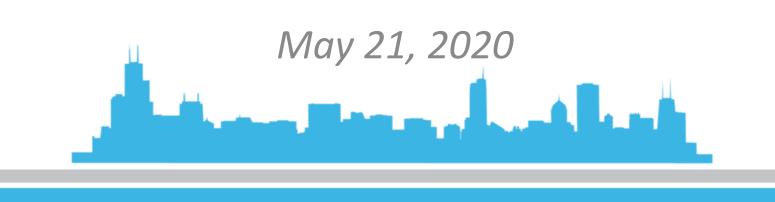


Head Start Support Services Health RFP





Agenda: Introductions Health RFP Review Questions



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

Children's Services Division

DFSS's Children Services Division (CSD) manages all community-based Chicago Early Learning programs. DFSS CSD seeks to ensure that these programs offer comprehensive and high-quality services for all enrolled children and families. CSD's efforts to build this strong system of services are guided by the following three priorities:

- Maximize access to high quality early learning programs by matching investments to the needs of local communities and reducing the barriers to entry for children and families;
- Improve the comprehensiveness and quality of early learning across all programs to ensure that children and families' needs are met; and
- Create a strong system of service providers by increasing support and reducing the administrative burden for community-based providers of early learning.

RFP SCOPE

Support service delegate agencies have specialized knowledge, expertise, and/or credentials that support CEL direct service delegate agencies and their management. DFSS CSD uses support service delegate agencies to ensure that CEL programs and their management meet three broad objectives:

- implementation of best practices in the early childhood development and education and related fields,
- 2) compliance with relevant federal, state, and local performance standards and requirements, and
- 3) improved outcomes for young children and their families.

Chicago Early Learning Program-CEL

DFSS administers CEL programs through a network of contracted direct service and support service delegate agencies. Direct service delegate agencies are responsible for delivering programs directly to children and families and must have a program management design that allows them to do this.

Currently, DFSS contracts with a network of 100 direct service delegate agencies across 351 sites that implement program models designed to meet the needs of local Chicago communities. Programs may be delivered through center-based, licensed family child care homes, and home-based/home-visiting models, and may operate full or part year.

Any agency or site may have one or more CEL funding stream (Head Start, ISBE) supporting its services for children and families. In total these programs are referred to as CEL programs and reach over 21,555 children and their families.

Health Support Services

Under this request for proposal, DFSS is seeking a support service delegate agency that can help CSD and its direct service delegate agencies and sites achieve the following priorities:

- 1) Strengthen its Health Services systems, including relevant policies and procedures, that ensure that health-related program performance standards are met, both across its network of direct service delegate agencies and sites, and at individual agencies and sites that fail to meet CSD health-related monitoring performance measures; and
- 2) Develop innovative and effective practices for improving children's health at the grassroots level that can be delivered through a direct service delegate agency's daily or ongoing practices and improve health outcomes for low-income children and families.

Health Support Services-Program Requirements

Program Requirements

The Health Services support service delegate agency will be required to develop and deliver training sessions and provide technical assistance and consultation in the area of Health Services to DFSS and its direct delegate agencies to ensure that DFSS and its direct service delegate agencies meet the nutrition-related requirements listed in the *Program Rationale and Context* Section above.

DFSS intends to contract with one (1) entity, to provide services citywide, that can meet the following required qualifications and conduct the following required activities.

Health Support Services-Qualifications

Successful respondents must meet the following qualifications:

- Have on staff or under contract at least one licensed pediatric Doctor of Medicine (MD) or Doctor of Osteopathy (DO) who can serve as the primary consultant to DFSS CSD and co-chair the Health Services Advisory Committee (HSAC) and its health sub-committee if necessary
- Identify a project manager who acts as the point of contact for all activities related to the scheduling and coordination of services and activities
- Demonstrate the staffing capacity and credentials to conduct the services and activities required of this contract, including having on staff or under contract a cadre of nursing professionals (7-10 FTEs), including registered nurses, licensed practical nurses, or nurse practitioners to conduct activities that require qualified nurses
- Demonstrate expertise in children's health and healthy development, community health and its impact on child development, and social determinants of health and how they impact children's health and development, as well as gynecological health and lactation consultation

Health Support Services-Qualifications

<u>Successful respondents must meet the following qualifications (continued):</u>

- Demonstrate a working knowledge of one or more of the following and demonstrate the capacity to acquire expertise in all of the following: health requirements for children ages 0-5 in CEL programs, including HSPPS, CELS 2.0, IELDS, IELG, and DCFS Licensing Standards
- Demonstrate the ability to interpret and explain health policies that affect children ages birth to five
- Demonstrate familiarity and compliance with all HIPPA and FERPA requirements
- Demonstrate experience providing T/TA to adult learners on topics related to health services

Health Support Services-CEL Program Standards

- For a full understanding of CEL Program Standards related to Health see the following resources:
- CELS 2.0, Section 8: https://www.chicago.gov/content/dam/city/depts/fss/supp_info/ChildrenServices/ CELUpdates2019/CELSManualv2DraftJune2019.pdf
- HSPPS and Health Start Act, including but not limited to 1302 Subpart D-Health Program Services: https://eclkc.ohs.acf.hhs.gov/policy/45-cfr-chap-xiii/1302-46-family-support-services-health-nutrition-mental-health
- HSELOF: https://eclkc.ohs.acf.hhs.gov/school-readiness/article/head-start-early-learning-outcomes-framework
- HSPFCEF: https://eclkc.ohs.acf.hhs.gov/school-readiness/article/head-start-parent-family-community-engagement-framework
- IELDS: https://www.isbe.net/Documents/early_learning_standards.pdf
- IELG: https://illinoisearlylearning.org/ielg/ielg-standards/

Performance Measures

The Health Services support service delegate agency is required to develop and deliver training sessions and provide technical assistance and consultation in the area of Health Services to DFSS and its direct service CEL delegate agencies in order to improve direct service agency performance and compliance with HSPPS, IELDS, IELG, and CELS 2.0. As such, performance outcomes may be assessed in the following manners:

- Direct Service agency compliance with HSPPS, IELDS, IELG, and CELS 2.0 after receiving intensive T/TA from the support service provider
- Pre-and post-training surveys that access the impact of training on attendees knowledge

Performance Measures

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

- Number of trainings provided to DFSS direct service delegate agencies and sites
- Number of hours of intensive T/TA provided to DFSS-identified direct service delegate agencies to strengthen their health services systems
- Number of completed direct service agency training plans and corrective or quality improvement plans
- Number of community partnership collaborations supported, including # of medical homes obtained by CEL children enrolled
- Number of hours provided to HSAC and subcommittees
- Number of parent trainings conducted
- Number of materials for parent education created and distributed
- Number of delegate and partner agency site observations and consultations conducted
- Number of individual child/pregnant mom plans supported

In addition to the performance indicators and output metrics listed above, DFSS encourages applicants to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.

Strength of proposed program:

- Applicants will be asked to respond to questions related to the required core elements which are identified in the program description of the RFP
- An effective program model for the right target population and desired results

Program performance, outcomes, and quality:

How the agency has performed in the past and if the agency is committed to performance management and measuring outcomes over the last 12 months

If relevant, upload any report, studies or documentation that demonstrates the results and accomplishments of your program

Organizational capacity:

Organizational capacity:

Describe relevant staff positions and qualifications

Organization's monitoring of program expenditures and ensuring appropriate fiscal controls and records are in place

Policies and procedures, including hiring practices and ability to fill essential positions in a timely manner

Reasonable costs, budget justification, and leverage of funds:

The agency's financial capacity to operate the program

Cash-flow and capacity to expend funds prior to reimbursement, matching funds, including in-kind contributions, that you will use for this program.

Program costs considered to be reasonable, given the nature of services provided and requirements for this program

Deadlines



Applications are due on June 23, 2020 at 12 Noon

Proposals must be submitted via on-line application. E-mailed or faxed proposals will not be accepted.

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 – CustomerSupport@cityofchicago.org

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

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

Application Tips

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.
- eProcurement works best with the Internet Explorer browser.
- Do not use the back button on your browser.

Tips for Working in eProcurement

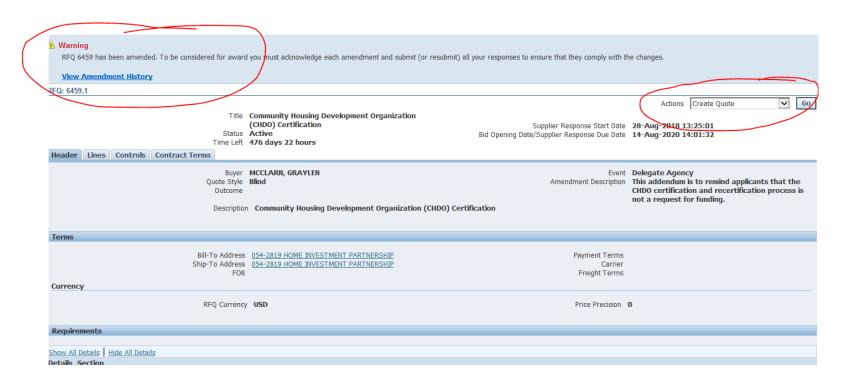
- You can "submit" your application and later amend it up until the due date June 23, 2020 at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early.
 Plan on submission taking 15-30 minutes.
- Late applications will not be accepted.
- Make use of the eProcurement hotline for help at 312-744-HELP.
- Please note that the hotline operates during business hours only, Monday-Friday 9-5.

Save often, submit early!

How to accept an amendment

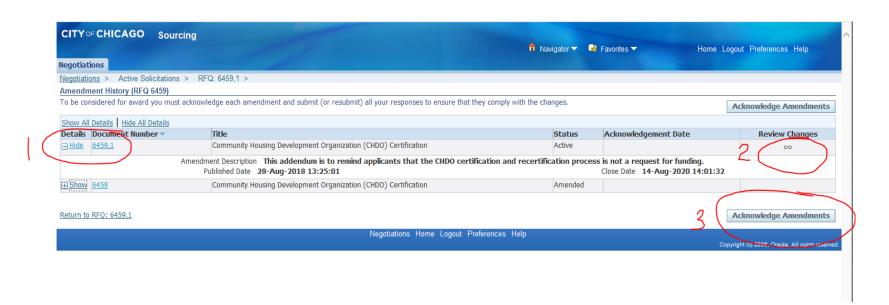
The RFP you are interested in has been amended. In order to start an application, you will need to acknowledge and accept the amendment first in order to start your application. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on "View Amendment History".

If the RFP has not been amended, 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.



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.



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

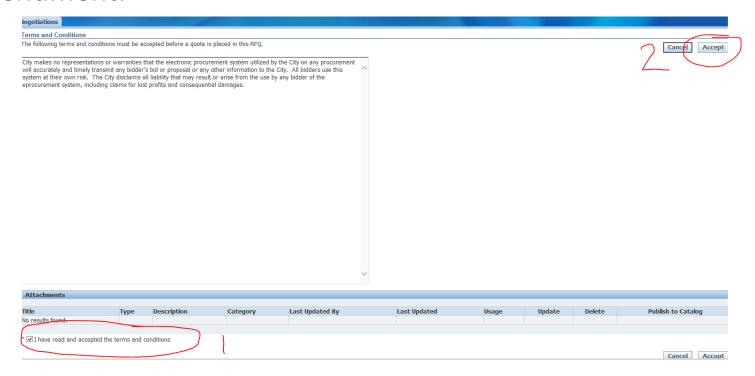


Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.



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.

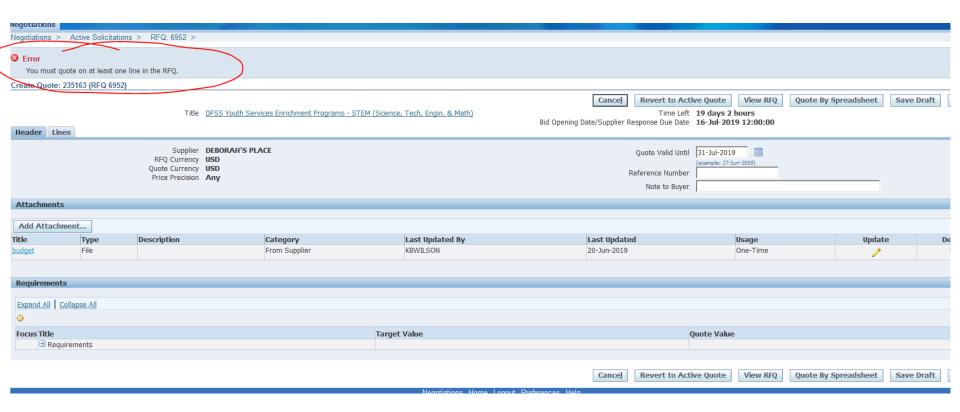


How to submit an application

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

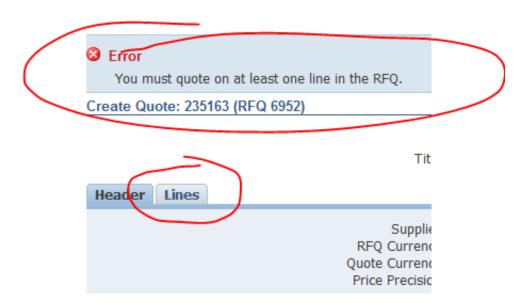
Create Quote: 235163 (RFQ 6952)								
Header Lines		Title	DFSS Youth Services Enrichment Programs - ST	EM (Science, Tech, Engin. & Math)	Cancel Revert to Active Qu Time Left 19 d: Bid Opening Date/Supplier Response Due Date 16-Ju	ys 2 hours	Quote By Spreadsheet	Save Draft Continue
		Supplier RFQ Currency Quote Currency Price Precision	USD		Quote Valid Until 31-31- (example Reference Number Note to Buyer	l-2019 🗐		
Attachments								
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If you are missing information, you will be given an error message on the top of the page.

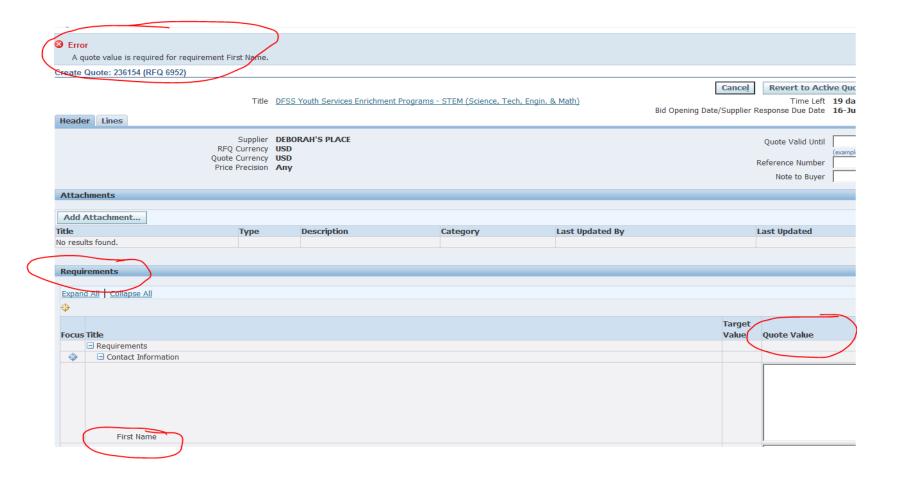


Usually the error messages direct to something left undone in the application.

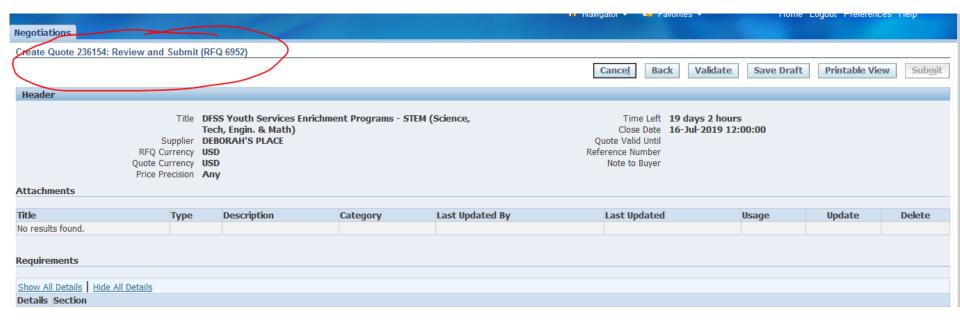
In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.



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.



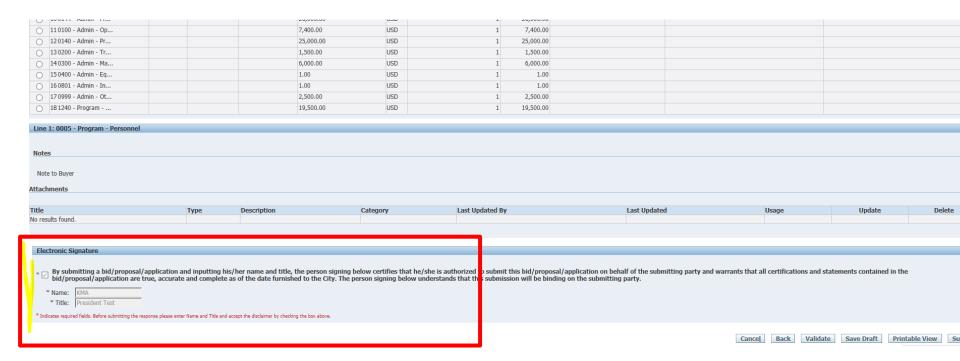
Once your application is free from errors, you are ready to proceed and submit! At this point, clicking "Continue" should put your application into the "Review and Submit" phase.



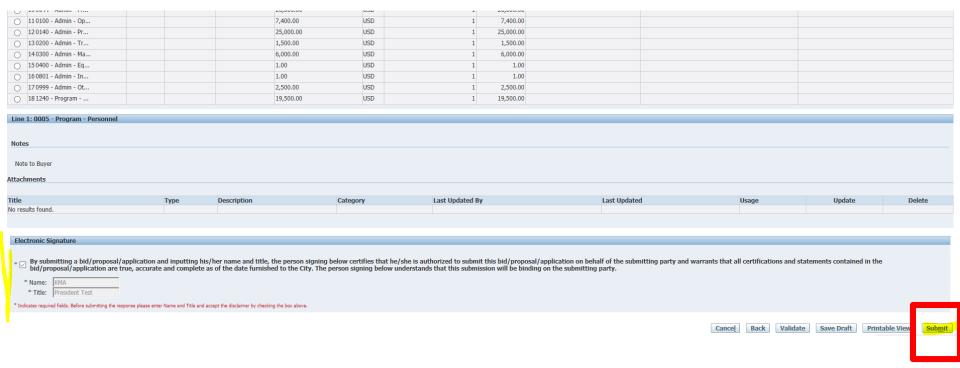
This is your last chance to review all your data and confirm that it is accurate. Check your attachments and scroll to the bottom of the screen to see all your responses.



At the bottom of the screen you will be asked to provide an electronic signature. Be sure to fill in the signature before checking the box!



Then click "Submit".





Make sure that you see this submittal confirmation screen. The eProcurement system will not send a confirmation email so it is critical that you see this screen.



Questions?

Program Questions?

Bea Nichols (312) 743-1635

Beatrice. Nichols@cityofchicago.org

Central drop box: EarlyLearningRFP@cityofchicago.org

Must indicate RFQ# 7358 Health Services RFP

For non-programmatic questions contact:

Julia Talbot (312)-743-1679

Julia.Talbot@cityofchicago.org

Thank You!

This Power Point Presentation Will Be Emailed To You