

**New York City Department of Youth and Community Development**

**Comprehensive Services for Immigrant Families Concept Paper**

**July 14, 2016**

***DYCD***

***Our Mission****:*

*The New York City Department of Youth and Community Development (DYCD) invests in a network of community-based organizations and programs to alleviate the effects of poverty and provide opportunities for New Yorkers and communities to flourish.*

***Our Vision:***

*DYCD strives to improve the quality of life of New Yorkers by collaborating with local organizations and investing in the talents and assets of communities to help them, develop, grow and thrive.*

**Purpose**

The purpose of the concept paper is to obtain input from stakeholders for a Request for Proposals (RFP) the Department of Youth and Community Development (DYCD) will release in its capacity as the designated Community Action Agency for New York City, the local grantee for federal Community Services Block Grant (CSBG) funding. The RFP will be released later this fall through the HHS Accelerator system.

Through the RFP, DYCD will award contracts to qualified, nonprofit organizations to deliver comprehensive services for immigrant families living in low-income neighborhoods, as outlined below. The proposed program model is informed by DYCD’s mission and vision to alleviate the effects of poverty by drawing on the strengths of individuals and communities, promoting synergy among programs and providers, and creating a culture that supports community building efforts. DYCD is adopting this strategic approach to better connect families to a network of services in their neighborhoods.

**Background**

New York City (City) is home to more immigrants than anywhere else in the nation. Immigrants make up over 3 million (36 percent) of the overall population of the City and account for nearly one-third of its economic output. The aim of the de Blasio administration is to create an inclusive and equitable environment in which all immigrants can flourish and contribute to the diversity, culture, and prosperity of the City.

**Program Goals**

The goals of the Comprehensive Services to Immigrant Families programs are to:

* Identify the complex and multiple needs of newly-arrived immigrant families with limited English proficiency (LEP), and, in collaboration with a network of community-based providers, ensure they gain access to relevant services that will help them prosper and become self-sufficient.
* Help each enrolled family build *self-advocacy skills* and gain the *knowledge* to enable them to address specific challenges and navigate key systems that impact their lives (for example, the education, healthcare, housing, benefits, tax, workplace, and legal and immigration systems).

**Competitions, Funding Levels, and Contract Term**

*Proposed Competitions*

It is anticipated that:

* The RFP will comprise five borough-based competitions. Contractors will be expected to serve target populations living in the borough where the program is located.
* Proposers will be allowed to compete in more than one competition, but must submit a separate and complete proposal in each case.

*Funding Levels*

It is anticipated that total annual funding for the solicitation will be $600,664 for a minimum of five contracts, each worth a minimum of $100,000. The price per participating family will be $2,000.

*Contract Term*

The anticipated term of the contracts awarded from this RFP will be three years, from July 1, 2017 to June 30, 2020, with an option for DYCD to renew for up to an additional three years.

**Payment Structure**

It is anticipated that the payment structure will be based on line-item budget reimbursement. Payments will be processed through the HHS Accelerator Financials system. (For additional information, please see http://www1.nyc.gov/site/hhsaccelerator/financials/financials.page.)

**Subcontractors/Consultants**

The RFP will not allow contractors to subcontract any program services. Instead, it will emphasize the key role of community partnerships as the means to ensure delivery of all needed services and allow contractors to hire consultants if they lack expertise to carry out specific tasks required by the RFP.

**Target population/Service Levels**

* The target population will be families who have recently immigrated to the U.S. in which at least one parent (or caregiver) was born outside the U.S., and there are one or more LEP family members.
* The family unit will be defined for the purpose of the program as: *“parents/other caregivers, children, including teens, and other family members living in the household.”*
* The RFP will require programs to serve at least 50 families per year.

**Program location**

It is anticipated that the RFP will *require* programs to be located in the following high-need areas determined by DYCD: [[1]](#footnote-1)[1]

|  |  |
| --- | --- |
| **Borough** | **Community Districts** |
| Bronx | 3,4,5,6,7 |
| Brooklyn | 5,7,11,13,14,16,17 |
| Manhattan | 3,9,11,12 |
| Queens | 2,3,4,7,8,9 |
| Staten Island | 1 |

**Program Design**

The Comprehensive Services for Immigrant Families will comprise the following program components:

1. Case management services

The RFP will require programs to provide all the following case management services:

* *Orientation Workshop* at which participants receive detailed information about all DYCD programs and other City programs that support immigrant families, including legal services, pre-kindergarten programs, and IDNYC (see <http://www1.nyc.gov/site/idnyc/index.page>).
* C*omprehensive needs assessment and development of a Family Services Plan* identifying the needs of the family members to guide service provision, setting outshort-term and long-term goals. DYCD will expect case management counselors to maintain contact with enrolled families at least every two weeks to ensure effective implementation of the Services Plan.
* *Referrals* to services offered by an external provider or another unit in the contractor’s own organization, plus appropriate follow-up to establish whether the services were accessed.
* *Coaching in self-advocacy skills* to enable enrolled participants to access services and benefits to which they are entitled on their own and navigate the complex systems that affect their lives.

The RFP will require all case management services to be delivered by a qualified counselor (see further below under “Staffing”) who will be guided by DYCD’s *Case Management Standards Toolkit.* (<http://www.nyc.gov/html/dycd/downloads/pdf/NYC_DYCD_Case_Management_Toolkit-2011.pdf>).

2. Workshops

The purpose of the workshop component is to ensure that enrolled participants gain the knowledge they need to navigate key systems that affect their lives and reinforce the self-advocacy skills learned through coaching sessions with the case management counselor.

The RFP will require programs to offer 10 workshops per year on the topics listed below. Contractors may offer additional workshops on other topics as needed.

1. Education for parents (application process for middle and high School; high school graduation requirements; school violence/bullying/cyber-bullying; college readiness/financial aid.)
2. Education for individuals (ESOL; adult education; work readiness & job training.)
3. Family/Child Development/Youth Development
4. Housing issues
5. Interacting with the police and Immigration and Customs Enforcement (ICE)
6. Health and mental health
7. Financial literacy/banking
8. Small business start-ups; entrepreneurships
9. Immigrant Rights
10. Workers’ Rights

Enrolled families will be expected to attend a minimum of five workshops. Contractors will be allowed to offer workshop topics multiple times, depending on need/demand. Subject to space limitations, contractor may open workshops to the wider community.

The RFP will require the workshop to be conducted by experienced trainers with a sound knowledge of the topic. A case management counselor and/or other staff members will be expected to plan and coordinate the workshops. Where contractors lack the necessary expertise to offer one or more of the required workshop topics, they will be expected to recruit a suitable specialist through their community partnerships (see further below under “Community Partnerships”) or hire an expert consultant.

3. Resources

The Mayor’s Office of Immigrant Affairs provides a tool, “We Are New York,” comprising educational videos contractors may use to enhance their workshop instruction and case management (see <http://www.nyc.gov/html/weareny/html/home/home.shtml>). “We Are New York” includes an Emmy Award-winning video series created to help immigrant New Yorkers practice English while informing them of the city’s resources and a *Community Leadership and Empowerment Project* that is designed to expand the City’s efforts to help new immigrants learn English and become more civically engaged.

**Contractor Experience/Staffing/Staff Qualifications**

* Contractors will be organizations with experience providing services to recent immigrants to the US and capacity to address a diverse range of needs through the proposer’s own divisions or units.
* The RFP will require contractors and key staff to have at least three years of experience within the last five providing services similar to those described in this concept paper.
* All program staff will be qualified for their roles and properly trained. They will have significant relevant experience, including experience working with City systems such as public assistance, child welfare, education, and housing and identifying resources of particular relevance to immigrant families. They will also have close ties to the immigrant communities targeted by the program.
* All case management counselors will be required to have three years of relevant experience within the last five years and a sound knowledge of local community resources.
* The RFP will require programs to have a full or part-time Master in Social Work (MSW) on staff. Case management responsibilities may be undertaken by one full-time staff member with an MSW or by staff with counseling credentials who are supervised by an MSW.
* Coordination of workshops and referrals to other services may be undertaken by non-clinical staff.

**Community Partnerships**

In line with DYCD’s mission and vision, proposers will be expected to have strong community connections, full knowledge of all government services located in the targeted communities, and collaborative relationships with *a minimum of three* *external* partners.

An external partner is an organization other than the proposing organization. The purpose of the requirement relating to external partnerships is to foster networks of community-based programs and service integration at the local level, improve service efficiency and quality, and expand service options available to enrolled families. Examples of external partners include:

* Other DYCD-funded programs located nearby (e.g., Fatherhood, Neighborhood Development Area, Workforce Development, Literacy);
* Other City agencies, or organizations funded by them;
* Other local organizations, including grassroots volunteer groups offering specific types of resources;
* Providers of services such as health, mental health, or dental care who agree to accept referrals from the program and ensure that families who are referred are given priority and receive the services in a timely manner.

*Community partnership agreements.* All external partnerships will be documented in written agreements that describe the nature of the services to be provided by the external partner and, in the case of a referrals’ arrangement, include a commitment by the external partner to ensure timely access to the services by the families referred through the program.

Proposers will be expected to describe their community connections and external partnerships in their proposal and indicate how they will enhance program services for participants.

The RFP will also encourage proposers to take advantage of internal referral arrangements with other divisions or units in their own organization that are able to meet participant needs. However, these arrangements will not count towards the required *external* partnerships.

**Cultural Competence; Translation Services**

The program will provide services in a manner sensitive to the heritage and life experiences of participating families. Accordingly, all staff, including volunteers, will be linguistically and culturally competent. Whenever possible, services will be provided in the language spoken by the target population and where this is not the case, programs will provide all necessary interpretation and translation services, directly or through community partners.

**Family Engagement**

In addition to addressing the immediate needs of participants, programs will be expected to help LEP families build confidence and self-advocacy skills that will help them access services that improve their well-being. Accordingly, DYCD will expect programs to develop effective family engagement strategies, by valuing family strengths and building trusting relationships so participants feel supported, gain a sense of belonging, and will freely voice their opinions. DYCD has identified three critical elements in a successful family engagement process: (1) *Communication* –i.e., strong and positive program - family interactions; (2) *Participation* –i.e., families access needed services; and (3) *Mutually-beneficial partnerships* –i.e., families have opportunities to assume leadership roles and take shared responsibility for outcomes. The programs for immigrant families will be expected to feature all three elements.

**Reporting Requirements**

Contractors will be required to meet tracking and reporting requirements using a DYCD electronic database. Reporting requirements will be specified in the RFP and will include tracking referrals (number of referrals and number of referrals used or completed per family) and reporting on outcome achievements.

**Program Outputs and Outcomes**

It is anticipated that the RFP will specify the following expectations in terms of program outputs and outcomes:

Outputs

* Contractor delivers all specified case-management services to all enrolled families.
* Contractor delivers a minimum of 10 workshops per year on the topics specified by DYCD.
* Enrolled families attend a minimum of five workshops.
* Contractor makes appropriate referrals to address specific participant needs, including referrals to external community partners.

Outcomes

1. Enrolled families achieve at least 50 percent of the short-term goals set out in the Family Services Plans.

Outcome indicator: Contractor’s case management notes; participants provide confirmation in responses to survey questions.

1. Enrolled families gain self-advocacy skills

Outcome indicator: gains in self-advocacy skills are revealed through surveys completed by participants.

1. Enrolled families gain knowledge through their attendance at the workshops

Outcome indicator: gains in knowledge are revealed through surveys completed by participants.

DYCD will develop the participant surveys noted above.

**Planned Method of Evaluating Proposals and Basis of Award**

Proposals will be evaluated in accordance the evaluation criteria set out in the RFP. These will include the quality and quantity of successful relevant experience of the proposer organization and its staff, a demonstrated record of achieving required program outcomes and working successfully with other organizations, the quality of the proposed program design, and adequacy of the proposed budget.

Contract award shall be subject to demonstration that the proposer is tax-exempt and incorporated as a nonprofit organization in New York State and a determination that it will be

a “responsible” prospective contractor, as defined under the City’s Procurement Policy Board Rules Section 2-08.

**Use of HHS Accelerator**

To respond to the forthcoming Comprehensive Services for Immigrant Families RFP and all other client and community services (CCS) Requests for Proposals (RFPs), 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.

Only organizations with approved HHS Accelerator Business Application and Service Applications for one or more of the following will be eligible to propose:

* Academic support
* Community Engagement
* Language skills
* Life skills
* Literacy
* Parenting services
* Mental health services
* Interpretation
* Translation
* Health education and support
* Outreach
* Case management
* Conflict resolution/mediation
* Entitlements assistance
* Preventive services
* Work readiness
* Job/vocational training

To submit a Business and Service application to become eligible to apply for this and other CCS RFPs, please visit http://www.nyc.gov/hhsaccelerator.

**Procurement Timeline**

It is anticipated an RFP for this procurement will be released through the HHS Accelerator system in the fall of 2016. The deadline for proposal submission will be approximately one month from the release of the RFP.

**Feedback to Concept Paper**

DYCD invites comments on this concept paper. Please email comments no later than **August 5, 2016** to conceptpaper@dycd.nyc.gov indicating “Immigrant Family Services” in the subject line.

1. [1] These target CDs were identified based on the percentages of foreign-born populations and persons living in poverty compared to other CDs within the same borough. Source: NYC Department of City Planning, ACS Five Year Averages 2010-2014. [↑](#footnote-ref-1)