

# ***Request for Proposals:***

## ***EarlyON Child and Family Centres***

### ***Q & A***

#### ***1. Are optional service delivery methods mandatory?***

Optional service delivery methods include;

**Mobile Services** that can be offered outside of centres to further integrate Child and Family Centres with broader community services and to enhance service access. Mobile services may have regular or irregular days, times and locations of operation.

**Virtual Services and Resources** that provide online resources, information and other services for parents and caregivers related to the suite of core Child and Family Centre programs and services.

**Local Phone Lines** that provide information about Child and Family Centre programs and services, including information about child development; parenting supports and play and inquiry-based learning can be embedded in existing community phone-based information services (e.g. 211)

CMSMs have the flexibility to offer EarlyON programs and services through a variety of service delivery methods including: centres, mobile services, virtual hubs and local phone lines. While the requirement to establish centres is mandatory, providing the optional service delivery methods are optional and at the discretion of the CMSM. Prince Edward Lennox and Addington Social Services (PELASS) anticipates the delivery of these types of services based on local needs. As a result, bidding agencies should highlight their ability to provide these service delivery methods.

#### ***2. Can you further explain the use of EarlyON signage?***

EarlyON branding has been designed by the Ministry of Education to help increase awareness of Child and Family programs. EarlyON signage will be provided for all EarlyON programs. Providers wishing to have their logo incorporated on the EarlyON signage, will have the option to do so, however, providers will be responsible for the additional costs associated with including agency logo.

**3. *How will Prince Edward Lennox and Addington Social Services (PELASS) address informing the public about the transition into EarlyON?***

PELASS is developing a communication plan that will inform the transition and transformation into EarlyON Child and Family Centres. This will include notifying parents, caregivers, and the community of the recent changes and what they can expect from the programs and services offered through EarlyON.

**4. *Is the parent child interactive expectation for the duration of programs? Is it in parent education time?***

Wherever possible, engagement with parents and caregivers should occur with children present. Differentiated adult learning opportunities may be considered and planned on an as needed basis.

**5. *Can administrative staff salaries be included in allocated admin?***

Allocated administration includes staffing charge backs from central departments (i.e., book keeper, agency receptionist, director), that support the administration of the EarlyON program and do not directly work in the EarlyON program.

**6. *Monitoring and evaluation, does this refer to staff programs, parent satisfaction? What are we monitoring, where, who and how do we collect this info and what do we do with it? Is this info shared?***

For purposes of the Request for Proposal, PELASS is asking what current monitoring and evaluation policies and procedures agencies may have. PELASS is committed to supporting EarlyON leads by ensuring we are not duplicating existing systems and will build on what already exists.

**7. *How are we keeping data that is required? Are we building the expense for this in our budgets?***

Service providers will be expected to report on various data elements (for example, program participants). PELASS will work with service providers to ensure that the most efficient process is put in place to collect and report data elements. For purposes of the RFP, proponents are not required to provide detail about how they expect to collect and keep data. Anticipated costs, by the agency, associated with data collection and reporting should be included in staff salaries; data entry and reports will be a responsibility of EarlyON staff.

**8. *Do you have a date that the exemption paper work for non ECE staff will be ready?***

The RECE exemption policy will be included in the service agreement(s). PELASS has taken into consideration that application deadlines for ECE courses may be missed upon announcement of successful bid(s), and proponents can be reassured that we will work with the service provider(s) to ensure a fair exemption process, including time lines, will be in place.

**9. *Can you provide more information about the expectation for centres in each of the 6 regions?***

All decisions about EarlyON program and service locations will align with identified community needs and priorities, with the goal of enhancing program accessibility and connections to broader community services. We will work with the community and service providers to determine the feasibility of multiple centres, and the locations of these sites. This expanded six region model is something that PELASS will be working towards, but does not anticipate immediate implementation with the announcement of successful bid(s).

**10. *Would each centre need to have the capacity to deliver programs 6 days a week?***

As we work towards a system with more physical sites that families can access, it will not be required that all of these physical centres be open 6 days a week. It is a requirement that services are available 6 days per week, including a Saturday or Sunday, somewhere within Prince Edward County and within the County of Lennox and Addington.

**11. *Would each centre need to provide Indigenous and French services?***

Core services must be designed and delivered in ways that are responsive to diverse populations in alignment with local needs (e.g., diverse cultures and languages, children of varying abilities, various family structures, and newcomers to Ontario). It will not be required that specialized programs be available at each centre, nor that the service provider directly offer these services but PELASS will ensure that the successful service provider is able to provide culturally and linguistically appropriate connections for families. This includes providing French language and culturally responsive programs and services for Indigenous children and families where there is an identified need. These needs will be identified through the needs assessment process and ongoing early years community planning processes.

**12. *Can funds be allocated to purchase services for special needs, French and Indigenous support staff?***

When considering purchase of services for the development of the RFP budget, proponents should prioritize linkage opportunities with existing support services. Through development of partnerships, referrals, and/or on-site hosting, providers can use existing community resources to provide core services to specialized populations, including but not limited to, Francophone

and Indigenous populations. For example, additional Indigenous programs and services will be delivered to families in Prince Edward-Lennox and Addington by the Mohawks of the Bay of Quinte through the KAHWA:TSIRE Child and Family program.

However, if additional resources are required to support the delivery of core services to specialized populations, funding may be allocated. For example, funding may be allocated for hiring or acquiring the services of a special needs resource consultant to support the delivery of core services to children with special needs and their families/caregivers, specifically making connections for families to specialized services (e.g. screening, early intervention, resources and supports).

Funding CANNOT be used to support direct specialized services. This includes programs and services offered by regulated health professionals working within their scope of practice (e.g. occupational therapy, audiology and speech language pathology, physiotherapy). This also includes early intervention and screening programs and services that are funded by other ministries and/or levels of government.