#### Please stand by, the webinar will begin shortly.

# **Department of Family and Support Services**SPRING FORWARD:

Reentry and Employment Navigation Program RFP

Release Date: February 17, 2023

Due Date: March 23, 2023



## House Keeping

- Due to the volume of participants, everyone has been placed on mute.
- Please submit your questions via the question box and we will respond to them after going through the slides.
- Please use the question box to notify us of any technical issues.
- This webinar is being recorded. A copy of the recording will be posted on the DFSS YouTube channel with a link to the recording. A .pdf of these PowerPoint slides will be posted to the DFSS webpage at: <a href="https://www.chicago.gov/city/en/depts/fss.html">https://www.chicago.gov/city/en/depts/fss.html</a> under the 'Alerts" and/or "Funding Opportunities" tabs.





- Welcome and Introductions
- DFSS Overview and Commitment to Outcomes
- Review of SPRING Forward RFP: Reentry & Employment Navigation
- Timeline
- Submission of RFP to eProcurement
- Questions

CITY OF CHICAGO



REQUEST FOR PROPOSALS (RFP) FOR
SPRING Forward: Re-entry, Employment, and Housing Navigation Pilot
Re-Entry and Employment Navigation
RFQ# 9274

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

All proposals must be submitted via the eProcurement system.

<a href="http://www.cityofchicago.org/eprocurement">http://www.cityofchicago.org/eprocurement</a>

Questions concerning the RFP should be directed to:

Trenity Dobbey
Supervisor of Family Support Programs, Workforce Development
Department of Family and Support Services
1615 W. Chicago Ave, 2nd
Chicago, Illinois 60622
(312) 746-8218
trenity.dobbey@cityofchicago.org

LORI E. LIGHTFOOT MAYOR

BRANDIE V. KNAZZE COMMISSIONER





#### **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





## **Chicago's Equity Statement of Principles**

Racial equity focuses on the social construction of race and how it has been used to unjustly distribute opportunity and resources based on a person's skin color, heritage, ethnicity, and/or national origin.

The City of Chicago defines equity as both an outcome and a process.

As an outcome: equity results in fair and just access to opportunity and resources that provide everyone the ability to thrive.

As a process: equity requires a new way of doing business –

- 1) Prioritizes access and opportunities for groups who have the greatest need
- 2) Methodically evaluates benefits and burdens produced by seemingly neutral systems and practices
- 3) Engages those most impacted by the problems we seek to address as experts in their own experiences, strategists in co-creating solutions, and evaluators of success.



## Purpose of the RFP

The Reentry, Employment, and Housing Navigation Pilot Programs are to support returning residents from Cook County Jail (CCJ) or the Illinois Department of Corrections (ISOC) to Chicago who are at the highest risk of housing insecurity, homelessness, and recidivism.





#### SPRING FORWARD Pilot:

Selected Pre-Release for Intensive Navigation support Going Forward

DFSS has released two separate RFPs to solicit proposals from respondents who can administer the following two program components:

- 1) Reentry and Employment Navigation Program
- 2) Housing Navigation Program

Respondents are eligible to submit proposals for both RFPs. Each RFP will have separate webinars to review its components.

This webinar will be focused on:

#### REENTRY AND EMPLOYMENT NAVIGATION PROGRAM RFP





| Goal of Program                     | To annually support up to 150 individuals returning to Chicago from CCJ and IDOC (300 for two years) with wrap-around reentry and employment services that facilitate their access to quality employment opportunities to build their stability, support their well-being, and empower them to thrive.   |
|-------------------------------------|--|
| Service Overview                    | Identify and facilitate access to wrap-around supportive services, to paid in-demand job skills training and work-based learning programs, and quality employment opportunities.   |
| Target Population                   | Chicago residents 18 years or older, returning from CCJ or IDOC within the past 18 months to Chicago who are at the highest risk of housing insecurity, homelessness, and recidivism.  |
| Key Performance Metrics<br>(subset) | <ul> <li>75% of participants will successfully enroll and complete a workforce training/work-based learning program.</li> <li>75% of individuals enrolled in training will receive an industry-recognized credential.</li> <li>75% of participants will be placed in employment.</li> <li>70% of participants will meet 30-, 90- and 180-day retention benchmarks in unsubsidized employment.</li> <li>80% of individuals will earn wages at or above the Chicago minimum wage.</li> </ul> |
| Priorities                          | <ul> <li>Demonstrate partnership with the following: DFSS, CCJ, IDOC, Chicago-Based Transitional Housing sites, and the DFSS Housing Navigation partner.</li> <li>150 individuals will receive an intake assessment annually (300 for two years).</li> </ul>   |
| Funding                             | <ul> <li>Two-year program with an initial contract period of May 2023 through December 2024.</li> <li>Total funding of \$3,652,000 for the duration of two fiscal years.</li> <li>Made available from the U.S Department of Treasury – American Rescue Plan (ARP).</li> </ul>  |





## Background: Why employment and housing navigation?

- Having a record hinders the individual's ability to access affordable housing and obtain meaningful employment.
- In addition, since the pandemic, returning residents have had to face a diminished job market with fewer supports and an increased likelihood of mental health problems
- Data obtained from the Homeless Management Information System, The Illinois Department of Public Health, and the Cook County Sheriff's Office shows:
  - 2,648 individuals cycles through all three systems
  - Only 15% accessed permanent housing in the Continuum of Care (CoC).
  - 1 in 3 of those cycling in and out of jail and spent an average of 320 days in jail over a fouryear period.
  - Chicagoans in CCJ and IDOC with a stay of longer than 90 days are not considered homeless upon release and there are ineligible to access interim housing under Housing and Urban Development (HUD).
  - Institutional stays (incarceration, inpatient mental health institutions) longer than 90 days constitutes a "break" in homelessness, which resets the clock for the length of homelessness.



## Goal of Program

- To annually support up to 150 participants with reentry and employment services to facilitate their access to resources and employment opportunities in order to improve the economic and social outcomes of Chicagoans re-integrating back into their communities.
- How? By building onto the existing infrastructure for re-entry workforce development that is designed to connect individuals released from CCJ and IDOC to stable employment and wrap-around supportive services.



## Service Overview

Facilitate access to affordable permanent housing, wrap-around supportive services, job training, and quality employment opportunities.

#### **Primary Activities**

- Outreach and Recruitment
- Intake Screening and Assessment
- Housing Navigation Pilot Referrals
- Reentry Navigation Services
- Job Training and Placement Services
- Wrap Around Services and Supports





#### **Breakdown of Primary Activities:**

- Outreach and Recruitment
  - Robust community outreach & recruitment strategies
  - Collaboration with DFSS Community Reentry Support Centers
  - Utilizing technology and social media platforms
- Intake Screening and Assessment
  - Administration of pre-approved intake and assessment screening tool
  - Focus on the client's needs for housing, employment, mental health resources, etc.
- Housing Navigation Pilot Referrals
  - Mandated referrals to the agency administering the Housing Navigation Program.





#### Breakdown of Primary Activities (continued):

- Reentry Navigation Services
  - Provide connections to housing, workforce, and supportive services utilizing a strong community-based network of services.
- Job Training and Placement Services
  - Connect participants to temporary, subsidized jobs
  - Transitional jobs may last 12 weeks or longer with a minimum of 25 hours/week at the Chicago minimum wage or higher
- Wrap Around Services and Supports
  - Directly provide or make referrals for services.
  - Documented linkages with various organizations for additional support services (mental health, education, ancillary supports)



## Target Population

Participants must meet all three of the criteria:

- 1. Is a Chicago resident, 18 years or older
- 2. Released within the <u>past</u> 18 months from Cook County or the Illinois Department of Corrections
- Is part of a household in which one or more individuals can demonstrate a risk of experiencing homelessness, housing insecurity, or recidivism





## **Key Performance Metrics**

The following is a set of metrics that will be used by DFSS to track progress toward achieving the outcome goals and assess success:

- 75% of participants will successfully enroll and complete a workforce training/work-based learning program.
- 75% of participants enrolled in training will receive an industryrecognized credential.
- 75% of participants will be placed in employment.
- 70% of participants will meet 30-, 60- and 180-day retention benchmarks in unsubsidized employment.
- 80% of individuals will earn wages at or above the Chicago minimum wage.

In addition, DFSS intends to track additional output metrics.





### **Additional Performance Metrics**

The following output metrics may be used to monitor and recognize intermediate progress toward the original five performance measures:

- 150 individuals will receive an intake annually (total of 300 for the duration of the contract)
- 105 participants enrolled will become employed in high-quality jobs at or above the minimum wage and retain employment +30 days annually (total of 210 for the duration of the contract)
- 85 participants who reach the 30-day benchmark will retain employment at a quality job at or above the minimum wage +90 days annually (total of 170 for the duration of the contract)

DFSS encourages agencies to propose additional indicators and metrics!





#### **Key Requirements**

- Periodic check-ins with delegates
- Collect and report client-level demographic data, performance data, and service data
- Submission of reports by the 4<sup>th</sup> of every month
- Input of participant data into the Enterprise Case Management Version 6 (ECM) System
- Additional reports as needed





## \$3,652,000

- Award amount for this RFP is from the U.S. Department of Treasury via the American Rescue Plan (ARP).
- DFSS anticipates one award of up to \$3,652,000 for two fiscal years.
- Contract period begins May 2023 and ends December 2024.
- One-year extension may be available\*
- Funding is intended to support participants enrolled in the program for a minimum of one year after enrollment:

| Eligible Costs  | Award Amount                  |
|---|-------------------------------|
| Intake assessments for 150 participants for one year (300 for two years). | \$3,104,200                   |
| Program and administrative costs  | Up to \$547,800 (15% or less) |

\*at the discretion of the City based on the availability of funds, the need to extend services, and the respondent's performance



## **Budgets/Costs**

- A total of \$3,652,000 will be made for the duration of two fiscal years
  - \$3,104,200 for 300 total participants (150 annually)
  - 15% max for program and administrative costs
- Please submit a budget for ONE year (12 mos.)
  - The maximum allocated amount for this RFP for one year is: \$1,826,000
- Contract Term: May, 2023 December, 2024
- Match recommendation for the program: 10%



## Budgets/Costs – Things to Keep in Mind

- Cost category definitions are attached as Budget instructions in every RFP (except RFPs that have cost proposals).
- Be thoughtful and inclusive when developing your budget. Apply for your program's actual costs.
- We cannot give you more money than what you ask for however, we can give you less.
- 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**

- Fringes check your calculations.
- Supplies these are frequently under or over budget.
- Client assistance if this is an appropriate and allowable cost, don't forget to include it.
- Make sure your job description titles and job description uploads have the same title. Also, put a brief job description in the budget document if you have not discussed it in your application.
- Put your budget in the appropriate column.
- Show your match!





## **Eligibility, Evaluation & Selection Process**

#### Eligible Respondents

- May apply as a single agency or lead agency with multiple agencies serving as subcontractors
- Open to non-for-profits and faith-based organizations

#### Evaluation Process

 Each eligible proposal will be evaluated on the strengths of the proposal and the responsiveness to the selection criteria.

#### Selection Criteria

| Selection Criteria  | 100 points (maximum) |
|---|----------------------|
| Community Selection   | 25                   |
| Organizational Capacity                                       | 15                   |
| Strength of Proposed Program                                  | 30                   |
| Performance Management and Outcomes                           | 15                   |
| Reasonable Costs, Budget Justification, and Leverage of Funds | 15                   |







Applications are due on March 23, 2023 at 12:00, Noon





- Start Early
  - Register into iSupplier/eProcurement ASAP
  - Read RFP narratives, selective criteria, and application questions closely. Use the information in the RFP for guidance in formulating your answers.
  - Avoid the rush and possible mishaps by submitting early. Plan on submission taking 30-60 minutes.
- Review application questions and make sure you fully answer all questions
  - Remember there is a 4,000-character limit for all questions
  - Use spell check and don't forget to attach required attachments
- Do not wait until the last moment, submit 24-48 hours in advance of the deadline
  - Late applications will not be accepted (NO EXCEPTIONS)
  - Do not use the back button on your browser while completing the application
  - You can "submit" your application and amend it later up until the due date/time.

#### Save Often!!





## **Tips for Working in eProcurement**

- All questions concerning program design, etc. must be received through the eProcurement system. 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 would like to ask about
- All questions relating to 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.
- On the DFSS web page is a link to the RFP of interest and training documents. Look for the "Alerts" Section on the DFSS website.
- Training Materials for iSupplier/eProcurement <u>https://www.chicago.gov/city/en/depts/dps/isupplier/online-training-materials.html</u>

### **REMEMBER: Save often and submit early!**





#### **Selection and Transition Timeline**

- Pre-proposal webinar February 23, 2023
- Applications due March 23, 2023
- Program period begins May 1, 2023

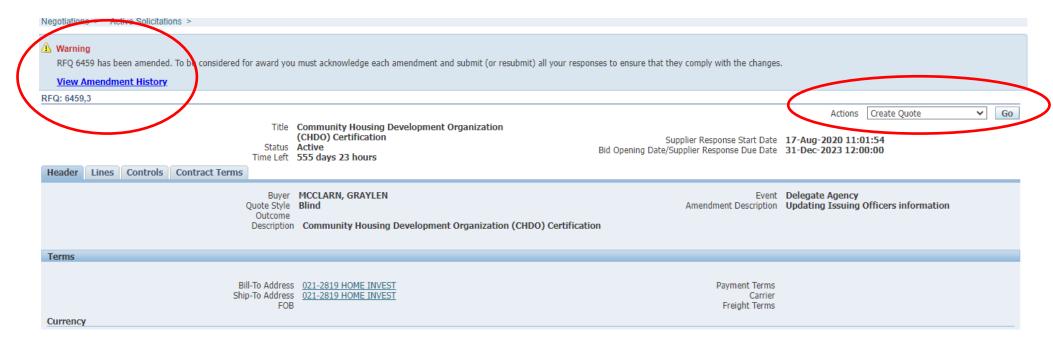


## How to accept an amendment





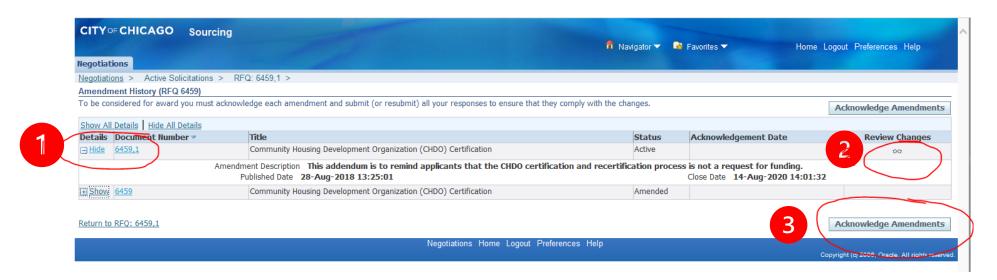
- If the RFP you are interested in has been amended. In order to start an application, you will need to acknowledge and accept the amendment first. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on "View Amendment History".
- If the RFP has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







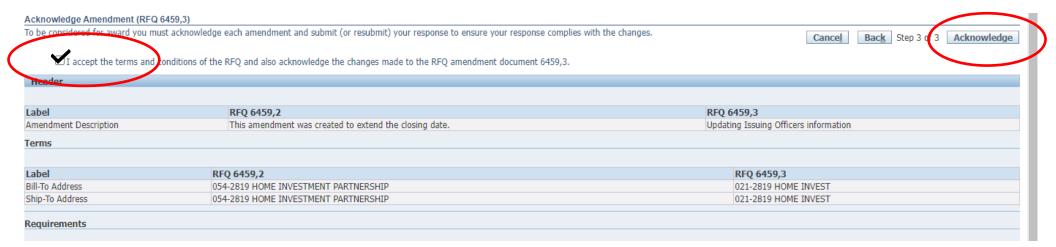
- To begin the acceptance and acknowledgment process, to open the RFP in view only: (1) click on the Document number. (2) To review the amended changes to the RFP, click on the infinity or eyeglass icon. (3) To acknowledge receipt and understanding of these changes and proceed, click on the "Acknowledge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







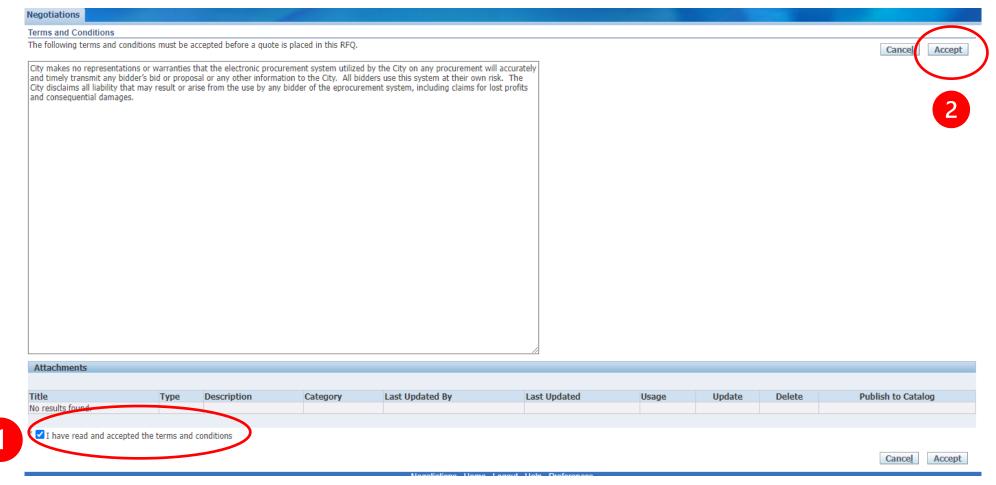
Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.







- 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.

| Negotiations > RFQ: 6459,3 >      |                                 |                                 |                                    |  |   |                |          |
|-----------------------------------|---------------------------------|---------------------------------|------------------------------------|--|---|----------------|----------|
| Create Quote: 427990 (RFQ 6459,3) |                                 |                                 |                                    |  |   |                |          |
| Title Header Lines                | Community Housing Development O | rganization (CHDO) Certificatio | on<br>Bid Opening Date/Supplier Ro | Time Left 5                                      | ew RFQ Quote By Spreadsh<br>55 days 19 hours<br>1-Dec-2023 12:00:00 | eet Save Draft | Continue |
| RFQ Currency<br>Quote Currency    |                                 |                                 |                                    | Quote Valid Until  ference Number  Note to Buyer | mple: 23-Jun-2022)  |                | ]        |
| Attachments                       |                                 |                                 |                                    |  |   |                |          |
|                                   |                                 |                                 |                                    |  |   |                |          |
| Add Attachment                    |                                 |                                 |                                    |  |   |                |          |
| Title Type                        | Description                     | Category La                     | ast Updated By                     | Last Updated                                     | Usage   | Update         | Delete   |
| No results found.                 |                                 |                                 |                                    |  |   |                |          |





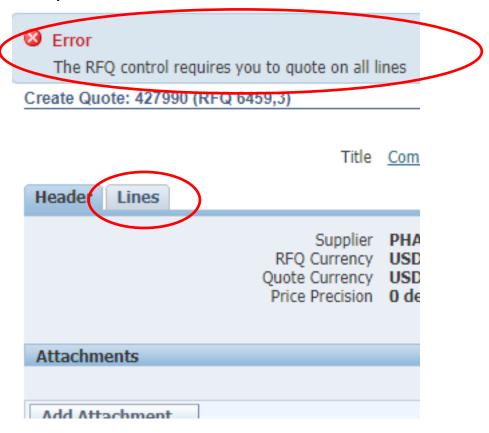
If you are missing information, you will be given an error message on the top of the page.

| <b>⊗</b> Error                               |   |  |
|--|---|--|
| The RFQ control requires you to quote on all | lines   |  |
| Sceate Quote: 427990 (RFQ 6459,3)            |   |  |
| Title Header Lines                           | Community Housing Development Organization (CHDO) Certification | Cancel View RFQ Quote By Spreadsheet Save Draft Continue  Time Left 555 days 19 hours Bid Opening Date/Supplier Response Due Date 31-Dec-2023 12:00:00 |
| RFQ Currency<br>Quote Currency               |   | Quote Valid Until (example: 23-Jun-2022)  Reference Number Note to Buyer   |
| Attachments                                  |   |  |
| Add Attachment                               |   |  |





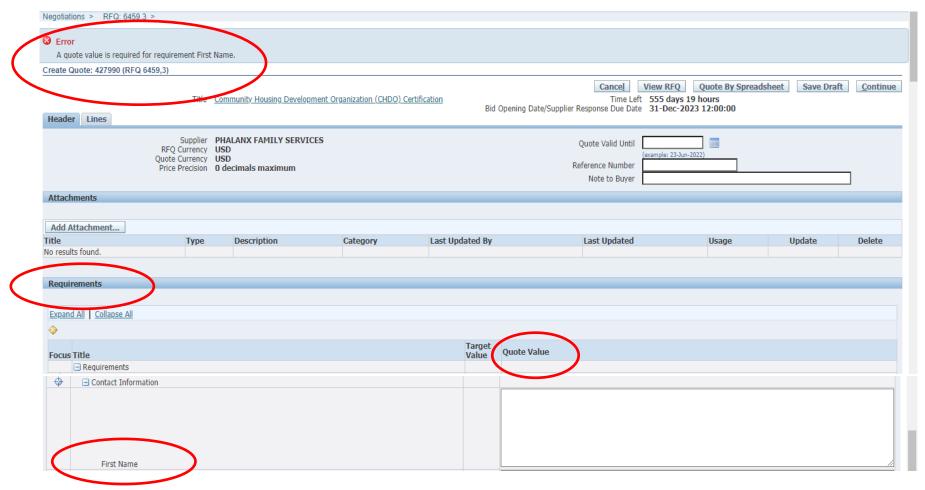
- Usually the error messages direct to something left undone in the application.
- In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.







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.







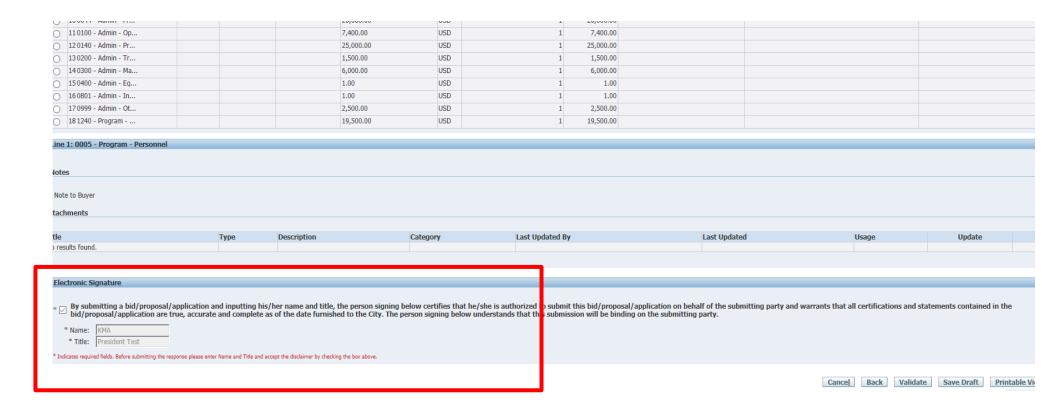
This is your last chance to review all your data and confirm that it is accurate. Check your attachments and scroll to the bottom of the screen to see all your responses.

| Header                                 |  |                                    |   |  |  |              |                                 |
|--|--|------------------------------------|---|--|--|--------------|---------------------------------|
|  | Title<br>Supplier<br>RFQ Currency<br>Quote Currency<br>Price Precision | USD                                | nity-Based Programs RFP #2                  |  | Time Left 20 days 3 hours<br>Close Date 15-Jui-2019 12:00:00<br>Quote Valid Until<br>Reference Number<br>Note to Buyer |              |                                 |
| tachments                              |  |                                    |   |  |  |              |                                 |
| itle                                   | Туре   | Description                        | Category                                    | Last Updated By                                    | Last Updated U   | Isage        | Update Delete                   |
| o results found.                       | 7,7-   |                                    |   | ,  |  |              | -,                              |
| equirements                            |  |                                    |   |  |  |              |                                 |
| show All Details   Hide All Details    |  |                                    |   |  |  |              |                                 |
| Hide Contact Information               |  |                                    |   |  |  |              |                                 |
| Requirement                            |  | Target Value                       |   | Quote Value  |  |              |                                 |
| First Name                             |  |                                    |   | John   |  |              |                                 |
| ast Name                               |  |                                    |   | Chicago  |  |              |                                 |
| Felephone Felephone                    |  |                                    |   | 864-855-9999                                       |  |              |                                 |
| E-mail Address                         |  |                                    |   | TheBestAgency@childca                              | re.com   |              |                                 |
| Contact Type                           |  |                                    |   | Email Applicant                                    |  |              |                                 |
| Hide Organization Information          |  |                                    |   |  |  |              |                                 |
| Requirement                            |  |                                    |   |  |  | Target Value | Quote Value                     |
| Legal Organization Name                |  |                                    |   |  |  |              | Super Leaders Academy Nation    |
| Address                                |  |                                    |   |  |  |              | 18555 E. 32nd St                |
| City                                   |  |                                    |   |  |  |              | Chicago                         |
| State                                  |  |                                    |   |  |  |              | IL                              |
| Zip                                    |  |                                    |   |  |  |              | 60699                           |
| Telephone Number                       |  |                                    |   |  |  |              | 845-251-XXXX                    |
| Federal Employer Identification Number |  |                                    |   |  |  |              | 84-992289                       |
| DUNS Number                            |  |                                    |   |  |  |              | 92-8992-5110                    |
| Head of Agency Name                    |  |                                    |   |  |  |              | Jane Doe                        |
| Head of Agency Title                   |  |                                    |   |  |  |              | Executive Director              |
| Head of Agency Contact Telephone       |  |                                    |   |  |  |              | 845-251-XXXX                    |
| Head of Agency E-mail Contact          |  |                                    |   |  |  |              | JaneDoe@superLeadersAcademy.com |
| Chief Finance Officer Name             |  |                                    |   |  |  |              | Terry Doe Jr.                   |
| Chief Finance Officer Title            |  |                                    |   |  |  |              | Finance Officer                 |
| Chief Finance Officer Telephone        |  |                                    |   |  |  |              | 845-251-XXXX                    |
| Chief Finance Officer E-mail           |  |                                    |   |  |  |              | terrdoe@superLeadersAcademy.com |
| Website Address                        |  |                                    |   |  |  |              | NA                              |
| Year Org. Established                  |  |                                    |   |  |  |              | 2008                            |
|  | ection? *Liability Insu  | rance *Board Member Identification | *IRS Determination Letter *SAM Certificate  | *Certificate of Good Standing *Bylaws and Articles | of Incorporation *Financial Statement  |              | Yes                             |
| Show Geographic Area(s) Served         | ceasing may may  | Zoura Ficinion Auditification      | and better mindown better board Certificate | - carameter or dood standing sylams and Articles   | or ances personer. I moneton outcoment   |              |                                 |





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".

|  | 20,000.00  | 030      | 1 20,000.00  |              |       |  |       |
|--|--|----------|--|--------------|-------|--|-------|
|  | 7,400.00   | USD      | 1 7,400.00   |              |       |  |       |
|  | 25,000.00  | USD      | 1 25,000.00  |              |       |  |       |
|  | 1,500.00   | USD      | 1 1,500.00   |              |       |  |       |
|  | 6,000.00   | USD      | 1 6,000.00   |              |       |  |       |
|  | 1.00   | USD      | 1 1.00   |              |       |  |       |
|  | 1.00   | USD      | 1 1.00   |              |       |  |       |
|  | 2,500.00   | USD      | 1 2,500.00   |              |       |  |       |
|  | 19,500.00  | USD      | 1 19,500.00  |              |       |  |       |
|  |  |          |  |              |       |  |       |
| nel  |  |          |  |              |       |  |       |
|  |  |          |  |              |       |  |       |
|  |  |          |  |              |       |  |       |
| Туре   | Description  | Category | Last Updated By  | Last Updated | Usage | Update                                   | Delet |
| Туре   | Description  | Category | Last Updated By  | Last Updated | Usage | Update                                   | Delet |
| osal/application and inputtir<br>are true, accurate and comp | ng his/her name and title, the person signi<br>lete as of the date furnished to the City. Ti |          | Last Updated By  he is authorized to submit this bid/proposal/ap  lerstands that this submission will be binding o |              |       | Update<br>nd statements contained in the | Delet |
| osal/application and inputtir<br>are true, accurate and comp |  |          |  |              |       |  |       |





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 427990 for RFQ 6459,3 (Community Housing Development Organization (CHDO) Certification) has been submitted.

Return to Sourcing Home Page

Negotiations Home Logout Preferences



# Questions?

Program Questions?
Cyndi Rivera
312-746-8858

**Trenity.Dobbey@cityofchicago.org** 

For non-programmatic questions contact:

Julia Talbot

(312)-743-1679

Julia.Talbot@cityofchicago.org

eProcurement Hotline: (312)-744-4357 (HELP)

CustomerSupport@cityofchicago.org

Please note that the hotline operates during business hours only Monday – Friday (9 am to 5 pm)