

**The City of New York
Police Department**

**Crime Victim Advocate Program
Concept Paper**

A. Purpose

The following Concept Paper is a precursor to the forthcoming New York City Police Department (NYPD) Crime Victim Advocate Program Request for Proposal (RFP). The NYPD is seeking one (1) qualified vendor to provide services to crime victims in eighty-six (86) Departmental facilities, consisting of seventy-seven (77) precincts and nine (9) Police Service Areas (PSAs). There will be two advocates at most of the facilities, one specializing in domestic violence and the other a generalist working with all categories of crime victims. A single RFP will be issued for the entire program.

The qualified vendor will oversee a comprehensive command-based program designed to enhance the Department's current response to victims of crime by providing additional direct services, expanding the number of individuals served and coordinating with other community-based providers to establish a continuum of care for crime victims.

The goal of this program is to provide a more effective response to victims of crime at the time of the incident, and in the critical days, weeks and months following the crime. The underlying rationale for the program is that the sooner the NYPD provides a response that addresses many of crime victims' needs and concerns, the more likely victims will be to feel safe, recover from the trauma of the crime, regain a sense of control of their lives, and work with the police.

B. Background

Victims of crime are more than simply individuals who activate the Department's enforcement powers. Victims of crime are also more than consumers of police services who must be treated well. Victims of crime are important partners in the Department's twin missions of crime prevention and control, and building community trust. For this reason, access to a qualified and trained victim advocate should be viewed as an essential component of a modern police department.

The volume of potential clients in New York City is vast; anyone who has suffered physical, financial or emotional harm as the result of a crime can benefit from these services. In 2014, there were 282,648 Domestic Incident Reports and 627,588 complaints filed for crimes ranging from petit larceny to murder. Due to the large number of potential clients, the NYPD will work with the chosen vendor in the first phase of implementation to identify and specify

those crime victims to whom direct contact should be made. Additionally, proposers will be encouraged to articulate how they would prioritize clients given the unpredictable nature of crime, how they would propose to staff a program for crisis intervention responsibilities, and what they would propose as the most appropriate hours to be available to serve victims.

This program will go above and beyond the current system in place. The City, through the Human Resources Administration, currently provides a victim advocate in each of the 9 PSAs. This program will embed victim advocates in eighty-six (86) of the Department's facilities, with two victim advocates at 80 commands, and one victim advocate in the remaining 6. Additionally, there will be dedicated administrative support in the form of Police Administrative Aides for the program, to allow the advocates to focus the majority of their time on substantive outreach and supportive services.

C. Program Details

The vendor will be responsible for hiring, training and managing at full implementation, 166 culturally competent advocates capable of working independently in the high pressure work environment of a police facility to assist crime victims.

The two advocates will work in tandem with one another and be cross-trained in the other's position duties and responsibilities. The goal is for the two advocates to provide assistance for at least twelve hours a day, staggering their work day to provide maximum coverage. The vendor will be responsible for developing a staggered implementation plan that will provide advocate staffing on the following timeline:

- 28 facilities Year 1
- 56 facilities Year 2
- 86 facilities Year 3

General Responsibilities/Assistance

All crime victims will have access to the crime victim advocate, who will be able to answer questions about the experience of victimization, the criminal justice process and safety planning, refer victims to resources, and assist in the preparation of paperwork for compensation purposes. Outreach will be conducted to certain categories of crimes and populations, in consultation with the precinct commander and the Office of Collaborative Policing. Assistance will be provided to all victims who file a complaint with the NYPD regardless of the crime victims' participation in the rest of the criminal justice process.

Direct Services and Advocacy

The advocates will offer supportive and crisis counseling to crime victims, engage in safety planning with victims, and advocate on the crime victim's behalf to third parties. The advocates will also engage in limited case management, focusing on navigating

bureaucratic systems, including the NYPD, and the criminal justice system as a whole. They will assist officers in situations where the expertise of an advocate is warranted, such as home visits with domestic violence prevention officers or death notifications for the families of victims of a homicide.

Community Outreach

Advocates will conduct regular outreach to the community, informing it of the services, resources and information available. This may include presentations about victims of crime, crime prevention, dispelling myths surrounding law enforcement and the criminal justice system, and forming relationships with community leaders.

Training

Advocates will conduct regular brief precinct-based trainings at the precinct or PSA. These trainings, referred to as roll call trainings, are an opportunity for the advocates to address the command. The topics will be related to issues the command is experiencing, in consultation with the Commanding Officer, Domestic Violence Sergeant and the Office of Collaborative Policing. Topics might include the neurobiology of trauma, how to protect against identify theft, and the dynamics of elder abuse in familial settings.

Documentation

The advocates will be expected to document their work so that workload can be evaluated and priorities modified. Monthly reports to the Office of Collaborative Policing will include the number of victims served, demographic information for those clients, the nature of services provided, and information about those who have declined offers of assistance.

D. Planned Method of Evaluating Proposals

Proposals will be evaluated pursuant to the criteria set forth in the RFP. This will include the quality of the proposer's approach and program design. In addition, the evaluation will assess the proposer's successful, relevant experience providing similar services. Proposals will also be evaluated based on the organization's staffing model and organizational structure as it relates to capacity to deliver those services.

The selected vendor will be required to have substantial experience in the provision of crime victim services in a community-based context or comparable experience. Greater consideration will be given to vendors who have experience collaborating with the NYPD or other law enforcement agencies. The selected vendor will also have the capacity to serve non-English speaking clients consistent with the demographics of the precinct, both by utilizing bilingual staff as well as by comporting with the NYPD's Language Access Guidelines.

The NYPD will award the contract to the responsible proposer whose proposal is determined to be the most advantageous to the City, taking into consideration the price and such other factors or criteria set forth in the RFP.

The NYPD reserves the right to conduct site visits and interviews and to request that proposers make presentations as the NYPD deems applicable.

E. Proposed Contract Term

It is anticipated that the term of the contract award for this RFP will be from May 1, 2016 through April 30, 2019 and will include two (2) additional options to renew, each for two (2) years. The City reserves the right, prior to contract award, to determine the length and start date of the initial contract term and each option to renew, if any.

F. Anticipated Procurement Timeline

Expected RFP Release: October 1, 2015

Expected pre-proposal conference: October 15, 2015

Expected Proposal Submissions Due: November 15, 2015

Expected Award Selection Announcement: January 1, 2016

Expected Contract Start: May 1, 2016

G. Available Funding

The Department anticipates that the total available funding for the entirety of the program, at full implementation, will be \$27,000,000.

H. Vendor Reporting Requirements

Selected vendors will be required to submit monthly or quarterly invoices prompting payment. Additionally, selected vendors will be required to submit monthly reports on all program activities as discussed in the "Documentation" portion of Program Details.

The NYPD will review performance at the end of each quarter and reserves the right to recalculate the annual service targets based on current performance. At the end of each year for the first two years of the implementation plan, a programmatic review will be conducted to ensure all goals are being met, and recommendations to the priorities based on the increase in the program size may be made.

I. Use of HHS Accelerator

To respond to the NYPD's Crime Victim Advocate Program RFP, and all other client and community services (CCS) Requests for Proposals (RFPs) released Fall 2013 and later, vendors must first complete and submit an electronic prequalification application using the City's Health and Human Services (HHS) Accelerator System. The HHS Accelerator System

is a web-based system maintained by the City of New York for use by its human services agencies to manage procurement.

J. Required Service Prequalification

The Crime Victim Advocate Program RFP will be released exclusively through the HHS Accelerator System. Only organizations with approved HHS Accelerator Business Application and Services Applications for one or more of the following will be able to propose:

- Case Management
- Preventive Services
- Outreach
- Rehabilitation/Therapy
- Mental Health Services

To submit a prequalification application to become eligible to apply for this and other CCS RFPs, please visit:

<http://www.nyc.gov/hhsaccelerator>.

K. Comments

Please submit all comments to this concept paper no later than September 14, 2015 to:

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