Please stand by, the webinar will begin shortly.

Department of Family and Support Services Division on Domestic Violence RFPs

RFP Release Date: May 3, 2021 Due Date: June 17, 2021



House Keeping

- Due to the volume of participants, everyone has been placed on mute.
- Please use the chat box to notify us of any technical issues.
- Please submit questions via the chat box.
- DDV will address the questions at the end of the presentation.
- DDV will release a written addendum that will be posted and updated with all questions and responses.



Agenda

- Welcome and Introductions
- DFSS Overview and Commitment to Outcomes
- > DDV Program Model Overview
 - Purpose, Goals and Target Population
 - Program Requirements
 - Performance Measures
 - Selection Criteria
- Timeline
- Technical Assistance for Applicants and eProcurement
- Questions



Chicago Department of Family and Support Services: Program Divisions







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



The goal of DFSS' Commitment to Outcomes is to achieve better results for vulnerable Chicagoans.

Phase 4 // System Coordination (in development): *Improving service matching and referral and linking data to improve client experience and outcomes*

Phase 3 // Performance Improvement: Implementing a performance improvement system to prioritize and execute efforts and improve results

Phase 2 // Strategic Contracting: Engaging grantees to integrate outcome goals and metrics into results-driven requests for proposals and contracts

Phase 1 // Strategic Framework:

Setting and operationalizing department priorities, outcome goals, and metrics, and aligning with decision-making procedures



At DFSS, RFPs are viewed as critical strategic tools.

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



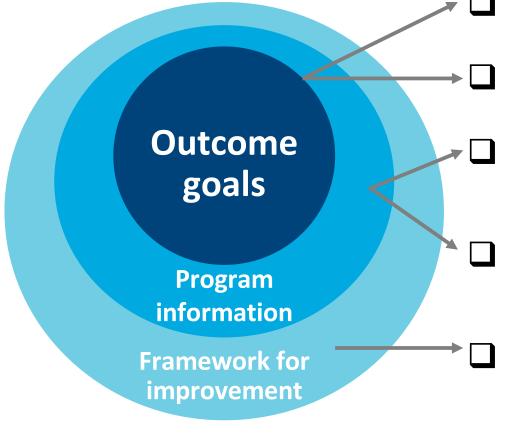
- Ensure outcomes continue to be at the center of our work
- Develop a shared understanding of priorities for and how we will track improvement
- Support two-way communication between DFSS and delegates about best practices, high-quality services, and the needs of those we serve

We've adjusted the structure and 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 decisionmaking



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



- **Outcome goals:** What we are trying to achieve with this RFP
- **Target population:** Who we want to achieve it for
- **Context:** Where we are today and priorities for future of program (e.g., challenges, success to build on)
- **Program requirements**: The most important programmatic activities agencies should undertake
- **Performance measures:** How we will measure success and progress against outcome goals and work together to improve



DFSS selection criteria reflect our focus on results and best practices.

Selection criteria categories:

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



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Performance management and outcomes

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

Organizational capacity

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

Reasonable costs, budget justification, and leverage of funds

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

Key changes:

This year, based on applicant and evaluator survey feedback, we have focused on more clearly describing program expectations and priorities for improvement.

Additionally, given events over the past year, we have reviewed all of our RFPs to integrate a greater focus on equity and lessons learned about service delivery during the COVID-19 pandemic.



DFSS Division on Domestic Violence

- > Alisa Rodriguez, Managing Deputy Commissioner
 - Domestic Violence
 - Homeless
 - Human Services
 - Workforce
- Maura McCauley, Deputy Commissioner, DDV and Homeless

Division on Domestic Violence

- Adriana Camarda, Supervisor
- Cynthia Jackson, Staff Assistant
- Gail Woods, Coordinator of Special Projects
- > Meera Raja, Project Coordinator



Changes for 2022

- Provide remote/virtual services
- Consolidation of the Counseling and Legal Advocacy & Counseling Programs
- Counseling and Advocacy Services may offer mobile or off-site advocacy
- Counseling and Advocacy Services may offer services to any domestic violence victim as defined by the IDVA



2022 Services to Victims of Domestic Violence

- Legal Services
- Resource and Information Advocacy
- Multi-Disciplinary Team
- Supervised Visitation and Safe Exchange
- Counseling and Advocacy



2022 Funding for Domestic Violence Services

- New or expanded programs are eligible to apply
- Use "Prior RFP Statistics for this Program" as a funding request guide
- This RFP is for DFSS base funding
- Shelter and housing programs for DV victims can be found in the Homeless Division RFP



Legal Services – Purpose, Goals & Target Population

Increase safety by providing legal services and representation for victims who may not otherwise have access to an attorney.

Goals

- Increase self-determination and safety of victims by providing:
 - Legal advice and counseling
 - Legal representation
 - Explanation of victim rights under the IDVA

Target Population

Chicago victims of domestic violence and their children



Legal Services – Program Requirements

- Staff are 40-hour domestic violence trained
- Staff are Illinois Mandated Reporter compliant
- Legal services are supervised and provided by an Illinois licensed attorney
- Advise victims of their legal rights and protections
- Assist victims seeking legal resolutions available under the Illinois Domestic Violence Act
- Represent victims in Domestic Violence, Family or other Court in cases related to domestic violence
- Other advocacy on the victim's behalf such as with law enforcement, local or state agencies, or employer
- Conduct community outreach



Legal Services – Performance Measures

SERVICE OUTCOMES

50% of survivors seeking an Order of Protection are granted an Emergency Order of Protection

33% of survivors seeking an Order of Protection are granted a Plenary Order of Protection

VICTIM OUTCOMES

80% of survivors surveyed know more about community resources

80% of survivors surveyed felt supported in making their own decisions

80% of victims surveyed better understand what happens in court



Legal Services - Selection Criteria

Basis of award will be made on score, but may consider geography, service array, language and ability to serve specific subpopulations.

- Strength of proposed program 30 points
 - Evidenced-based Service Delivery
 - Understanding of the Target Population
 - Community Outreach and Education
- Performance management and outcomes 30 points
 - Past performance and how data drives improvement
- Organizational capacity 30 points
 - Agency management and program oversight
 - Staff qualifications, experience and cultural capacity
- Reasonable costs and leverage of funds 10 points
 - Fiscal capacity and match



Resource and Information Advocacy (RIA) Services – Purpose, Goals and Target Population

Increase self-determination and safety of victims by providing brief legal advocacy services to victims seeking assistance at DV Court.

Goals

Proactive engagement with victims increases the chances they will:

- Be quickly directed to the service(s) they want/need;
- Feel emotionally supported immediately rather than wait for an available legal advocate;
- > Feel more confident to utilize the legal resources available; and
- > Be referred to an available legal advocate.

Target Population

Chicago victims of domestic violence seeking legal remedies from the Cook County Domestic Violence Court.



RIA Services – Program Requirements

- Staff are 40-hour domestic violence trained
- Staff are Illinois Mandated Reporter compliant
- Proactively engage victims and provide brief legal advocacy services to victims of domestic violence in the DV courthouse
- Work collaboratively with other court agents and service providers at the DV courthouse
- Direct victims to domestic violence and social services outside the courthouse
- Provide victim services and support to legal advocacy programs during court closures



RIA Services – Performance Measures

VICTIM OUTCOMES

80% of survivors surveyed feel better informed about their legal options

80% of survivors surveyed better understand the court process



RIA Services – Selection Criteria

- Basis of award will be made on score, but may consider geography, service array, language and ability to serve specific subpopulations.
- Strength of proposed program 30 points
 - Evidenced-based Service Delivery
 - Understanding of the Target Population
 - Effective approach to identifying victims at the Court
- Performance management and outcomes 30 points
 - Past performance and how data drives improvement
- Organizational capacity 30 points
 - Agency management and program oversight
 - Staff qualifications, experience and cultural capacity
- Reasonable costs and leverage of funds 10 points
 - Fiscal capacity and match



Multi-Disciplinary Team (MDT) Services – Purpose, Goals and Target Population

Increase safety of victims by identifying their elevated risk of future violence, including death, by contacting victims immediately after a violent incident to engage them in domestic violence services.

Goals

- Review victim assessments for risk
- Contact high-risk victims within 24 hours of incident
- > Engage victims and their children in domestic violence services

Target Population

Victims of domestic violence incidents in the 003rd, 004th, and 014th CPD districts that consent to share their assessment with a domestic service agency.



MDT Services – Program Requirements

- Staff are 40-hour domestic violence trained
- Staff are Illinois Mandated Reporter compliant
- Accept and assess victim assessments from the Chicago Police Department
- Attempt to all contact victims, those of elevated risk within 24 hours
- Provide emotionally supportive crisis counseling, safety planning, and explanation of victim rights under the IDVA
- Engage victim to receive direct domestic violence services or refer victims to a domestic violence program
- Collaborate with MDT partners



MDT Services – Performance Measures

SERVICE OUTCOMES

100% of elevated risk victims with whom contact is attempted within 24 hours

80% of victims contacted receive safety planning, review of options, emergency emotionally supportive counseling and other assistance

80% of victims contacted are referred to counseling, legal advocacy, legal representation, shelter, or other services



MDT Services – Selection Criteria

- Basis of award will be made by Police District and score, but may consider geography, service array, language and ability to serve specific subpopulations.
- Strength of proposed program 30 points
 - Evidenced-based Service Delivery
 - Understanding of the Target Population
 - Effective approach to engaging victims
 - Relationship with the referring Police District
- Performance management and outcomes 30 points
 - Past performance and how data drives improvement
- Organizational capacity 30 points
 - Agency management and program oversight
 - Staff qualifications, experience and cultural capacity
- Reasonable costs and leverage of funds 10 points
 - Fiscal capacity and match



Supervised Visitation and Safe Exchange (SVSE) Services – Purpose, Goals and Target Population

Increase victim and their children safety by providing visitation and exchange services to custodial and visiting parents in a safe environment.

Goals

- > Ensure safety of victim and children during visit or exchange.
- Minimize the risk of violence by:
 - Developing and maintaining safety protocol regarding facility design and flow to separate custodial and visiting parents.
 - Assess and determine a virtual platform for visitation sessions that ensures the safety of the victim and their children.

Target Population

Chicago victims who have been court-ordered for SVSE services based on findings that visitation or exchange must be monitored by a domestic violence service agency.



SVSE Services – Program Requirements

- Staff are 40-hour domestic violence trained
- Staff are Illinois Mandated Reporter compliant
- Assess both parents and child(ren) for safety and ability to comply with court order
- Develop a visitation plan and facilitate court-ordered visits and exchanges
- Determine acceptability of both parents and children for virtual visitations and type of platform to be used
- Provide referrals to in-house or community resources
- Maintain safety and security protocol to ensure separation of custodial and visiting parent
- Community education and outreach



SVSE Services – Performance Measures

SERVICE OUTCOMES

80% of scheduled supervised visits that are attended by both custodial and visiting parent

80% of scheduled safe exchanges that are attended by both custodial and visiting parent

VICTIM OUTCOMES

80% of survivors surveyed know more about community resources

80% of survivors surveyed felt supported in making their own decisions

80% of victims surveyed felt safe from abuse while at the center



Supervised Visitation and Safe Exchange Services – Selection Criteria

- Basis of award will be made on score, but may consider geography, service array, language and ability to serve specific subpopulations.
- Strength of proposed program 30 points
 - Evidenced-based service delivery and ongoing needs assessment
 - Understanding of the Target Population
 - Control or acquisition of a facility aligned with SVSE best practices
 - Community Outreach and Education
- Performance management and outcomes 30 points
 - Past performance and how data drives improvement
- Organizational capacity 30 points
 - Agency management and program oversight
 - Development and maintaining policies and safety protocol
 - Staff qualifications, experience and cultural capacity
- Reasonable costs and leverage of funds 10 points
 - Fiscal capacity and match



Counseling and Advocacy Services – Purpose, Goals and Target Population

Increase the safety and self-determination of domestic violence survivors by providing crisis victim services, ongoing case management, legal advocacy and other advocacy services.

Goals

Increase self-determination and safety of victims by providing:

- Safety planning and explanation of victim rights under the IDVA
- Counseling and advocacy
- Assistance with filing for an Order of Protection and Court accompaniment

Target Population

Chicago victims of intimate partner violence and their children and may include victims of domestic violence as defined by the IDVA



Counseling and Advocacy Services - Consolidation

Counseling Services

- Immediate & ongoing supportive crisis counseling and case management
- Safety Planning
- Education of victim rights under the IDVA
- How to file for an Order of Protection (as needed)
- Victim advocacy

Legal Advocacy and Counseling Services

- Immediate & ongoing supportive crisis counseling and case management
- Safety Planning
- Education of victim rights under the IDVA
- Assistance with filing for an Order of Protection
- Court accompaniment
- Victim advocacy



Counseling and Advocacy Services – Program Requirements

- Staff are 40-hour domestic violence trained
- Staff are Illinois Mandated Reporter compliant
- > Provide crisis victim services
- Provide direct counseling, advocacy or both
 - Offer ongoing supportive counseling and case management and/or
 - Offer legal and victim advocacy
- Community education and outreach



Counseling and Advocacy Services – Performance Measures

> Only services that are **provided directly** must be reported

SERVICE OUTCOMES – Counseling	VICTIM OUTCOMES – Counseling
CON/ of our increase hour	80% of survivors surveyed know more ways to plan
60% of survivors show progress towards a service plan goal	for their safety
	80% of survivors surveyed felt supported in making their own decisions
	80% of victims surveyed understand that they are not responsible for the abuse
SERVICE OUTCOMES – Legal Advocacy	VICTIM OUTCOMES – Legal Advocacy
50% of survivors seeking an Order of Protection are granted an Order of Protection	80% of survivors surveyed felt supported in court



Counseling and Advocacy Services – Selection Criteria

- Basis of award will be made on score, but may consider geography, service array, language and ability to serve specific subpopulations.
- Strength of proposed program 30 points
 - Evidenced-based service delivery
 - Understanding of the Target Population
 - Community Outreach and Education
- Performance management and outcomes 30 points
 - Past performance and how data drives improvement
- Organizational capacity 30 points
 - Agency management and program oversight
 - Staff qualifications, experience and cultural capacity
- Reasonable costs and leverage of funds 10 points
 - Fiscal capacity and match



Counseling and Advocacy Services – Application Guidance

- New applicants should submit applications with a budget request that leverages other funding for the program.
- > Renewing projects that may have one or more previous program model:
 - Applications should reflect your existing programs
 - For example, if both are co-located and your application responses would be identical or similar - we encourage you to combine your applications
 - If each of your renewing projects is unique with different sites, management and goals then submit a separate application
- DDV will not mandate that you consolidate your programs within this model
- Applications will be scored and ranked independently of any other application
- > DDV acknowledges that DFSS funding does not cover an entire program



Selection Criteria - Attachments

- Each RFP has a series of required attachments
- List can be found under "Guidance for Respondents"
- All RFPs require job descriptions, current resumes and 40-hour Certifications
- Linkage agreements
- Program specific attachments
- Proposed budget



Pandemic Impact and Change on Domestic Violence Services

- > Historically, DDV has focused on funding in-person services only
- > Delegates were quick to adapt to changing landscape

Program Model	Impact	Result
Counseling and Advocacy	Remote services and Legal Advocacy Hotline support	Remote virtual and in-person mobile services
Resource and Information Advocacy	Remote services and Legal Advocacy Hotline support	Flexibility to adapt to Court
Legal Services	Remote services	Flexibility to adapt to Court
Supervised Visitation & Safe Exchange	Limited remote services	Offer virtual visits if appropriate
Multi-Disciplinary Team	No changes	No changes





- Pre-proposal webinar April 20, 2021
- **RFP Released** May 3, 2021, 9:00 a.m.
- > Applications due June 17, 2021, 12:00 noon
- Contracts Start January 1, 2022

Save often, submit early!



Application Basics

- > Late applications will not be accepted.
- All questions concerning program design, etc... must be received through the eProcurement system. They will be answered along with the questions from the webinar in the amendment.
- All questions about accessing and managing eProcurement should be directed to OBM: <u>CustomerSupport@cityofchicago.org</u>.
- Make use of the eProcurement hotline for help at 312-744-4357 (HELP). Please note that the hotline operates during business hours only, Monday-Friday 9-5.
- Visit the DFSS CDGA website for updates! <u>https://www.chicago.gov/city/en/depts/fss/supp_info/dfss-cdga-information.html</u>
- Training Materials (Documents and Videos) <u>https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html</u>



Asking a question in eProcurement

- To ask a question in eProcurement you will need an iSupplier account.
- If you do not have an iSupplier account, please contact the eProcurement hotline at 312-744-HELP.
- To begin the process, of sending a question via eProcurement, you will need to log into your iSupplier account via eProcurement and find the RFP you want to ask about.

All RFPs can be found at this website:

https://eprocurement.cityofchicago.org/OA_HTML/OA.jsp?OAFu nc=PON_ABSTRACT_PAGE&PON_NEGOTIATION_STATUS=ACTIVE



To get started, first login into eProcurement:



Details

To view or download solicitations without logging in, click the local icon at the Online Bid link, then click being by a specific column, click on the desired column header. For registration to bid and more information, visit www.cityofchicago.org/eProcurement. For non-eProcurement bids, visit www.cityofchicago.org/bids

Abstracts

Status Active 🗸 Go

Event		Solicitation Number	Specification Number	Solicitation Title	Advertisement Date	Supplier Response Start Date			Deadline for Questions	Details
Commodities		7623	1207654	1207654: Purchase of Blankets, Pillows, Pillow Cases, Cots and Amenity Kits	12-MAR-2021 08:30:00	12-MAR-2021 08:30:00	06-MAY-2021 11:00:00		07-APR-2021 04:30:00	50
Commodities		7369,2	1195798	1195798: Aluminum Traffic Signal Pedestal Bases	24-FEB-2021 09:30:00	24-FEB-2021 09:30:00	14-APR-2021 11:00:00		05-MAR-2021 16:00:00	pq
Construction		7878,1	1217758	1217758: Rehabilitation for Taxiways Y, Y1, Y2, Y3, Y4	31-MAR-2021 08:00:00	31-MAR-2021 08:00:00	07-MAY-2021 11:00:00		15-APR-2021 17:00:00	pa
Construction		7746	954029	954029: TRAFFIC SIGNAL INTERCONNECT PROJECT (Broadway & Sheridan)	31-MAR-2021 08:30:00	31-MAR-2021 08:30:00	04-MAY-2021 11:00:00		16-APR-2021 16:30:00	100
Construction		7745	1185785	1185785: 71st ST. STREETSCAPE IMPROVEMENTS (Jeffrey Blvd. to South Shore Drive)	26-MAR-2021 08:30:00	26-MAR-2021 08:30:00	20-APR-2021 11:00:00		09-APR-2021 16:30:00	pa
Construction		7520,1	1202407	1202407: CDOT 2020 Job Order Contract for Flatwork- Site Work	08-MAR-2021 08:00:00	08-MAR-2021 08:00:00	19-APR-2021 11:00:00		17-MAR-2021 16:00:00	50
Construction		7871,1	1190383	1190383: West Woodlawn Sewer Improvement Project	25-FEB-2021 10:45:00	25-FEB-2021 10:45:00	08-APR-2021 11:00:00		19-MAR-2021 16:00:00	50
Construction		7866,1	1196806	1196806: Schubert and Lakewood Sewer Improvement Project	24-FEB-2021 11:00:00	24-FEB-2021 11:00:00	08-APR-2021 11:00:00		18-MAR-2021 16:00:00	pq
Construction		7874,1	1196813	1196813: EAST GARFIELD PARK SEWER IMPROVEMENT PROJECT NO.7462	26-FEB-2021 08:30:00	26-FEB-2021 08:30:00	06-APR-2021 11:00:00		26-MAR-2021 16:30:00	pq
Construction		7881,1	1196815	1196815: HARVARD AND 88TH STREET IMPROVEMENT PROJECT NO.7465	26-FEB-2021 12:08:00	26-FEB-2021 12:08:00	06-APR-2021 11:00:00		26-MAR-2021 16:30:30	pa
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Log

Clicking the login button on the eProcurement page will bring you to the login screen.

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Logging in will bring you to this screen. Open the Online Bidding menu to Sourcing and then to the Sourcing Home Page. Click on the Sourcing Home Page.

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Worklist					



To look up an RFP, type that RFP's number, set the search box to Number and type in the RFP's number. Then click Go. If you have already started an application, the application will appear in the Response Number box

CITY OF CHICAG	O Sourcing	1								
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Negotiations	Title									
Search Open Solicitation s	✓ Number	YPE IN RFQ a	# HERE Go							
Welcome, Graylen McClar	Contact									
Your Active and Draft	Category									
Press Full List to view all y	Line	sponses.								Full List
Response Number Res	Event	upplier Site	Souciation Number				Type Time Left		Ionitor Unrea	d Messages
341460 Drah		(<u>6459,3</u>	Community Housing I	Development Organizat	tion (CHDO) Certification	RFQ 999 days 2	hours	0	
Your Company's Open	Invitations									
										Full List
Supplier Site			Solicitation Number			Title	Туре	Time L	.eft	
No results found.										
Quick Links										
Managa	Mary Barrie									
Manage	View Respor	ises								
Drafts	<u>Active</u>									
Deliverables	 Disqualified 	1								
Personal Information	 Awarded 									
	 <u>Rejected</u> 									

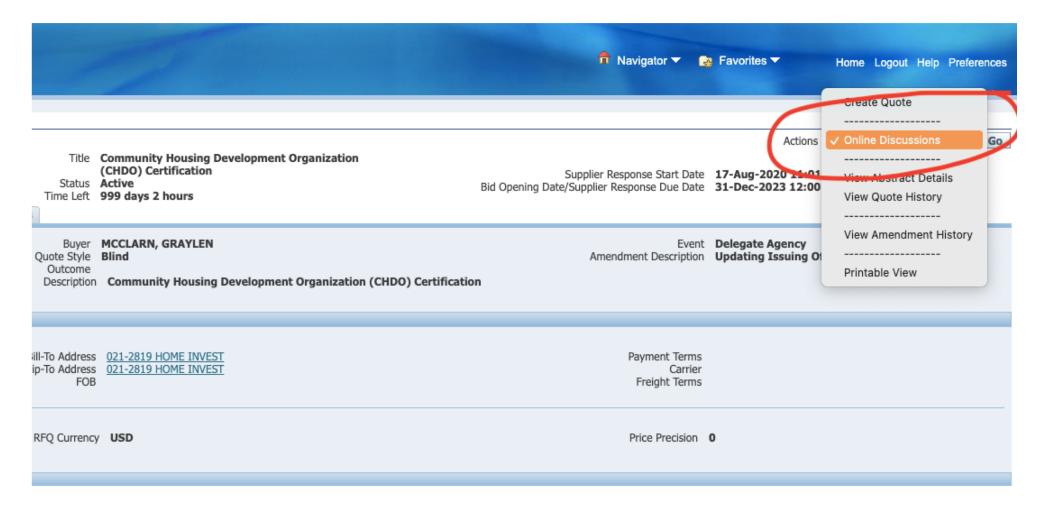


DFSS CDGA RFP Numbers

RFQ #	DFSS Division	RFP Program Model
7918	Domestic Violence	Counseling and Advocacy Services for Victims of Domestic Violence
7906	Domestic Violence	Legal Services for Victims of Domestic Violence
7908	Domestic Violence	Multi-Disciplinary Team Services for Victims of Domestic Violence
7917	Domestic Violence	Resource and Information Advocacy Services for Victims of Domestic Violence
7916	Domestic Violence	Supervised Visitation and Safe Exchange Services



Once you are in the RFP, go to the Actions bar and click on Online Discussions.





To start a email click on the New Message box.

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Negotiations							
Negotiations > Active Solicitations > RFQ: 6459,3	>						
Online Discussions (RFQ 6459,3)							
		Community Housing Development Organization (CHDO) Certification		Supplier Response Start Date	17-Aug-2020 11:01:54	Cance <u>l</u>	Printable
Messages		Active 999 days 2 hours		Bid Opening Date/Supplier Response Due Date	31-Dec-2023 12:00:00		
New Message							
Subject		Message	Status	Sender	Date	Reply	
No results found.							
						Cance <u>l</u>	Printable



Write your email with your question. If you need to upload something, use the attachment feature. Press Send and you are done!

CITY OF CHICAGO Sourcing						
			T Na	vigator 🔻 🔒	Favorites T	Home Logout Help Preferences
Negotiations						
Negotiations > Active Solicitations > RFQ: 6459,3 > Online Discussions (RFQ 6459,3)	>					
Create New Message (RFQ 6459,3)						
* Indicates required field Send To The City of Chicago						Cancel Send
* Subject						
* Message						
Attachments						
Add Attachment						
Type Description Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
No results found						



Cancel Send





Applications are due On June 17, 2021 at 12:00, Noon



Questions?

Program Questions? Adriana D. Camarda 312-746-6685 Adriana.Camarda@cityofchicago.org

For non-programmatic questions contact: Julia Talbot (312)-743-1679

Julia.Talbot@cityofchicago.org

or

The eProcurement hotline 312-744-4357 (HELP)

CustomerSupport@cityofchicago.org.

Please note that the hotline operates during business hours only, Monday-Friday 9-5.