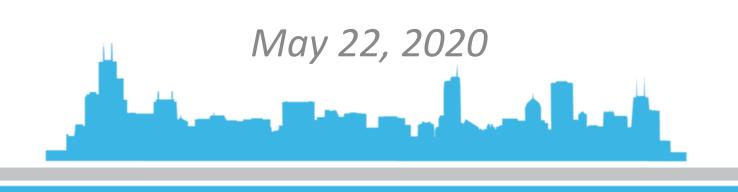


Head Start Support Services Mental Health RFP





Agenda:

Introductions
Mental 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

This Request for Proposal seeks an entity to provide subject matter expertise, training, and technical assistance to DFSS and its Chicago Early Learning (CEL) direct service providers in subjects related to Mental Health Services as a support service delegate agency.

The Children Services Division (CSD) uses support service providers with particular areas of expertise to supplement its management of programs and provide training and technical assistance (T/TA) to a variety of audiences which may include DFSS and CSD staff, direct service delegate agencies and their site staff, and program parents and families. It should be noted that support service subject matter experts will not deal directly with the children and families, but rather will provide consultation and T/TA to leadership, managers and direct service staff.

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

Chicago Early Learning (CEL) programs provide low-income and at-risk children ages birth to five and their families with high-quality, developmentally appropriate, wrap-around services so that they are school-ready when they matriculate to kindergarten.

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 childcare 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, PFA/PI) 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.

Mental Health Support Services

DFSS CSD seeks an entity that can provide subject matter expertise and T/TA to DFSS and its CEL direct service providers in subjects related to Mental Health Services as a support service delegate agency. As a result of these activities:

- DFSS and its delegate agencies should maintain Mental Health Services compliance with Chicago Early Learning Standards (CELS) 2.0, ISBE Illinois Early Learning and Development Standards (IELDS) and Illinois Early Learning Guidelines (IELG), Head Start Early Learning Outcomes Framework (HSELOF) and Head Start Parent, Family, and Community Engagement Framework (HSPFCEF), Head Start Program Performance Standards (HSPPS), and the Head Start Act;
- DFSS and its direct service delegate agencies will integrate a trauma-informed approach into their mental health services; and
- DFSS and its direct service delegate agencies will have policies, procedures, and strategies for maintaining and improving staff mental health and wellness.

Mental Health Support Services-Program Requirements

Program Requirements

DFSS intends to contract with [one] entity, to provide services to agencies citywide, that can meet the following qualifications and conduct the following activities, either by itself or by subcontracting portions of the work it does not have the capacity and/or expertise to provide. Please note, all Mental Health Services must be trauma-informed and grounded in evidence-based research.

Required Qualifications

Successful respondents must meet the following qualifications:

Having a credentialed mental health consultant either on staff or under contract, considered
the lead mental health consultant. If any agency does not have a mental health professional
on staff or under contract due to size, it must utilize the mental health support service
delegate agency provider. The agency's consultant must meet the following credentials:

Mental Health Support Services-Qualifications

- All mental health consultants must be licensed or certified mental health professionals with knowledge of and experience in serving young children and their families.
- Mental health license or certification can be either a Doctor of Psychology (Pys. D), Licensed Clinical Professional Counselor (LCPC), or Licensed Clinical Social Worker (LCSW).
- The Mental Health Consultant will be considered the primary consultant to DFSS CSD and co-chair the Health Services Advisory Committee (HSAC) and its mental health sub-committee

Mental Health Support Services-Qualifications

- 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 meet required credentials to conduct the services and activities required of this contract, including having on staff or under contract a cadre of 10-15 FTE mental health professionals to conduct activities that required qualified professionals
- Demonstrate expertise in children's, family, and adult mental health and early childhood socialemotional development, including infant-toddler mental health and trauma-informed care
- Demonstrate a working knowledge of one or more of the following and demonstrate the capacity to acquire expertise in all of the following: mental health requirements for children ages 0-5 in CEL programs, including HSPPS, CELS 2.0, IELDS, IELG, and Illinois DCFS Licensing Standards
- Demonstrate the ability to interpret and explain mental health policies and research that affects children ages (0-5) for a lay audience
- Demonstrate experience providing T/TA to adult learners on topics related to mental health and trauma-informed care

Mental Health Support Services-CEL Program Standards

For a full understanding of CEL Program Standards related to Mental Health Services see the following resources:

- CELS 2.0, Section 9: 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-outcomesframework · HSPFCEF: https://eclkc.ohs.acf.hhs.gov/school-readiness/article/head-start-parent-family-community-engagement-framework
- Head Start Quality Initiative for Children and Families Impacted by Trauma: https://eclkc.ohs.acf.hhs.gov/video/fy-2020-quality-funding-head-start-programs-supporting-children-families-impacted-trauma · IELDS: https://www.isbe.net/Documents/early_learning_standards.pdf
- IELG: https://illinoisearlylearning.org/ielg/ielg-standards

Mental Health Required Activities

- Providing guidance on subject-related policies and procedures, policy and procedure development, and policy memorandum related to best practices, subject area research, and program requirements and standards
- Consulting with DFSS to provide clarity on program components, service expectations, program requirements and standards
- Advising DFSS and its direct service agencies on current and new mental health issues and trauma-informed care practices, as they arise especially as they relate to the CEL service population and its wellbeing and CEL program requirements and standards
- Acting as the co-chair of the quarterly Health Services Advisory Committee and chair the mental health subcommittee

Mental Health Required Activities (Continued)

- Support DFSS and its direct service delegate agencies in forming community
 partnerships with local providers of mental health services and trauma-informed care,
 so that agencies can refer children and families for services as needed.
- Provide ongoing, regular training and workshops for direct service delegate agency staff
 in the program requirements, best practices, and other subjects related to mental
 health services and trauma-informed care.
- Intensive T/TA: The support service provider will work with CSD staff to develop training plans, corrective or quality improvement plans, and tailored training programs, for direct service delegate agencies to:
 - 1. Address deficiencies and non-compliances in Mental Health Services policies and procedures required by HSPPS, CELS 2.0, IELDS, IELG, and Illinois Licensing Standards
 - 2. Set up or improve internal systems for meeting mental health-related standards, for addressing innovative practices, or addressing mental health issues prevalent in the community.

Mental Health Required Activities (Continued)

 Conduct observations of direct service delegate agencies, sites, and classroom-DFSS anticipates 200 observations quarterly, each taking approximately 4 to 8 hours

Support parent education in mental health by

- Developing and providing direct service delegate agencies sample materials for parent bulletin boards and hand outs that can be reproduced by the delegate agency, as well training tips for parent orientation, parent education classes, and parent councils and committees.
 - · Conducting three, 4-hour sessions at the annual CEL parent conference
 - · Conducting at least 10 hours of parent trainings in mental health and trauma informed care-related subjects at parent hubs

Performance Measures

The Mental Health Services support service delegate agency is required to develop and deliver training sessions and provide technical assistance and consultation in the area of Mental Health Services to DFSS direct service CEL 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 support service provider
- Pre- and post-training surveys that assess quality of training
- Improved integration of trauma-informed practices in CEL programs

Performance Measures

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:

- Number of regular annual trainings
- Number of hours of intensive T/TA provided to DFSS-identified direct service delegate agencies to strengthen their mental health plans
- Number of completed direct service agency corrective or quality improvement action plans to strengthen their mental health systems
- Number of community Partnership collaborations supported
- Number of hours provided to HSAC and subcommittees, including but not limited to HSAC meetings attended and prepared for
- Number of hours and type of subject matter expertise and consultation provided to DFSS, including but not limited to policies and procedures drafted and/or reviewed, mental healthrelated memos submitted and distributed to internal and external stakeholders
- Number of observations and technical assistance and support provided to individual delegate agencies as assigned to strengthen their internal Mental Health Systems
- Number of hours of individual agency mental health consultation provided

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.

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!

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

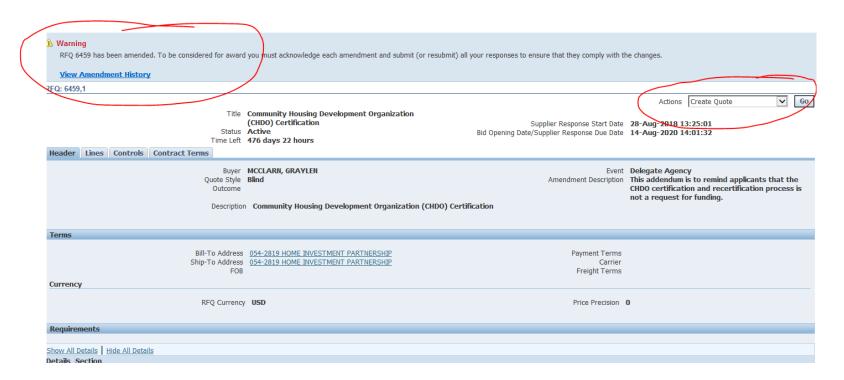
eProcurement Technical Assistance for Delegate Agencies – CustomerSupport@cityofchicago.org OR call 312-744-HELP

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

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). In order 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.

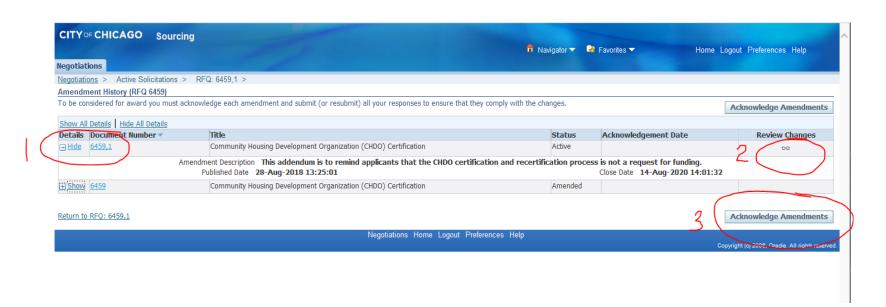


To begin the acceptance and acknowledgment process, open the RFP in view only, by clicking on the Document number (1).

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"

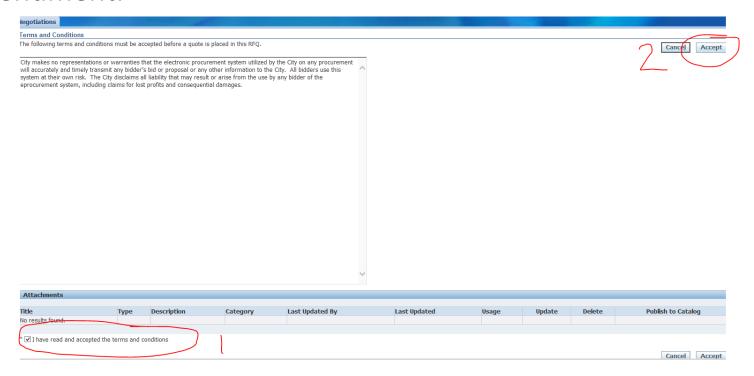


Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.



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.

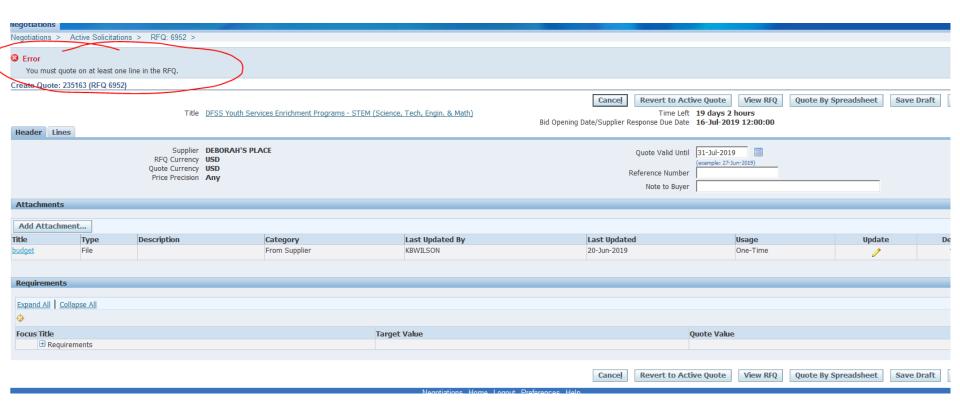


How to submit an application

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

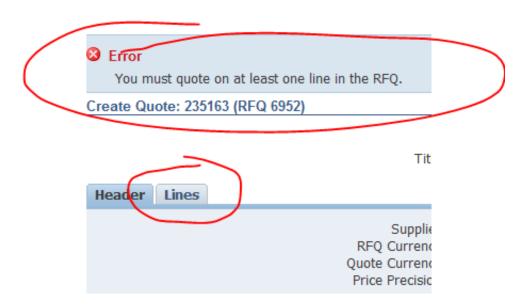
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If you are missing information, you will be given an error message on the top of the page.

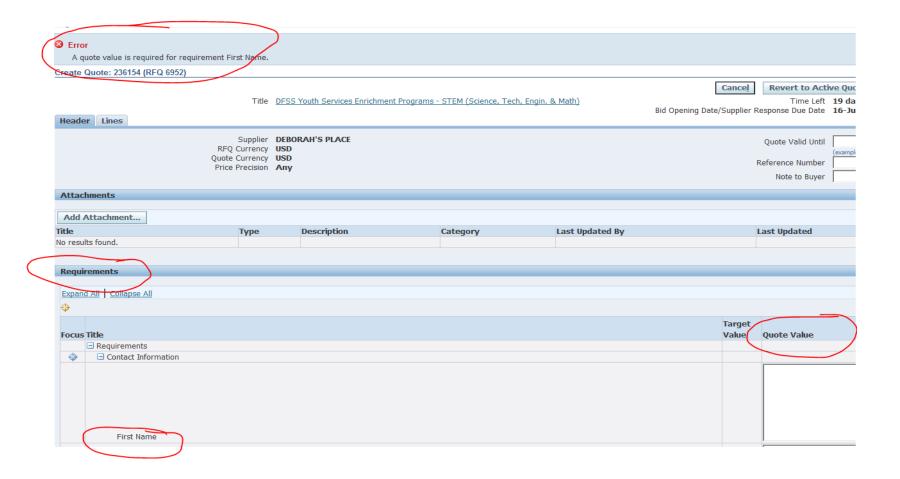


Usually the error messages direct to something left undone in the application.

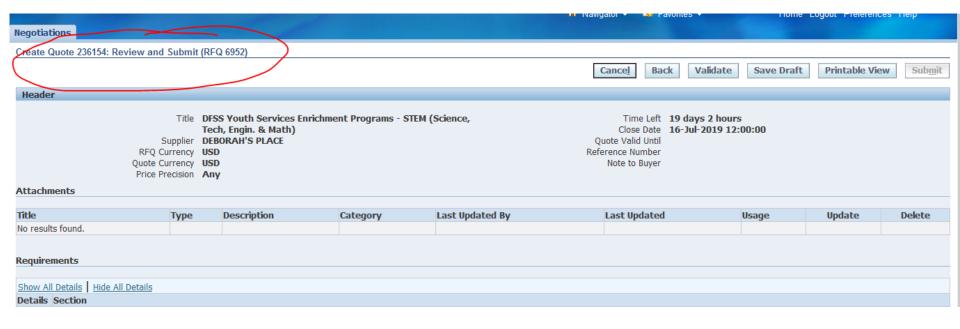
In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.



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.



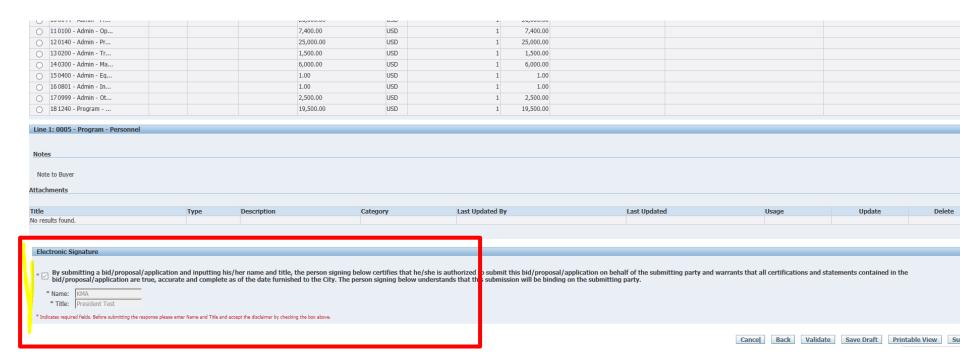
Once your application is free from errors, you are ready to proceed and submit! At this point, clicking "Continue" should put your application into the "Review and Submit" phase.



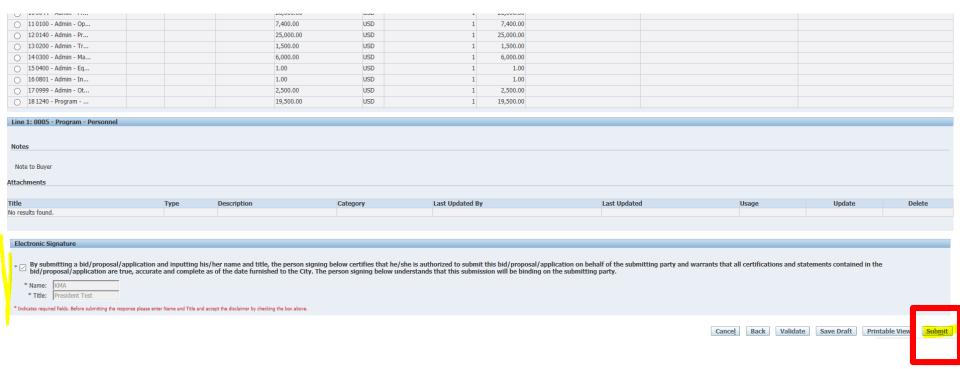
This is your last chance to review all your data and confirm that it is accurate. Check your attachments and scroll to the bottom of the screen to see all your responses.



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# 7373 Mental Health Services RFP

For non-programmatic questions contact:

Julia Talbot (312)-743-1679

<u>Julia.Talbot@cityofchicago.org</u>

Thank You!

This Power Point Presentation Will Be Emailed To You