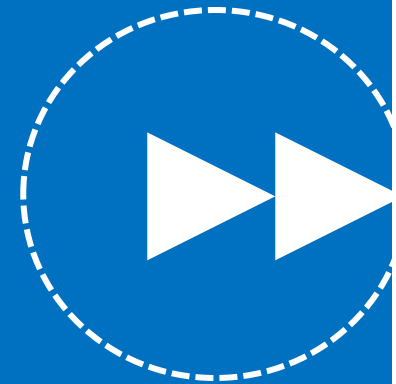


HHS ACCELERATOR

Office of the Deputy Mayor for Health & Human Services

Client and Community Services Catalog
Overview

February 2013



**SPEEDING
PROCUREMENT
& INNOVATION**

NYC
HHS Accelerator

Client and Community Services (CCS) Catalog

What is the CCS Catalog?

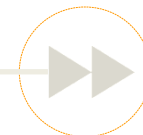
- A classification framework for organizing the Client and Community Services delivered in the City of New York

How will the CCS Catalog be used in the HHS Accelerator Application?

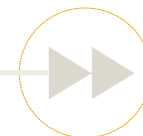
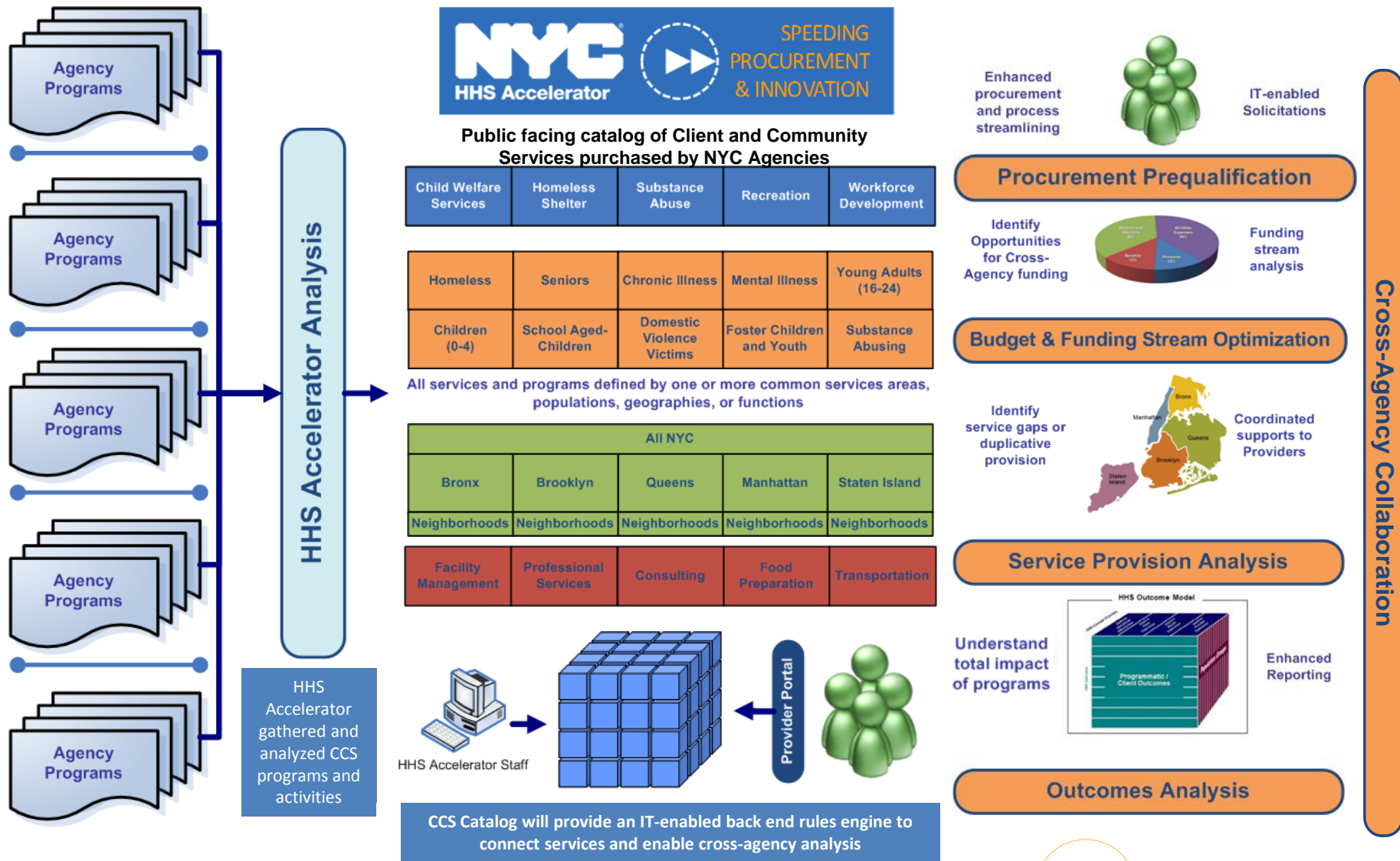
- **By City Agencies** to describe service capability qualifications for upcoming solicitations in the Procurement Roadmap
- **By Providers** to describe the services they offer in the HHS Accelerator Application in order to receive RFPs and learn about related service areas
- **By HHS Accelerator and Agencies** to create targeted RFP distribution lists of qualified providers

What are the benefits of using the CCS Catalog?

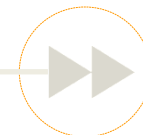
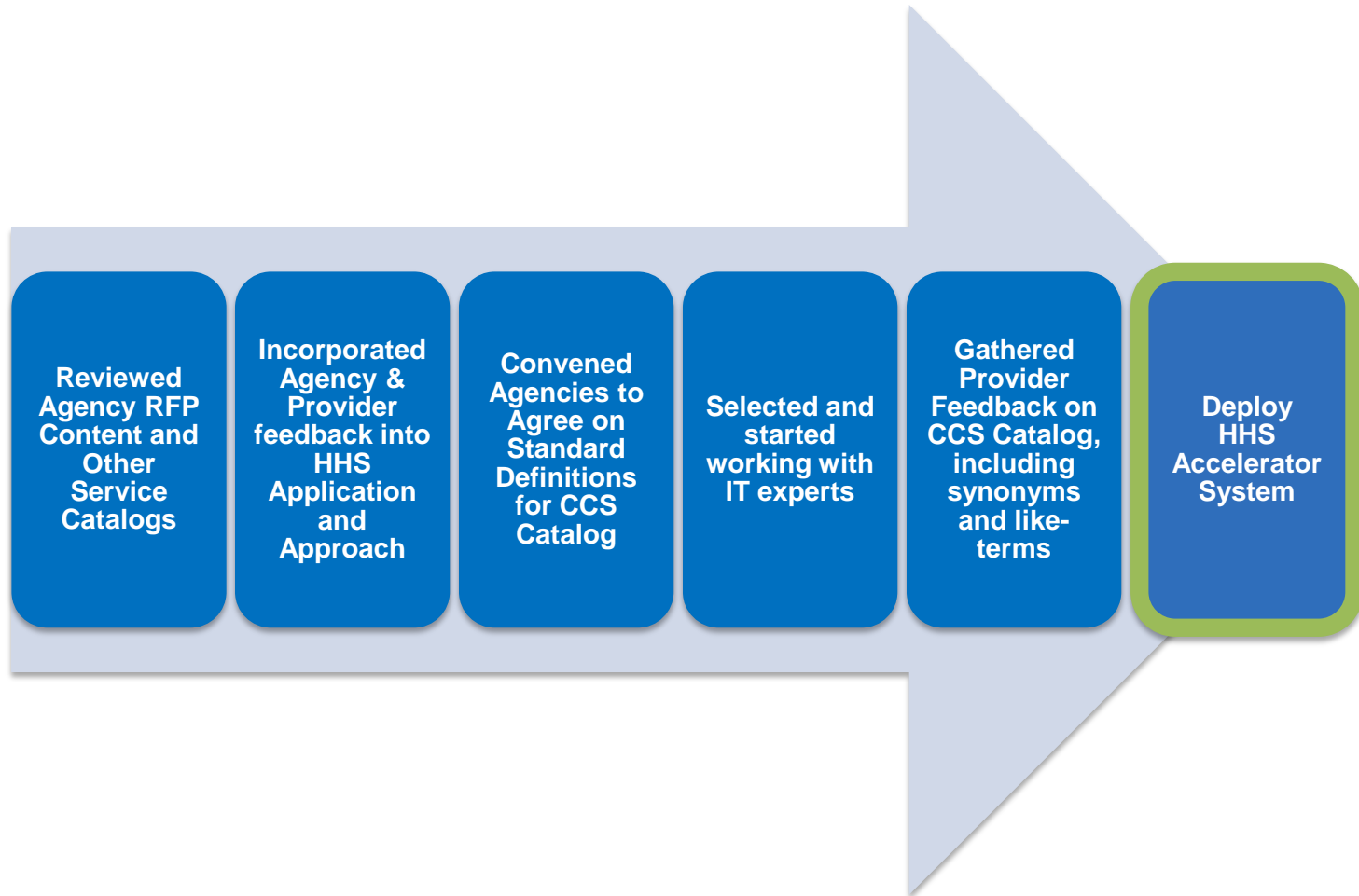
- Provides a common terminology to describe programs, services and client populations
- Exposure to related service areas and new opportunities for providers
- Targeted RFP distribution lists for Agencies
- Meaningful data analysis for program mapping and potential partnerships



Why is the CCS Catalog Needed?



CCS Catalog Development



CCS Catalog Structure

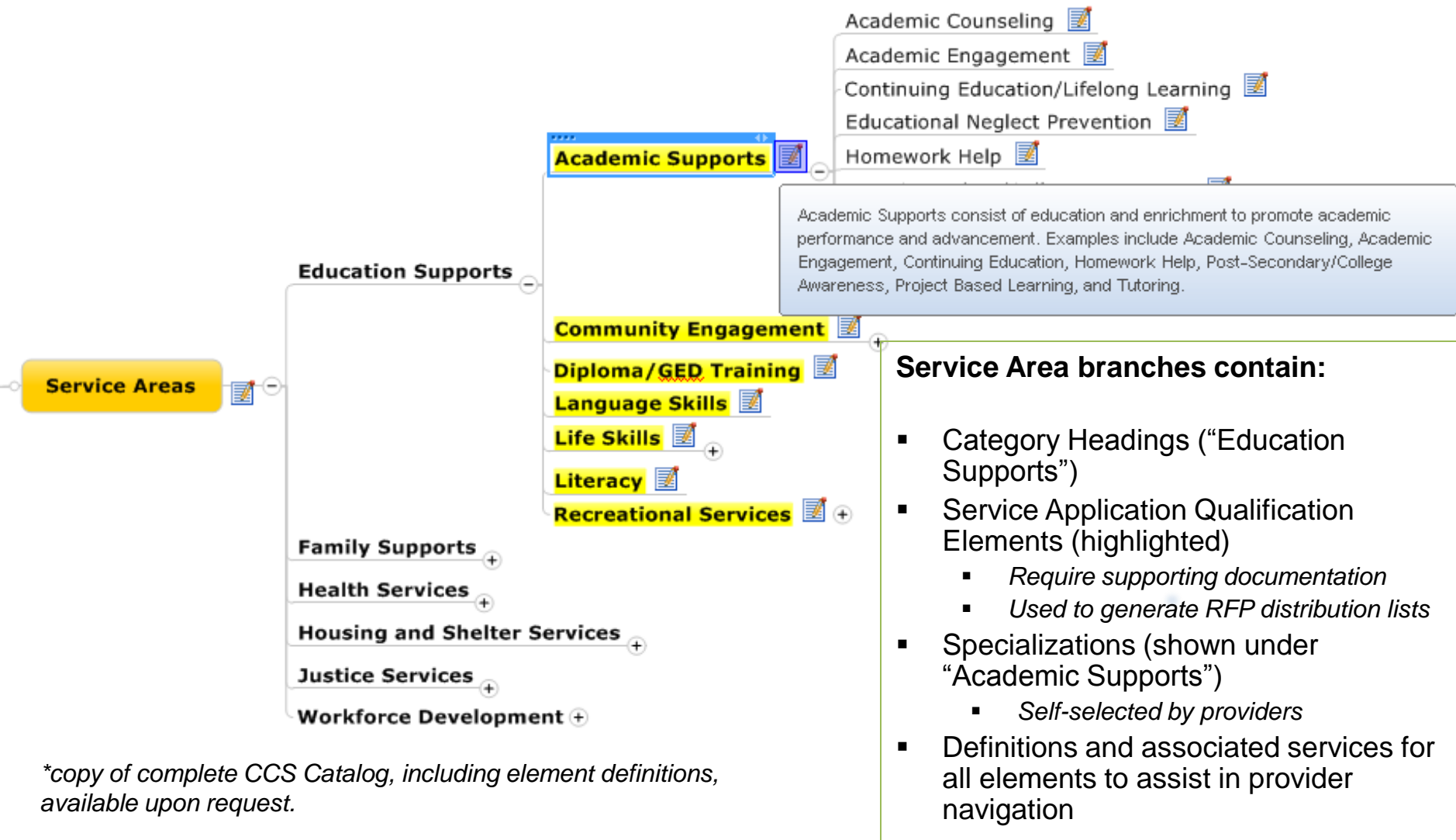


Item	Definition
Service Area	A grouping of service activities that is defined by particular client issues, disciplines and/or professional groups (e.g. Foster Care or Workforce Development)
Functions	An area of activity that is not specific to particular client issues, discipline or professional group by being either: <ul style="list-style-type: none"> • A cross-cutting aspect of HHS practice • An activity that is not specific to HHS (e.g. Case Management/Facility Management)
Populations	A group of HHS clients defined by a particular population characteristic that has relevance to or determines eligibility for the delivery of service (e.g. Age, Gender, Health Status)
Geography	Geographic location in which services/functions are provided (e.g. All NYC, Borough)
Languages	Languages in which organizations have the capacity to provide services and communicate with clients
Service Setting	Type of physical setting in which services are provided (e.g. Home-based, Community Center)

CCS Catalog Structure and Use

- ❑ Each element of the CCS Catalog is discrete/mutually exclusive
- ❑ Service Areas and Functions are activity-based and are program-, population-, and outcomes-agnostic to exclusively describe the service delivered
- ❑ Populations, Geography, Languages and Service Setting serve as modifiers to Service Areas and Functions to more specifically describe activities/services delivered
 - Elements should not combine services with modifiers from other parts of the CCS Catalog (e.g. domestic violence shelter– domestic violence survivor is the population and shelter is the service element)
 - Elements should not be synonymous with programs unless the program conforms to the above principles
- ❑ HHS Accelerator Application requires providers to submit supporting documentation for Service Areas and Functions; Agencies use these qualifications to create solicitation distribution lists and to describe programs in Procurement Roadmap
- ❑ Modifier elements are self-selected by providers to describe their specializations in the HHS Accelerator Application
- ❑ Additional qualifications specified by Agencies at solicitation and evaluated at proposal
- ❑ All elements of CCS Catalog will be used for mapping and data analysis at award.

Branch Detail Example: Education Supports



**copy of complete CCS Catalog, including element definitions, available upon request.*

HHS Accelerator Business Application

Screen Mock-up: BASICS - Questions

NYC
HHS Accelerator

Organization InformationDocument VaultApplication

Text Size: A A A

Welcome: John Smith, Human Services Provider

Application

Exit Application

BasicsFilingsBoardPoliciesBusiness Application SummaryServices SummarySubmit

QuestionsDocumentsGeographyLanguagesPopulation

Basic Questions

Please fill out the form below as accurately as possible. This information will determine what documents you are required to upload.

* Indicates required fields

General Information

Employer Identification Number/Tax Identification Number (EIN/TIN):12-3456789

* Organization Legal Name:Human Services Provider

* Corporate Structure:Non-profit

Dun and Bradstreet Number (DUNS#):123123

Doing Business As (DBA) or Alternate Name:HS Provider

* Accounting Period:Jan to Dec

* Mission Statement:Human Services Provider helps children in poverty to succeed and thrive. We do this by providing comprehensive supports to children and their families in targeted high-needs New York City neighborhoods.

Executive Office Contact Information

* Address Line 1:123 Sesame Street

Address Line 2:

* City:New York

* State:New York

* Zip Code:10010

* Phone Number:123-456-7890

Website:https://www.HumanServicesProvider.com

* Indicate types of Social Media:

☒ Twitter

☒ Facebook page


☐ Other

☐ None of the above

* Enter Twitter @:@hsprovider






HHS Accelerator Business Application

Screen Mock-up: BASICS - Geography



Organization InformationDocument VaultApplication

Text Size: A A A



Welcome: John Smith, Human Services Provider

Application

[Exit Application](#)

☒ Basics☐ Filings☐ Board☐ PoliciesBusiness Application Summary☐ Services Summary

☐ Questions☒ Documents☒ Geography☐ Languages☐ Populations

Geography

Which geographic areas of New York City does your organization serve?

Click on any of the New York boroughs below to expand a list of all community districts and their associated neighborhoods that are in that borough. Once complete, click the "Save and Next" button.

Bronx

Brooklyn

Manhattan

Queens

Staten Island

☐ My organization is not geographically based


<< Back


Save

Save & Next






HHS Accelerator Business Application

BASICS - Languages

Residents | Business | Visitors | Government | Office of the Mayor | [Search](#) | [Email Updates](#) | [Contact Us](#)

[Organization Information](#) | [Document Vault](#) | **Application**

Text Size: A A A



Welcome: John Smith, Human Services Provider

Application [Exit Application](#)

☒ **Basics** | ☐ Filings | ☐ Board | ☐ Policies | **Business Application Summary** | ☐ Services Summary |

☒ Questions | ☒ Documents | ☒ Geography | ☐ **Languages** | ☐ Populations

Languages

In which languages can your organization communicate and provide services?

Please check all that apply. If your organization is able to accommodate other languages as well, select "Other," and use the add/remove feature. Once complete, click the "Save & Next" button.

Languages

☐ American Sign Language
☐ Arabic
☐ Chinese
☐ English
☐ Haitian Creole
☐ Korean
☐ Russian
☐ Spanish
☐ Other


☐ In addition to the languages selected above, my organization has access to language interpretation services.


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HHS Accelerator Business Application






Screen Mock-up: BASICS - Populations

Residents | Business | Visitors | Government | Office of the Mayor | [Search](#) | [Email Updates](#) | [Contact Us](#)



[Organization Information](#)[Document Vault](#)[Application](#)

Text Size: A A A



Welcome: John Smith, Human Services Provider

Application

[Exit Application](#)

☒ Basics

☐ Filings

☐ Board

☐ Policies

Business Application Summary

☐ Services Summary

Submit

☒ Questions

☒ Documents

☒ Geography

☒ Languages

☐ Populations

Populations

Does your organization offer specialized programs for any of the following populations?

Please check all that apply. If your organization provides specialized programs for other populations, please select "Other," and specify those populations. Once complete, click the "Save & Next" button.

<input type="checkbox"/> Children	<input type="checkbox"/> Runaways
<input type="checkbox"/> Young Adults	<input type="checkbox"/> Substance Abusers
<input type="checkbox"/> Adults	<input type="checkbox"/> Veterans
<input type="checkbox"/> Aging	<input type="checkbox"/> Victims/Survivors
<input type="checkbox"/> Caregivers	<input type="checkbox"/> Alzheimer's/Dementia
<input type="checkbox"/> Criminal justice involved	<input type="checkbox"/> Blind or visually impaired
<input type="checkbox"/> English learners	<input type="checkbox"/> Deaf or hard of hearing
<input type="checkbox"/> Homeless	<input type="checkbox"/> Developmental disabilities
<input type="checkbox"/> Immigrants	<input type="checkbox"/> HIV/AIDS
<input type="checkbox"/> Juvenile justice involved	<input type="checkbox"/> Mental Illness
<input type="checkbox"/> LGBTQ	<input type="checkbox"/> Physical disabilities
<input type="checkbox"/> Parents	<input type="checkbox"/> Other (please specify)

☐ My organization does not service a specific population

[<< Back](#)[Save](#)[Save & Next](#)

HHS Accelerator Services Application

Screen Mock-up: - Index and Search

Application[Exit Application](#)

Basics

Filings

Board

Policies

Business Application Summary

Services Summary

Submit

Add Services

Below is a full list of Services for which your organization may apply. Services are grouped by category. To add a Service, click the "Add" button or the "Continue" button to view more Services.

You must add at least one Service to complete your HHS Accelerator Application. For each Service selected, you will be required to add supporting information. A Service search is also available at the bottom of the page.

Once you have finished your Service selection, click the "Complete Selections" button on the bottom of the page.

Selected Services

None selected...

Select from Full List

[Collapse All](#)

[Expand All](#)

Family Support

Client Support Services

Communications

Education Supports

Facility Management

Food Services

Health Services

Home Care

Housing and Shelter Services

Justice Services

Workforce Development

Search

Clear

Search

HHS Accelerator Services Application

Screen Mock-up: Category Expansion

Basics

Filings

Board

Policies

Business Application Summary

Services Summary

Submit

?

Add Services

Below is a full list of Services for which your organization may apply. Services are grouped by category. To add a Service, click the "Add" button or the "Continue" button to view more Services.

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Selected Services

None selected...

Select from Full List

[Collapse All](#) [Expand All](#)

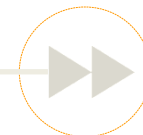
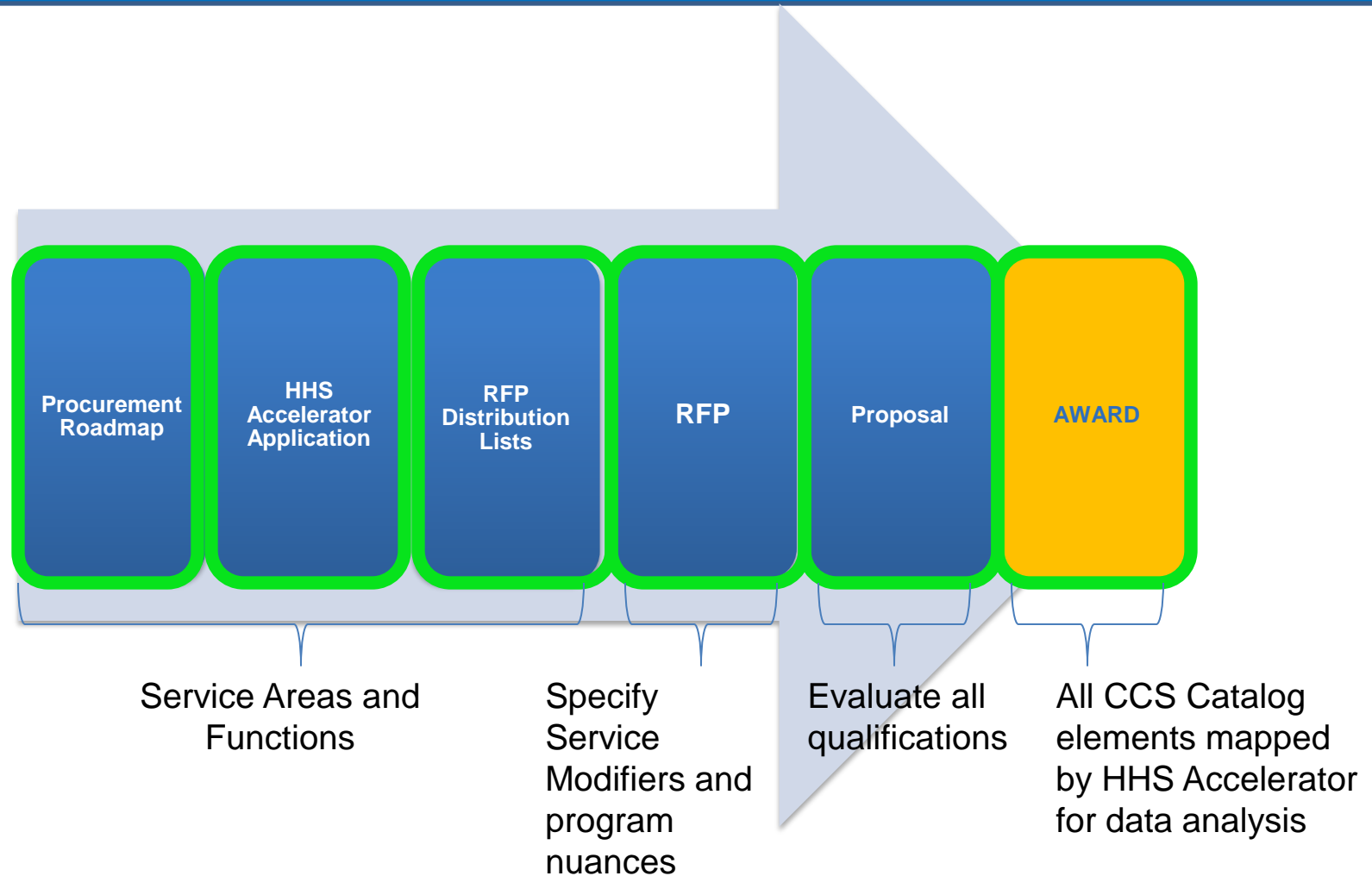
Family Support

Service	Definition	
Adoption Services	Adoption Services consist of Child Services to provide information, counseling, and support to birth parents, children, youth, and prospective adoptive parents to facilitate permanent caring relationships for children within families. Adoption services also provide support to birth parents, adopted individuals, and adoptive parents after an adoption has been finalized.	<div>+ Add</div>
Child Care	Early Care & Education consist of Child Services to provide supervision to children and promote family well being by allowing parents to maintain employment, supporting protective, foster care, and preventive services, and serving families that are homeless or need child care for medical or social reasons.	<div>+ Add</div>
Child Support Enforcement	Child Support Enforcement consists of Child Services to provide oversight and communications to ensure that noncustodial parents provide financial support for their children.	<div>+ Add</div>
Foster Care Services	Foster Care Services consist of services that provide placement and support to connect children in need of a home to a family. Foster Care Services providers often maintain regular contact with children, assess the quality of the relationship between parents and children, and monitor the child's safety.	<div>+ Add</div>
Homemaking Services	Homemaking Services consist of Preventive Services to provide parents and guardians with teaching and training in appropriate childcare, parenting, and household management responsibilities	<div>+ Add</div>
Parenting Services	Parenting Services consist of Preventive Services that provide specialized support for individuals caring for dependents.	<div>+ Add</div>

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CCS Catalog and the Procurement Process

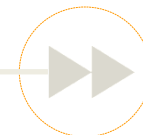


Program Example:

DYCD – Summer Youth Employment Program (SYEP)

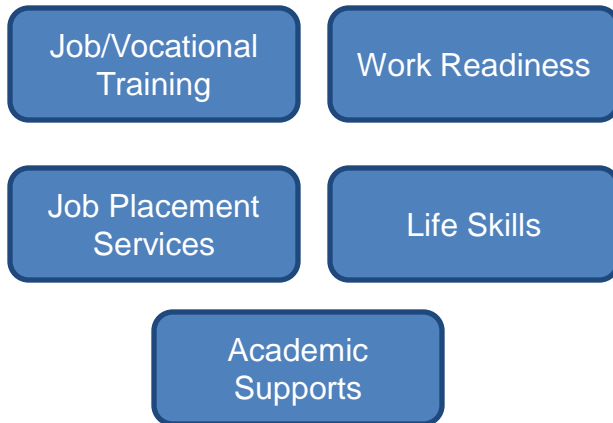
- The branches of the CCS Catalog contain activity-based service elements and modifying elements that are population-, geography-, language-, and setting-specific
- Unique combinations of services and their modifiers across all CCS Catalog branches make up the range of human service programs delivered in NYC
- Providers will only have to identify the services they provide to receive solicitations; service modifiers and program nuances will be specified in Agency RFPs
- At award, the City will record more detailed information about services for data analysis
- Examples of SYEP program elements across all branches shown here

Job/Vocational Training	Work Readiness	Life Skills
Career Advisement	Workplace Literacy	Financial Literacy
Skills Assessment	Job Placement Services	Academic Supports
Post-Secondary/ College Awareness	Young Adult	Foster Care
Juvenile Justice Involved	Homeless	Runaway



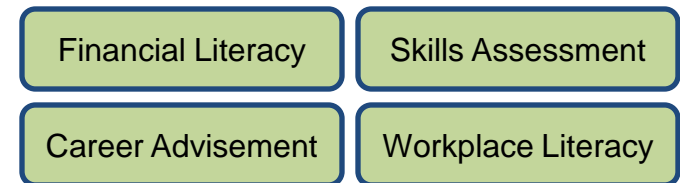
Agency Procurement Example: DYCD SYEP

CCS Catalog Elements that require documentation to qualify providers to receive RFPs:



At award, provider and program delivery details mapped to CCS Catalog elements for data analysis:

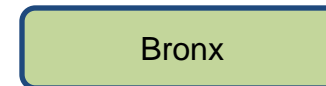
Specializations:



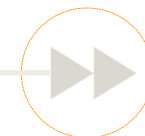
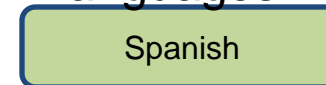
Populations:



Geography:



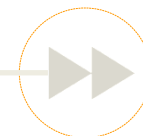
Languages:



Procurement Example: Multi-Service Provider

Union Settlement

- NYC Programs Provided:
 - Head Start/UPK Services
 - Senior Center to Provide Meals and Social Services
 - Direct Mental Hygiene Services
 - Out of School Time Program – Elementary
 - Out of School Time Program – Middle School
 - Out of School Time Program – High School, Youth Workforce
 - Adult Literacy – ESOL
 - Fatherhood Program/Youth Fathers
 - Young Adult Literacy Services – Pre-GED
 - Young Adult Literacy Services – ABE/GED
- HHS Accelerator Service Qualifications:
 - Case Management
 - Recreational Services
 - Academic Supports
 - Food Services
 - Workforce Development
- Populations
 - Aging
 - Children
 - Young Adults
 - Adults
 - Immigrants
 - Parents



CCS Catalog – Governance Model

Changes to the CCS Catalog- The principles used to determine whether a suggested CCS Catalog element should be added include:

- Elements should be discrete/mutually exclusive – where necessary they should include connections to other elements
- Elements should share the characteristics of parent elements
- Elements should be activity based and focused on actual activities
- Elements should avoid including modifiers from other parts of the CCS Catalog (e.g. domestic violence shelter– domestic violence survivor is the population and shelter is the service element)
- Whenever possible elements should align with New York State and Federal funding streams and programs
- Elements should not be synonymous with programs unless the program conforms to the above principles.

Change Control Process-

WHO – By an Agency, HHS Accelerator or Oversight

HOW – Through formal submission process (ability to provide a standard description as outlined above as well as a justification based on the principles delineated above)

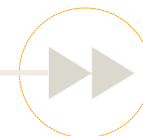
WHEN – For any changes - new elements, modification of elements, removal and or consolidation of existing elements, changes to existing descriptions and or connections to other elements.

STEPS -

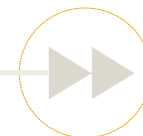
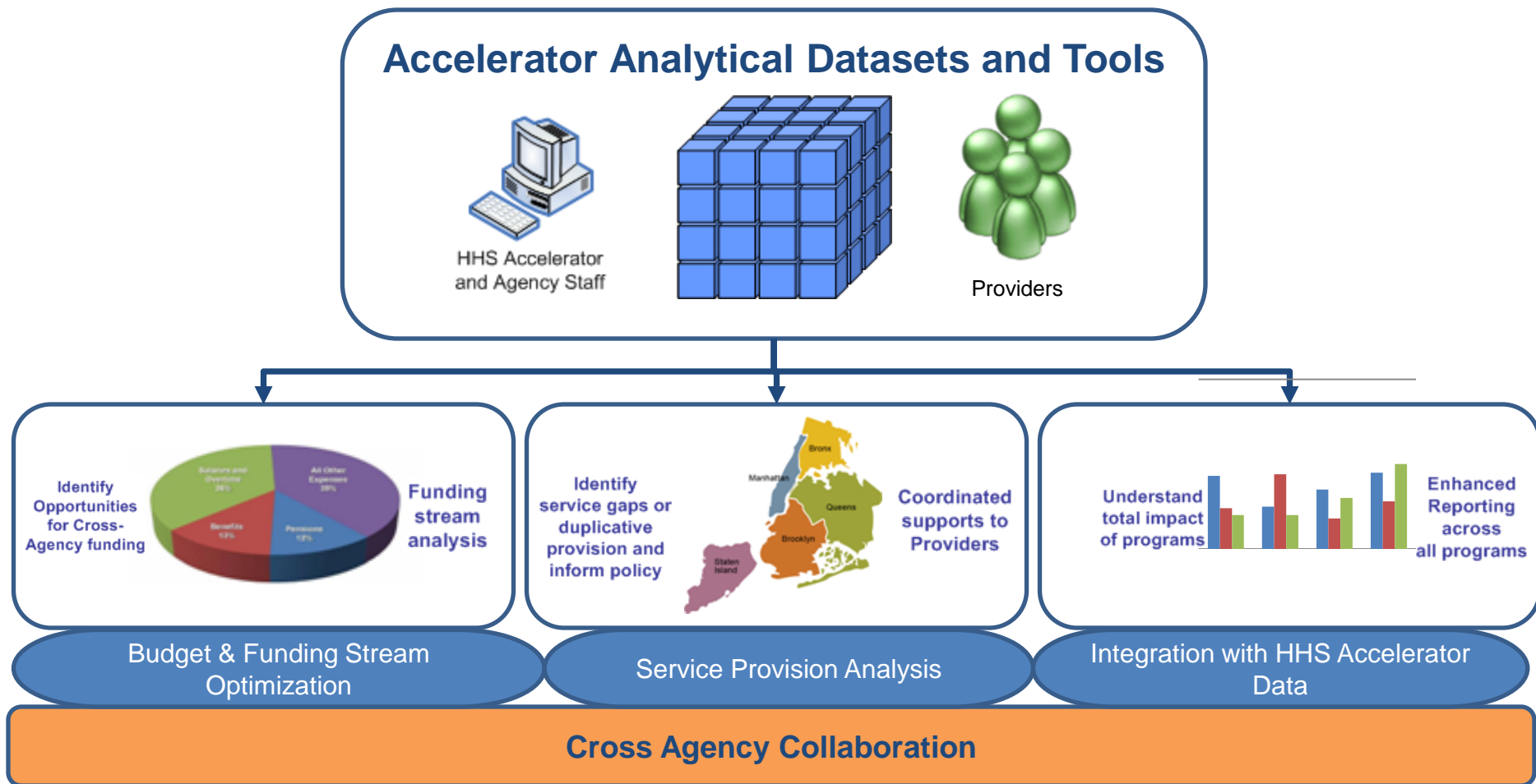
- HHS Accelerator managed CCS Catalog submission review team made up of Subject Matter Experts (“CCS Catalog Committee”) would review submissions and liaise with submitting agency staff
- CCS Catalog Committee would vote on suggestion
- Submit to ESC for final sign off.

Responsibilities of HHS Accelerator Unit-

- Regular publication on website of the CCS Catalog including summary of any changes
- Training for Agency staff.



CCS Catalog – Data Analysis



CCS Catalog – Data Analysis

Funding Stream Optimization

- All funding streams to be defined in terms of CCS Catalog elements to allow for identification of opportunities to utilize funding streams across programs and to increase funding

Service Gap Identification

- CCS Catalog will allow for geographic and service mapping across programs to identify where services can be enhanced to improve access and effectiveness

Coordinated Provider Support

- HHS Accelerator Application process will identify where in the CCS Catalog there are many providers and where the City should invest in encouraging the development of provider capabilities

Integration with HHS Accelerator Data

- HHS performance metrics will be mapped to the CCS Catalog to provide enhanced performance focus at key points in the CCS Catalog

Enhance opportunities for cross-agency collaboration by designing programs to meet needs using elements across the CCS Catalog.

