

Corey R. Steel
State Court Administrator



Gene Cotter
State Probation Administrator

TO: ALL HIGHLY QUALIFIED AGENCIES TO PROVIDE COMMUNITY YOUTH COACHING

RE: REQUEST FOR QUALIFICATIONS – COMMUNITY YOUTH COACHING (CYC)

ISSUE DATE: May 12, 2025

RESPONSE DUE DATE: June 6, 2025, by 11:59 PM CST

ISSUED BY: Gene Cotter, State Probation Administrator

Kari Rumbaugh, Deputy Probation Administrator, Juvenile Probation Services Division

I. INTRODUCTION

- A. The Administrative Office of the Courts and Probation (AOCP), on behalf of the Juvenile Probation Services Division, is issuing this Request for Qualification (RFQ) to identify qualified providers to deliver Community Youth Coaching (CYC) services to youth on probation for the period of August 01, 2025, through June 30, 2028.

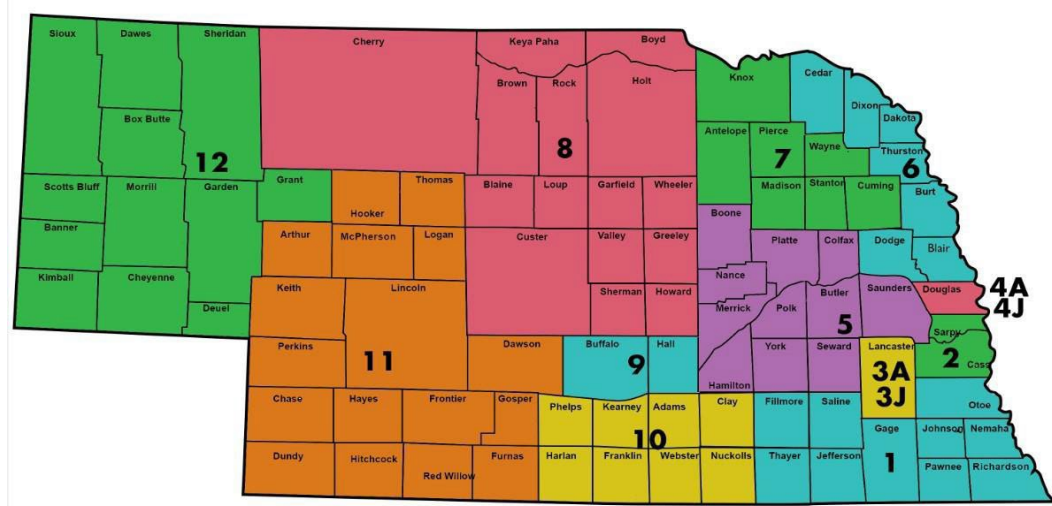
II. SERVICE OVERVIEW

- A. Community Youth Coaching (CYC) is a youth-guided, strengths-focused service that provides innovative and individualized engagement through intensive relationship building, skill building and positive youth development. Community Youth Coaches (CYC) serve as positive role models, provide advocacy and individualized coaching, while supporting the youth in building and developing critical problem-solving strategies to help interrupt cycle(s) of negative behavior. This service may be implemented during juvenile intake or anytime during case management when a youth is at risk of violating conditions of probation that could result in detention. Services are provided in the community, primarily after school, on evenings, and weekends, and should reflect the youth's needs, interests, and identified criminogenic risk factors. The goal is to reduce further system involvement by helping young people build sustainable support networks and skills for success.

III. SCOPE OF INTEREST

- A. AOCPS invites responses from agencies with experience providing community-based youth services, mentorship, skill-building or related support. Providers must be capable of aligning with the expectations set forth in the AOCPS Community Youth Coaching (CYC) Service Definition and the AOCPS [Standard of Practice](#) in accordance with the minimum requirements outlined in the AOCPS Community Youth Coaching (CYC) Service Definition (Attachment A).
- B. CYC services are provided throughout the state. Respondents are required to identify the Probation District(s) where their agency can successfully provide CYC services across the entire district. Providers may apply to serve one or more Districts.

Diagram 1: Probation District Map



IV. PROVIDER RESPONSIBILITY

- A. Agencies shall perform services in accordance with the requirements set forth in the AOCP Community Youth Coaching (CYC) Service Definition (Attachment A), Community Youth Coach (CYC) Responsibility Matrix (Attachment B) and [Standards of Practice](#). The following outlines key operational and performance expectations specific to this service engagement:
1. Provide all services related to Community Youth Coaching 365 days per year, 24 hours per day
 2. Accept all referrals made by AOCP.
 3. Assign one (1) continuous CYC per youth.
 - a) If a CYC has a foreseeable absence, such as a planned vacation, the CYC/Provider needs to make arrangements for another qualified CYC to provide coverage to ensure there are no gaps in services.
 - b) Each CYC will have no more than twelve (12) youths on their caseload.
 4. The CYC must have a minimum contact of one (1) hour face-to-face per week with the youth; it is expected that the service will be more intensive at the onset of the referral and

may decrease as the youth and family make progress toward the identified service plan goals.

5. The CYC will respond within two (2) hours of the referral; initial contact with the youth and parent/guardian may be completed in-person or by phone contact.
6. In person contact with the youth and parent/guardian will occur within 24 hours (1 calendar day) of the referral.
7. The CYC will complete a strengths grid and develop a written service plan in coordination with the youth and their family, the supervising officer, and other identified positive supports within five (5) business days of the referral.
 - a) Individualization of the service plan will be based on the youth/family's skills, interests, abilities, and goals, relevant collateral documentation/assessments and necessary crisis planning
8. Document all face-to-face and non-face-to-face contacts weekly in Probation's case management system, including detailed narrative notes addressing service goals, youth response, family engagement efforts, criminogenic needs, strengths, stage of change, and weekly progress, following a Monday–Sunday reporting cycle.
9. Each CYC must have experience, knowledge, or education in positive youth development, adolescent behavior, family engagement, trauma-informed care, criminogenic risk, and effective intervention strategies, including skill-building and community collaboration.
10. CYC must address key criminogenic risk and need factors by promoting prosocial thinking, reducing negative peer influences, improving family relationships, supporting school success, and increasing youth engagement in positive activities.
11. Unless specifically requested by the Supervising Officer and approved by Probation, community youth coaching will be temporarily suspended during periods of detention, hospitalization, or other facility placement to avoid duplication of services and unnecessary expenditure of funds.
12. If transporting a youth, the provider must ensure full compliance with all federal and state laws, including vehicle safety standards, and driver qualifications.
13. Assist with transition planning.
14. Maintain required insurance, professional standards, and supervision of staff.

V. AOCPP AND INTAKE/SUPERVISING OFFICER RESPONSIBILITY

- A. AOCPP and Field Staff will do the following:
 1. Provide login credentials for the voucher system.
 2. Initiate CYC voucher and notify provider of referrals.
 3. The Intake/Supervising Officer will follow the Community Youth Coach (CYC) Responsibility Matrix when a youth is referred.

VI. RFQ SCORING RUBRIC

A. Responses will be evaluated on a 100-point scale based on the following criteria:

Scoring Domain	Point Value
1. Submission Completion & Quality <ul style="list-style-type: none">Completeness and accuracy in responding to all RFQ sections.Overall organization, clarity, and professional structure of narratives.	5%
2. Professional Experience <ul style="list-style-type: none">Description and relevance of experience in providing CYC services.Experience working with juvenile justice systems and diverse populations.	20%
3. Knowledge of Services Requirements <ul style="list-style-type: none">Program description prioritizes AOCP's specific service expectations and requirements.Demonstration of familiarity with Community Youth Coaching (CYC) and other service guidelines.	35%
4. Demonstrated ability to Provide Service <ul style="list-style-type: none">Detailed description of capabilities and strategies to deliver services meeting requirements across selected district(s).Implementation and readiness to provide services within the required timeframes for each youth referred.	40%

VII. SUBMISSION GUIDELINES

A. All Responses must be submitted electronically no later than June 6, 2025, via Qualtrics at the following link:

[RFQ –COMMUNITY YOUTH COACHING \(CYC\)](#)

B. Respondents are expected to review the RFQ in its entirety including the Community Youth Coaching (CYC) Service Definition (Attachment A), the Community Youth Coaching (CYC) Responsibility Matrix (Attachment B), and AOCP [Standards of Practice](#). Additionally, provide complete and thorough responses to all questions asked in Qualtrics. Respondents will receive an on-screen confirmation upon submission.

C. Probation may reject any or all responses or parts thereof and/or cancel this RFQ and re-solicit, if such action is in Probation's best interest. Probation may waive informalities and minor irregularities on responses received. This RFQ does not commit Probation to award any contract or to pay any costs incurred in the preparation of responses.

VIII. RFQ TIMELINE

<u>May 12, 2025</u>	RFQ opens & accepting responses begins.
<u>June 06, 2025</u>	RFQ closes & provider-responses accepted until 11:59 PM CST.
<u>June 27, 2025</u>	Selection notifications & contract awarding.
<u>August 1, 2025</u>	Selected provider must ensure operational readiness to begin service.

IX. OTHER REQUIREMENTS

- A. Questions. AOCPP believes that this RFQ, including the content and instructions on Qualtrics, provides adequate information and understanding on how to respond, therefore AOCPP will not accept any questions or comments regarding the RFQ content.
- B. Maintaining Status as a Registered Service Provider (RSP). CYC providers are required to be a Registered Service Provider(s) with the AOCPP.
- C. Service Rate & Voucher Completion. All service vouchers must be submitted within 30 calendar days of service completion with required documentation. Reimbursement is based on AOCPP's established fee-for-service rate as indicated on the [Juvenile Rate Sheet](#).
- D. Submission Clarifications. Discussions may be conducted with Providers(s) for the purpose of clarifying responses to ensure the Scoring Committee has a full understanding of the responses to this RFQ. During such discussions, there will be no disclosure of any information derived from responses submitted by competing Providers. Providers will be notified in writing or by phone if this is requested.
- E. Access to RFQ Records. Once this competitive procurement process is complete, all records and associated contracts are considered public records and may be released to third parties upon appropriately submitted public records request(s).
- F. Subcontractors. All direct services rights or obligations are bestowed upon the contracted Provider and shall not in whole or in part be assigned, delegated, or subcontracted to any other person or entity with the expressed consent of AOCPP. Any such relationships must be disclosed and approved in the RFQ response and/or in advance of the performance of any services by said third party.
- G. Preparation Fee. By submission of a response, Provider certifies that Provider has neither paid nor agreed to pay any person, other than a bona fide employee, a fee or a brokerage resulting from the award of the contract.
- H. Certifications. By submission of a response, the Provider acknowledges, certifies, and agrees to comply with the terms, conditions, declarations, and requirements set forth herein.
- I. Compliance. All contracted services must be performed in accordance with AOCPP [Standards of Practice](#), applicable service definitions (including appendixes or matrix), contract terms and conditions, and must strictly comply with all governing state and federal laws and regulations.

X. RFQ QUESTIONS & CONTACT INFORMATION

- A. AOCB believes that this RFQ, including the content and instructions, provides sufficient information for a response. If you have questions regarding your submission, please direct them to the following point of contact:

Dawn LaBay
Business Manager
Nebraska Administrative Office of the Courts & Probation
521 S. 14th Street
Lincoln, NE 68509-8910
dawn.labay@nejudicial.gov



Probation Service Definition

ADMINISTRATIVE OFFICE OF THE COURTS & PROBATION

SERVICE NAME	COMMUNITY YOUTH COACHING (CYC) <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Juvenile
Category	Non-Treatment
Setting	Community-based in-home service
Facility License	License is not required for this service
Service Description	<p>Community Youth Coaching is a youth-guided, family-driven, strengths-focused service that provides innovative and individualized engagement through intensive relationship building, skill building and positive youth development. Community Youth Coaches serve as positive role models, provide advocacy and individualized coaching, while supporting the youth in building and developing critical problem-solving strategies to help interrupt cycle(s) of negative behavior.</p> <p>This service may be implemented during juvenile intake or anytime during case management when a youth is at risk of violating conditions of probation that could result in detention.</p>
Service Expectations	<ul style="list-style-type: none"> • The Community Youth Coach (CYC) will respond within two (2) hours of the referral; initial contact with the youth and parent/guardian may be completed in-person or by phone contact. • In person contact with the youth and parent/guardian will occur within 24-hours (1 calendar day) of the referral. • The CYC will partner with the supervising officer and the youth to help establish goals and identify any potential barriers. • The CYC will complete a strengths grid and develop a written service plan in coordination with the youth and their family, the supervising officer, and other identified positive supports within five (5) business days of the referral. <p>Development of the service plan should be guided by the 10 Wraparound Principles (Family Voice and Choice, Team-Based, Natural Supports, Collaboration, Community-Based, Culturally Competent, Individualized, Strengths-Based, Unconditional, and Outcome-Based) to ensure the youth and family are intentionally engaged and prioritized in the planning process.</p>

Service Expectations	<ul style="list-style-type: none"> • Individualization of the service plan will be based on the youth/family's skills, interests, abilities, and goals, relevant collateral documentation/assessments and necessary crisis planning. • The service plan must also incorporate referral information (driver, skill development, etc.) from the supervising officer and any conditions/expectations outlined by the judge. • Once developed, the service plan will be shared with the youth, parent/guardian and the supervising officer. • The CYC must have a minimum contact of one (1) hour face-to-face per week with the youth; it is expected that the service will be more intensive at the onset of the referral and may decrease as the youth and family make progress toward the identified service plan goals. • The CYC will work with the youth and family, building on personal strengths, skills and capabilities, to help address areas of need that can include but are not limited to: <ul style="list-style-type: none"> ○ Interpersonal development, positive relationships and boundary setting ○ Parent and family engagement ○ Self-management and coping strategies ○ Problem-solving and communication ○ Employment/education ○ Prosocial activities ○ System navigation and community resources (such as transportation to scheduled court hearings) <p>Program plan required <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
Service Frequency	Requires a minimum of one (1) hour per week in-person/face-to-face; not to exceed 25 hours per month without prior approval from the Juvenile Justice Resource Supervisor (JJRS). Ideally, a CYC will have multiple in-person contacts with a youth per week. Should a youth not engage in services, it is an expectation that creative outreach strategies, in partnership with probation, are utilized to facilitate engagement. It is expected that the service will be more intensive at the onset of the referral and may decrease as the youth and family make progress toward the identified service plan goals.
Length of Stay	Duration of service is individualized based on progress of youth and family, up to ninety (90) days.
Staffing	<ul style="list-style-type: none"> • Must be affiliated with a selected RFQ provider who is a Registered Service Provider. • Two years of coursework in a human services field and/or two years of experience/training OR two years of lived experience with justice system involvement with demonstrated skills and competencies in advocacy, engagement and skill building. Bachelor's degree in related field preferred. • Staff shall be educated/trained in positive youth and adolescent brain development, family engagement, strengths-based supports, skill building, criminogenic risk and need, rehabilitation, wraparound principles, and trauma-informed care. <p>This service requires Criminogenic Continuing Education Hours <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
Staff to Client Ratio	No more than 12 youth per Community Youth Coach

Hours of Operation	24 hours/day, 7 days/week; The CYC must be available during times that meet the needs of the youth and family. Primary service hours should occur after school, evenings and weekends. Services should be scheduled (not a drop-in service) and should not interfere with the youth's academic and extracurricular schedule. CYC is an in-person service and should occur within the family home or in the community outside of the educational environment.
Service Desired Outcomes	<ul style="list-style-type: none"> • The CYC will meet with the youth and parent/guardian within 24 hours of referral • The youth can remain safely in the community without the need for detention • The youth will be connected to positive supports and/or prosocial activities that increase intrinsic motivation. <p>The CYC will help the youth and their family identify strengths and problem-solving skills to in assist accomplishing service plan goals</p>
Unit and Rate	As set forth in the RFQ; The AOCP reserves the right to modify the rate at any time without reissuing the RFQ if it is in the best interest of the AOCP to do so; updated rates shall be reflected in the rate sheet.

Community Youth Coach (CYC) Responsibility Matrix

This standardized matrix outlines the required responsibilities of the service provider and supervising officer for Community Youth Coach (CYC).

Officer Responsibilities	CYC Responsibilities
Staff with Supervisor to determine eligibility; anytime during case management when a youth is at risk of violating conditions of probation that could result in detention and/or as an intake decision	
Refer youth to CYC using the Service Referral Form	Accept referral for each youth and respond within two (2) hours of the referral; initial contact with the youth and parent/guardian may be completed in-person or by phone contact
Enter voucher	Accept voucher
Attend the initial intake in-person face-to-face, which serves as the first point of contact between the youth, parent/guardian, supervising officer and service provider, to ensure a smooth transition into services	In-person face-to-face contact with the youth, parent/guardian, and supervising officer within 24 hours (1 calendar day) to establish service expectations and initiate service
Partner with CYC to identify goals and problem solve any potential barriers	Partner with the supervising officer and the youth to help establish goals and identify any potential barriers
Provide ongoing support as additional information is gathered	Complete a strengths grid and develop a written service plan in coordination with the youth, parent/guardian, the supervising officer, and other identified positive supports within five (5) business days of the referral
Review and approve finalized service plan	Once developed, the finalized service plan will be shared with the youth, parent/guardian and the supervising officer
Collaborate with CYC to ensure participation in the service by youth and parent/guardian	Maintain a minimum contact of one (1) hour face-to-face per week with the youth; it is expected that the service will be more intensive at the onset of the referral and may decrease as the youth and family make progress toward the identified service plan goals
Review the success plan and update as needed	Support youth and parent/guardian with skill-building
Arrange monthly family team meetings to include all relevant parties	Attend monthly family team meetings as arranged by probation
Prepare court updates as directed	Provide service updates to the probation officer for court
Coordinate with CYC as youth is transitioning out of the service	Create a sustainability plan to include community supports
Document all contact and progress in NPACS. Review voucher for accuracy	Document all contact and progress in voucher

ATTACHMENT C

Community Youth Coaching (CYC) Qualtrics Questions

Below are the questions you will be asked to respond to in Qualtrics. You can access the Qualtrics survey by clicking the link provided in the RFQ. Please review the questions in advance to prepare your responses and ensure all required information is readily available before beginning the submission.

1. Legal entity name
2. DBA (Doing Business As, if applicable)
3. Agency:
 - Physical address
 - Mailing address
 - Phone number
4. Point of Contact (POC) concerning this RFQ submission:
 - POC name
 - POC title
 - POC email
 - POC phone number
5. Is the POC for this RFQ also the person with the authority to sign contracts on behalf of the agency?
 - YES/NO
 - o If no, please identify the person who is authorized to sign contracts for your agency.
 - Name
 - Title
 - Email
 - Phone Number
6. Provide a brief history of Providers' business (500 words or less).
Include:
 - Year established
 - Experience in providing Community Youth Coaching (CYC)
 - Services historically provided
 - Geographic areas services
 - Experience working with justice involved or high-risk youth
7. Within the last five (5) years, has the agency had a contract that was terminated for cause due to breach or similar failure to comply with the terms of the contract?
 - YES/NO
 - o If yes, provide a detailed explanation.
8. Describe how your agency will meet the CYC service expectations, specifically: (500 words or less)
 - o Ensure initial contact (by phone or in-person) with referred youth and families within two (2) hours

- Ensuring in-person contact with youth and parent/guardian within twenty-four (24) hours
 - Completing a strengths grid and written service plan within five (5) calendar days
 - Using the 10 Wraparound Principles to guide individualized service planning
 - Collaborating with supervising probation officers and incorporating referral drivers, skill development needs, and any detention hearing conditions into the service plan
 - Tracking, documenting, and addressing barriers to service timeliness and quality
9. Indicate the specific district(s) and/or locations your agency is willing and able to provide Community Youth Coaching services.
- *Note: Selection does not guarantee a contract for all indicated areas. Preference may be given to vendors offering full district or multi-district coverage.*
10. Describe how your agency will provide services in the selected areas beginning August 1, 2025. Include information about staffing, supervision, staff onboarding, and scheduling to meet the following requirements: (500 words or less)
- Availability 24/7 (including evenings, weekends, and holidays)
 - Services occurring in-home or community-based settings without disrupting youth academic or extracurricular activities.
11. Describe your agency's approach to ensuring that Community Youth Coaches meet the staffing qualifications outlined in the service definition, including: (500 words or less)
- Relevant education, professional experience, or lived experience
 - Training in positive youth development, adolescent brain development, family engagement, strengths-based practices, trauma-informed care, criminogenic risk and needs, and rehabilitation
 - Ongoing staff development to ensure competency in engaging youth and families, skill-building, and system navigation
12. Agencies must maintain their status as a Registered Service Provider with AOCP to perform CYC services.
13. By submitting this response, you confirm that you have read and understand the RFQ and all supplemental attachments in their entirety.
- You acknowledge that the information provided is true, accurate, and complete to the best of your knowledge.
- You acknowledge that this submission will be evaluated to determine suitability to meet AOCP's minimum service requirements, and if selected, submitted commitments may be incorporated as binding performance responsibilities in any resulting contract