



DFSS Senior Services Division 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

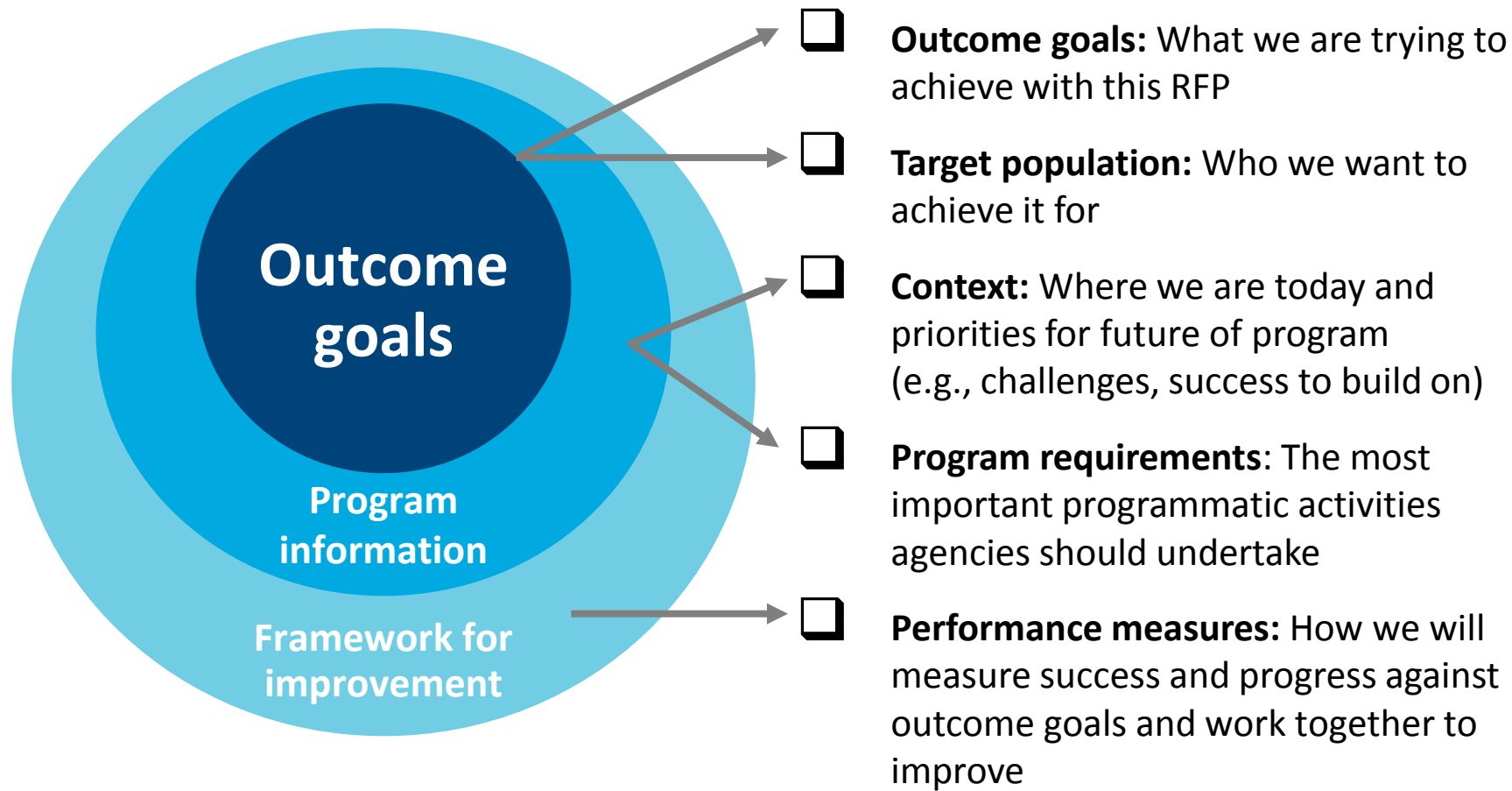
We want to use RFPs/contracts as critical tools to:

- 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."

Senior Services Division RFP

RFP	Overview	Changes to keep in mind
Intensive Case Advocacy for Vulnerable Older Adults	Individualized short term intervention and support to vulnerable frail older adults living in a state of self neglect due to cognitive decline or poor health.	<ul style="list-style-type: none">• Performance evaluated based on percentage of clients moved to more appropriate housing; percentage of clients with verified Medicaid benefits documented
		<ul style="list-style-type: none">• Agencies required to report CDBG demographics and invoice monthly

Key dates and deadlines



- **Webinar session** for Senior Services Intensive Case Advocacy and Support
- **Friday, April 27, 2018**
- **10am**
- *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**



Questions?
Please contact
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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

