

Please stand by, the webinar will begin shortly.

## **Department of Family and Support Services**

THE CHICAGO RESILIENT COMMUNITIES MONTHLY CASH ASSISTANCE PILOT: OUTREACH AND RECRUITMENT RFP #8470

> Release Date: January 31, 2022 Due Date: February 18, 2022



#### **House Keeping**

- Due to the volume of participants, everyone has been placed on mute.
- Please submit questions via the question box and we will respond to questions after going through the slides.
- > Please use the question box to notify us of any technical issues.



#### Agenda

- Welcome and Introductions
- Background
- Information about the scope/program description
- Selection Criteria
- Timeline
- Technical Assistance for Applicants and eProcurement
- Questions



REQUEST FOR PROPOSALS (RFP) FOR The Chicago Resilient Communities Monthly Cash Assistance Pilot: Outreach and Recruitment RFQ#8470

> ISSUED BY: CITY OF CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES

All proposals must be submitted via the eProcurement system. <u>http://www.cityofchicago.org/eprocurement</u> Questions concerning the RFP should be directed to:

> Alisa Rodriguez Managing Deputy Commissioner Department of Family and Support Services 1615 W. Chicago Ave, 5th Floor Chicago, Illinois 60622 312-746-9639 alisa.rodriguez@cityofchicago.org

LORI E. LIGHTFOOT MAYOR BRANDIE V. KNAZZE COMMISSIONER



## Background



#### **Pilot Background**

The City of Chicago has authorized a \$31.5 million monthly cash assistance pilot within the Chicago Recovery Plan, providing \$500 per month for one year to 5,000 low-income households.

The purpose of the program is to reach low-income households who have been hard hit by COVID-19, and to support their path to greater economic stability.

The Pilot is also intended to serve as a demonstration of the effectiveness of cash assistance within a broader portfolio of safety net benefits and services, and of City government's ability to meet residents where they are and support their self-defined path toward financial security.



### **Chicago Resilient Communities Pilot Goals**

Provide Financial Relief

Improve Residents' Wellbeing

Transform City's Human Services

**Build Field of Practice** 

Mitigate economic hardships for low-income households who have been hard hit by COVID-19

Improve the financial stability, health, and wellbeing of program participants and their families

Improve and promote the City's capacity to create and deliver impactful, inclusive, people-centered anti-poverty programs that build on the existing safety net

Enable policymakers and advocates across local, state, and federal levels to learn from our pilot, the largest program by reach in the US



#### **The Chicago Recovery Plan**



\* These investments in **Chicago Recovery Plan** investments, as well as local fund and other grant fund resources (mental health, violence prevention, affordable housing, youth, homelessness services, arts & culture)

Learn more at: www.chicago.gov/recoveryplan



#### **Additional CRP Cash Assistance Opportunities**

We are also seeking an Outreach & Recruitment lead agency for the Pilot. Applicants may apply for both RFPs.

Two additional RFPs are coming Feb 18:

- **\$4.8m Domestic Worker Relief Fund:** One-time, \$500
- \$10.7m Chicago Resiliency Fund 2.0: for households excluded from Federal stimulus support. One-time, \$500

For each fund, DFSS will be seeking a Program Administrator to manage outreach, applications, verification, and payment distribution.



## **Scope/Program Description**



## Purpose of the RFP

DFSS seeks applications from agencies that can successfully engage participants in the Chicago Resilient Communities Monthly Cash Assistance Pilot. In line with the program's goals, DFSS is particularly looking for agencies that can design and implement outreach and recruitment strategies that produce high levels of program uptake, avoid engaging the easiest-to-serve individuals over the focus populations in most need of support, and deliver a **positive**, empowering experience to participants that builds long-term trust and engagement with the City.



### **Program Requirements**

Respondent(s) should have the ability to quickly obtain the staff time, expertise and experience necessary to perform the following functions:

- Design, create, and distribute program materials, both digital and printed, that clearly and effectively communicate the Pilot information, participant criteria, and how to apply
- Manage outreach and recruitment activities of subcontracted recruitment partners.
- Create and implement an outreach and recruitment plan for the desired number of eligible in a planned application window of 3 weeks
- Develop and implement a strategy to support interested residents in successfully applying for the pilot, with a focus on individuals who cannot independently complete the online application.

DFSS anticipates there may be a need for "batching" selection, verification, onboarding, and enrollment in order to support implementation quality and speed. Multiple application periods may be necessary to ensure sufficient participation.



#### **Focus Population**

Populations	Approach
<ul> <li>Low income (specific level to be determined)</li> <li>Negatively impacted by COVID-19</li> </ul>	Basis of overarching eligibility, outreach and engagement strategy; all participants must meet this threshold
<ul> <li>Parents/caregivers of minors</li> <li>Family/informal caregivers of adults</li> <li>Residents not currently participating in other social safety net benefits</li> </ul>	Focused outreach and engagement efforts by respondent(s) to encourage and facilitate participation of these populations
<ul> <li>Housing insecure</li> <li>Individuals who have experienced gender-based violence</li> <li>Undocumented residents</li> <li>Veterans</li> <li>Disabled</li> <li>Not connected to Broadband</li> <li>Non-native English speakers</li> </ul>	Targeted strategies to overcome anticipated barriers to participation for these populations



#### **Expected Reach**

In order to meet DFSS's objective to offer cash assistance to 5,000 households and to engage 5,000 non-selected households to participate in research activities as a "control group", DFSS estimates that the Respondent may expect to drive as many as 50,000 applications from residents who may be eligible to participate in the program and may use that figure to estimate the proposal strategy, staffing and budgeting.







	Feb	Mar	Apr	May	August
Pilot Timeline	RFPs launched: Program Administrator + Outreach & Recruitment	RFPs awarded; execution begins Evaluator selected Research plan & selection criteria finalized	>Application goes live!	>First payments!	
Contract Milestone	Applications due Feb 18	<ul> <li>Kickoff Mar 1</li> <li>Outreach &amp; recruitment plan finalized</li> <li>Outreach materials created in English, Spanish, Polish, Arabic, Tagalog, and Chinese (traditional and simplified).</li> </ul>	>Outreach & recruitment begins	>Continuing outreach & recruitment	Outreach & recruitment concludes



#### **Performance Goals and Outcomes**

DFSS seeks respondents with evidence of strong past performance against desired outcome goals.

Reaching hard-hit focus populations and delivering a positive experience are the top objectives for the selected Respondent. To track progress toward achieving the outcome goals of this program and assess success, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Applicant pool composition (e.g., overlay with hardest-hit geographies by COVID-impacts and/or economic hardship indicators)
- Percentage and number of applications successfully submitted (as a proxy for applicant burden)
- Program uptake (percentage of approved applicants who successfully enroll)

> To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Outreach strategy, schedule and materials within 2 months of selection
- Number and composition of outreach event attendees
- Number of applications received



## **Selection Criteria**



#### **Selection Criteria – Community Involvement**

DFSS seeks Respondents who:

- Demonstrate a clear understanding of the focus populations, including their strengths and assets and needs and challenges
- Demonstrate client and community engagement activities that inform service delivery
- Has expertise working with the focus populations and has relevant capabilities and/or infrastructure needed to serve these groups
- Demonstrate a commitment to diversity, equity, inclusion, and access
- Has leadership that reflects and engages the diverse people of the communities it serves



#### **Selection Criteria - Organizational Capacity**

DFSS seeks Respondents that have:

Qualified staff responsible for program activities, program oversight, and general management

Adequate capacity to hire and manage staff

Adequate systems and processes to support monitoring program expenditures and fiscal controls



#### Selection Criteria – Strength of Proposed Program

DFSS seeks Respondents that have:

- An effective approach to identifying, engaging, recruiting, and enrolling program participants (including support to overcome barriers to participation)
- Clearly defined partnerships/linkage agreements with other agencies that are appropriate to reaching and addressing the needs of the focus populations
- A proposed program is supported by a strong evidence base and/or aligns with best practices for the relevant field



# Selection Criteria – Program Performance, Outcomes and Quality

DFSS seeks Respondents that have:

- Demonstrated evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services to the focus populations
- Experience using data to inform/improve its services or practices
- The relevant systems and processes needed to collect and store key participant and performance data



# Selection Criteria – Reasonable costs, budget justification, and leverage of funds

DFSS seeks Respondents that demonstrate:

- > The fiscal capacity to implement the proposed program
- Reasonable implementation costs and funding requests relative to its financial and human resources. The proposed budget supports the proposed scope of work or work plan





Be sure to:

- Attach reports, studies or other documentation that show performance toward reaching the program goals, demonstrate results and accomplishments.
- > Attach the **resumes for key staff** that are overseeing the program.
- > Attach **job descriptions** for key positions overseeing the program.
- > Clearly identify what **focus population** you intend to target and serve.
- > Attach your organization's **budget** for this program



#### **Budgets or Cost Proposals**

- The term of the contract for the RFP:
  - March 1, 2022 December 31, 2023.
- > The amount for this RFP for one year is:
  - \$100,000 with the expectation that subcontracting will be necessary to fulfill the program requirements.
  - DFSS may also award a limited number of \$10,000 grants directly to individual community-based organizations that are able to fulfill targeted outreach and recruitment for a specific focus group and/or geography.
- Please submit a budget for ONE year (12 mos.) of services.
- Be thoughtful and inclusive when developing your budget. Apply for your program's actual costs.
- Use the reasonable costs question on the application to discuss how you determined the costs reflected in the budget.



**Budgets or Cost Proposals – Common Errors** 

Common mistakes we see on budgets are:

> Fringes – check your calculations.

Supplies – these are frequently under or over budgeted for.

Put your budget in the appropriate column.



#### Advances

- The City is actively developing the details of the advance policy for delegate agencies.
- Details of this policy will be shared as an amendment prior to the RFP's application due date.
- All new information concerning advances as it impacts this RFP will be communicated via the amendment process.





- Pre-proposal webinar Monday, February 7, 2022, from 1:00 p.m. – 3:00 p.m.
- Due date to submit pre-proposal questions Tuesday, February 8, 2022
- > Applications due Friday, February 18, 2022, at Noon.
- Program period begins March 1, 2022







## Applications are due on Friday, February 18, 2022. at 12:00, Noon





#### Start Early!!

- If you have never done business with the City of Chicago, register into iSupplier/eProcurement ASAP.
- Review RFP narratives and application questions closely. Remember they align with the scope and selection criteria. Use the information in the RFP for guidance in formulating your answers.
- Carefully review the selection criteria.
- There is a 4,000-character limit which includes punctuation and spaces. Each response is allotted 4,000 characters.
- Procurement works best with the Internet Explorer browser.
- Do not use the back button on your browser.

#### Save Often!!



#### **Tips for Working in eProcurement**

- You can "submit" your application and later amend it up until the due date Friday, February 18, 2022, at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early. Plan on submission taking 30-60 minutes.
- > Late applications will not be accepted.
- 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.

### Save often, submit early!



#### Technical Assistance!

- On the DFSS web page is a link to the RFP of interest and training documents. See "Alerts" Section on our website.
- For Questions on Registration and eProcurement Technical Assistance for Delegate Agencies –

CustomerSupport@cityofchicago.org

or call 312-744-HELP (4357)

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



### How to accept an amendment



- The RFP you are interested in has been amended. In order to start an application, you will need to acknowledge and accept the amendment first in order to start your application. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on "View Amendment History".
- If the RFP has not been amended (yet), select "Create Quote" from the drop-down menu in the "Actions" box and click on "Go". This will take you to the application page, where you can get started.

Warning			
	d you must acknowledge each amendment and submit (or resubmit) all	your responses to ensure that they comply with th	ie changes.
View Amendment History			
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Outcome			CHDO certification and recertification process is not a request for funding.
Descriptio	Community Housing Development Organization (CHDO) Certi	fication	
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Bill-To Address	054-2819 HOME INVESTMENT PARTNERSHIP	Payment Terms	
Ship-To Address FOB	054-2819 HOME INVESTMENT PARTNERSHIP	Carrier Freight Terms	
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Requirements			
Requirements Show All Details   Hide All Details			



- To begin the acceptance and acknowledgment process, to open the RFP in view only, click on the Document number (1) To review the amended changes to the RFP, click on the infinity or eyeglass icon (2) To acknowledge receipt and understanding of these changes and proceed, click on the "Acknowledge Amendments" button (3).
- By acknowledging the amendment, you are indicating that you are aware of the changes made to the RFP in the amendment.

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When you get to this screen, click on the "I accept..." check box and then click on "Acknowledge"

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Amendment Description         This addendum is to remind applicants that the CHDO certification and recertification process is not a request for funding.	
lotes and Attachments	
RFQ 6459	



Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.

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If a response has been submitted previously, resubmission is required to ensure the response complies with the changes.	
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	Copyright (c) 2006, Oracle. All rights reserved.
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- Finally, (1) click on the checkbox that you accept the terms and conditions and then (2) click on "Accept" to accept them.
- This is the final step in acknowledging and accepting the amendment.

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## How to submit an application



When you are ready to submit, start by saving your draft one last time. Then click Continue.

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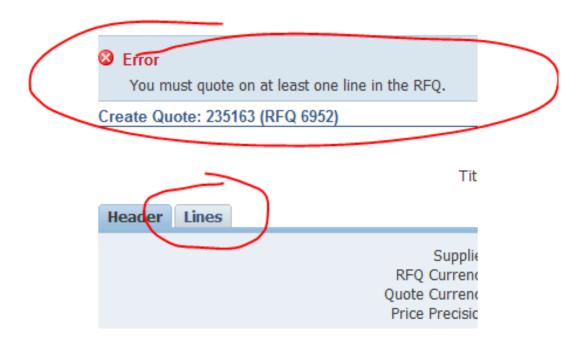


If you are missing information, you will be given an error message on the top of the page.

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- Usually the error messages direct to something left undone in the application.
- In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.





In this example, the error is about an unanswered question in the application (or Requirements section). The Quote Value refers to your (in this case, missing) answer.

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Once your application is free from errors, you are ready to proceed and submit! At this point, clicking "Continue" should put your application into the "Review and Submit" phase.

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Address							18555 E. 32nd St
City							Chicago
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#### Then click "Submit".

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re submitting the response please enter Name and Title and accept the disclaimer by checking the box above.



The Chicago Resilient Communities Monthly Cash Assistance Pilot: Outreach and Recruitment

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Make sure that you see this submittal confirmation screen. The eProcurement system will send a confirmation email within 24 hours of your submission. Please call or email me if you desire confirmation prior to then.

Negotiations		
Confirmation Quote 236154 for RFQ 6952 (DFSS Youth Services Enrichment Programs - STEM (Science, Tech Engin. & Math)) has been submitted.	l,	
Return to Sourcing Home Page		
	Negotiations	Home





## **Program Questions?**

#### Program Person 312-746-9639 <u>Alisa.Rodriguez@cityofchicago.org</u>

## For non-programmatic questions contact:

#### Julia Talbot (312)-743-1679 <u>Julia.Talbot@cityofchicago.org</u>

