



**COUNTY OF HENRICO
DEPARTMENT OF FINANCE
PURCHASING DIVISION
CONTRACT EXTRACT
NOTICE OF RENEWAL**

DATE:	August 14, 2025
CONTRACT COMMODITY/SERVICE: <i>(include contracting entity if cooperative)</i>	Parenting Groups
CONTRACT NUMBER:	2528A
COMMODITY CODE:	952.67
CONTRACT PERIOD:	August 15, 2025 through August 14, 2026
RENEWAL OPTIONS:	2 remaining one-year renewal periods through 2028
USER DEPARTMENT:	VJCCCA
Contact Name:	Deborah Leake
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Email Address:	lea008@henrico.gov
HENRICO COOPERATIVE TERMS INCLUDED:	Yes
SUPPLIER: Name:	Franklin & Topher, LLC dba Quadrant Family Services LLC
Address:	8401 Mayland Drive, Suite B
City, State:	Richmond, VA 23294
Contact Name:	Sean Young
Phone Number:	804-475-2927
Email address:	admin@quadrant-ffs.com
ORACLE SUPPLIER NUMBER:	620999
BUSINESS CATEGORY:	Minority-Owned
PAYMENT TERMS:	Net 45
DELIVERY:	N/A
FOB:	N/A
BUYER: Name:	Eileen Falcone, CPPB
Title:	Purchasing Manager
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This contract is the result of a competitive solicitation issued by the Department of Finance, Purchasing Division. A requisition must be generated for all purchases made against this contract and the requisition must reference the contract number.

2025-26 COMPENSATION: The compensation the County will pay to the Contractor under this Contract shall be \$1,200 per group session. A "Group Session" consists of five (5) two-hour sessions. Additionally, hourly rates for all-inclusive one-on-one sessions and translation services shall be \$77.25 per hour. Bilingual services shall be \$75 per hour.

A. Specific Program Requirements.

1. Offerors shall provide group sessions to parents of truant, delinquent or CHINS (“Child in Need of Services”) youth when parents have been identified in need of parenting skills. The children of said parent/s must meet VJCCCA criteria for placement. Their child exhibits behaviors that are due to lack of supervision, negative peer group, poor self-esteem, substance abuse, and school related issues. Parents may be identified as having difficulties with providing appropriate supervision, age-appropriate consequences, inconsistency in discipline, who may be overwhelmed, unable to enforce consequences or are isolated from a support system. The group consists of five (5) – two (2) hour sessions that utilizes cognitive-behavioral therapy techniques and strength-based intervention. Incorporates STEP, Parenting Teenagers (Systematic Training for Effective Parenting). Curriculum encompasses parental skill building, appropriate parenting skills, developing parenting action plans to include effective limit setting, developmentally appropriate behavior, appropriate consequences/discipline, family value systems and strength based family roles, appropriate and clear communication, anger management, the importance of parental roles, supervision, accepting personal responsibility and responsibilities of being a parent, assisting parents in building relationships with their child, noncustodial parent, school personnel, community resources and court personnel.
2. This program shall be available to the parent(s) or legal guardian(s) of youth who have come before Intake, the Court, or referred to by schools and are in need of heightened parenting skills who could benefit from the material covered in the program. Parents must have the ability to function in a group setting. The children of these parents may be before Intake or the Court on either a Child In Need Of Supervision – Truancy, Child In Need of Supervision - Runaway or a misdemeanor delinquent offense. The program shall be broken down into five (5) – two (2) hour weekly or bi-weekly increments with two facilitators in each group session. Parents of these identified youth will be referred by the schools under the prevention section of VJCCCA programming, by the 14th CSU (diversion and probation) and/or ordered by the HCJDRDC to attend these groups.
3. Evidence-based curriculum and strength-based programming to be utilized emphasizing cognitive behavioral strategies. The program shall encompass current research and best practices. When feasible, groups shall run concurrently in both the eastern and western sections of the County with locations approved in advance by the VJCCCA Coordinator. Group locations are to be established in both the eastern and western sections of the County with locations approved in advance by the VJCCCA Coordinator.
4. A prepared curriculum/learning strategy/plan(s) for each of the meetings of an assigned parenting session as identified in this RFP. A maximum of ten (10) groups will run per fiscal year unless prior approval is secured in advance by the VJCCCA Coordinator.
5. Specific group services to referred parent/legal guardian of youth as identified in program referral criteria below:
 - a. Parents of youth between the ages of 11 -17 with anticipated targeted age range of 11 - 14;
 - b. Parents of youth with a first offense CHINS (Supervision or Runaway), delinquent offense, or school truant behavior;
 - c. Parents of youth exhibiting behaviors that are due to lack of supervision, negative peer group, poor self-esteem, substance abuse, and school related issues;

- d. Parents who are identified as having difficulties with providing appropriate supervision, age-appropriate consequences, inconsistency in discipline, who may be overwhelmed, unable to enforce consequences or are isolated from a support system;
 - e. The 14th CSU completed Youth Assessment Screening Inventory (YASI) assessment reflects low/moderate risk to reoffend with low/moderate protective factors, although high risk youth will not be excluded from the program;
 - f. Parent/guardian and child are considered posing minimal/moderate threat to public safety;
 - g. Parent/guardian are considered amenable to treatment within the community and without mental health concerns that would impede ability to actively engage in group dynamics and intervention.
6. Presented age-appropriate information on identified topic areas as follows:
- a. Strength based parental skill building and healthy parenting techniques;
 - b. Teaching and modeling appropriate parenting skills and developing parenting action plans to include effective limit setting, effective communication skills, developmentally appropriate behavior, appropriate consequences/discipline and effective parenting skills;
 - c. Teaching, enhancing and modeling appropriate and clear communication, anger management and conflict resolution skills;
 - d. Assisting parents in effectively acknowledging and developing mutual support of their child's feelings;
 - e. Discussing the importance of parental roles, supervision, accepting personal responsibility and responsibilities of being a parent;
 - f. Assisting parents in building relationships with their child, noncustodial parent, school personnel, community resources and court personnel;
 - g. Parental expectations for appropriate behavior of their child;
 - h. Age-appropriate consequences;
 - i. Parental acceptance and increase of positive reinforcement and consistent discipline;
 - j. Appropriate and effective parental monitoring and supervision;
 - k. Healthy parent/child engagement;
 - l. Impact of social media on the child and benefit of parental supervision/monitoring of child's usage;
 - m. Monitoring child's associations with peers and impact of negative peers on the child's self-awareness;
 - n. Identifying and increasing family protective factors while reducing risk factors;
 - o. Parental and family community support benefits;
 - p. Substance use and abuse education;
 - q. Impact of parental physical and emotional abuse on the child;
 - r. Impact of family conflict on child's development;
 - s. Increasing parent/child bonding;
 - t. Impact of parental favorable attitudes toward their child's delinquent behavior;
 - u. Identifying and increasing family protective factors while reducing risk factors;
 - v. Reducing the child's risk factors;
 - w. Modeling of effective collaboration and advocacy of community resources to benefit their child;
 - x. Providing an opportunity for participants to practice learned skills.
 - y. Providing referral information to assist the parent/s or legal custodian/s in job skills training, housing, social services, nutrition, healthcare etc. as well as referrals to school and community resources as necessary in order for each family to succeed in increasing family engagement.
7. Inclusion of an array of teaching modalities to include but not limited to: classroom discussion, interactive role-play, homework, appropriate videos, guest speakers, coaching and modeling behavior.

8. Guidance and facilitation of group discussions with two facilitators present for each session.
9. Letters to parents at least two weeks prior to group starting, to include contact information, summary of program, dates and times of groups, location, map and any other information as per the VJCCCA Coordinator. Letters are to be provided to the VJCCCA Office for review one week prior to mailing to each family.
10. Telephone contact with parents at least one week prior to the group starting to remind them of group logistics. (NOTE: If family contact information is invalid, contact is to be made with the VJCCCA Office to secure updated information.)
11. Notification to the VJCCCA Office as soon as possible of any concerns, issues, inability to contact family etc. that may impede the family's successful attendance in the program.
12. Written records of contacts with each parent, parent's weekly attendance and progress. Attendance records are to be provided to the VJCCCA Office weekly.
13. Notification to the VJCCCA Office within 24 hours after each group session of any absence or non-compliance with program rules. The VJCCCA Coordinator/designee will make all determinations of excused absences and/or discharge from program for noncompliance.
14. Written discharge summaries on all parents enrolled in the program as referenced in detail under Reporting Requirement Section C.
15. Staff availability to families by telephone 24 hours a day, seven days per week while group is in process.
16. Written summaries of the material to be covered, general rules of conduct, expectations of each participant, program rules and expectations including discharge for noncompliance with program rules to each parent at the first group session. The juvenile and parent/legal guardian are to sign the paperwork with a clear understanding of the program's material and requirements.
17. Attendance to any court hearing upon the request of the Court.
18. Copies to the VJCCCA Coordinator of any subsequent modifications to the program prior to implementation.
19. Additional training or information as required by the VJCCCA Coordinator.
20. Program evaluations completed by each parent at the end of the program with copies submitted to the VJCCCA office within 2 weeks of the last group session.
21. Parents are expected to attend all sessions and comply with VJCCCA policies and procedures. The parents' progress in the group is based on attending all sessions as required, actively participating and complying with rules and procedures. The Successful Offeror shall utilize a strength-based approach that targets resiliency and protective factors and incorporates topic areas as identified above.
22. The Successful Offeror shall ensure that all components of the program provided are reviewed and approved by the VJCCCA Coordinator prior to implementation. These components include but are not limited to service delivery, curriculum, behavior management system, intervention policies, security measures, educational program, community service projects, and all material utilized in the group.

B. General Program Requirements.

1. Time Frames - The Successful Offeror shall provide group services to parents referred by the 14th CSU, the Court, or schools. After review of the above referral criteria, the referring 14th CSU shall provide to the VJCCCA Office the following information: fully completed VJCCCA Referral Form, VJCCCA Rules, YASI and Court Order (if applicable). Identified school staff will complete the prevention referral as provided by the VJCCCA Office to include parent and youth signatures and input. Upon receipt, referrals will be forwarded by the VJCCCA Office to the Successful Offeror. Placement in the group by the Successful Offeror shall be in a timely manner and in coordination with the VJCCCA Office. Exceptions must be approved, in advance, by the VJCCCA Coordinator/designee. The VJCCCA Coordinator will determine group size based on funding availability and total number of referrals received. Unless ordered by the Court or approved by the VJCCCA Coordinator/designee, parents are not to be re-referred into the program due to initial non-compliance.
2. Admission and Release Criteria - As indicated above, parents must be ordered by the HCJDRDC or referred by the 14th CSU or Schools to be placed in the program. All referrals shall come through the VJCCCA Office and written on the format approved by the VJCCCA Coordinator. Any emergency referral is to be approved by the VJCCCA Coordinator. Unless approved by the VJCCCA Coordinator/designee, families who fail to comply with program requirements including attendance are to be discharged from the program.
3. Location - All services are to be located within the County, must be handicap accessible and at locations in both the eastern and western areas of the County reasonably accessible to all participants. Proposals are to include the address of all offices that may be utilized in service delivery, including the main administrative office location.
4. Conformance to Standards - The Successful Offeror shall conform to all applicable DJJ Standards for Juvenile Non-Residential Facilities during the course of the contract. The Offeror shall be responsible for securing and maintaining these standards including any updates or revisions. All Offerors shall operate the program and provide services in accordance with all applicable federal, state, and local statutes and ordinances.
5. Staff Requirements - The Successful Offeror's staff facilitating groups shall have at least a bachelor's degree in sociology, social work, counseling, education, or some related field acceptable to the VJCCCA Coordinator. All staff shall be qualified and well trained for the positions and duties to which they are assigned. Training and experience in group facilitation, family-based services and family systems, developmental stages of children and adolescents, effective parenting, conflict resolution, trauma, family relationships and patterns, coping skills, juvenile justice, and problem solving. At least one of the two facilitators assigned to a group shall maintain current first aid and CPR certification. Updates to these shall be provided to the VJCCCA Coordinator and shall remain current. Direct staff shall have access to a licensed clinical therapist on an as needed basis. Staff shall not provide transportation to families actively involved in the program.
6. Security Background Investigation - The Successful Offeror's employees performing the services specified in this RFP shall undergo security background investigations which shall, at a minimum include the following: state fingerprint checks (State Police), local agency checks (Local Police, Sheriff's Department, etc.), employment verification/references, verification of education and licensure, computer checks with the Virginia Criminal Information Network (VCIN) and Virginia Department of Motor Vehicles (DMV) and Social Services' Child Abuse and Neglect Central Registry Search.
 - a. Successful Offerors shall conduct a review of the reports of the security background investigations to ensure that only those employees whose record(s) show no convictions or founded juvenile protective service complaints for acts, which would present a risk or threat to the clients served under this contract, are assigned as direct service providers.
 - b. By submitting their proposals, Successful Offerors certify that they understand this requirement, and if awarded a contract, they shall comply. Successful Offerors further understand that failure to submit to

- any of the above requirements or failure to provide the VJCCCA Coordinator with an acceptable explanation of derogatory information obtained through background investigations is a breach of contract and may result in termination of the contract.
- c. It will be the responsibility of The Successful Offeror to ensure all record checks are in compliance with DJJ Standards for Nonresidential Services and completed on any new staff assigned to the contract after contract award.
 - d. It is the responsibility of The Successful Offeror to provide the VJCCCA Coordinator all required information on any staff hired after contract award and annual verification each June that all direct services staff have met the background check requirement. If awarded a contract, the Offeror will notify the VJCCCA Coordinator immediately of any misconduct on the part of those employees having contact with juveniles while in the program.
 - e. Unless notified otherwise by the VJCCCA Coordinator, the Successful Offeror or employee shall have no further contact with the juvenile or the juvenile's family.
7. First Aid Kits - A well-stocked first-aid kit shall be kept in the building used by the Successful Offeror and shall be readily accessible for minor injuries and medical emergencies.
 8. Fire Safety - Staff conducting group sessions are to be aware of the fire evacuation plan at each of the locations being utilized. Families in attendance shall be advised of the plan.
 9. Medical Emergencies and Delivery of Medications - The Successful Offeror shall have written policies and procedures regarding response to medical emergencies while parents are in the program and the delivery of medication that prohibits staff from delivering medication or either (i) permits or (ii) prohibits self-medication by participants and only when medically necessitated. Notwithstanding any other provisions of this program to the contrary, all medication delivery shall be in accordance with the laws of the Commonwealth of Virginia.
 10. Liaison Services - The Successful Offeror shall designate in writing a Program Coordinator to handle and assist in all problems concerning contract administration, communications, and relations with the VJCCCA Coordinator. The Program Coordinator shall meet monthly with the VJCCCA Coordinator or as often as requested by the VJCCCA Coordinator. The VJCCCA Coordinator will be responsible for handling all communication, concerns and issues related to this contract.
 11. Confidentiality of Records - The Successful Offeror shall maintain the confidentiality of records in accordance with applicable laws and regulations; however, the Successful Offeror shall provide complete access to said records to the VJCCCA Coordinator and applicable DJJ personnel. It shall be the responsibility of the Successful Offeror to secure and maintain these records in accordance with all applicable statutes, rules and regulations including DJJ Standards for Non-Residential Services regarding case management of files. The Successful Offeror is responsible for ensuring all files are held as per DJJ Standards and/or licensing requirements and shall destroy all confidential information initially provided on the family as per said requirements.
 12. Behavior Management - The Successful Offeror shall provide a behavior management system with specific expectations for behavior and appropriate consequences utilizing positive reinforcements and promoting pro social behaviors. Program staff are responsible for managing participant's' behavior and shall not delegate this responsibility to other program participants. The Successful Offeror provide written policy and procedures to the VJCCCA Coordinator on the handling of juvenile's behavior while in the program. The VJCCCA Coordinator shall have final approval of the behavior management system initiated by The Successful Offeror.
 13. Independent Documentation and Reporting - The Successful Offeror shall document, report, and complete all required documents for serious incidents as defined and required by DJJ policies and procedures and shall ensure they have current reports as provided by DJJ. The Serious Incident Report may be found in the

Virginia Department of Juvenile Justice VJCCCA Manual. As required by DJJ policies and procedures, all serious incidents are to be verbally reported immediately to the VJCCCA Coordinator and referring CSU staff member and followed up in writing to the VJCCCA Coordinator and referring CSU staff member within 24 hours of the incident.

14. Grievance/Complaint Procedures - The Successful Offeror shall have and adhere to grievance/complaint procedures which ensure the participant's access to at least one level of appeal to the VJCCCA Coordinator on any matter that could not be resolved by the Successful Offeror's administrative staff. All families shall be advised of this procedure in writing and acknowledged by participant's signature upon admission to the program. No adverse action(s) shall be taken against a family for filing a grievance/complaint. This process is not to replace any licensing requirements for grievance or appeals that shall be directed to the Successful Offeror's Licensing Board.
15. Removal of Participant - In order to ensure the safety of the program and its participants, the Successful Offeror may remove a participant from the program and on the following business day shall advise the referring probation officer and VJCCCA Coordinator of such action. In any other circumstance, no participant may be removed from the program unless approved by the VJCCCA Coordinator.
16. Inspection/Monitoring of Program - Without prior notification, all facilities and programs for non-residential care are subject to inspection by the VJCCCA Coordinator and/or DJJ representative. The Successful Offeror shall ensure access to their facilities, employees and records by any other agency carrying out its responsibilities of investigating child protective services complaints.
17. Injury/Death - The Successful Offeror shall be fully responsible for any costs associated with the injury or death of a participant out of negligence, willful abuse, or other misconduct on the part of the Successful Offeror or their employees or agents. The Successful Offeror shall indemnify and hold harmless the County of Henrico, Virginia and its officers, agents, and employees as a result of any costs incurred by the County of Henrico, Virginia and its officers, agents and employees arising out of any injuries or death of a participant participating in this program.
18. Drug-Free Workplace - The Successful Offeror shall have and enforce a written drug-free workplace policy.
19. Media - The Successful Offeror shall have written procedures regarding contact with the media with a clear understanding of how participant's information must comply with applicable laws related to confidentiality.
20. Participant's Rights - The Successful Offeror shall comply with the following:
 - a. Participants shall not be excluded from a program nor be denied access to services on the basis of race, ethnicity, national origin, color, religion, sex, physical disability, or sexual orientation; and
 - b. Participants shall not be subject to:
 - i. Deprivation of drinking water or food necessary to meet daily nutritional needs except as ordered by a licensed physician for a legitimate medical purpose and documented in the parent's record;
 - ii. Any action that is humiliating, degrading, or abusive;
 - iii. Corporal punishment;
 - iv. Unsanitary conditions;
 - v. Deprivation of access to toilet facilities; or
 - vi. Confinement in a room with the door so secured that the parent cannot open it.
21. Participant's Participation in Research - The Successful Offeror shall have written procedures complying with the applicable research provisions in 6VAC35-150-130. Confidentiality of records shall comply with applicable laws and licensing requirements.

22. Child Abuse and Neglect - When there is a reason to suspect that a participant's child is an abused or neglected child, the Successful Offeror shall report the matter immediately to the local department of social services as required by Article 2 (§ 63.2-1508 et seq.) of Title 63.2 of the Code of Virginia and shall be documented in the participant's record.
23. Physical Setting - The Successful Offeror shall comply with all applicable building, fire, sanitation, zoning, and other federal, state, and local standards and shall have premises liability insurance. The inside and outside of all buildings shall be kept clean, in good repair, and free of rubbish.
24. Physical and Mechanical Restraints and Chemical Agents - Only Successful Offeror staff who have received DJJ department-approved training may apply physical restraint, and only as a last resort after less restrictive behavior intervention techniques have failed, if a participant's behavior poses a risk to the safety of the group, others, or the public, or to avoid extreme destruction of property.
 - a. The Successful Offeror's staff shall use the least force necessary to eliminate the risk and shall never use physical restraint as punishment or with intent to inflict injury. The application of physical restraint shall be fully documented in the participant's record, including the (i) date and time of the incident, (ii) staff involved, (iii) justification for the restraint, (iv) less restrictive interventions that were unsuccessfully attempted prior to or harm that would have resulted without using physical restraint, (v) duration, (vi) method and extent of any physical restraint techniques used, (vii) signature of the person completing the report, and (viii) reviewer's signature and date.
 - b. The Successful Offeror's staff whose job responsibilities include applying physical restraint techniques, when necessary, shall receive training sufficient to maintain a current certification for the administration of the physical restraints. Mechanical restraints and chemical agents, such as pepper spray, shall not be used by staff for behavior management purposes.

C. Reporting and Service Delivery Requirements.

1. The Successful Offeror shall maintain confidential case files on each participant referred for services and all files shall be kept up to date and in a uniform manner. Files shall contain the referring paperwork as provided by the VJCCCA Office, service delivery information and discharge summary. These records are to be maintained in accordance with DJJ standards and/or any applicable state or federal regulations. All written communication with the family is to be in their native language and documented accordingly.
2. The Successful Offeror shall ensure sound fiscal management of their program and manage their finances in accordance with generally accepted accounting principles. All financial records related to the program are subject to an independent audit or examination by the VJCCCA Office or DJJ personnel.
3. The Successful Offeror shall notify the VJCCCA Office via e-mail by the following business day if a parent fails to show for a scheduled group.
4. The Successful Offeror shall write and provide to the VJCCCA Office, two weeks from group end date, a discharge summary. The discharge summary is to include the dates of program, summary description of material covered during the sessions, parent's level of participation, attendance, program compliance, clinical summary of parent's response to services and any clinically sound recommendations for additional services that may benefit the family following program completion. (NOTE: Discharge summaries are to be completed within 1 week after confirmation of discharge by the VJCCCA Office for families discharged prior to the anticipated ending group date. Attempts to contact the parent are to be included in the discharge summary.) The VJCCCA Office will dispense copies of discharge summaries to the respective Judge and/or applicable referring intake/probation officer. The evaluation is also to include but is not limited to:
 - a. Juvenile's name and DJJ (JTS) assigned number;

- b. Parent/Legal guardian name;
 - c. Presiding Judge and docket number;
 - d. Successful or unsuccessful completion status;
 - e. Referring 14th CSU probation officer or VJCCCA Case Manager;
 - f. Names of facilitators;
 - g. Attendance dates and dates of completion; and
 - h. Any other information as required by the VJCCCA Coordinator.
5. The Successful Offeror shall meet at least monthly with the VJCCCA Coordinator to review cases that have been referred, resolve concerns, discuss scheduling, billing and review services being provided.
6. The Successful Offeror shall require each participant to complete a program evaluation at the end of the group series and provide copies to the VJCCCA Office after each group. All paperwork is to be in the family's native language. If requested the Successful Offeror shall write and provide an annual evaluation of the program to the VJCCCA Coordinator and ensure data is gathered for completion of the annual evaluation to assess the program's effectiveness. This annual evaluation may include but shall not be limited to the following:
 - a. Collection and maintenance of data to include demographics, parent completed program evaluations and any 12-month recidivism data that may be required;
 - b. Information regarding the number of referrals, referring offense, acceptance rate, monthly utilization rate, successful and unsuccessful termination rates and average length of stays;
 - c. Pre and post-test evaluation material; and
 - d. Any additional information necessary as requested by the VJCCCA Coordinator.
7. The Successful Offeror shall destroy all confidential information initially provided on the parent as per applicable licensing requirements.
8. The Successful Offeror shall submit billings and necessary Community Program Reporting (CPR) information as required by DJJ in a format provided by the VJCCCA Coordinator. All billings and information shall be provided to the VJCCCA Office by the 5th of the month following the month during which services were provided. This information may include, but is not limited to: Juvenile's name, DJJ juvenile tracking number (JTS), Judge and Court docket number, parent/legal guardian name, assigned 14th CSU staff member or VJCCCA Case Manager, dates and hours services were received, attendance record of participants, location of services and total cost of services for the month, per group.
9. The Successful Offeror shall make available all records requested by the auditor, designated DJJ personnel or VJCCCA Coordinator.
10. Subject to the approval of the VJCCCA Coordinator, the Successful Offeror shall develop and implement a plan to disseminate information regarding this program.