



# DFSS Human Services Delivery 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

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

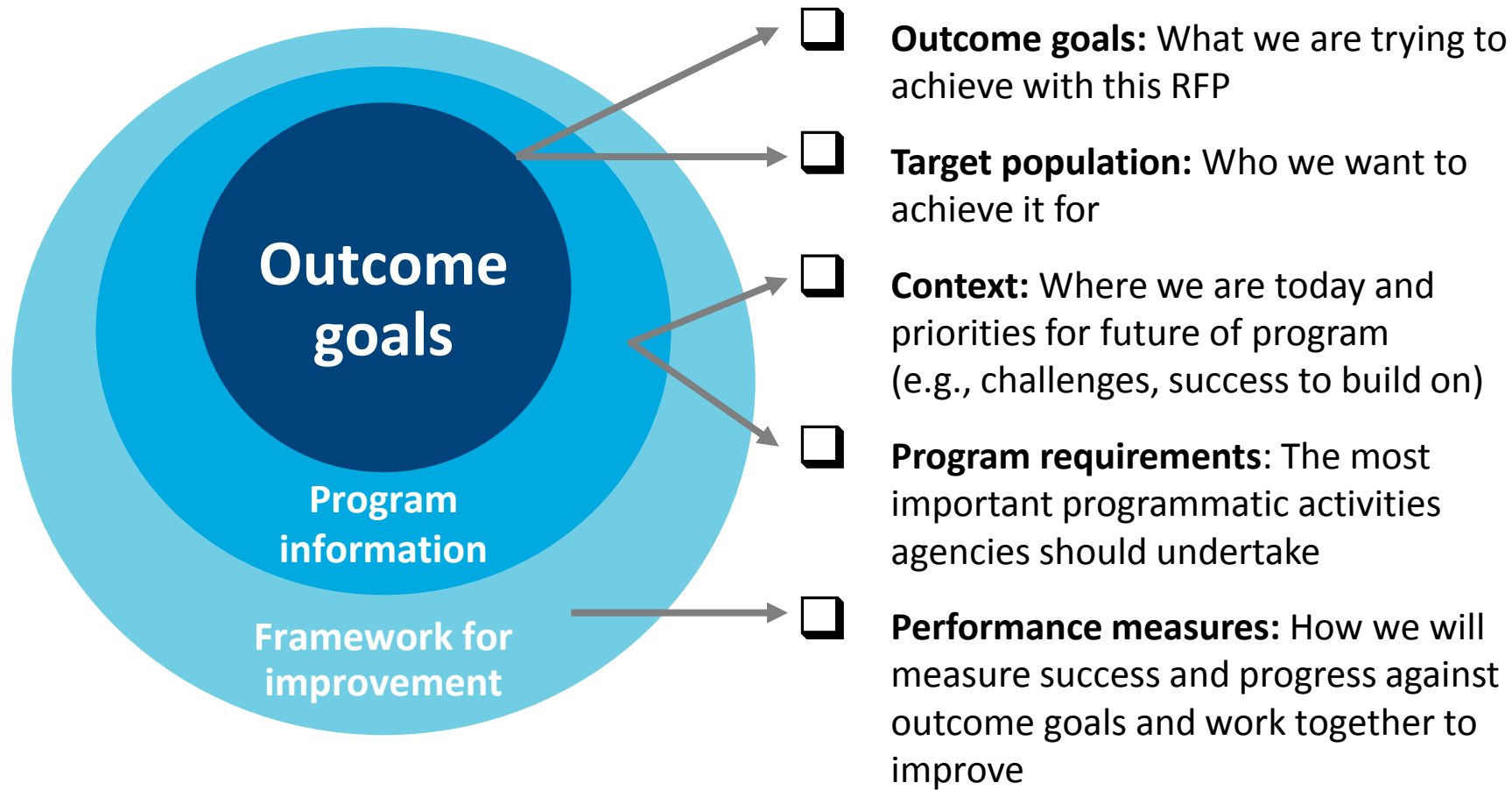
## We want to use RFPs/contracts as critical tools to:

- 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."*

# Human Services Delivery RFPs: Overview

RFP	Overview	Changes to keep in mind
Tax Prep Chicago	Free tax preparation to Individuals earning up to \$30K/Families up to \$55K	<ul style="list-style-type: none"> <li>No changes</li> </ul>
Emergency Food Assistance for At-Risk Populations	Provide nutritional food distributed in 3 models: 1) Pantries; 2) Shelters; and 3) Special Circumstances (Holidays)	<ul style="list-style-type: none"> <li>Addition of Good Food Purchasing Policy (GFPP)</li> </ul>
Public Benefits, Outreach and Enrollment (PBOE)	Increase resources to low income households by accessing federal, state and/or local government issued benefits/programs	<ul style="list-style-type: none"> <li>No changes</li> </ul>

# Tax Prep Chicago

## Program Description

- The objective of the Tax Preparation Assistance program is to provide free tax preparation to individuals earning up to \$30,000 and families earning up to \$55,000 with peak activity from January through mid-April.
- Private tax preparation can cost anywhere from \$90 to \$250 depending upon the number of tax forms used. Using the tax preparation assistance program, clients save on the preparation fee and ensure access to all tax credits such as the EITC and child tax credit resulting in higher tax refunds, at times reaching \$6,000.
- Volunteers are trained and coordinated by not-for-profit organizations providing services at tax sites throughout the city. DFSS expects a total of over 23,000 tax filings in every tax year as a result of this program.

# Emergency Food Assistance for At-Risk Populations

## Program Description

- DFSS' Emergency Food Assistance for At-Risk Populations programs seeks to increase the availability and accessibility of healthy and fresh food options to help low-income and at-risk residents meet their nutritional needs, particularly when facing an emergency or crisis situation.
- DFSS expects pantries within a 5-mile radius of our 6 Community Service Centers receive additional food products to meet this need. Homeless Shelters are to receive fresh fruits and vegetables.
- An estimated one in six Chicago residents are food insecure, experiencing reduced quality, variety, or desirability of diet and the possibility of reduced food intake. In early 2013, the City of Chicago released "A Recipe for Healthy Places" plan; and, in 2016, released Healthy Chicago 2.0 a four-year program designed to achieve the plan's goal of providing a strong food safety net so that residents can eat well regardless of income.

# Public Benefits Outreach and Enrollment (PBOE)

## Program Description

- The objective of the Public Benefits Outreach and Enrollment (PBOE) program is to increase the resources available to low-income households by accessing federal, state and/or local government-issued public benefits or programs.
- DFSS seeks to increase the number and percentage of households that are screened through the program and obtain one or more benefits.
- Program activities to be conducted by delegate agency such as conducting outreach, education, screening, application assistance, and follow-up support can result in eligible individuals and households obtaining needed benefits, such as Medicare and Medicaid, TANF (Temporary Aid to Needy Families), and SNAP (Supplemental Nutrition Assistance Program). Benefits translate into dollars – for example, a single eligible person can obtain \$192 in SNAP benefits, and have Medicare premiums paid by Medicaid, resulting in a minimum \$100 savings that would otherwise be deducted from the monthly social security pension payment.
- This individual is increasing resources by \$292 per month and receiving healthcare coverage and food.

# Key dates and deadlines



- **Webinar session** for Human Services Delivery Division: Week of April 23 then available online at [www.cityofchicago.org/dfss](http://www.cityofchicago.org/dfss). See Alerts.
- *We'll go into more detail and provide time for Q&A*
- **Application questions launch on April 16, 2018 at 9:00 am** in eProcurement system
- **Applications due on May 31, 2018 at 12noon**



# Advice for applicants

- Read Program Description thoroughly.
- Call if you should have questions.



# Questions?

***Contact Jenny Schuler at 312-746-7291***







**Thank you!**

[@ChiFamSupport](#)

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

