

City of Philadelphia

Office of Supportive Housing (OSH)

*Municipal Services Building
1401 JFK Boulevard, 10th Floor
Philadelphia, PA 19102*



Request for Information (RFI)

*SPECIALIZED SERVICES
Fiscal Year 2009-2010*

**DAINETTE M. MINTZ, DEPUTY MANAGING DIRECTOR,
SPECIAL NEEDS HOUSING**

RFI Issued – Wednesday, December 24, 2008

Pre-Proposal Informational Conference – Thursday, January 15, 2009 at 2:00 PM.

Deadline for Requests for Information – Friday, February 20, 2009 at 5:00 PM

**Submit to Kelly J. Uckun, Executive Assistant for Administration
Municipal Services Building
1401 JFK Boulevard, 10th Floor, Suite 1030
Philadelphia, PA. 19102
Telephone – (215) 686-7148
E-mail – Kelly.J.Uckun@phila.gov**

**FY 2010 Request for Information
Specialized Services**

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I. OVERVIEW

The Office of Supportive Housing's is to assist, with respect and dignity, homeless or near-homeless individuals and families as they move towards independent living and self-sufficiency. This is accomplished by providing comprehensive case management, emergency housing, specialized services, and emergency food distribution.

II. OBJECTIVES

This Request for Information (RFI) is only for agencies currently under contract with the Office of Supportive Housing (OSH) to provide specialized services to single men, women, and families. Additionally, current OSH Specialized Services providers offer supplementary supports to residents in the OSH shelter system including residential employment and training services that facilitate movement towards self-sufficiency.

The specific purpose of this RFI process is to update financial and program information to be used in the FY10 contract process.

III. SCOPE OF PROPOSED SERVICES

A. Specialized Services Program Components

For FY10, specialized services will be divided into supportive components that are categorized by the type of services and resources that are used to support the proposed program. You must indicate which type of program you will conduct in your narrative

i. Employment & Training Services

OSH seeks to continue Employment & Training services that will teach homeless participants employable skills that will enable them to secure permanent employment and achieve independence.

ii. Specialized Nutritional Training/Food Services

OSH seeks to continue Specialized Nutritional Training and/or Food services to designated family shelter sites within the OSH system. The nutritional services component includes the provision of assistance in food purchasing and skills training for shelter staff in the preparation and cooking of food items as indicated by the regulations of the federal Child and Adult Care Food Program (CACFP). Additionally, training services include Food Safety Certification Training based on the Food & Drug Administration (FDA) Model Food Code.

Under the Food Services component, vendors are expected to provide prepared meals for residents residing in various OSH shelters as well as training in the preparation of these meals for an eligible target population.

iii. Case Management

At a minimum, case management services should include: assessment; crisis prevention and intervention; service management, including the development and coordination of an

individualized service plan with resource linkages; collection of savings and program fees; development of a permanent housing plan; and advocacy on behalf of the client. The development and implementation of the individualized service plan, with clearly defined goals, objectives, outcomes and time frames, is critical to the clients' ultimate success in achieving the program goals of self-sufficiency and permanent housing. Case management programs must include development of a comprehensive orientation and assessment process development of an individualized service plan, resource linkages including referrals for other needed supportive services, initial and re-determinations of service eligibility, and development of independent living resources beyond subsidized housing alternatives.

iv. Other Services

In addition to the above, OSH seeks to continue services that facilitate the maintenance and enhancement of a computerized client database and reporting system, the improvement of internal management systems, and that provide homemaker services for disabled adults and homelessness prevention and diversion services.

B. Performance Standards

To ensure that clients are receiving the maximum intended benefit from our services, OSH will systematically implement a client-centered, results-oriented process that will measure qualitative outcomes for each client. We will accomplish this through comprehensive data collection and reporting, continuous quality management with OSH providing technical assistance, and solicited client feedback to determine which program elements are producing the desired results.

A portion of your scope of service narrative must define at least four (4) outcomes for your program. Include targets and milestones for each outcome, and describe the methodology you will use to verify the accomplishment of each target.

C. Data Collection

All providers are expected to establish methods of maintaining and forwarding client information electronically. Client information must be collected on standardized forms and maintained on a spreadsheet or database. Additionally, all providers should establish a service with a DSL Internet Service Provider to facilitate the transfer of electronic information and allow for email to be forwarded to key individuals in your organization. OSH will provide technical assistance to providers who do not have the internal expertise to set up such applications. It is the providers' responsibility to facilitate the training of its staff to maintain and distribute the information as required.

D. Reporting Requirements

Provider must submit a monthly report in a form to be provided by OSH, which describes program activities, problems and resolutions, and proposed program changes.

IV. PRE-PROPOSAL BRIEFING

We have scheduled a mandatory briefing on this RFI at which we will review the new requirements and submissions. If you do not attend this mandatory briefing, you are jeopardizing the opportunity for the City to renew your contract. The briefing is scheduled for:

Date: Thursday, January 15, 2009

Time: 2:00 PM

Place: Municipal Services Building

1401 JFK Boulevard, 16th Floor, Room “Z”

V. REQUIRED ELEMENTS OF PROPOSALS

Provider must submit a narrative description of their specialized services program. This Scope of Services must address all program requirements consistent with your type of supportive program as described in Section VII above. The Scope of Services must contain the following:

A. Revised Vendor Application – Appendix B

B. Updated Scope of Services (not to exceed 10 pages)

i. Company or Agency Mission and Background

Describe the applicant company or agency including the mission, type of company or agency, size, and any parent company or subsidiary as well as the same information for all subcontractors.

ii. Population(s) to be served

Describe the needs of the target population, identify existing barriers to needed services and describe the strategies your organization will implement to address these issues.

iii. Services to be provided

Highlight descriptions of service models designed to rapidly move clients toward self-sufficiency. All proposals must demonstrate that the proposed services will meet consumer needs and that the applicant agency has the capacity to provide all services being proposed in the scope of services in accordance with all applicable compliance requirements. Such capacity will be evaluated based on factors including, but not limited to, an adequate number of appropriately qualified staff, facilities that meet OSH and other applicable standards, and, if applicable, a case management system that complies with OSH's Social Worker/Case Management standards.

iv. Program changes proposed for FY10

Describe any changes that you propose to make to your program in FY10.

v. Staffing and Staff Qualifications

Identify those individuals who are the staff assigned to execute and fulfill the contracted services. The information should include an organization chart, job descriptions, working titles, training and experience requirements for each position and resumes/curriculum vitae for staff members in those positions. Additionally, the respondent must identify the staff members who are designated as the HMIS manager and users at each facility.

Attach job descriptions and Criminal Record Checks for each staff person. Additionally, agencies serving families must submit the Pennsylvania Child Abuse History Clearance for each staff person.

vi. Identification of Facilities

Identify the facility(ies) where services are offered, including its location, i.e. neighborhood and address, the current residential configuration, amenities, security and safety features/systems, handicapped accessibility features and any other special features.

vii. Linkages with Other Agencies

Describe how your organization will collaborate and coordinate with other resources (other social service and behavioral health care providers, entitlement agencies, etc.) in the community. If applicable, all subcontracted service providers/agencies that will provide services must be identified and described. Provide documentation of these linkages (i.e. agreement letter, memorandum of understanding, contract, etc.).

viii. Program Goals

Provide a list of all of the goals (outputs and outcomes) you intend to accomplish through this program during the fiscal year. All goals should be quantifiable (10 clients to obtain permanent housing, 5 life skills classes offered, 10 mental health referrals, etc.), and must include the number of people you intend to serve or services you intend to offer for each major program category. For example, if you plan to serve 50 individuals in emergency housing or offer 15 financial literacy classes over the course of the year, you must include this as one of your goals. Your goals should be categorized as follows:

Describe the method you will use to monitor and document achievement of these goals, and the frequency with which these results will be documented (monthly, quarterly, etc.).

- Employment and Training Services
- Specialized Nutritional Training/Food Services
- Case Management
- Other Services

ix. Policies and Procedures

Attach copies of your organization's:

- Client's rights and responsibilities
- Grievance procedure
- Termination of services policy
- Confidentiality policy
- Non-fraternization and employee drug-testing policies

x. Licenses and Certifications

Attach documentation of all necessary licenses or certifications (food safety certifications,

etc.).

C. Additional Information on the Current Status of Your Program (Not to exceed 4 pages) – Appendix C

Some providers will be required to provide information on specific issues/concerns raised about their programs as well as to respond to general questions.

D. Administrative Capacity (not to exceed 2 pages)

Provide a description of your organization's administrative systems that demonstrates and documents your capacity to operate the program. The description must include fiscal management, reporting systems including those used for reporting data, programs and services, and human resources management. Also, identify the member(s) of your staff and/or the staff position responsible for preparation of data and fiscal reports.

Description any past difficulties in complying with OSH administrative requirements including, but not limited to timely submission of invoices, lengthy position vacancies and late reporting, and the steps you have taken to correct these deficiencies.

E. Budget and Budget Narrative Requirements (Form available via electronic mail)

1. Budget Guidelines and Budget Form – Appendix D-1 and Appendix D-2

Each provider must present a budget with a proposed roster of personnel for implementation and operation of the program and identify any associated terms, conditions and limitations. Definitions of costs categories are as follows:

- Supportive Services Costs – Expenses related to the daily support of the program including wages and benefits costs for program staff directly involved with program participants (program director, case managers, residential aides, kitchen and building staff, etc.), staff travel costs, training costs, rental expenses, utility subsidies and security deposits paid for on behalf of participants, food consumed by participants, purchased services and transportation expenses for participants.
- Operations Costs – These program operation costs include items listed as fixed assets such as program equipment (such as appliances), participant and office furnishings, computer equipment as well as the costs of repairs (or replacement) to these program property items, program office occupancy expenses, office and program supplies, telephone, insurance, audit, legal expenses.
- Administrative Costs – Eligible administrative costs **must not exceed 12%** of the total expenses of the operations and support services columns, and will include expenses for staff (administrative, executive and financial) indirectly involved with the program.
- Sources of Funding – As all OSH residential programs require a minimal level of financial support from those participants who receive an income, all providers must indicate the projected amount of participant contributions to program expenses as a source of program funding.

Please note that for FY10 submissions you must use the electronic budget form OSH will supply on the website or by e-mail. This form automatically calculates costs in order to ensure that your proposed costs comply with OSH requirements. Also note that where applicants propose to use OSH funds to support administrative staff salaries and fringe

benefits, they must complete an additional schedule, which shows all other funding sources for those salaries and fringe benefits.

2. Budget Narrative

A budget narrative must be submitted that contains details and narrative descriptions of each budget cost. This form has now been incorporated into the new budget format as a separate worksheet.

7. Independent Audit

If you have not yet submitted the required independent audit, enclose a copy with your proposal.

F. PROPOSAL INSTRUCTIONS

One (1) original and fifteen (15) unbound copies of completed proposals must be submitted to:

**Office of Supportive Housing (OSH)
Municipal Services Building
1401 JFK Boulevard, 10th Floor
Philadelphia, PA 19102
Attention: Kelly J. Uckun, Executive Assistant for Administration**

The following conditions apply to this submission:

- Proposals must be submitted by 5:00 PM, Philadelphia time, on Friday, **February 20, 2009**.
- The following three proposal components *must* be forwarded as e-mail attachments to Kelly.J.Uckun@phila.gov:
 - Scope of Services
 - Budget information on the attached OSH spreadsheet
 - Budget narrative providing an explanation of each line item
- Proposals must be signed, in ink, by an individual duly authorized to bind the Proposer and must be sealed and labeled on the cover with the Proposer's name.
- Proposals must be either 1 ½ spaced or double-spaced. *Single spaced proposals will not be accepted.*
- Proposals will *not* be accepted via facsimile (fax) transmission.
- Proposals shall remain binding for 120 days from the date of proposal submission.
- The City reserves the right, at its sole discretion, to reject and return without evaluation, any Proposal received after the Proposal Submission time and date, whether it is delivered by mail or otherwise.

Electronic versions of copies of this RFI as well as copies of documents referenced in this RFI, are available on the **One Neighborhood website at www.oneneighborhood.org**.