

**QUESTIONS and ANSWERS For RFQ#: 59/20/1100/02**  
**Request for Qualifications for Program Evaluation Services for the Community**  
**Navigation Program**

1. Is there any information that you can share about the Community Navigation pilot program? How far along is the Office of Youth and Family Services in the implementation of the program?

**Answer:** The Community Navigation Program is a new program that focuses on helping children and youth with behavioral health issues identify and connect to community-based and natural supports. The program is just beginning and should be fully up and running by the end of April 2020.

2. To what extent will this evaluation focus on implementation, outcomes, or both?

**Answer:** This evaluation will focus on outcomes, specifically ones identified in the grant funding this program and the rest will be developed jointly with the provider and evaluator.

3. Have the Board of Commissioners or the Office of Youth and Family Services previously worked with an evaluator to design the Community Navigation pilot program?

**Answer:** No. We have worked with evaluators for several other programs.

4. Will the external evaluator of this initiative work with a local evaluator at the Office of Youth and Family Services?

**Answer:** Yes. This evaluation project will be coordinated by the Lackawanna County Office of Youth & Family Services – Office of Social Service Research & Development.

5. The RFQ notes that the evaluation will cover the 18 months of the grant cycle. When is the intended start and end date for the grant cycle (and the evaluation)? What is the timeline for selecting and negotiating with a vendor for this evaluation?

**Answer:** The evaluation period will run from April 2020 through September 2021. The timeline for selecting and negotiating with a vendor for this evaluation will be within 30 days of the submissions.

6. The RFQ notes that one criterion that will be used is the evaluator's "availability to accommodate any required meetings of the Department." What is the expected frequency of required in-person meetings or other activities? Is there flexibility to complete some of these meetings virtually or by phone?

**Answer:** It is anticipated that there will be a significant number of meetings initially to set up the evaluation, perhaps weekly or every other week. The meetings will then be set up with a regular schedule to review data collection and potential issues or concerns. In-person meetings are preferable for the initial meetings. Phone conferences can be set up as needed.

7. Is there any information that you can share about the budget for this evaluation or for the Community Navigation pilot as a whole?

**Answer:** The portion of the grant allotted to evaluation is similar to previous evaluations conducted for programs sponsored by Lackawanna County OYFS.