Please stand by, the webinar will begin shortly.

Department of Family and Support Services
COMMUNITY REENTRY SUPPORT CENTER (CRSC)

Release Date: May 19, 2023
Due Date: June 23, 2023

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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: https://www.chicago.gov/city/en/depts/fss.html under the 'Alerts' and/or "Funding Opportunities" tabs.

Community Reentry Support Center Program RFP

Agenda

- Welcome and Introductions

- DFSS Overview and Commitment to Outcomes

- Review of the Community Reentry Support Center (CRSC) RFP:

- Timeline

- Submission of RFP to eProcurement

- Questions

CITY OF CHICAGO

REQUEST FOR PROPOSALS (RFP) FOR Community Reentry Support Center RFQ# 9321

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

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

Mark Sanders II
Deputy Commissioner
Department of Family and Support Services
1615 W. Chicago Ave, 2nd Floor
Chicago, Illinois 60622
312-743-1524
Mark.SandersII@cityofchicago.org

BRANDON JOHNSON
MAYOR

BRANDIE V. KNAZZE
COMMISSIONER

1

DFSS Mission and 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

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.

DFSS identified that there was a gap in reentry services on the West side, which has the highest concentration of returning residents in the City. To fill this gap, DFSS released an RFP to add a fifth Community Re-Entry Support Center. This new location will help ensure residents in all communities have adequate access to services that will help returning residents successfully reintegrate back into their communities.

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Geographic Preference

For purposes of this RFP, DFSS has targeted community areas that continue to receive high numbers of returning residents and do not currently have a CRSC. These community areas are:

- Austin
- East Garfield Park
- Humboldt Park
- North Lawndale

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Presentation Content

Community Reentry Support Center (CRSC):

Reentry Support Services for Returning Residents

DFSS has released one RFP to solicit proposals from respondents who can administer the following program component:

1) Reentry Navigation and Support Services

This webinar will be focused on:

Community Reentry Support Center (CRSC) PROGRAM RFP

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Purpose of the RFP

The goal of this RFP is to address the negative economic impacts of the COVID-19 pandemic on returning residents as well as individuals with arrest and conviction records by providing reentry navigation services. Additionally, services will stabilize residents who are in transition from an Illinois Department of Corrections (IDOC) facility or Cook County Department of Corrections transitioning back into the community. This program seeks to provide them with a central location where they can receive:

- Reentry navigation services as needed
- Information about local reentry resources
- Referrals to supportive services that will enhance their well-being and empower them to successfully complete their probation, parole, and/or electronic monitoring requirements

Background: Why Reentry Navigation and Support Services?

- Increase access to trauma-informed reentry navigation and supportive services for individuals who are on probation, parole and/or electronic monitoring residing on the City's Westside

- CRSCs foster the successful reentry of returning resident into communities by providing them reentry navigation services that will help them access the tools and resources they need to thrive.

- CRSCs provide a central location for returning resident to access the services and resources they need upon release

Program Overview

Goal of Program	To annually support up to 300 individuals with reentry navigation support services and wrap-around supports to build their stability, support their well-being, and empower them to thrive.
Service Overview	- Provide Reentry Navigation and Support Services - Outreach and recruitment - Intake screening and risk assessment for case planning - Coaching - Wrap around services and supports - Social Support - Participant feedback tools - Enhanced Capacity Building and Service Coordination
Target Population	Chicago residents 18 years or older, returning from CCDOC or IDOC to Chicago who are at the highest risk of housing insecurity, homelessness, and recidivism.
Key Performance Metrics (subset)	60% of participants who receive reentry navigation services successfully complete probation, parole, and/or electronic monitoring requirements 60% of participants who receive reentry navigation services become employed in jobs at or above minimum wage 60% of participants that receive reentry navigation services avoid recidivism for 12 months or more
Priorities	- Demonstrate partnerships with the following: DFSS, CCDOC, IDOC, and Chicago-Based Transitional Housing sites. - Provide reentry supports for up to 300 returning residents who are on probation, parole and/or electronic monitoring who may require more intensive support.
Funding	- Two-year program with an initial contract period of July 2023 through December 2024. - Total funding of $551,248.42 for the duration of two fiscal years. - Made available from the U.S Department of Treasury – American Rescue Plan (ARP).

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Goal of Program

- *To **annually** support up to 300 individuals with reentry navigation support services and wrap-around supports to build their stability, support their well-being, and empower them to thrive.*

- How?
  - Navigators will execute the organization's outreach strategy that may include non-traditional, trauma-informed, proactive approaches that utilize relentless engagement with potential participants. Examples of this type of activity may include:
  - Distributing flyers and fact sheets (specifically including hours of operation) throughout the community, including local law enforcement offices, community bulletin boards, Chicago Public Library facilities, and area retail stores.
  - Conducting monthly outreach to local justice-related and law enforcement offices, police districts, probation officers, aldermanic offices, area community-based organizations, and other community partners.
  - Representing the CRSCs at such venues as job fairs, City of Chicago Violence Reduction Strategy events, and other events that provide services and resources to returning residents.

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Service Overview

➢ Provide Reentry Navigation and Support Services for up to 300 returning residents who are on probation, parole and/or electronic monitoring who may require more intensive support.

<u>Primary Activities</u>

- Provide Reentry Navigation and Support Services
- Robust outreach and recruitment strategies
- Intake screening and risk assessment for case planning
- Coaching
- Wrap around services and supports
- Social Support
- Participant feedback tools
- Enhanced Capacity Building and Service Coordination

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Service Overview

Reentry Navigation Services and Support Services	- Provide connections to resources utilizing a strong community-based network of services. - Collaboration with DFSS Community Reentry Support Centers - Utilizing technology and social media platform
Robust Community Outreach and Recruitment Strategies	- Host community engagement events to support building rapport, relationships, and bring awareness to services and resources - Personalize your contact with community members, letting them know services and resources are available to them, and that you've considered ways to make participation easy and accessible - Take time to reach out to individuals more than once, ideally using multiple methods (i.e., in-person, social media post, and phone call)
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.
Coaching	- Connect and coach clients to services through dialogue focused on of helping the client obtain targeted outcomes - Help participants understand the opportunities available to them that will help participants advance toward their goals - Utilize career and skill assessments in a trauma-informed way and encourage those with interest and aptitude to move into high-demand fields
Wrap around services and supports	Navigators will work with participants to ensure they have access to an array of services as needed: Mental health services education and training, housing supports, transportation supports, TANF/SNAP/WIC benefits, employment assistance, educational workshops, public benefits assessment and enrollment, and mentoring
Social Support	Provide support to help individuals reengage important social ties and create new social ties
Participant Feedback Tools	Administer a tool or system to collect, analyze, and use feedback from their recipients
Enhanced Capacity Building and Service Coordination	Reentry Navigators should be supported professionally by the respondent to ensure self-care plans are developed and utilized by frontline staff so that they have the highest exposure to training, supervision, and self-care that can be modeled to program participants

Target Population

Participants must meet all three of the criteria:

1. Is a Chicago resident, 18 years or older
2. Released from CCJ or IDOC to Chicago
3. At the highest risk of housing insecurity, homelessness, and 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:

- 60% of participants who receive reentry navigation services successfully complete probation, parole, and/or electronic monitoring requirements

- 60% of participants who receive reentry navigation services become employed in jobs at or above minimum wage

- 60% of participants that receive reentry navigation services avoid recidivism for 12 months or more

In addition, DFSS intends to track additional output metrics.

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Additional Performance Metrics

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

- 2,500 incoming calls to Clearing House phone line
- Number of presentations at job fairs, resource fairs and other related events
- 300 residents on probation, parole and/or electronic monitoring
  - complete a risk assessment
  - complete a basic skills and career assessment
  - receive a referral for health screening
  - receive a referral for housing
  - receive a referral for State IDs and/or driver's licenses
  - receive a referral for education and/or job training or
  - are enrolled in an education or workforce development training program

  DFSS encourages agencies to propose additional indicators and metrics!

Case Management
Data Reporting Requirements

Key Requirements

- Quarterly check-ins with delegates

- Collect and report client-level demographic data, performance data, and service data

- Submission of reports by the 4th of every month

- Input of participant data into the Enterprise Case Management Version 6 (ECM) System

- Additional reports as needed

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Programmatic Funding

$551,248.42

- 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 $551,248.42.

- Contract period begins July 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
To support up to 300 individuals with reentry navigation support services and wrap-around supports.	$551,248.42
Program and administrative costs	Up to $82,687 (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

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Budgets/Costs

- A total of $551,248.42 will be made for the duration of the contract (July 2023 – December 2024)
  - $551,248.42 for 300 total participants
  - 15% max for program and administrative costs

- Please submit a budget for the length of the program (July 2023 – December 2024)
  - The amount for this RFP for two years is: $551,248.42

- Contract Term: July 2023 – December 2024

- Match recommendation for the program: 10%

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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.

- Use the reasonable costs question on the application to discuss how you determined the costs reflected in the budget.

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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

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Community Reentry Support Center Program RFP

Deadline

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

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Application Tips

- Start Early
  - Read RFP narratives, selective criteria, and application questions closely. Use the information in the RFP for guidance in formulating your answers.
  - Register into iSupplier/eProcurement ASAP
  - 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

- 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 – https://www.chicago.gov/city/en/depts/dps/isupplier/online-training-materials.html

REMEMBER
Save often and submit early!

How to accept an amendment

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How to accept an amendment – Step 1

➢ 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.

Negotiations > Active Solicitations >

⚠ Warning
RFQ 6459 has been amended. To be considered for award you must acknowledge each amendment and submit (or resubmit) all your responses to ensure that they comply with the changes.

View Amendment History

RFQ: 6459,3

Actions [Create Quote] [Go]

Title	Community Housing Development Organization (CHDO) Certification	Supplier Response Start Date	17-Aug-2020 11:01:54
Status	Active	Bid Opening Date/Supplier Response Due Date	31-Dec-2023 12:00:00
Time Left	555 days 23 hours		

| Header | Lines | Controls | Contract Terms |

Buyer	MCCLARN, GRAYLEN	Event	Delegate Agency
Quote Style	Blind	Amendment Description	Updating Issuing Officers information
Outcome			
Description	Community Housing Development Organization (CHDO) Certification		

Terms

Bill-To Address	021-2819 HOME INVEST	Payment Terms	
Ship-To Address	021-2819 HOME INVEST	Carrier	
FOB		Freight Terms	

Currency

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How to accept an amendment – Step 2

➢ 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.

How to accept an amendment – Step 3

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

Acknowledge Amendment (RFQ 6459,3)
To be considered for award you must acknowledge each amendment and submit (or resubmit) your response to ensure your response complies with the changes.

Cancel | Back | Step 3 of 3 | Acknowledge
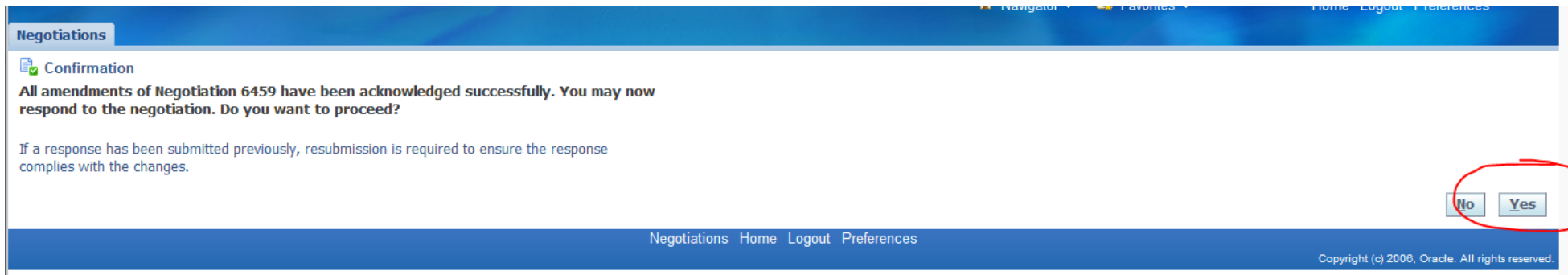
☑ I accept the terms and conditions of the RFQ and also acknowledge the changes made to the RFQ amendment document 6459,3.

Header

Label	RFQ 6459,2	RFQ 6459,3
Amendment Description	This amendment was created to extend the closing date.	Updating Issuing Officers information

Terms

Label	RFQ 6459,2	RFQ 6459,3
Bill-To Address	054-2819 HOME INVESTMENT PARTNERSHIP	021-2819 HOME INVEST
Ship-To Address	054-2819 HOME INVESTMENT PARTNERSHIP	021-2819 HOME INVEST

Requirements

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How to accept an amendment – Step 4

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

How to accept an amendment – Step 5

➤ 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.

Negotiations

Terms and Conditions

The following terms and conditions must be accepted before a quote is placed in this RFQ.

Cancel | Accept

2

City makes no representations or warranties that the electronic procurement system utilized by the City on any procurement will accurately and timely transmit any bidder's bid or proposal or any other information to the City. All bidders use this system at their own risk. The City disclaims all liability that may result or arise from the use by any bidder of the eprocurement system, including claims for lost profits and consequential damages.

Attachments

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete	Publish to Catalog
No results found.									

1 ☑ I have read and accepted the terms and conditions

Cancel | Accept

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How to submit an application

How to submit an application – Step 1

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

How to submit an application – Step 2

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

How to submit an application – Step 3

➢ 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.

How to submit an application – Step 4

➤ 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.

How to submit an application – Step 5

➢ 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.

How to submit an application – Step 6

➤ 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	Chicago Early Learning Community-Based Programs RFP #2	
Supplier	Claridigm Inc	
RFQ Currency	USD	
Quote Currency	USD	
Price Precision	Any	

Time Left	20 days 3 hours
Close Date	15-Jul-2019 12:00:00
Quote Valid Until	
Reference Number	
Note to Buyer	

Attachments
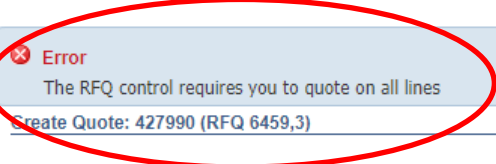
Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								

Requirements

Show All Details | Hide All Details

Details Section

⊟ Hide Contact Information

Requirement	Target Value	Quote Value
First Name		John
Last Name		Chicago
Telephone		864-855-9999
E-mail Address		TheBestAgency@childcare.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
Did you attach the following in your Admin. section? *Liability Insurance *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

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How to submit an application – Step 7

➢ 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!

○ 110 0FF - Admin - ...		20,000.00	USD	1	20,000.00	
○ 11 0100 - Admin - Op...		7,400.00	USD	1	7,400.00	
○ 12 0140 - Admin - Pr...		25,000.00	USD	1	25,000.00	
○ 13 0200 - Admin - Tr...		1,500.00	USD	1	1,500.00	
○ 14 0300 - Admin - Ma...		6,000.00	USD	1	6,000.00	
○ 15 0400 - Admin - Eq...		1.00	USD	1	1.00	
○ 16 0801 - Admin - In...		1.00	USD	1	1.00	
○ 17 0999 - Admin - Ot...		2,500.00	USD	1	2,500.00	
○ 18 1240 - Program - ...		19,500.00	USD	1	19,500.00	

Line 1: 0005 - Program - Personnel

Notes

Note to Buyer

Attachments

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update
No results found.							

Electronic Signature

* ☑ By submitting a bid/proposal/application and inputting his/her name and title, the person signing below certifies that he/she is authorized to submit this bid/proposal/application on behalf of the submitting party and warrants that all certifications and statements contained in the bid/proposal/application are true, accurate and complete as of the date furnished to the City. The person signing below understands that this submission will be binding on the submitting party.

* Name: KMA
* Title: President Test

* Indicates required fields. Before submitting the response please enter Name and Title and accept the disclaimer by checking the box above.

Cancel Back Validate Save Draft Printable Vie

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How to submit an application – Step 8

➢ Then click "**Submit**".

How to submit an application – Step 9

➢ 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.
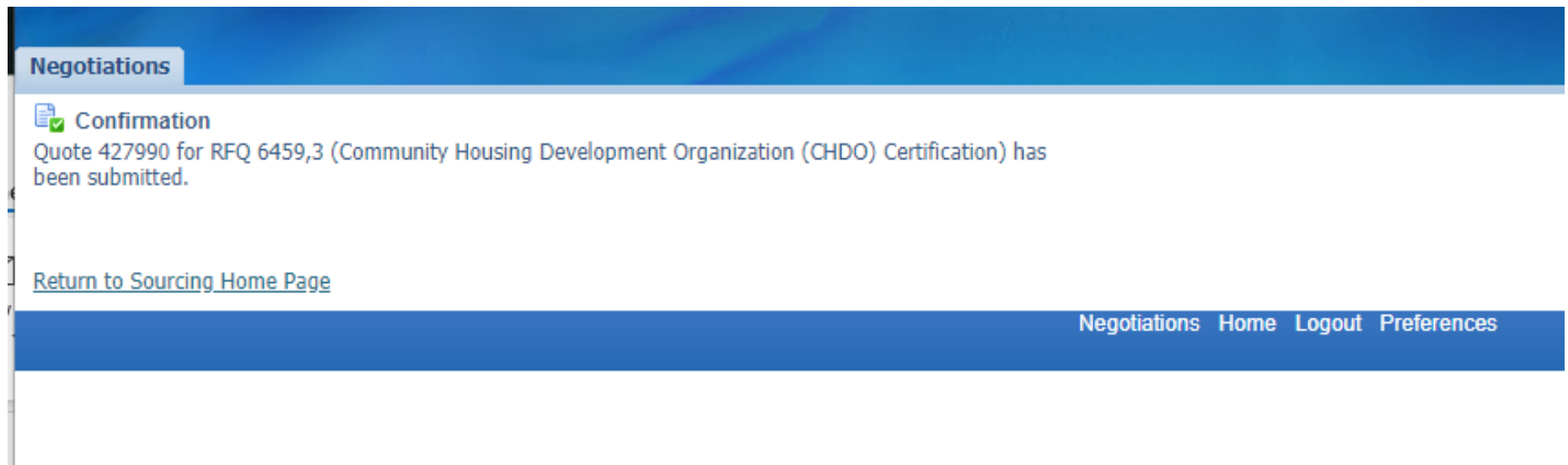
Program Questions?
Trenity Dobbey
312-746-8218
Trenity.Dobbey@cityofchicago.org

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)