



DFSS Workforce Services Division Webinar for Workforce CDGA RFPs

April 24, 2018





Agenda

- 1) Welcome and Introduction
- 2) About DFSS and our Strategic Framework
- 3) Why do these RFPs look different?
- 4) Overview of high-level changes
- 5) Division RFP changes
- 5) Workforce Program Models
- 6) Valuable Links to Resources and Tips



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

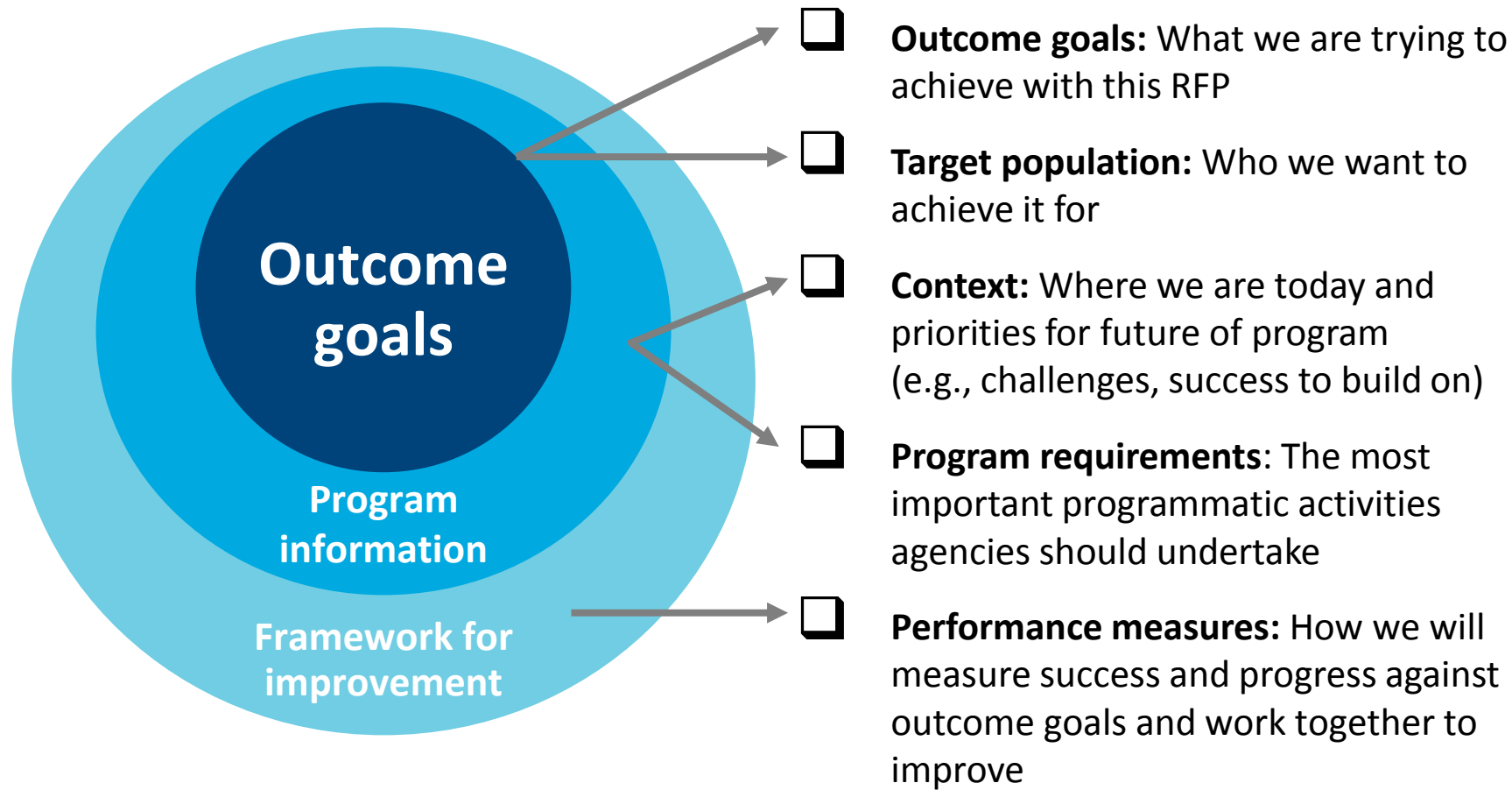
We want to use RFPs/contracts as critical tools to:

- 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."

Workforce Services Division

Program Models

- Employment Preparation and Placement Program
- Industry-Specific Training and Placement Program
- Transitional Jobs Program
- Community Reentry Support Centers
- Community Construction Training Program

Employment Preparation and Placement

PROGRAM DESCRIPTION

The goal of the Employment Preparation and Placement Program is to provide high-need individuals with the necessary job readiness training and placement supports to obtain and sustain employment with wages at or above the Standard City Minimum Wage.

DFSS seeks delegate agencies that will provide individuals not only with employment preparation, skills development and job placement, but also with any supportive services and longer-term follow-up that may be necessary to achieve sustained employment. Longer-term follow-up may take the form of additional job placements in the event that initial job placements are not sustained.

In order to be eligible for DFSS Workforce Programs, individuals must be unemployed or underemployed, low-income, and have limited work skills. These are defined as high-need individuals. Additionally, DFSS prioritizes individuals who are part of the following groups that face additional barriers to employment:

- a. returning citizens with justice-involved backgrounds
- b. persons who are homeless
- c. persons with limited-English proficiency

Industry-Specific Training and Placement Program

PROGRAM DESCRIPTION

The goal of the Industry-Specific Training Program is to provide high-need individuals with the opportunity to enter industries that offer placements with clear pathways to progressively higher skill and wage levels.

The training curriculum must be customized for employers and include active participation and extensive collaboration from industry representatives in order to effectively address the needs of Chicago's businesses.

The following industry sectors are priorities: Hospitality (Tourism, Retail, Culinary Arts); Healthcare; Transportation, Distribution, Logistics (TDL); Manufacturing; and Information Technology.

It is envisioned that participants will complete training programs that will be directly linked to placement into full-time permanent employment or advanced training with an expected retention of at least 180 days of employment at or above the Standard City Minimum Wage.

Transitional Jobs Program

PROGRAM DESCRIPTION

Transitional Jobs programs provide time-limited subsidized employment opportunities coupled with intensive wraparound services and skills development to high-need individuals who lack competitive work history and/or knowledge of the workplace necessary.

The goal of the program is to help these participants overcome challenges to obtain and sustain employment with wages at or above the Standard City Minimum Wage.

Please note: A minimum of 30% of contract should be budgeted for subsidized wages.

Community Reentry Support Centers

PROGRAM DESCRIPTION

The objective of the Community Reentry Support Centers is to foster the successful reentry of returning citizens into communities, avoid engagement in criminal activities and recidivism, and succeed in life.

This is achieved by providing returning citizens with support centers – a central location where they can receive connections to employment assistance and other comprehensive services and supports that are specific to their needs via telephone and in-person.

Community Construction Training Program

PROGRAM DESCRIPTION

In partnership with DFSS, the Chicago Department of Aviation (CDA) is seeking qualified and experienced Pre-Apprenticeship Training Programs for construction jobs and with a history of serving communities that have less access to opportunities, including people of color, women, veterans, individuals with disabilities, and socially disadvantaged individuals. The programs will provide foundational construction training, employment, and retention services to increase and diversify the registered apprenticeship pool.

The proposed program should provide intensive training that will better prepare these high-need individuals for a specific trade. The training curriculum must be customized for employers and include active participation and extensive collaboration from industry representatives in order to effectively address the needs of Chicago's businesses.

It is envisioned that participants will complete training programs that will be directly linked to placement into full-time permanent employment or advanced training with an expected retention of at least 180 days of employment at or above the Standard City Minimum Wage.

Key Dates and Deadlines



- Additional questions are due to Juan Cruz or Alan Placek by May 10, 2018. DFSS will issue a formal Q and A through eProcurement.



- Applications are due on May 31, 2018 at 12 Noon

Links to CDGA RFP, Registration and Technical Assistance

On the DFSS web page is a link to the CDGA book, training documents and FAQs. See “Alerts” Section on our website.

https://www.cityofchicago.org/city/en/depts/fss/provdrs/policy_and_advocacy/alerts/2018/april/dfss-cdga-information.html

For Questions on Registration –
eProcurementSupport@cityofchicago.org

eProcurement Technical Assistance for Delegate Agencies –
OBMGMU@cityofchicago.org OR call 312-744-0358

Training Materials (Documents and Videos) –
<https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html>

DFSS and RFP Resources

- Go to this link for valuable information and resources about DFSS, the RFP and Frequently Asked Question (FAQs).
- Slides for this presentation are also located here.

https://www.cityofchicago.org/city/en/depts/fss/provdrs/policy_and_advocacy/alerts/2018/april/dfss-cdga-information.html

Login and Registration

- Vendor Registration is required in order to engage the City's eProcurement system and Respond to the RFP.
- Registering will give your business access to the City's new **iSupplier Vendor Portal** and allow you to conduct purchasing transactions electronically.

<https://www.cityofchicago.org/city/en/depts/dps/isupplier/login-register.html>

Tips for Working in eProcurement

- Applicants can submit multiple applications for a single RFP under one email address. This glitch has been addressed/fixed.
- There is a 4,000 character limit which includes punctuation and spaces.
- You can “submit” your application and later amend it up until the due date, May 31st at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early.
- Late applications will not be accepted.
- Make use of the eProcurement hotline for help at 312-744-0358.

Application Tips

Start Early!!

- Register into iSupplier/eProcurement ASAP.
- Review RFP narratives and application questions closely - they'll look different this year and we want you to be well prepared to respond.
- Carefully review the selection criteria.
- Use spellcheck!



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Thank you!

