



DFSS Division on Domestic Violence Information for CDGA RFPs

Spring 2018





Agenda:

- 1) About DFSS and our Strategic Framework
- 2) Why do these RFPs look different?
- 3) Overview of high-level changes
- 4) Division RFP changes



Chicago Department of Family and Support Services: Program Divisions

Children
Services



Homeless
Services

Youth
Services

Veterans
Services

Senior
Services

Domestic
Violence
Services

Workforce
Services

Human
Services
Delivery

DFSS launched the Strategic Framework in 2016 with a refreshed mission and department-wide priorities



OUR MISSION

Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive

OUR PRIORITIES

Deliver and support high quality, innovative, and comprehensive services that empower clients to thrive

Collaborate with community partners, sister agencies, and public officials on programs and policies that improve Chicagoans' lives and advance systemic change

Inform the public of resources available to them through DFSS and its community partners

Steward DFSS' resources responsibly and effectively

We are working to translate the Strategic Framework into results-focused RFPs and contracts

Phase 1: Strategic Framework Development

July 2016 – November 2017

Setting and operationalizing priorities and outcome goals internally

- Measure, report on, and refresh goals
- Make data-driven decisions that align funding and programs with priorities
- Cultivate opportunities for greater collaboration across DFSS

Phase 2: Strategic Contracting

November 2017 – December 2018

Engaging delegates to improve services and outcomes in line with Phase 1 goals

- Conduct more robust planning for RFPs
- Develop RFPs and contracts focused on outcome goals
- Actively manage contracts to drive continuous improvement

About DFSS Division on Domestic Violence

Our role and priorities

- The Division on Domestic Violence coordinates Chicago's response to DV victims and their children. Our goal is that everyone in Chicago have knowledge of and access to services and resources to end domestic violence.
- We support **a range of services** for people experiencing domestic violence incl. emotionally supportive counseling, legal advocacy and representation, supervised visitation and safe exchange, and a multi-disciplinary response to DV victims assisted by Chicago Police.
- We **work closely and collaboratively with partners and stakeholders** (incl. the Illinois DV Hotline, the DVCRC, and other funders) to coordinate domestic violence services in Chicago

Our outcome goals

<i>Goal</i>	<i>2017 actual</i>
80% of clients taking the ESS better understand DV issues and how services can improve their well being and help keep them safe.	98%
95% of clients seeking an OP are granted an EOP	99%
33% of clients seeking an OP are granted an POP	49%
Increase by 3% the number of calls to the Illinois Domestic Violence Hotline each year	11% drop
85% of delegates will meet all PMs at 85% or higher	50%

We've made changes to our RFPs, selection criteria, and application questions for this CDGA cycle

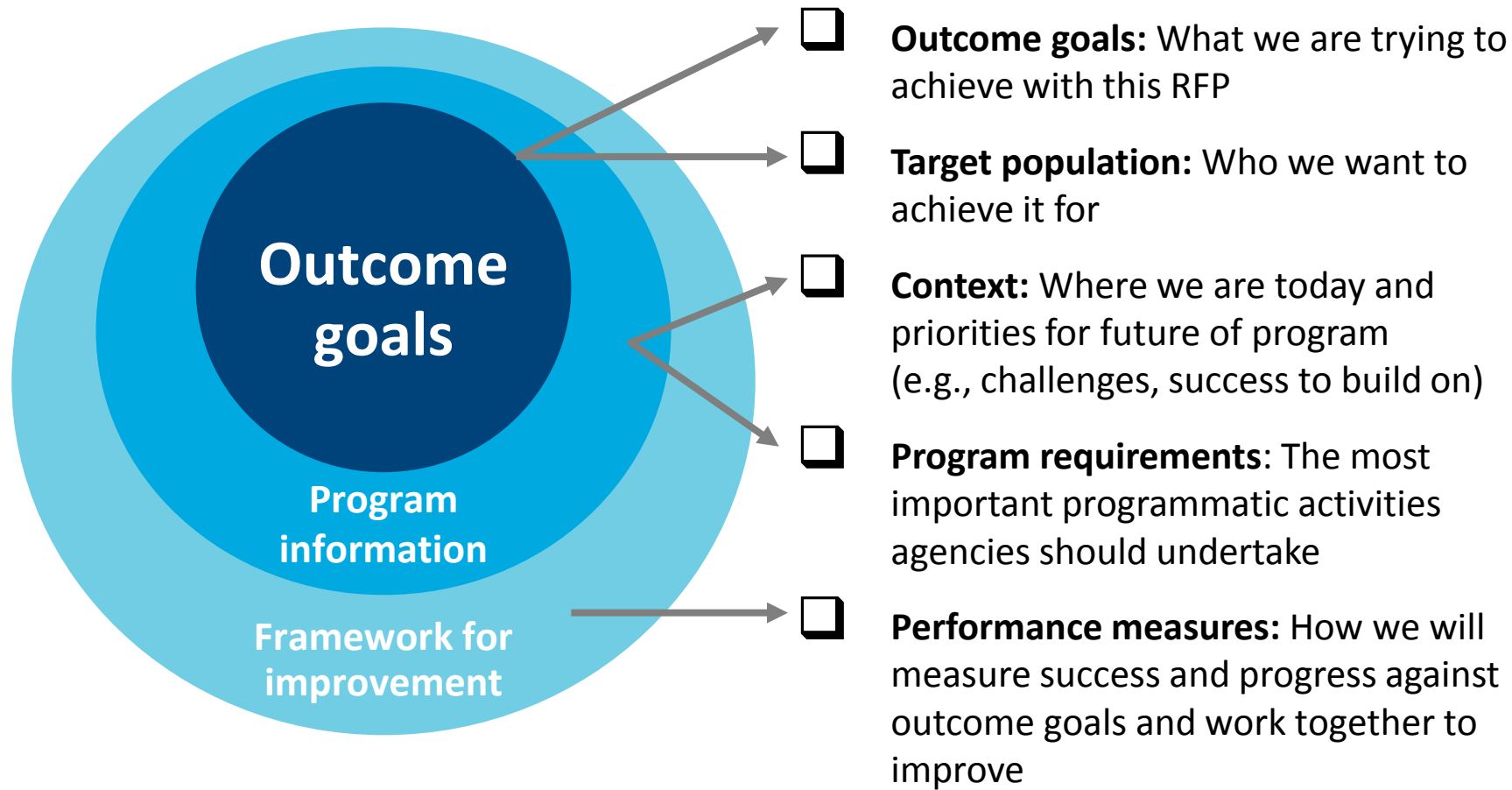
We want to use RFPs/contracts as critical tools to:

- Ensure outcomes continue to be at the center of our work
- Develop a shared understanding of priorities for and how we will track improvement
- Support two-way communication between DFSS and delegates about best practices, high-quality services, and the needs of those we serve

We've adjusted the structure & content of our RFPs and application questions to:

- Shift focus from activities to goals
- Align DFSS priorities with selection criteria and application questions
- Pose questions that provide the most relevant information for decision-making

DFSS RFPs articulate what we want to achieve together for Chicagoans, rather than focusing on activities alone



DFSS has developed an updated version of selection criteria that reflect our focus on results and best practices

Key changes:

- New category names and point values that reflect DFSS priorities
- Emphasized key concepts in human services like understanding of target population, using data to improve services, and building capacity to deliver
- Closely tied selection criteria to application questions to provide greater clarity on how we assess applications

New selection criteria categories:

1 Strength of proposed program

Applicant proposes to deliver services appropriate to achieving desired outcomes for the target population, in line with an evidence base or field best practices

2 Program performance, outcomes, and quality

Applicant has strong past performance and is capable of collecting and using data to manage performance

3 Organizational capacity

Applicant has appropriate staff, systems, processes, and other organizational capabilities to execute the work and reflects diversity of communities it serves

4 Reasonable costs, budget justification, and leverage of funds

Applicant is fiscally sound with reasonable proposed costs, and can leverage non-City funding for program

New application questions aim to solicit strong responses to help DFSS make more informed decisions

Key changes:

- Developed more specific questions tailored to human services context
- Added questions to reflect DFSS's focus on evidence, best practices, and using data to improve
- Larger number of questions, but "broken out" to help applicants provide focused, concise responses that meet 4000 character limits for text fields in eProcurement system

Example questions

"What are the challenges and critical needs facing your intended client population?"

"Describe the evidence base and/or best practices that support the proposed program..."

"Please tell us about 1-2 times your agency made a programmatic or organizational change based on data collected."

Key Changes to program requirements

- Can include child clients in Counseling Services and Legal Advocacy Services (if providing counseling services)
- Budget should cover program expenses, more flexibility regarding how you allocate award – 80% personnel and fringe preference is relaxed
- Trying to allow for electronic completion of survey by client

Division on Domestic Violence RFPs

RFP

Overview

Counseling Services

- Serve adults AND children
- Provide emotionally supportive crisis counseling
- Work with victim to create a safety plan
- Explain to victim her rights and legal protections under the Illinois Domestic Violence Act
- Explain how to file for an Order of Protection
- Create a victim led service plan and work with client to progress towards completion of goal(s)
- Provide case management and refer victims to other needed services
- Assist 50% of clients to complete a confidential Evaluation of Services Survey
- Send copies of all reported surveys to DDV

Division on Domestic Violence RFPs

RFP

Overview

Legal Advocacy & Counseling Services

- Provide emotionally supportive crisis counseling
- Serve adults AND children
- Work with victim to create a safety plan
- Explain to victim her rights and legal protections under the Illinois Domestic Violence Act
- Explain how to file for an Order of Protection
- Accompany victim to court for emotional support and clarification of court process
- Create a victim-led service plan and work with client to progress towards completion of goal(s)
- Provide case management and referral to other needed services
- Assist 50% of clients to complete a confidential Evaluation of Services Survey
- Send copies of all reported surveys to DDV

Division on Domestic Violence RFPs

RFP

Overview

Legal Services

- Provide emotionally supportive crisis counseling as needed
- Work with victim to create a safety plan as needed
- Explain to victim her rights and legal protections under the Illinois Domestic Violence Act
- Provide victims with legal advice and legal counseling
- Assist victim with completion of paperwork or other steps necessary to petition for an Order of Protection
- Represent victims in family court and other court activity related to domestic violence case
- Represent victims seeking legal resolutions available under the Violence Against Women Act (VAWA) such as Stalking no-contact orders (SNCOs), U Visas for crime victims, T Visas for victims of trafficking, Every Student Succeeds Act (ESSA), the Victims' Economic Security and Safety Act (VESSA), etc.
- Intervene with civil or criminal court or law enforcement on victim's behalf
- Advocate on victim's behalf with civil or criminal court/law enforcement/other 3rd parties
- Refer victims to other needed services
- Assist 50% of clients to complete a confidential Evaluation of Services Survey
- Send copies of reported surveys to DDV

Division on Domestic Violence RFPs

RFP

Overview

Multi-Disciplinary Team Services

- Accept referrals from the 3rd, 4th, Southwest Area, and 14th Chicago Police districts
- Assess victim risk and prioritize immediacy and frequency of follow-up contact
- Attempt to contact all victims within 24 hours of receipt of referral from CPD
- Provide victim with safety planning over the phone
- Provide victim with emotionally supportive counseling over the phone
- Review and inform victims of available domestic violence services
- Work with the Chicago Police Department, the Illinois State's Attorney's Office, probation, DDV and community members to improve MDT procedures and protocols

Division on Domestic Violence RFPs

RFP

Overview

Resource and Information Advocacy Services

- Provide brief services (average 15 minutes) to a large number of victims (average of 1,000 or more per year) at the centralized Domestic Violence courthouse – 555 W. Harrison
- Coordinate RIA services with other funded RIA providers
- Serve as an entry point guide at the central DV courthouse for victims not familiar with available services
- Proactively engage victims at various locations throughout the courthouse
- Provide victim with an overview of rights under the IDVA
- Review options and assist victims to determine which options to pursue
- Direct victims to services inside and outside the courthouse
- Assist victims with paperwork to petition for an Order of Protection

Division on Domestic Violence RFPs

RFP

Overview

Supervised Visitation and Safe Exchange Services

- Accept court referrals for Supervised Visitation and Safe Exchanges
- Where applicable, create a victim-led plan for ongoing safety for the custodial parent and child(ren) from the non-custodial parent
- Develop a visitation plan and facilitate court-ordered visitation between non-custodial parent and child(ren)
- Monitor supervised visits between non-custodial parent and child(ren) to maintain appropriate behavior of non-custodial parent
- Facilitate safe exchanges of child(ren) from custodial parent to non-custodial parent, monitoring compliance with time allotted for visit, and facilitating the safe exchange of child(ren) back to custodial parent
- Provide crisis counseling as needed
- Provide explanation of victim rights and legal protections under the Illinois Domestic Violence Act as needed
- Provide explanation of how to obtain an Order of Protection as needed
- Develop and implement security measures and protocols that meet the safety needs of visitation center clients and the neighboring community

Division on Domestic Violence RFPs

RFP

Safety PROTOCOLS

Supervised Visitation and Safe Exchange Services

- Decrease the likelihood that parents will come into contact with one another while traveling to and from the center using **staggered arrival times**
- Decrease the likelihood that parents will come into contact with one another while traveling to and from the center using **staggered departure times**
- If appropriate, **escort** custodial and/or non-custodial parent to the facility entrance/exit

Division on Domestic Violence RFPs

RFP

Building/visitation space requirements

Supervised Visitation and Safe Exchange Services

- In order to ensure the physical, auditory, and visual separation of custodial and non-custodial parents while on-site, **only facilities that have the following structural elements will be considered:**
 - ❖ separate waiting rooms for custodial and non-custodial parent
 - ❖ separate entrance for custodial and non-custodial parents
 - ❖ Separate exits for custodial and non-custodial parents
 - ❖ staggered arrival times for custodial and non-custodial parents
 - ❖ staggered departure times for custodial and non-custodial parents

For applicants who do not currently have these elements in place, elements must be in place when the contract begins.

- In order to ensure the physical, auditory, and visual separation of custodial and non-custodial parents while on-site, DFSS strongly encourages the use of separate parking lots for custodial and non-custodial parents
- In order to ensure the physical, auditory, and visual separation of custodial and non-custodial parents while on-site, DFSS strongly encourages the use of separate parking lots for custodial and non-custodial parents and security cameras.

Key dates and deadlines



- **Webinar session** for The Division on Domestic Violence division: **Thursday, April 26th @ 10:00** then available online at
- *We'll go into more detail and provide time for Q&A*



- **Application questions** launch on **April 16, 2018** at **9:00am** in eProcurement system
- **Applications due** on **May 31, 2018** at **12noon**

Advice for applicants

- **Start early**
 - Register and create your iSupplier account(s) ASAP
- **Take advantage of the resources** available to you
 - City's website has eProcurement training resources and training workshops
 - DV staff support
- Read RFPs in advance and **identify your application approach** (e.g., number of applications for different projects, categories)
- Review application questions and **make sure you fully answer all questions**
 - Don't forget the 4,000 character limit for answer text fields
 - Don't forget to attach required attachments
- **Don't wait until the last moment:** submit 24-48 hours in advance of the deadline
- **Tune in for our webinar sessions** and/or reach out to us with questions

Advice for applicants

- Highlight client outcomes as a result of participation in your program. Your program IS making a difference in client's lives, and we are seeking to better identify WHAT positive changes happen for clients as a result of your services
- Please take the opportunity to give us feedback in the application on:
 - * Services you provide that DDV does not measure and should measure
 - * Outcomes of services you provide that DDV does not measure
 - * Ideas on how we can help you improve the services your provide
- Please remember that your application will be reviewed by at least 2 reviewers who are trained on DDV's domestic violence RFPs. Every reader may not have detailed knowledge of your particular program. Your application should create a complete picture of your program and services to be offered, and should be understood by someone who is not an expert in domestic violence services.



For answers to program-related questions please contact:

Meera Raja: meera.raja@cityofchicago.org (312) 746-8719

All other administrative aspects of this RFP may be directed to:

Julia Talbot: Julia.Talbot@cityofchicago.org

THANK YOU!





Thank you!

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Follow us on Twitter for additional notifications about CDGA, including additional webinars, FAQs, and reminders, as well as other updates from DFSS

