is heard.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Wings for Children and Families

DATE: May 14, 2025

B. Training Requirements

- Provided a detailed plan and responded to each component effectively.
- Utilizes Eventbrite as a registration platform and has provided statewide training that is either in-person or virtual.
- Will collaborate with the Department to develop future training sessions and to create content and decide how it's disseminated.
- Each training session will identify at least three (3) clear learning objectives.
- All training content will be submitted to the Department for approval prior to implementation.
- Comprehensive training plan to include shared decision making.
- Training topics based on emerging needs, family feedback, system gaps and cross-sector collaboration priorities.
- Training topics will include navigating the system of care, shared decision making, managing transitions, assistive technology, children's PCP appointments, understanding Maine's systems, and care coordination best practices.
- Plans to hold Annual resource fair to connect families with services and providers.
- Plans to host monthly webinars on key topics relevant to CYSHCN families.
- Training will be available to families, providers and community partners with live webinars, on demand recordings and promotion via newsletters and social media.

C. Administration of Program

- Provided a detailed plan for different approaches and resources to be used to promote FSN services.
- Provided a plan to include a point of contact, regular review, direct communication and verification of the process and evaluation.
- Provided a detailed plan on how they will meet the request for assistance within 48 hours which included monitoring of an email, request receipt, assess/prioritize, assign, contact, resolution and follow up.
- Providers will be immediately notified through their Electronic Health Record (EHR) system. Within 24 hours of this notification, a Family Support Navigator is assigned to the case.
- FSN's will reach out to families within 24 hours for their initial meeting and will either schedule an in-person or virtual session.
- FSN will create an individualized support plan.
- States "Connecting families to Family Support Navigators is designed to minimize delays, reduce stress and ensure that families receive the help they need as quickly and effectively as possible."
- Provided a detailed plan to maintain up-to-date information.

D. Evaluation

- Described a detailed process for development of a survey to distribution, to evaluation and use of data for continuous improvement.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Wings for Children and Families

DATE: May 14, 2025

<ul style="list-style-type: none">• Provided a detailed plan of data collection, data analysis and how that would go into a report and presentation of findings back to DHHS.
E. Confidentiality Requirements
<ul style="list-style-type: none">• Overall, met confidentiality requirements.• Provided a detailed plan to comply with all State and Federal laws.
F. Performance Measures
<ul style="list-style-type: none">• Met the requirements.
G. Reports
<ul style="list-style-type: none">• Met the requirements.
2. Staffing
<ul style="list-style-type: none">• Has 16 of 68 employees with a child with special health care needs.• States “must be a parent or caregiver with lived experience with a child with health, mental health, behavioral health or educational needs.”
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met the requirements.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP# 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER: Wings for Children and Families

DATE: May 14, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$300,000.00	÷	\$827,795.00	x	30 points	=	10.87

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation, Inc

DATE: 5/7/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Non-profit organization established in 1984.• MPF is the current federally funded Parent and Training Information Center through the US DOE Office of Special Education Program and Rehabilitative Services.• MPF is the current Family to Family Health Information Center.• MPF has provided three (3) relevant projects.
2. Subcontractors
<ul style="list-style-type: none">• MPF will contract directly with each Family Support Navigator and provide a 1099 form at the end of the year.
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None listed
5. Financial Viability
<ul style="list-style-type: none">• Financial history provided from year-end August 31, 2021 – August 31, 2024.• Organization appears to be financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Current COI provided

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation, Inc

DATE: 5/7/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

1. Has provided peer-to-peer programming since 2010.
Partnered with the state on FSN program since 2015.
Will continuously recruit FSN's, especially within diverse cultures and underserved Populations.
MPF has created a rack card for FSN program available in multiple languages
1. MPF practices Implementation and Improvement Science's methodology of Plan, Do, Study, Act.
Leadership trainings are held state-wide.
FSN's must complete a 10 hour leadership program prior to meeting with families.
All FSN's are assigned a coordinator to ensure access all of MPF's resources.
All FSN's sign MPF's confidentiality agreement prior to working with families.
FSN's must have direct lived experience in navigating the systems of care for CSHN.

B. Training Requirements

1. MPF will work with the department to create and implement training curriculum.
PTI grant requires MPF to create high quality, relevant and useful trainings for families that will benefit their children.
Trainings are provided as in-person, virtually, or recorded and are offered in 5 different languages.
MPF lists a large number of trainings they've created through numerous partnerships.

C. Administration of Program

1. MPF shows an increase over the last three project years in families served through the FSN program.
MPF promotes the FSN program via website, brochure, email listserv, quarterly newsletter, conferences, resource fairs and through their various collaborations.
2. Response met sections requirements
3. All applicants are contacted via phone within 48 hours of receiving an application and followed up with an email.
4. After a family contacts MPF, one of the Parent Information Specialists will triage the situation and provide necessary information to the family.
5. Response met sections requirements.

D. Evaluation

1. Anonymous family satisfaction survey has been created and sent to families at completion of services. It's available via email, mail and over the phone.
2. Quarterly report used to report findings.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation, Inc

DATE: 5/7/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

E. Confidentiality Requirements
1. Agrees to comply with sections requirements. 2. Response satisfies what's being asked in this section. 3. MPF notes their confidentiality policy 4. Agrees to comply 5. Bidder acknowledges
F. Performance Measures
1. Agrees to comply.
G. Reports
1. Agrees to sections requirements 2. Agrees to sections requirements
2. Staffing
a. Included in Attachment #7. b. Sub-contractors will not be used. c. Included in Attachment #8
3. Implementation - Work Plan
a. Work Plan provided in Attachment #9
Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">Proposed cost - \$300,000.00 per two-year contract periodBudget Narrative Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation

DATE: 05/07/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P: Peer-to-peer model providing family support and systems coordination through the use of a Family Consultant since 2010.• P: Provide family support and systems coordination through the Family Support Navigator Program since 2015.• P: 40 years experience assisting families of Children with Special Health Care Needs.• I: Employees, all with lived experience.
2. Subcontractors
<ul style="list-style-type: none">• MPF contracts individually with each Family Support Navigator and provides them with an end of year 1099 form.
3. Organizational Chart
<ul style="list-style-type: none">• Board of Directors• Executive Director• Information and Grant Specialist• FSN Coordinators• Publication Coordinator• 2 information Specialists• 1.5 Parent Trainer• Youth Coordinator• Family Support Navigators (FSN)• I: Youth Coordinator – In kind (non-monetary contribution)?• I: Family Support Navigator – 10 hours of leadership training prior to working with families, Consultants working 5-10 hours/week.
4. Litigation
<ul style="list-style-type: none">• None listed
5. Financial Viability
<ul style="list-style-type: none">• Financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Quirion Insurance Agency – Commercial General Liability Insurance• Policy effective 05/25/2024• Policy expires 05/25/2025

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation

DATE: 05/07/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators
<ol style="list-style-type: none">1. P: MPF has provided Family Navigator Services since 2015.2. P: MPF has 25-30 fully trained Family Support Navigators.3. I: MPF has 8 full-time staff located across the state, central office located in Augusta and remote representation in Southern, Down East and Northern Maine. FSN aren't included in these 8?
<ol style="list-style-type: none">4. Family Support Navigators create a support plan with the families they serve, the plan outlines how to best address the need, and track progress towards meeting the need. Intake, intake specialist discusses needs, FSN referral, if family accepts regional FSN coordinator contacts family, if FSN referral not made MPF provides information for other needs.5. MPF is the federally funded parent training and information center and family to family health information center. MPF has contracts with Maine DOE and Maieen DVR. These partnerships provide TA opportunities.
B. Training Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation

DATE: 05/07/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. MPF provides training to at least 30 new Navigators annually.
2. I: (this training seems like a lot of information to fit into 10 hours) Training sessions are held in Southern, Central, and Northern Maine. Prior to working with families, MPF requires all Family Support Navigators applicants to complete this 10-hour leadership training related to the following:
 - a. History of the program
 - b. MPF expectations of the FSN
 - c. MPF support to the FSN
 - d. Effective communication skills
 - e. Cultural competence (including accessing translation and hearing impaired services)
 - f. Trauma informed care
 - g. Natural supports
 - h. Confidentiality
 - i. Special education
 - j. Supported decision making
 - k. Guardianship
 - l. Self-Advocacy
 - m. MaineCare
 - n. Disability Rights Maine
 - o. Vocational Rehabilitation
 - p. Office of Aging and Disability Services
 - q. Mandated Reporting
3. MPF's preference is for applicants to attend at least one in-person training. However, they acknowledge that being in-person is not accessible to all populations and do provide individual, virtual, or recorded training to FSN applicants who are unable to attend in-person training.
4. Family Support Navigators are provided with written resources during their training.
5. P: Family Support Navigators are provided with a coordinator who acts as the direct c contact to ensure that all Family Support Navigators are being provided professional development.

C. Administration of Program

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation

DATE: 05/07/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. P: MPF has provided a Family Support Navigator program since 2015.
2. I: 2010-2015 MPF offered peer-to-peer programming.
3. P: Steady increase in the number of families served through the Family Support Navigator program:
 - a. 07/01/2021 – 06/30/2022: 179 families served
 - b. 07/01/2022 – 06/30/2023: 220 families served
 - c. 07/01/2023 – 06/30/2024: 290 families served
4. Once an application/referral is submitted to MPF for a Family Support Navigator, a FSN Coordinator will contact the applicant via phone within 48 hours and follow with an email.
5. Agency has contracts with Maine DOE and Maine Dept of Voc Rehab. Agency participates in over 70 local, state and national partnerships this helps to insure that MPF has the most up to date resource information.

D. Evaluation

1. P: An anonymous family satisfaction survey is offered to all families at the completion of services.
2. I: Survey made available via email, mail and over the phone.
3. P: MPF submits quarterly reports for the Family Support Navigator Program reflecting data and evaluation findings.

E. Confidentiality Requirements

1. P: MPF currently maintains insurance as outlined in the State of Maine IT-Service Contract.
2. P: MPF maintains risk assessment and vulnerability scanning policies and procedures equivalent to MaineIT policies for Risk Assessment Policy & Procedure and Vulnerability Scanning Procedures.
3. P: MPF Employee Handbook outlines all policies and procedures and must be read and signed by all employees.
4. Agency has complied and will continue to comply with confidentiality requirements. Confidentiality policies are detailed in their handbook, employees are required to read and sign.
5. Agency acknowledges the statement "The State does not consume any awarded bidder application, nor does the awarded bidder consume any state application."

F. Performance Measures

1. Increase the number of Maine families assisted through the Family Support Navigator Program by a minimum of 5%.

G. Reports

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation

DATE: 05/07/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. Performance Measures Report
2. Department On-Site Visit
3. Family Satisfaction Survey Report
4. Quarterly Report of Revenue and Expenses
5. Contract Closeout Report

2. Staffing

- a. Executive Director – Total/week: 5/day, 10/hours
- b. Parent Trainer Southern/Central Maine – Total/week: In-kind
- c. Parent Trainer Northern Maine & Youth Coordinator – Total/week: In-Kind
- d. Information & Grant Specialist – Total/week: 5/days, 7.5/hours
- e. Regional FSN Coordinator Northern Maine – Total/week: 5/day, 7.5/hours
- f. Regional FSN Coordinator Central & Southern Maine/Library Coordinator – Total/week: 5/days, 18.75/hours
- g. Parent Information Specialist – Total/week: In-kind
- h. Parent Information Specialist – Total/week: In-kind
- i. Family Support Navigators – Total/week: 5/days, 7.5-12.5/hours

3. Implementation - Work Plan

- a. MPF will continue to develop and implement the Family Support Navigator program including navigator and family recruitment, navigator and family training, community outreach, navigator evaluation, and fiscal oversight.
- b. Continuously recruit and hire Family Support Navigators
- c. Enable families to link and access information for improving health outcomes
- d. Provide training to new and existing Family Support Navigators
- e. Provide support and guidance to families navigating Systems

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation

DATE: May 8, 2025

EVALUATOR NAME: Kimberly Gosselin

EVALUATOR DEPARTMENT: Maine CDC

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P: Agency has been doing the Family Support Navigator work, established program• P: Navigators are matched within 48 hours of request for support• I: Partnerships with MDDC, MEDOE• P: Dedicated PTI (Parent and Training information Center) For Maine• P: 40 years of experience assisting Children & Youth with special health care needs
2. Subcontractors
<ul style="list-style-type: none">• P: Individuals with lived experience
3. Organizational Chart
<ul style="list-style-type: none">• P: Parent Trainer position – creates and implements professional training• P: Family support navigators complete 10 hours of leadership training
4. Litigation
<ul style="list-style-type: none">• P: Nothing to report
5. Financial Viability
<ul style="list-style-type: none">• P: thorough, shows stability
6. Certificate of Insurance
<ul style="list-style-type: none">• Included, In good standing

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators
<ul style="list-style-type: none">1.P: Recruit individuals with lived experience, Solid recruitment plan with a large list2.P: Family support navigators are matched within 48 hours3.P: Diverse Board of Directors, lived experience, rural/underserved area4. P: Comprehensive training program for FSN5. P: Matched with families so FSN can utilize their strengths6.P: Warm hand off to referred agencies for sustained support7.P: Model allows for individual family plans to address specific needs
B. Training Requirements
<ul style="list-style-type: none">1.P: FSN complete 10 hour leadership training.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: Maine CDC

2.P: FSN's are provided a Coordinator for professional development, education and support

3.P: Training needs identified considering happenings with CYSHCN

4.P: Training materials translated in 5 languages

C. Administration of Program

1.P: Reaching underserved areas

2.P: Material is available in English, Spanish, Portuguese, Kirundi, Arabic

3.P: Align with American Academy of Pediatrics recommendations

4.P: Expansive resource database

5.P: FSN program can be accessed by website, email, mail or in person

D. Evaluation

1.Family Satisfaction Survey - meets

E. Confidentiality Requirements

1.FSN's are required to sign Confidentiality agreement

2.Training on information re: confidentiality, releases, mandated reporting, HIPAA and FERPA

3.Regular review of documentation and process to ensure confidentiality

F. Performance Measures

1.Plan to recruit FSN to include diverse populations (black/indigenous)

G. Reports

1.Meet Expectations

2. Staffing

a. FSN are contracted

3. Implementation - Work Plan

a. P: Clear performance measures

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation

DATE: May 9, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, MCH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• MetP- Ability to connect with parents within a peer-to-peer model has been crucial to their mission<ul style="list-style-type: none">▪ bringing the power of knowledge and voice to families of Children with Special Health Care Need so families are better able to access systems of care.▪1. Model was created in 2010 when MPF first contracted with the State of Maine to provide family support and systems coordination through the use of a family consultant.<ul style="list-style-type: none">○ From 2015 to current, MPF has provided these services for the State through the Family Support Navigators Program○ Maine Parent Federation has a total of 40 years of experience assisting families of Children with special health care needs.	
2. Subcontractors	
<ul style="list-style-type: none">• will contract individually with each Navigator and provide them with an end of the year 1099 form.• All Family Support Navigators need to either have the lived experience of being a parent/caregiver of a Child and Youth with Special Health Care Needs and/or be a relative of a Child and Youth with Special Health Care Needs and a provider of services for this population.• Maine Parent Federation <u>will not</u> contract with any other entities to perform the duties of this contract.	
3. Organizational Chart	
<ul style="list-style-type: none">• Met<ul style="list-style-type: none">○ Provided position names, FTE's, responsibilities and accountability structure.	
4. Litigation	
<ul style="list-style-type: none">• Met<ul style="list-style-type: none">○ None	
5. Financial Viability	
<ul style="list-style-type: none">• Met	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, MCH

<ul style="list-style-type: none">○ Provided financial statements for 2022 and 2021; 2023 and 2022; 2024 and 2023
6. Certificate of Insurance
<ul style="list-style-type: none">• Met<ul style="list-style-type: none">○ Expires 5/25/2025

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators
<p>1. Met</p> <ul style="list-style-type: none">• In order to continuously recruit and hire, MPF provides outreach through all full-time equivalent staff, Board of Directors, active Navigators, list serve of 5,600 members, website, social media accounts, and over 70 local, state, and national partnerships.• 1A: MPF's Board of Directors includes 67% parent/caregivers, representatives from the Maine Administrators of Services for Children with Disabilities (MADSEC), Maine's Head Start Program, Post-secondary college programs, New-Mainer population, Maine's tribal community, and multiple service providers working with families of Children and Youth with Special Health Care Needs.• 1B: 50% of our Board resides in rural areas which are notoriously underserved due to resource deserts in our State.• MPF website is compliant under section 508 of the Rehabilitation Act (requiring accessibility for all populations) and has a dedicated page for the FSN program.
<p>2. Met</p> <ul style="list-style-type: none">P- Model of meeting a family where they are at and doing it with the family not for the family.P- MPF requires all FSNs to create a support plan with the family.P- The intent of the plan is to identify need, how to best address the need, and track progress towards meeting the need.• MPF is currently the federally funded Family-to-Family Health Information (F2F). Therefore, MPF is required to provide support, information, resources and training around health issues for Children and Youth with Special Health Care Needs.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

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DATE: May 9, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, MCH

- MPF has an expansive resource database that covers many diagnoses and healthcare systems available
- As Maine's F2F, MF has the ability to connect with 63 F2Fs nationwide providing them with additional resources.
- Participation in local, state, and national healthcare partnerships provided MPF with the most updated information on current and emerging family needs.

3. Met

- To ensure Maine Parent Federation (MPF) is providing resources and training which reflects current and emerging needs, they use a Implementation and Improvement Science's methodology of Plan, Do, Study, Act.
- The process ensures that all of our programs are responsive to changes with need and current systems of care but also is able to identify emerging needs within our systems of care.
- **3C:** Prior to working with families all FSNs must sign confidentiality agreement which acknowledges that the FSN understands the Department's policy for handling confidential information.
- Additionally training include: confidentiality, releases, mandated reporting, HIPAA, and FERPA.

4. Met – describes the requirements to be FSN, training and supports they provide to families navigating many systems.

B. Training Requirements

1. Met:

- Maine Parent Federation (MPF) will work with the Department to be able to create and implement training curriculum.
- The PTI grant requires MPF to develop and implement high-quality, relevant, and useful training and information to help improve outcomes for their children.
- the F2F we are required to provide support, information, resources, and training around health issues for families of children and youth with special health care needs and the professionals who serve them.

C. Administration of Program

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Maine Parent Federation

DATE: May 9, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, MCH

1. Met:

- MPF promotes the FSN program through its own page on our website, a brochure unique to the program, our email listserv, our quarterly newsletter, dissemination of materials at displays, conferences, and resource fairs, and representation on more than 70 local, state, and national collaborations.

2. Met

- On an annual basis MPF provides outreach via email to both 211 and Help Me Grow to ensure that all of its information is current.

3. Met

- Once completed applications are received by our FSN Coordinators via submission on our website, email, mail, or in-person. Within a 48-hour period of time all applicants are contacted via phone and followed with an email by our FSN Coordinators.
- MPF over the last 3 project years has a rating of 100% on not only responding to applications within 48-hours but also matching the families to an FSN within that same timeline.

4. Met – provided intake work flow to link to resources and FSN as indicated.

5. Met – PTI, F2F and other collaborations allow for intensive TA, National Resources and best practice guidelines.

D. Evaluation

Met:

- completes family satisfaction survey
- Completes quarterly reports for the Family Support Navigator (FSN) program which reflects the necessary data and evaluation findings to the Department.

E. Confidentiality Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: Maine CDC, MCH

1. Met- provided proof of insurance 2. Met -(MPF) has maintained and will continue to maintain risk assessment and vulnerability scanning policies and procedures to be equivalent to MaineIT policies for Risk Assessment Policy & Procedures (RA-1) and Vulnerability Scanning Procedures (RA-5). 2. Met- provided language from policy guidelines 4. Met <ul style="list-style-type: none">will continue to comply with all confidentiality requirements as outlined in the state of Maine IT-Service Contract, under Rider B-IT, Section 30.Provided language to confidentiality policyProvided MPF Confidentiality Agreement sign off 5. met
F. Performance Measures
Met <ul style="list-style-type: none">MPF uses our secure Salesforce database to store all of the necessary data as outlined by the Department. This information is used to complete all quarterly, annual, and close out reporting requirements
G. Reports
1. met 2. met
2. Staffing
a. Met- job descriptions provided (executive director, family support navigator coordinator, publication coordinator, family support navigator, parent information specialist, parent trainer, youth coordinator, information and grants specialist) b. Met – no contractors but will hire FSN’s as consultants via 1099 form c. Met- provided staffing plan
3. Implementation - Work Plan
a. met – provided work plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Syra Health Corp

DATE: 5/8/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Founded in 2020, serves more than 24 states and comprised of over 130 professionals.• Specializes in trauma informed care, culturally responsive family engagement, and case coordination.• Supported over 300 behavioral health professionals.• Provided three (3) work projects
2. Subcontractors
<ul style="list-style-type: none">• Subcontractors will not be used
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None listed
5. Financial Viability
<ul style="list-style-type: none">• Financial records provided, going back to 2021.• Syra Health Corp does not appear financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided and current. Commercial General Liability, Automobile, Umbrella Liability

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Syra Health Corp

DATE: 5/8/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

1. Syra Health Corp ensures a continuous recruitment plan that includes the BIPOC community.

Will establish referral pipelines with organizations already serving the BIPOC community and underserved families.

Scoring systems are used during recruitment to ensure fairness and transparency.

2. Will develop customized navigation plans based on the family's needs.

Will maintain and update a directory of local, regional and statewide resources.

FSN's will empower families through education and provide one-on-one education and group workshops.

Will form partnerships in order to reach underserved and isolated families.

3. Will provide training modules to FSN's to ensure they are prepared for entry into the program and throughout their time in the program.

4. FSN's will provide step-by-step and hands on guidance with completing eligibility and referrals to various CSHN programs.

FSN's will help locate providers, suppliers, and funding assistance programs and help remove access barriers.

Will help prepare for appointments, monitor treatment goals and progress, teach families how to request evaluations and etc.

B. Training Requirements

1. Syra Health Corp will work with the Department, FSN's and provider stakeholders to create a calendar for state-wide trainings.

Trainings will be available in a hybrid format of in-person, virtual, and on demand content.

Training content will not be released without Departmental approval.

C. Administration of Program

1. Response met sections requirements.

2. Syra Health Corp will designate a Data and Compliance Office to ensure FSN contact details are current, correct and updated in the 211 Maine System

3. Agrees to respond to requests of assistance within 48 hours

3. Will use a care matching approach to connect families with the right FSN and support network.

FSN will conduct a needs assessment and then co-develop a Family Navigation Plan.

5. A shared, cloud-based resource database will be utilized.

D. Evaluation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 5/8/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

1. Will implement a standardized satisfaction survey at the close of each case, or annually.

Will be available in multiple languages and accessible formats.

2. Response met sections requirements.

E. Confidentiality Requirements

1. Acknowledges and fully complies with insurance requirements.

2. Response met sections requirements.

3. Will comply with all state and federal laws.

4. Will comply with this section's requirements.

5. Syra Health Corp understands and acknowledges.

F. Performance Measures

1. Agrees to section's requirements.

G. Reports

1. Agrees to section's requirements.

2. Agrees to section's requirements.

2. Staffing

a. Provided in Attachment 7

b. Subcontractors will not be used.

c. Staffing Plan included in Attachment 8

3. Implementation - Work Plan

a. Work Plan included in Attachment 9

Part IV, Section IV. Cost Proposal and Budget Narrative

- **Proposed cost - \$4,287,480.00 per two-year contract period**
- **Budget Narrative Provided**
- **FSN's at \$94,640 annual cost per FSN**
- **Training cost of \$115,000.00**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Syra Health Corp

DATE: 05/08/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• Syra health Corp. has a dedicated healthcare workforce team including Family Support Navigators (FSN) who have lived experience and community-based knowledge. FSNs are trusted liaisons who provide individualized guidance to families, helping them to access accurate, relevant, and timely information to improve health outcomes for children aged birth-21.• FSN assist with:<ul style="list-style-type: none">• Initiating and completing applications and referrals• Preparing for IEP/504, specialty care etc.• Assisting with assistive technology• Locating special medical services and equipment for families• 57 full-time employees, 37 part-time employees	
2. Subcontractors	
<ul style="list-style-type: none">• None listed	
3. Organizational Chart	
<ul style="list-style-type: none">• Executive Leadership<ul style="list-style-type: none">• Chief Executive Officer (CEO)<ul style="list-style-type: none">• Program manager (1 FTE)<ul style="list-style-type: none">• Recruitment Coordinator (1 FTE)• Family Support Navigators (16 FTE)• Training Community Engagement Coordinator (1FTE)• Administrative Support Staff (1-2 staff, 1.5 FTE total)• Data Compliance Officer (1FTE)	
4. Litigation	
<ul style="list-style-type: none">• None	
5. Financial Viability	
<ul style="list-style-type: none">• Nonviable• Q: uncertainties making investments in company risky• Q: Accounting firm questions ability to continue.• Q: Company will require substantial additional funding and if unable to raise capital on favorable terms when needed, company could be closed to delay or discontinue business.	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

- Q: Operations could suffer if the company is unable to retain or their existing customers or attract new customers.

6. Certificate of Insurance

- Agency fully complies with all insurance requirements outlined under Rider B-IT, Section 19 of the State of Maine IT-Service Contract
- Syra health Corp - Commercial General Liability, professional included, automobile liability
- Policy effective 04/28/2024-04/28/2026

Part IV, Section III. Proposed Services

1. Services to be Provided

Part II

A. Administration of Family Support Navigators

1. P: Dedicated healthcare workforce – agency will source qualified healthcare professionals with lived experience and community based knowledge.
2. P: Localized inclusive outreach – agency will engage with community based organizations, tribal health partners, immigrant and refugee networks, historically black colleges and universities and workforce development boards in Maine.
3. Culturally aligned job postings and messaging – Family Support Navigator recruitment materials will emphasize commitment to equity and family engagement.
4. Partnerships and pipelines – agency will establish referral pipelines with organizations already serving black, indigenous, and people of color communities.
5. Equitable interview and hiring practices – Recruitment process is structured, evaluation methods and scoring systems ensure fairness and transparency.
6. Retention through Representation and Training – Agency supports internal equity audit, onboarding and continuous culture competency training.

B. Training Requirements

1. Annual training *(anticipated topics)
 - a. Coordinating care across healthcare, education, and behavioral health systems
 - b. Managing key transitions (early childhood to school, youth to adult services)
 - c. Shared decision making in care planning
 - d. Supporting families through IEP/504 process
 - e. Accessing assistive technology and accommodations
7. Accessible training experiences

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 05/08/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

- a. Virtual self-paced modules
- b. Identifying roles of systems in childcare
- c. Recognizing gaps in communication
- d. Improve service coordination
- 8. Co-Development of content in partnering with state departments
 - a. Develop outlines, slides, handouts
 - b. Review state policies and family engagement best practices
 - c. Incorporation of real-world scenarios and culturally responsive content
- 9. Training material will be accessible on companies online platforms.

C. Administration of Program

- 1. Deployment of regional FSNs and outreach staff to community health fairs, schools, pediatric clinics and local agencies. Partner with parent training and information centers, childhood programs and family advocacy groups.
- 2. will designate a date and compliance officer responsible for ensuring that all program and FSN contact details are correctly listed and regularly updated.
- 3. Agency will implement a centralized intake and triage system to ensure that every family request is acknowledged and acted upon within 48 hours using a dedicated toll-free line and email monitored daily by Administrative Support Staff, online referral form.
- 10. Agency will use a care-matching approach to connect families with the right FSN and support network. After a request is received the program manager will assign the family to a regional SFN based on geography, cultural background, language preference, or support need. FSN will do a needs assessment and co-develop a Family Navigation Plan that would include referrals to mental or behavioral health providers, special education advocacy groups, peer support networks, agencies providing assistive technology, housing, transportation and have follow-up checkpoints to ensure families are connected with services. (sounds more like a referral service without a personal touch?)
- 11. Family Support Navigators will contribute to a shared database.

D. Evaluation

- 1. Agency will implement a standardized, family-friendly satisfaction survey to be done at the close of each case or annually whichever is first via a survey link or paper copy. QR code or link can be provided via email or text, families can also respond via phone or with mailed forms. Responses stored in the agency database.
- 2. Survey responses will be put into a quarterly and annual satisfaction report.

E. Confidentiality Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Syra Health Corp

DATE: 05/08/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. Agency will adhere to a robust internet cybersecurity policy framework comparable to MaineIT policies
2. RA-1 Risk Assessment Policy and Procedure – Annual and ad-hoc risk assessments on systems.
RA-5 Vulnerability Scanning Procedure – Monthly vulnerability scans, immediate flagging of critical vulnerabilities, quarterly reporting.
3. Agencies plan to comply with state and federal laws regarding protection of confidential or sensitive information – Agency will be fully compliant with relevant federal and state laws covering protection of sensitive data including: HIPPA, FERPA, 42 CFR part 2 and Maine’s personal data protection and breach notification laws.
4. Bidder’s plan to comply with all confidentiality requirements in Maine IT-Service contract – Agency accepts and will comply with all – ensuring no data obtained will be used for any purpose other than contract fulfillment, maintain confidentiality of information, return or securely destroy confidential data upon contract conclusion, return personnel with access to data to sign non-disclosure agreements and undergo annual confidentiality training.
5. Agency understands and acknowledges the requirements.

F. Performance Measures

1. Increase number of Maine families assisted through the Family Support navigator Services by 5% - Agency will implement a data-driven performance monitoring framework to ensure they meet and exceed these mandatory benchmarks.

G. Reports

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Syra Health Corp

DATE: 05/08/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. Agencies reporting process will be maintained by Program manager.
2. Agency committed to full compliance with reporting timelines.
2. **Staffing**
 - a. Program manager, Qty 1, 1.0 FTE
 - b. Recruitment coordinator, Qty 1, 1.0 FTE
 - c. P: Family Support Navigator (FSN), Qty 16, 16.0 FTE
Geographic Deployment of FSN:
Southern Maine (Cumberland, York, Sagadahoc) (5)
Central Maine (Kennebec, Androscoggin, Lincoln, Knox) (4)
Northern and Eastern Maine (Aroostook, Penobscot, Piscataquis, Washington) (4)
These staffing numbers based on projected service volumes of 735 families annually, caseload standards 45 families per FSN annually.
Additional staffing will be added as necessary to accommodate.
Western and Mid-Coast Maine (Oxford, Franklin, Somerset, Waldo, Hancock) (3)
 - d. Data & Compliance Officer, Qty 1, 1.0 FTE
 - e. Training & Community Engagement Coordinator, Qty 1, 1.0 FTE
 - f. Administrative Support Staff, QTY 1-2, 1.5 FTE

3. Implementation - Work Plan

- a. Agency will implement a phased workplan
Months 1-2: Start-up activities
Month 3 onward: Service development
Ongoing performance monitoring
- b. Agency is not proposing any subcontractors, all tasks will be performed by Agency in-house staff.

**STATE OF MAINE
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BIDDER NAME: Syra Health

DATE: May 8, 2025

EVALUATOR NAME: Kimberly Gosselin

EVALUATOR DEPARTMENT: MECDC

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Q: Not based in Maine• Q: Seems to be a staffing agency• I: 24/7 support line for employees – are these supports based in Maine, familiar with Maine resources, processes
2. Subcontractors
<ul style="list-style-type: none">• None: Do not use subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• I: 16 Family Support Navigators• Q: Will this be per county
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• N: Risk Factor Summary/Concern the company will not be financially stable• Q: Healthcare based
6. Certificate of Insurance
<ul style="list-style-type: none">• Meets Requirements

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators
1.P: recruitment/outreach to community based organizations, tribal health partners, immigrant and refugee networks
2.P: Outreach to hard-to-reach families/community involvement
B. Training Requirements
1.P: Work with the Dept to build a Statewide CYSHCN Training Calendar
2.N: Do not have a training curriculum or guidelines established
C. Administration of Program

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Syra Health

DATE: May 8, 2025

EVALUATOR NAME: Kimberly Gosselin

EVALUATOR DEPARTMENT: MECDC

1.P: Community Outreach efforts 2.P: Partner with Parent Training and Information Centers 3.P: Creating multi-lingual flyers, social media/infographics 4.P: 48 hour response: Central intake & Triage monitored by supervisory level. 5.P: Can reach by toll free line, email to make referral
D. Evaluation
1.Family friendly satisfaction survey 2.Administered to ensure accessibility, anonymity and cultural sensitivity
E. Confidentiality Requirements
1.Q: states will be fully compliant with HIPAA, FERPA, etc but doesn't outline how
F. Performance Measures
1.Meets Requirements
G. Reports
1.Q: On site visits- will there be a site
2. Staffing
a.P: Job descriptions b. P: Divided by regions
3. Implementation - Work Plan
a. P: Work plan well developed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Syra Health

DATE: May 9, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal & Child Health

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
Met	<p>I- Nationally recognized, <u>founded 2020</u>, headquarters Indiana</p> <p>Q- The Behavioral and Mental Health Division would deliver proposed services</p> <p>Q-Proven experience working with child welfare, behavioral health and public health agencies, including managing competency attainment services.</p> <p>P- Proven capacity to rapidly recruit, train and deploy region-specific workforce that reflects the communities they serve.</p> <p>Q – Project 1 – Started in 2017(?)– appears to be a staffing contract (augment the staff of key personnel). RN's, Case Managers and Care Coordinators.</p> <p>Q – Project 2 – staffing services manages shift assignments for staffing services.</p> <p>Syra Health is registered, licensed and authorized by the State of Indiana to provide medical staffing services in the State.</p> <p>Q- Project 3 – Syra Health supplies correctional RN's, LPN's, MA's and CNA's, Behavioral Health Aides and Mental Health Professionals. Expected to recruit, interview and staff</p>
2. Subcontractors	
Met	No subcontractors will be used to provide service on this project
3. Organizational Chart	
Met – provided org chart	
4. Litigation	
Met - none	
5. Financial Viability	
	<ul style="list-style-type: none">• Year ending 12/31/24 – net loss (3,759,238)• Year ending 12/31/23 – net loss (2,938,343)• 1/1/22-12/31/22 - Net income loss (2,577,657.84)• United States Securities and Exchange Commission's Report dated December 31, 2024. Page 2: Risk Factory Summary, states "our business is subject to

**STATE OF MAINE
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EVALUATOR DEPARTMENT: Maine CDC, Maternal & Child Health

significant risks and uncertainties that make an investment in us speculative and risky.” It goes on to bullet different risk concern statements.

- Pg F-10 Note 2 – Going Concern states company may not have sufficient funds to sustain its operations for the next twelve months.

6. Certificate of Insurance

Met

- Expires 4/24/2026

Part IV, Section III. Proposed Services

1. Services to be Provided

Part II

A. Administration of Family Support Navigators

1. Met –

- Dedicated healthcare workforce division
- Culturally aligned job posting and messaging
- Partnerships and pipelines
- Equitable interview & hiring practices
- Retention through representation and training

Q- Are they providing staffing services or administering a program/service?

2. Met-

- Individualized needs assessment and navigation plan
- Comprehensive resource linkage
- Warm handoffs and ongoing advocacy
- Empowering families through education
- Outreach to hard-to-reach families
- Feedback and continuous improvement

3. Met

- Initial onboarding and orientation
- Accessing up to date resources
- Navigating systems of care
- Confidentiality and data protection training
- Ongoing training and quality monitoring

4. met

- Serve as a reliable guide- building trusted relationships, breaking down bureaucratic barriers and empowering families.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: May 9, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal & Child Health

B. Training Requirements
1.met (a,b,c,d,e) <ul style="list-style-type: none">• Central to how they strengthen systems and empower communities.• Develop and deliver high-quality, evidence informed training• Identify training needs – collaborative, relevant and responsive
C. Administration of Program
1.Met- Q - Outreach and Community Engagement Division 2. Met- provided details on how they would do this requirement 3. Met- Q- centralized intake and triage system (dedicated toll-free line) 4. Met- use care-matching approach to connect families and FSN 5. Met- each FSN will contribute to cloud-based resource database Q-curated by the training and outreach coordinator
D. Evaluation
1.Met -details about survey and administration process 2.Met – compile into quarterly and annual satisfaction report Present findings in a visually clear format
E. Confidentiality Requirements
1.met 2.met 3.met 4.met 5.met
F. Performance Measures
1.met
G. Reports
1.met 2.met provide internal deadline
2. Staffing
a. met – job descriptions provided Q- FSN- lived experience strongly preferred b. met- not proposing subcontractors, will manage with in house team. If specialized expertise in needed, they may consult with a provider. c. met- staffing plan provided Q- 21.5 FTE; 16 FSN across 4 regions of Maine? Q- 735 families annually

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Syra Health

DATE: May 9, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal & Child Health

3. Implementation - Work Plan
a. met- work plan provided, Gantt chart provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: 5/9/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• TNLH provides support to individuals facing poverty, homelessness and mental health challenges.• TNLH services include: Outpatient Therapy, Safe Harbor Shelter• (children's emergency shelter), Transitional Living Program, Skills and Community Treatment,• Targeted Case Management, Home and Community Based Treatment, Community Support• Services (supporting children with Autism, intellectual disabilities or functional limitations), and• Pediatric Occupational Therapy.• TNLH is a Maine-based non-profit organization• TNLH has provided 3 projects	
2. Subcontractors	
<ul style="list-style-type: none">• TNLH will not be using subcontractors.	
3. Organizational Chart	
<ul style="list-style-type: none">• Provided	
4. Litigation	
<ul style="list-style-type: none">• None listed	
5. Financial Viability	
<ul style="list-style-type: none">• Statements of Financial Position provided from year end 2020 through year end 2023. Did not see statements for year end 2024.• TNLH appears to be financially viable.	
6. Certificate of Insurance	
<ul style="list-style-type: none">• Provided and valid• General Liability Insurance• Automobile Liability Insurance• Umbrella Liability Insurance	
Part IV, Section III. Proposed Services	
1. Services to be Provided	
Part II	
A. Administration of Family Support Navigators	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: 5/9/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

1. TNLH plans to recruit for FSN's from BIPOD and underserved populations. Strengths and needs of each child, adult or family will be identified after FSN completes an assessment.
2. FSN will develop a customized plan depending on the specific needs of the individual or family.
3. FSN's will undergo training during the onboarding process along with ongoing annual training. Additional training will be provided that is relevant to the populations they will serve.
4. TNLH has been working with children and families for over two decades. Has formed various collaborations with educational institutions, behavioral health and mental health systems as well as the healthcare system.

B. Training Requirements

1. TNLH will work with the Department and identified providers to develop training content. All training content will be reviewed/approved by the Department. TNLH will utilize community outreach strategies, formal trainings, community engagement, and other avenues to disseminate information.

C. Administration of Program

1. Social media, local broadcasting, newspaper and community engagement events will be used to educate the community.
2. Agrees to keep information up-to-date with the 211 Maine system.
3. Agrees to comply.
4. FSN's will work with partnerships in place with other agencies in the community.
5. Will stay updated on information on organizations and agencies in the community that offers support and services to children and their families.

D. Evaluation

1. An anonymous family satisfaction survey will be created and used to evaluate and improve client services.
2. Agrees with section's requirements.

E. Confidentiality Requirements

1. Currently holds the necessary insurance requirements of this section.
2. Agrees to comply.
3. Agrees to comply.
4. Agrees to comply.
5. Acknowledges this section

F. Performance Measures

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: 5/9/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

1. Agrees to this section's requirements
G. Reports
1. Agrees to this section's requirements
2. Agrees to this section's requirements
2. Staffing
a. Provided in Attachment 7
b. Subcontractors will not be used.
c. Provided in Attachment 8
3. Implementation - Work Plan
a. Provided in Attachment 9

Part IV, Section IV. Cost Proposal and Budget Narrative
<ul style="list-style-type: none">• Cost Proposal - \$877,233.00• Budget Narrative does not include a breakdown of expenses by cost per category.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• Non-profit organization• Provides support to individuals facing poverty, mental health challenges and youth experiencing homelessness.• Services: outpatient therapy, safe harbor shelter (children's emergency shelter), transitional living program, skills and community treatment, targeted case management, home and community-based treatment, community support services (supporting children with autism, intellectual disabilities or functional limitations), and pediatric occupational therapy.	
2. Subcontractors	
<ul style="list-style-type: none">• Subcontractors will not be utilized.	
3. Organizational Chart	
<ul style="list-style-type: none">• TNLH Board of Directors• Chief executive officer<ul style="list-style-type: none">• Bangor site supervisor<ul style="list-style-type: none">• Administrative support• Chief financial officer<ul style="list-style-type: none">• Accountant• Billing manager<ul style="list-style-type: none">• Billing specialist• QA auditor• Chief operations officer<ul style="list-style-type: none">• Grant writer• Program manager<ul style="list-style-type: none">• TLP/Shelter administrative assistant• TLP/Shelter floor supervisor<ul style="list-style-type: none">• TLP/Shelter assistant floor supervisor• TLP/Shelter counselors• Clinical supervisor<ul style="list-style-type: none">• Therapists• BHP workers• Therapist interns• Case managers	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

<ul style="list-style-type: none">• Case management supervisor<ul style="list-style-type: none">• Case managers• Section 28 supervisor<ul style="list-style-type: none">• Occupational therapist• Maintenance• Section 28 workers• Chief human resources officer• Marketing coordinator• HR assistant
4. Litigation
<ul style="list-style-type: none">• No current litigation listed
5. Financial Viability
<ul style="list-style-type: none">• Financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• United Insurance – Presque Isle• Commercial general liability, automobile liability, umbrella liab• Effective: 12/27/2024-12/27/2025

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. Posts available jobs and recruits staff from a variety of backgrounds including black, indigenous, and people of color. No details on implementation.
2. Each case received will be assessed by a Family Support Navigator through a specified assessment process. FSNs will develop a customized plan of care to address needs (education, mental health and physical health) and connect families to resources.
3. Initial training at hire, mandatory annual training. Training and education on: confidentiality, HIPAA, professionalism, ethics, and mandated reporting. FSNs attend information sessions, webinars and other forms of training relevant to populations being served.
4. Two decades experience working with children and families. Agency has relationships with different educational institutions, behavioral and mental health systems and in the healthcare system. FSNs develop plans specialized to each family and provide referrals, connecting families to providers, providing support through meetings, IEP or 504 plan meetings, access to specialized medical equipment or assistive technology and advocate for families.

B. Training Requirements

1. Training topics will include healthcare systems, education system, behavioral and mental health systems, and other relevant areas. Agency will collaborate with the department to develop training content. No details on implementation.

C. Administration of Program

1. Agency will use social media platforms, local broadcasting, event promotion outlets, newspaper articles, community engagement events to promote family navigator services. No details on implementation.
2. Agency will keep information accurate and initiate any updates that need to be made with 211.
3. Agency will ensure that requests for FNS assistance are responded to within 48 hours of receipt.
4. Agency will link families to FSNs and other services by fostering relationships with organizations and connecting clients to supportive based resources.
5. Agency will continue to keep up to date information on organizations and agencies that can offer support to families.

D. Evaluation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. Agency will create an anonymous family satisfaction survey to gather feedback. Information will be use to evaluate and improve services.
2. Agency will generate report to evaluate services and identify areas of cusses and areas for improvements. No details on implementation.

E. Confidentiality Requirements

1. Agency has necessary insurance coverage and will follow all policies and procedures. No details on implementation.
2. Agency will maintain client and family information in electronic health record system.
3. Agency will ensure all staff are trained on handling confidential and sensitive information. Information to be stored in a secure electronic health record system (PIMSY). Login requires two factor identification.
4. Agency will ensure to comply with requirements as outlined.
5. Agency acknowledges understanding.

F. Performance Measures

1. Agency will utilize mandatory performance measures; they will provide data and supportive documentation as requested.

G. Reports

1. Required reports will be submitted, and the agency will facilitate on-site visits annually or as needed. Satisfaction reports will be assessed quarterly and annually. Financial team to submit quarterly reports.
2. Staff will file all reports as required.

2. Staffing

- a. Self-motivated and ability to work independently, empower families, effective communication.
Lived experience preferred
- b. Subcontractors will not be utilized.
- c. Board of directors, chief executive officer (TF), chief operations officer (BH), family navigator supervisor, family navigators. Not detailed.

3. Implementation - Work Plan

- a. October 2025 – finalize program development
January-February 2025 – recruitment of Family Navigator Supervisor and Family Support Navigators.
January-February 2025 – Begin accepting referrals for clients/families.
February-April 2025 – begin community outreach and advertising of FSN services.
April 2025 – Family Navigator Program staff to be fully trained.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

April 2025 – FSN will be engaging families for services, opening cases and creating care plans.

July 2025 – Conduct confidential surveys and evaluations.

July-October – Continue outreach and training opportunities.

October 2026 – Conduct evaluations and survey to review services.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: May 9, 2025

EVALUATOR NAME: Kimberly Gosselin

EVALUATOR DEPARTMENT: MECDC

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P: Established Agency• P: Focus on Personalized Care• P: Collaboration with community partners to ensure services for clients• P: Access to services for families in house
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Organizational Chart
<ul style="list-style-type: none">• P: Tiered support/supervisory direct care• P: Variety of expertise, cm, clinical, OHH
4. Litigation
<ul style="list-style-type: none">• P: None
5. Financial Viability
<ul style="list-style-type: none">• P: Shows Stability
6. Certificate of Insurance
<ul style="list-style-type: none">• Meets Requirements

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators
1.P: Recruitment plan, including BIPOC and underserved 2.P: will develop custom/individualized plans 3.P: Build on Natural supports 4.P: 2 decades of experience
B. Training Requirements
1.P: Agency has an established training, onboarding and annual ongoing trainings 2.P: Will work with Dept to establish CYSHCN specific training
C. Administration of Program
1.Q: Will respond in 48 hours, but do not indicate how? 2.P: Will attend community collaboratives
D. Evaluation
1.Family Satisfaction Survey

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse, Inc.

DATE: May 9, 2025

EVALUATOR NAME: Kimberly Gosselin

EVALUATOR DEPARTMENT: MECDC

2.
E. Confidentiality Requirements
1.P: Have an established HER to document confidentially
F. Performance Measures
1.Meets Requirements
G. Reports
1.Meets Requirements
2. Staffing
a. P: FSN Supervisor to provide oversight
b. P: Lived Experience
3. Implementation - Work Plan
a. Meets Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse

DATE: May 12, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal & Child Health

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
UnMet: No History of Organization Mission of The Northern Lighthouse, Inc. is to join people on their path to a healthy mind, healthy body, and healthy life. Q- Provides support to individuals facing poverty, mental health challenges and youth experiencing homelessness. Q-services include: Outpatient Therapy, Safe Harbor Shelter (children's emergency shelter), Transitional Living Program, Skills and Community Treatment, Targeted Case Management, Home and Community Based Treatment, Community Support Services (supporting children with Autism, intellectual disabilities or functional limitations), and Pediatric Occupational Therapy Mental Health and Behavioral Health focus- no mention of chronic medical conditions or complex health care needs. Project 1: talked about referral source, relationship with psychiatrists and collaboration Project 2: talks about Safe Harbor Shelter – emergency shelter for homeless youth Project 3: talked about referral source, Groups Recover, and how they make referrals for case management services for those living with substance use disorders. Lot of focus on Case Management and skills associated with that, but did not reference care coordination or chronic medical conditions or collaboration with medical providers.	
2. Subcontractors	
Met – will not be using subcontractors	
3. Organizational Chart	
Met – provided detailed org chart	
4. Litigation	
Met – no litigation	
5. Financial Viability	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse

DATE: May 12, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal & Child Health

Met – provided 2020-2021;2021-2022;2022-2023

Q- Net assets at beginning of year 2023 \$2,228,193 and net assets at end of year 2023 \$ 968,804.

6. Certificate of Insurance

Met

- Expires 12/27/2025

Part IV, Section III. Proposed Services

a. Services to be Provided

Part II

A. Administration of Family Support Navigators

1.Unmet- did not provide detailed plan for recruitment or hiring. Stated “regularly posts available job positions and works to recruit staff from a variety of different backgrounds”

Made statements about the importance of hiring a diverse workforce.

Unsure how they plan to meet this requirement.

2.met

P- will provide guidance, information, support and help families build natural support

Q- each “case” will be assessed through a specified assessment process

Q- addressed education, mental health and physical health but not a much reference to CYSHCN and the barriers they face within those systems.

3.Met

P- stated they would have onboarding and annual training, HIPPA, Confidentiality, ethics, professionalism

Q- stated they would provide “training that reflects changes or updates to standards of practice or relevant best practices in behavioral health, education and medical care systems” but did not indicate how.

4.Met-

Q- talked about staff relationships, collaborations and experience working with children/families for two decades but lacked detailed plan on how they will provide support& guidance to families navigating systems, a lot of rephrasing of key terms/language from RFP questions

B. Training Requirements

Met – described how they would collaborate with the Department

1a) Unmet- did not identify topics

1b) Unmet- “will work to identify effective training platforms and learning objectives”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: The Northern Lighthouse

DATE: May 12, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal & Child Health

- 1c) Met –“TNLH will collaborate with the Department and any identified providers to develop training content.”
- 1d) Met – “ensure all training materials are reviewed and approved by the Department.”
- 1e) Met- “TNLH will utilize community outreach strategies, formal trainings, community engagement, and other avenues to disseminate information.”

C. Administration of Program

1. Met - “TNLH will continue to use social media platforms, local broadcasting and event promotion outlets, newspaper articles, community engagement events and more to promote agency programs including family navigator services.”
- b. Met - will ensure that accurate contact information is kept up to date within 211 Maine
3. Unmet- did not provide detail plan – made a statement “will ensure that requests for assistance through family navigator services are responded to within 48 hours of receipt” without providing the how.
4. Unmet- no detailed plan made. Statements about “will have collaborative partnerships in place” and “will continue fostering these relationships” without the how or plan
5. Unmet- “will continue to keep updated information on other organizations and agencies”- How? Lacking detailed plan

D. Evaluation

1. Met - “create an anonymous family satisfaction survey” to be distributed “annually as well as at the close of the services.”
2. Met- “construct a report to evaluate services and identify areas of success as well as any potential improvements.”

E. Confidentiality Requirements

1. Met “currently holds the necessary insurance coverage as outlined above.”
2. UnMet – did not address “Implement Risk Assessment” or “Vulnerability Scanning” policies or procedures.
3. Met
- c. Unmet- did not provide detailed plan to comply with requirements. Stated they would comply.
- d. Met

F. Performance Measures

1. Unmet- states they will utilize Appendix H to assess but did not provide a detailed plan as to how they would do this.

G. Reports

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: The Northern Lighthouse

DATE: May 12, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal & Child Health

1.Unmet- did not describe detailed plan on how they will track and record data/information to be able to complete reports

2.Met- Did indicate they will “follow all report specifications and due dates as outlined” by necessary staff will work together.

N- lacked details in the plan as to how they would complete this requirement.

2. Staffing

a.Unmet – only provided job descriptions for supervisor and FSN’s. No other project staff but mentions chief executive officer, chief operating officer, human resources, marketing team, financial team, training team.

I- In Family Support Navigator Supervisor job description it states “ works with eligible families to assist them in improving health outcomes for their children and youth...with special needs.”

I-Requires a BA or MHRT-C may also qualify (supervisor)

I-Lived experience with Individuals with special health care needs or disabilities preferred

B:Met- will not use subcontractors

c.Unmet – showed a org chart of positions but did not provide a staffing plan that described the minimum staffing that included position titles and time allocation or # of staff/position

3. Implementation - Work Plan

Unmet- Provided a 1 year time line but did not provide a realistic work plan for the implementation of the program through the first contract period.

i. Display the work plan in a timeline chart (e.g. Gantt, etc.).

ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.

iii. If applicable, make note of all tasks to be delegated to subcontractors.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 5/12/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Started providing services in 1995.• Introduced the wraparound model to Maine.• One of the first in the state to integrate parent advocates into service delivery.
2. Subcontractors
<ul style="list-style-type: none">• None listed
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None listed
5. Financial Viability
<ul style="list-style-type: none">• Statement of activities provided.• Financial snapshot from 2020 – June 30, 2023• Organization appears to be financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided and valid

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 5/12/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

1. Wings state they will recruit from BIPOC and underserved communities.
Will form partnerships with various organizations in their recruitment efforts.
Will provide ongoing professional development for FSN's.
2. Wings will utilize 211 Maine to create an integrated referral system where families can access a broad range of services.
Wings will facilitate information sessions for families.
3. Wings require FSN's to participate in the Parent Education and Resources for Lifelong Success (PEARLS) training.
FSN's will be trained on specific processes used by various service systems.
Will hold joint training sessions with key service providers and systems.
Wings will hold workshops and trainings for families.
Will implement a feedback loop where families and FSN's can share their experiences.
Wings will hold regular trainings to ensure FSN's know how to handle and manage PHI and PII.
4. FSN's will support families in completing eligibility applications, prepare for appointments, assist with accessing assistive technology, and help finding special medical services and durable medical equipment, when necessary.
FSN's will help facilitate referrals and completing of intake forms and applications for Mental Health/Behavioral Health Services.
Will guide families in initiating the special education process.

B. Training Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 5/12/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

1. Wings plays an active role in the Maine Child Welfare Education Conference.
2. Utilizes Eventbrite as a registration platform and has provided statewide training that is either in-person or virtual.

Will collaborate with the Department to develop future training sessions and to create content and decide how it's disseminated.

Each training session will identify at least three clear learning objectives.

All training content will be submitted to the Department for approval prior to implementation.

C. Administration of Program

1. Resources available to families will be promoted by forming community partnerships, via targeted outreach, social media and website presence, information sessions and workshops, collaborative events, targeted advertising, and evaluations.

2. Information will stay up-to-date on 211 Maine.

The Project Lead will be responsible for keeping 211 Maine updated and will review and update on a quarterly basis.

3. Wings has a dedicated mailbox monitored by multiple staffers throughout the day to ensure all requests are responded to within 48 hours from receipt.

4. Wings is immediately notified through their Electronic Health Record (EHR) system. Within 24 hours of this notification, a Family Support Navigator is assigned to the case.

FSR's will reach out to families within 24 hours for their initial meeting and will either schedule an in-person or virtual session.

FSR will create an individualized support plan.

5. Wings is embedded in statewide and regional networks to ensure they stay current on the most up-to-date information.

Partnerships with Penobscot Partners, Maine Regional Care Teams, and the Maine Childcare Welfare Education Council for additional updates.

D. Evaluation

1. Wings will develop an anonymous family satisfaction and experience survey. Survey will be sent out after the close of a case or annually for ongoing cases.
2. Agrees to section's requirements and provides explanation of their process to satisfy section's requirements.

E. Confidentiality Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 5/12/2025

EVALUATOR NAME: Darren Bean

EVALUATOR DEPARTMENT: Maine Center for Disease Control and Prevention

1. Meets all required insurance specifications.
2. Response meets section's requirements.
3. Response meets section's requirements.
4. Wings ensures full compliance with all confidentiality requirements.
5. Acknowledges

F. Performance Measures

1. Agrees to meeting Performance Measures.

G. Reports

1. Agrees to reports section
2. Agrees to submit reports when due.

2. Staffing

- a. Included in Attachment 7
- b. None listed
- c. Included in Attachment 8

3. Implementation - Work Plan

- a. Included in Attachment 9

Part IV, Section IV. Cost Proposal and Budget Narrative

- Cost Proposal is \$827,795.00 for a two year contract period
- Wings states this cost proposal is only 57% of the total cost of \$1,445,357 and the difference is made up of a direct contribution of \$50,000 from Wings and in-kind services of \$567,562 for rent, IT, records management, trainings and administrative support.
- Budget Narrative included.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• Children’s Behavioral Health Home - Agency has delivered more than 30 years of family centered care including their Family Support Partner model. Wings has employed parents in various roles: parent advocates, level 1 case managers and family information specialists.• Aftercare Services – Pairing families with a Navigator and a Community Family Support Partner, offers 6 months of support.• Office locations: Bangor, Presque Isle, Machias, Ellsworth, Waterville. Actively expanding to: Portland and Wilton Western Maine).	
2. Subcontractors	
<ul style="list-style-type: none">• None	
3. Organizational Chart	
<ul style="list-style-type: none">• Board of directors<ul style="list-style-type: none">• Executive director<ul style="list-style-type: none">• Executive assistant<ul style="list-style-type: none">• Receptionist• Clinical leads<ul style="list-style-type: none">• 4 Family support partners• 6 Family support navigators• 43 Care coordinators• Business manager• HR manager• Admin assistant<ul style="list-style-type: none">• Data entry• Receptionist• Nurse care manager• Program manager<ul style="list-style-type: none">• Navigators-CCBHC• Training specialist, quality assurance specialist, referral coordinator	
4. Litigation	
<ul style="list-style-type: none">• None	
5. Financial Viability	
<ul style="list-style-type: none">• Financially viable	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

6. Certificate of Insurance

- Philadelphia Indemnity Insurance Company
- Employers liability, commercial general liability, commercial auto liability, professional liability, employee benefits liability
- Effective 07/01/2024 – 07/01/2025

Part IV, Section III. Proposed Services

1. Services to be Provided

Part II

A. Administration of Family Support Navigators

1. Recruitment and hiring for Family Support Navigators will reflect the diversity of the communities served in Maine (black, indigenous, people of color, underserved populations).
Recruitment strategy will be inclusive and culturally responsive.
2. Establishing strong, collaborative relationships with healthcare providers, Maine CDC and other organizations.
Facilitating information sessions to connect families with support groups.
3. Parent Education and Resources for Lifelong Success (PEARLS) Training Program will be required for FSNBs. Training covers: behavioral health system, educational resources, health care services and legal rights for families. FSNs will be updated with new available resources.
4. FSN key qualities: empathy, strong communication, patience, problem solving ability, cultural competence, organization skills, advocacy, flexibility, deep knowledge of systems and resources, nonjudgmental, trustworthy.
Trauma informed care – many families have experienced adversity.
Link families to community-based programs and resources.
Assist families in preparing for meetings including PCP, IEP/504, mental health consults. FSN, when appropriate, can attend meetings alongside families acting as partners and advocates to ensure the family's voice is being heard.
Supporting families with applications (Medicaid, SSI, referral services; specialty providers, behavioral and mental health).
Helping families prepare for appointments.
Assistance accessing adaptive technology.
Locating special medical services and durable medical equipment.

B. Training Requirements

1. Training topics based on emerging needs, family feedback, system gaps and cross-sector collaboration priorities.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

Training topics: navigating the system of care, shared decision making, managing transitions, assistive technology, children's PCP appointments, understanding Maine's systems, care coordination best practices.
Agency will hold Annual resource fair to connect families with services and providers.
Agency to host monthly webinars on key topics relevant to CYSHCN families.
Training to be developed with the department, family representatives and relevant providers across the system of care.
All training content and promotional items will be submitted to the department for review and approval.
Trainings available to families, providers and community partners with live webinars, on demand recordings and promotion via newsletters and social media.

C. Administration of Program

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. Families need to know how to access the support they need. Promotion of FSN through community partnerships (partner with schools, community centers), targeted outreach (schools, hospitals, social service organizations offering flyers, brochures and posters), social media and website presence, information sessions and workshops, collaborative events (organize community events for families to learn about the FSN program), targeted advertising (radio, TV, newsletters), evaluation (tracking outreach on websites, social media and referrals to community partners).
2. Contact information will remain accurate and up to date with 211 Maine's system. Project lead will be point of contact for updating all information with 211. Regular reviews and updates will be done.
3. Agency is committed to providing timely support and assistance to all requests within 48 hours of receipt. This will be done by the process of; acknowledging the receipt, assessing and prioritizing the request, designating the point of contact, resolution and follow up.
4. Steps once referral is received: team is notified through their electronic health record system, within 24 hours of notification a FSN will be assigned to the case. FSN will initiate outreach to the family within 24 hours to introduce themselves, explain their role and begin building a trusted relationship. During the initial call the family can decide if they want to schedule an in-person meeting or connect through a secure telehealth platform based on the family's preference and comfort.
5. Agency is deeply embedded in statewide and regional networks to ensure the most up to date information.
Agency subscribes to utilizeme.gov alerts and resource databases to stay informed about program changes, eligibility criteria and service availability.
Agency participates in group collaboration.

D. Evaluation

1. Agency will administer a family satisfaction and experience survey done at the close of each case or annually whichever comes first. Feedback will be gathered anonymously.
2. Agency will collect data, analyze data, create a report and present to stakeholders. Data will be utilized for program improvement.

E. Confidentiality Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

1. Agency has held it's 501 (c)(3) status for the past 30 years. Do and will continue to ensure security and reliability of operations.
2. Agency has a secure plan to electronically collect sensitive information that meets Maine Its policies.
3. Agency plans to ensure full compliance with all state and federal laws to protect confidential and sensitive information (HIPPA, FERPA, FCRA, Maine Privacy Laws and Maine IT Security Policies).
4. Agency will be in full compliance with measures outlined in Maine Freedom Access Act,
5. Acknowledges the statement that the application process is separate.

F. Performance Measures

1. Agency is committed to achieving all performance measures outlined by: submitting data to support performance measures and providing supportive documentation.

G. Reports

1. Agency will track data management procedures using a centralized data system, quality assurance audits and by performing staff training.
Quarterly reporting through QuickBooks.
Contract close out data will be documented.
2. Agency will submit all required reports to the department in accordance with the established timelines.
Performance measures report – quarterly
Department on site visit – annually, at department discretion
Family satisfaction survey report – quarterly and annually
Quarterly report of revenue and expenses – quarterly
Agreement closeout report – entire agreement period

2. Staffing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: 05/09/2025

EVALUATOR NAME: Amy Fair

EVALUATOR DEPARTMENT: DHHS/MCH

- a. P: Family Support Navigator – fulltime 40 hrs/week – reports to program manager – travel required to family’s homes and in the community.
Q: Program Lead – fulltime 20 hrs/week – reports to program manager
Clinical Supervisor – fulltime 40 hrs/week – reports to executive director – LCSW or LCPC
- b. None
- c. Family Support Navigator – 2 in each of the 3 service regions – 6.0 FTE
Project lead – 5.0 FTE
Clinical Supervisor – FTE 0.25
Medical Consultant – In-Kind, existing staff under BHH
PMHNP (psychiatric nurse practitioner – In-kind, existing staff under BHH
Registered Nurse Consultant – In-kind, existing staff under BHH
Referral Specialist – In-kind, integrated into existing referral system
Internal Administrative Support – In-kind, includes HR, IT, and training personnel

3. Implementation - Work Plan

- a. July 2025 – contract award and kickoff
- b. August 2025 – recruitment and infrastructure prep
- c. September 2025 – hiring and onboarding
- d. October 2025 – training and shadowing
- e. November 2025 – soft launch region 1
- f. December 2025 – soft launch region 2
- g. January 2026 – soft launch region 3
- h. February 2026 – Statewide evaluation and adjustments
- i. March 2026 – Public outreach and training launch
- j. April 2026 – First evaluation report
- k. May 2026 – Scalability review
- l. June 2026 – Sustainability and future planning

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children & Families

DATE: May 9, 2025

EVALUATOR NAME: Kimberly Gosselin

EVALUATOR DEPARTMENT: MECDC

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P: 30 years' experience, solid foundational work in evidence-based practice• P: Embedded lived experience in all practices of the agency• P: 1st agency to engage parent advocates into service delivery• P: Comprehensive training program to ensure understanding of role, and to offer support to parent partners• P: Fundamental understanding of the Role of Family Support Navigators.• P: Developed unique programs to help families and community members gain insight into parent needs, programs have been recognized by Mainecare/OBH• P: Recognized a need for "aftercare" support for families who may need a little support following involvement with BHH level of service – lighter touch model, decreases need for unnecessary services• P: CCBHC Model – really invested in the wrap around model of services – using evidence based practice to really support families
2. Subcontractors
<ul style="list-style-type: none">• None
3. Organizational Chart
<ul style="list-style-type: none">• Meets Requirements – well thought out• Shows tiered support
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Meets – show responsible/stability in financial security
6. Certificate of Insurance
<ul style="list-style-type: none">• Meets Requirements- included

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: May 9, 2025

EVALUATOR NAME: Kimberly Gosselin

EVALUATOR DEPARTMENT: MECDC

- | |
|--|
| <ul style="list-style-type: none">1.P: Outreach, Community Engagement, Fundamental understanding of the role of a Family Support Navigator, CDS, Dept, 211, Specialty providers2.P: Teaching and modeling whole working alongside families/Empowering approach3.P: Partner with and collaboration with community partners4.P: Established agency providing similar services already5.P: Engage colleges, universities, career centers6.P: Plan for review of recruitment efforts, Informational sessions with CDS, Crisis services, specialized providers7.P: Address retention in outline, flexible work schedule, career growth8. P: Hold workshops and trainings for families across state – empowering families |
|--|

B. Training Requirements

- | |
|--|
| <ul style="list-style-type: none">1.P: Agency participates in Maine Child Welfare Conference, and others2.P: Robust plan to partner with Dept to develop training, and annual training ongoing3.P: Comprehensive training plan to include shared decision making4.P: PEARLS Training: Parent Education and Resources for Lifelong Success |
|--|

C. Administration of Program

- | |
|---|
| <ul style="list-style-type: none">1.P: Clear plan for 48 hour response of requests for FSN2.P: Strong established partnerships with community organizations/Keep FSN well informed and engaged/ Collaborative events3. P: Utilize established training, collaborative efforts, clinical staff4.P: EMR, available for documentation5.P: Comprehensive plan to assist and support families in healthcare, behavioral health and educational settings6: P: Teaching and modeling to assist families, evidence based practices |
|---|

D. Evaluation

- | |
|---|
| <ul style="list-style-type: none">1.P: Very specific plan for evaluation: Survey-distribution, anonymity, confidential, consent, review2.P: Continuous improvement: Impressive Quality analysis plan using a strength-based approach |
|---|

E. Confidentiality Requirements
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- | |
|--|
| <ul style="list-style-type: none">1.P: 30 years of experience and familiarity with State and Federal laws2.P: Regular staff training3.P: Comply with HIPAA, FERPA, FCRA4.P: Policies for constant oversight and quality assurance5.P: Secure documentation in record/EMR |
|--|

F. Performance Measures

- | |
|--|
| <ul style="list-style-type: none">1.Meets Requirements |
|--|

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: May 9, 2025

EVALUATOR NAME: Kimberly Gosselin

EVALUATOR DEPARTMENT: MECDC

G. Reports
1.Meets Requirements
2. Staffing
a. P: Job Desc: adopts, implements and promotes wraparound values, the agency philosophy and sanctuary model
b. P: Family Support Navigators will have clinical oversight based on job descriptions and model, by an LCSW
c. P: Office Locations cover the majority of the state, with plan to expand
d. P: currently have navigators on staff, experience with the position and expectations
e. P: Currently have 16 of 68 employees with a child with special health care needs
3. Implementation - Work Plan
a.P: Well thought out
b.P:Best Places to Work Recognition

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: May 12, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal and Child Health

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Met – <p>P- Nearly 30 years (1995).</p> <p>P – refers to care coordination not case management</p> <p>P – “we have watched hope return to families once dismissed and disheartened- because someone who truly understood stood beside them.”</p> <p>P- “Our legacy is one of leadership, resilience, and an unwavering belief that families must lead the way in any truly effective system of care.”</p> <p>Project 1- Children’s Behavioral Health Home – family centered care, “Family Support Partner Model = parent peer”</p> <p>Q- how is this meeting the needs of children with complex medical needs as this is a behavioral health model?</p> <p>Project 2 – After Care Services – direct response from youth and families. Pair each family with a navigator and community family support partner.</p> <p>Q- how is this being maintained/funded</p> <p>Project 3 – Certified Community Behavioral Health Clinics (CCBHC) Family Navigation Services</p> <p>Q- how is this meeting the needs of children with complex medical needs as this is a behavioral health model?</p>
2. Subcontractors
<ul style="list-style-type: none">• Met – None will be used
3. Organizational Chart
<ul style="list-style-type: none">• Met – provided org chart
4. Litigation
<ul style="list-style-type: none">• Met - none
5. Financial Viability
<ul style="list-style-type: none">• Met – provided Financial Statement June 30, 2023; June 30, 2022; June 30, 2021
6. Certificate of Insurance
<ul style="list-style-type: none">• Met• Expired 7/1/2025

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: May 12, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal and Child Health

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Administration of Family Support Navigators
<p>1. Met 1a and 1b- detailed plan was provided P- "Our commitment to recruiting and hiring Family Support Navigators from Black, Indigenous, and People of Color (BIPOC) communities and underserved populations will ensure that we have a workforce that reflects the families we serve."</p> <p>2. Met – provided detailed plan P- "we will ensure that every family has the tools and support necessary to navigate the complex healthcare system, ultimately improving health outcomes for their children and youth"</p> <p>3. Met- provided a detailed, structured approach to provide training</p> <p>4. Met – provided a detailed outline and plan P- "Our work begins with building trusting relationships, assessing family needs across life domains, and co-developing a support plan that guides our work together." P- "acting as partners and advocates to help ensure the family's voice is heard." P- "confident that this plan will succeed in providing our state with Family Support Navigator Services that offer a flexible, responsive, and collaborative approach to helping families access the care and support they need."</p>
B. Training Requirements
<p>1. Met a-e: Provided detailed plan and responded to each component effectively</p>
C. Administration of Program

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: May 12, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal and Child Health

<p>1. Met – provided a detailed plan on different approaches and resources to be used to promote FSN services</p> <p>2. Met – provided a plan to include a point of contact, regular review, direct communication, verification of the process and evaluation.</p> <p>3. Met – provided a detail plan on how they will meet the request for assistance within 48 hours which included monitoring of an email, request receipt, assess/prioritize, assign, contact, resolution and follow up.</p> <p>4. Met – provided detailed plan</p> <p>P- “connecting families to Family Support Navigators is designed to minimize delays, reduce stress, and ensure that families receive the help they need as quickly and effectively as possible.”</p> <p>5. Met – provided detailed plan</p>
D. Evaluation
<p>1. Met – described a very detailed process for development of a survey to distribution, to evaluation and use of data for continuous improvement.</p> <p>2. Met – provided detailed plan of data collection, data analysis and how that would go into a report and presentation of findings back to DHHS.</p>
E. Confidentiality Requirements
<p>1. met</p> <p>2. met -provided a detailed plan</p> <p>3. met – thorough response and detailed plan</p> <p>4. met – provided detailed plan</p> <p>5. met</p>
F. Performance Measures
<p>1. met</p>
G. Reports
<p>1. met</p> <p>2. met</p>
2. Staffing
<p>a. met – provided job descriptions for family support navigator, project lead, clinical supervisor,</p> <p>P- “must be a parent or caregiver with lived experience with a child with health, mental health, behavioral health or educational needs.”</p> <p>b. met- no contractors or subcontractors</p> <p>c. met- provided staffing plan with titles, FTE’s and notes</p> <p>Q- 6 FSN - 2 in each of the service regions? What regions? Statewide services?</p>
3. Implementation - Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202503033

RFP TITLE: Family Support Navigator Services for Children and Youth with Special Health Care Needs

BIDDER NAME: Wings for Children and Families

DATE: May 12, 2025

EVALUATOR NAME: Stacey LaFlamme

EVALUATOR DEPARTMENT: Maine CDC, Maternal and Child Health

a. met – provided work plan provided with detailed narrative and Gantt Chart
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State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
NOTICE OF INTENT TO BID
RFP# 202503033
Family Support Navigator Services for
Children and Youth with Special Health Care Needs

Bidder's Organization Name:	Maine Parent Federation, INC.		
Chief Executive - Name/Title:	Carrie Woodcock/Executive Director		
Tel:	207-588-1933	E-mail:	cwoodcock@mpf.org
Headquarters Street Address:	526 Western Ave. Suite #2D		
Headquarters City/State/Zip:	Augusta, ME 04330		
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:	Carrie Woodcock/Executive Director		
Tel:	207-588-1933	E-mail:	cwoodcock@mpf.org
Street Address:	526 Western Ave. Suite #2D		
City/State/Zip:	Augusta, ME 04330		

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.

Maine Parent Federation (MPF) has been in existence since 1984. We are a non-profit, grant funded agency which provides information, referral, direct support, and training to parents of children with special healthcare needs. Our funding streams and status as a non-profit has allowed us to provide all our programs free of charge with no qualifying criteria for families to receive services.

Our federal funding qualifies MPF within the state of Maine as the Parent Training & Information Center and Family to Family Health Information Center. In addition, from 2010 through 2015 MPF has contracted with the State of Maine to provide Family Consultant and Regional Family Support and Coordination. From 2015 through present day Maine Parent Federation has contracted with the State of Maine to provide peer to peer support to families of children with special healthcare needs through our Family Support Navigator (FSN) program.

Through this program we have been able to provide direct peer to peer support for families of children with special healthcare needs. This direct support is provided by individuals with lived experience to families of children with special healthcare needs with the outcome of achieving better access to all the systems of care. The model was started in 2010 as an employee only provided service. Since 2015 it has been a peer to peer model which allows us to train experienced parents of children with special healthcare needs to provide support to like families in need. Families with needs are matched to Navigators who have like experiences navigating those needs. This model has allowed us to successfully reach more families within the state, more closely address the specific needs of families, and take the necessary time to educate families so they are able to successfully navigate systems on

their own to meet future needs of their family.

This has enabled MPF to increase the number of families we are able to reach across this state. This increased reach means more Maine families of children with special healthcare needs are gaining the knowledge to access systems of care which has resulted in more positive outcomes. When families utilize our Family Support Navigator program our children with special healthcare needs are better connected to Medical Coverages, Medical Homes, Early Intervention, Screenings, Assessments, Schools, and Home and School Based Services. The model of families helping families has made our FSN program the most popular program we currently offer.

Our 40 years of experience assisting families of children with special healthcare needs and the positive results doing the work outlined in this RFP qualifies Maine Parent Federation to continue to provide this service to families of children with special health care needs in our state.

Signature of person authorized to enter into the contract with the Department:

Name (Print):

Carrie Woodcock

Title:

Executive Director

Authorized Signature:

[Handwritten Signature]

Date:

3/13/25

APPENDIX I

State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
NOTICE OF INTENT TO BID
RFP# 202503033
Family Support Navigator Services for
Children and Youth with Special Health Care Needs

Bidder's Organization Name:	Syra Health Corp.		
Chief Executive - Name/Title:	Dr. Deepika Vuppalanchi, CEO		
Tel:	463-345-8950	E-mail:	rfp@@syrahealth.com
Headquarters Street Address:	1119 Keystone Way Ste 201		
Headquarters City/State/Zip:	Carmel, IN 46032		
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:	Srikant Devaraj, VP of Growth & Innovation		
Tel:	463-345-8950	E-mail:	srikantd@syrahealth.com
Street Address:	1119 Keystone Way Ste 201		
City/State/Zip:	Carmel, IN 46032		

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.

Syra Health is uniquely positioned to deliver high-impact Family Support Navigator Services, drawing from our extensive experience in behavioral and population health, mental health education, and training. Founded in Indiana in 2020, Syra Health has successfully partnered with over 23 state governments, including Maine, to implement evidence-based, community-centered health initiatives.

We bring proven success in supporting families, coordinating care, and advancing behavioral health systems, as demonstrated by our work with the Indiana Department of Child Services, Family and Social Services Administration, and the State Epidemiology Outcomes Workgroup. Through these collaborations, Syra Health has led service delivery improvements, built resilient community networks, and trained providers in trauma-informed, culturally responsive practices. Our team's ability to scale compassionate, peer-based services—combined with our commitment to equity and family empowerment—aligns directly with the goals of this RFP.

Signature of person authorized to enter into the contract with the Department:

Name (Print): Dr. Deepika Vuppalanchi

Title: CEO

Authorized Signature: <i>V. Deepika</i>	Date: 4/16/2025
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APPENDIX I

State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
NOTICE OF INTENT TO BID
RFP# 202503033
Family Support Navigator Services for
Children and Youth with Special Health Care Needs

Bidder's Organization Name:	The Northern Lighthouse, Inc.		
Chief Executive - Name/Title:	Tiffany Faulkner / Chief Executive Officer		
Tel:	207-540-1522 ext. 316	E-mail:	tiffany.faulkner@tnlh.org
Headquarters Street Address:	172 Academy Street		
Headquarters City/State/Zip:	Presque Isle / Maine / 04769		
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:	Blake Hatt / Chief Operations Officer		
Tel:	207-540-1522 ext. 204	E-mail:	blake.hatt@tnlh.org
Street Address:	172 Academy Street		
City/State/Zip:	Presque Isle / Maine / 04769		

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.

The Northern Lighthouse, Inc. (TNLH) currently operates an emergency housing shelter and a Transitional Living Program for homeless youth and young adults ages 10-21. These programs provide shelter, basic needs, case management services, mental health counseling resources, education support and employment counseling, community referral services and more. TNLH services also include: Outpatient Therapy, Skills and Community Treatment, Targeted Case Management, Home and Community Based Treatment, Community Support Services (supporting children with Autism, intellectual disabilities or functional limitations), and Pediatric Occupational Therapy. TNLH works to connect clients to resources within the organization and throughout the community. TNLH has experience helping children and families access the resources they need while supporting and guiding them throughout those processes. TNLH collaborates closely with other organizations to strengthen community resources for youth, individuals, and families in need of services. Programs are evaluated on a continual basis and TNLH inputs and reports all required data as necessary. TNLH has proven experience in successfully adhering to specific criteria, reporting schedules, and other guidelines set forth by federal and state grants.

Signature of person authorized to enter into the contract with the Department:

Name (Print): <i>Blake Hatt</i>	Title: <i>Chief Operations Officer</i>
Authorized Signature: <i>Blake Hatt</i>	Date: <i>04/04/2025</i>

State of Maine
Department of Health and Human Services
Maine Center for Disease Control and Prevention
NOTICE OF INTENT TO BID
RFP# 202503033
Family Support Navigator Services for
Children and Youth with Special Health Care Needs

Bidder's Organization Name:	Wings for Children and Families		
Chief Executive - Name/Title:	Patricia Niedorowski		
Tel:	207-941-2988	E-mail:	tniedorowski@wingsinc.org
Headquarters Street Address:	900 Hammond Street Ste 915		
Headquarters City/State/Zip:	Bangor Maine 04401		
(Provide information requested below if different from above)			
Tel:		E-mail:	
Street Address:			
City/State/Zip:			

Provide a brief description of the Bidder's experience and ability to perform the work required within this RFP.

Wings for Children and Families: A Legacy of Family-Centered Care

For the past 30 years, Wings for Children and Families has been a pioneer in case management, wraparound navigation, and care coordination services in Maine. When we were founded in 1995, part of our initial federal grant included the requirement to employ family support partners—also known as parent advocates—who would work alongside case managers to bring wraparound services to families across the state. This commitment was groundbreaking, and it paved the way for the State of Maine to establish parent information specialists, a model initially funded by our grant and later adopted by the state!

Thanks to the vision of Robin Boustead, the Director of the Office of Child and Family Services, our work with parent information specialists became the first initiative to employ parent advocates at the state level, a model that still thrives today. Our work continued throughout the 90s, as we helped develop regulations around the Level 1 case manager position, aimed at parents with lived experience in the behavioral health field. This initiative provided critical, short-term support to families, allowing quicker access to higher needs young people. We are modeling our proposal after this former service.

While administrative shifts eventually led to the discontinuation of the Level 1 case manager program at the state level, Wings has continued to employ family support partners through various contracts, including with the Department of Corrections and under the Behavioral Health Home model. In fact, we may be the only agency providing BHH in Maine that currently employs parents with lived experience in the family support partner role.

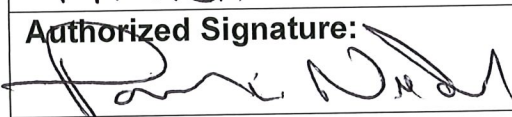
Today, Wings continues its commitment to family-centered care with 17 parents on staff, many of whom serve as family support partners. Our board of Directors is 55% family members. These dedicated individuals bring invaluable insight to our organization and the families we serve, and their ability to connect with and empower other parents is irreplaceable. Recently, one of our staff members provided me with insights on a project, challenging my ideas in ways only a parent could, which reinforced how deeply we value their lived experience, we went with her ideas.

In addition to our family support partner work, Wings has created two new positions: Behavioral Health Navigator and Parent Support Navigator. Funded by Community Health and Counseling Services through their Certified Community Behavioral Health Clinic (CCBHC), these roles provide essential support to families on waitlists for case management services, helping them navigate referrals and access resources while awaiting case management. Our navigation team also offers aftercare support, checking in with families discharged from our case management program to ensure ongoing connection and support. They provide phone, in person, zoom meetings, including IEP and other provider meetings. This has proven to be cost effective, which we will explain later in this proposal .

We are located in Machias, Presque Isle, Bangor (headquarters), Waterville, Ellsworth and all parts in between and beside. We have had an office in Saco, and are in the beginning stages of opening an office in the Portland area and Wilton.

These programs have been incredibly effective, and we are excited to see them grow. When we reviewed the recent RFP, we saw a perfect fit for our capabilities, with our extensive experience in training, group facilitation, and collaboration with DHHS and other entities. We are a stable, focused organization dedicated to providing top-tier case management and navigation services, and we believe that this RFP offers a tremendous opportunity for us to expand our impact.

We will definitely excel at this service. I know this is bold, but it is correct, we have more experience collaborating with and supporting parents than any entity in the state of Maine.

Signature of person authorized to enter into the contract with the Department:	
Name (Print): Patricia Niedorowski	Title: Executive Director
Authorized Signature: 	Date: 4-10-25



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202503033**

**RFP TITLE: Family Support Navigator Svc. for Children and Youth with Special Health
Care Needs**

I, Darren P. Bean, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signed by:

Darren Bean

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Signature

Apr-29-2025

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Commissioner**

AGREEMENT AND DISCLOSURE STATEMENT

RFP #: 202503033

**RFP TITLE: Family Support Navigator Svc. for Children and Youth with Special Health
Care Needs**

I, Amy Fair, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

DocuSigned by:

Amy Fair

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Signature

Apr-30-2025

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Commissioner**

AGREEMENT AND DISCLOSURE STATEMENT

RFP #: 202503033

**RFP TITLE: Family Support Navigator Svc. for Children and Youth with Special Health
Care Needs**

I, Kimberly Gosselin, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

DocuSigned by:

Kimberly Gosselin

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Signature

Apr-29-2025

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202503033**

**RFP TITLE: Family Support Navigator Svc. for Children and Youth with Special Health
Care Needs**

I, Stacey LaFlamme, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

DocuSigned by:

stacey LaFlamme

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Signature

Apr-29-2025

Date