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

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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

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Why is the CCS Catalog Needed?

Agency Programs

Agency Programs

Agency Programs

Agency Programs

Agency Programs

HHS Accelerator Analysis

HHS Accelerator gathered and analyzed CCS programs and activities

NYC HHS Accelerator — SPEEDING PROCUREMENT & INNOVATION

Public facing catalog of Client and Community Services purchased by NYC Agencies

Child Welfare Services	Homeless Shelter	Substance Abuse	Recreation	Workforce Development

Homeless	Seniors	Chronic Illness	Mental Illness	Young Adults (16-24)
Children (0-4)	School Aged-Children	Domestic Violence Victims	Foster Children and Youth	Substance Abusing

All services and programs defined by one or more common services areas, populations, geographies, or functions

All NYC				
Bronx	Brooklyn	Queens	Manhattan	Staten Island
Neighborhoods	Neighborhoods	Neighborhoods	Neighborhoods	Neighborhoods

Facility Management	Professional Services	Consulting	Food Preparation	Transportation

HHS Accelerator Staff

Provider Portal

CCS Catalog will provide an IT-enabled back end rules engine to connect services and enable cross-agency analysis

Enhanced procurement and process streamlining

IT-enabled Solicitations

Procurement Prequalification

Identify Opportunities for Cross-Agency funding

Funding stream analysis

Budget & Funding Stream Optimization

Identify service gaps or duplicative provision

Coordinated supports to Providers

Service Provision Analysis

Understand total impact of programs

HHS Outcome Model

Enhanced Reporting

Outcomes Analysis

Cross-Agency Collaboration

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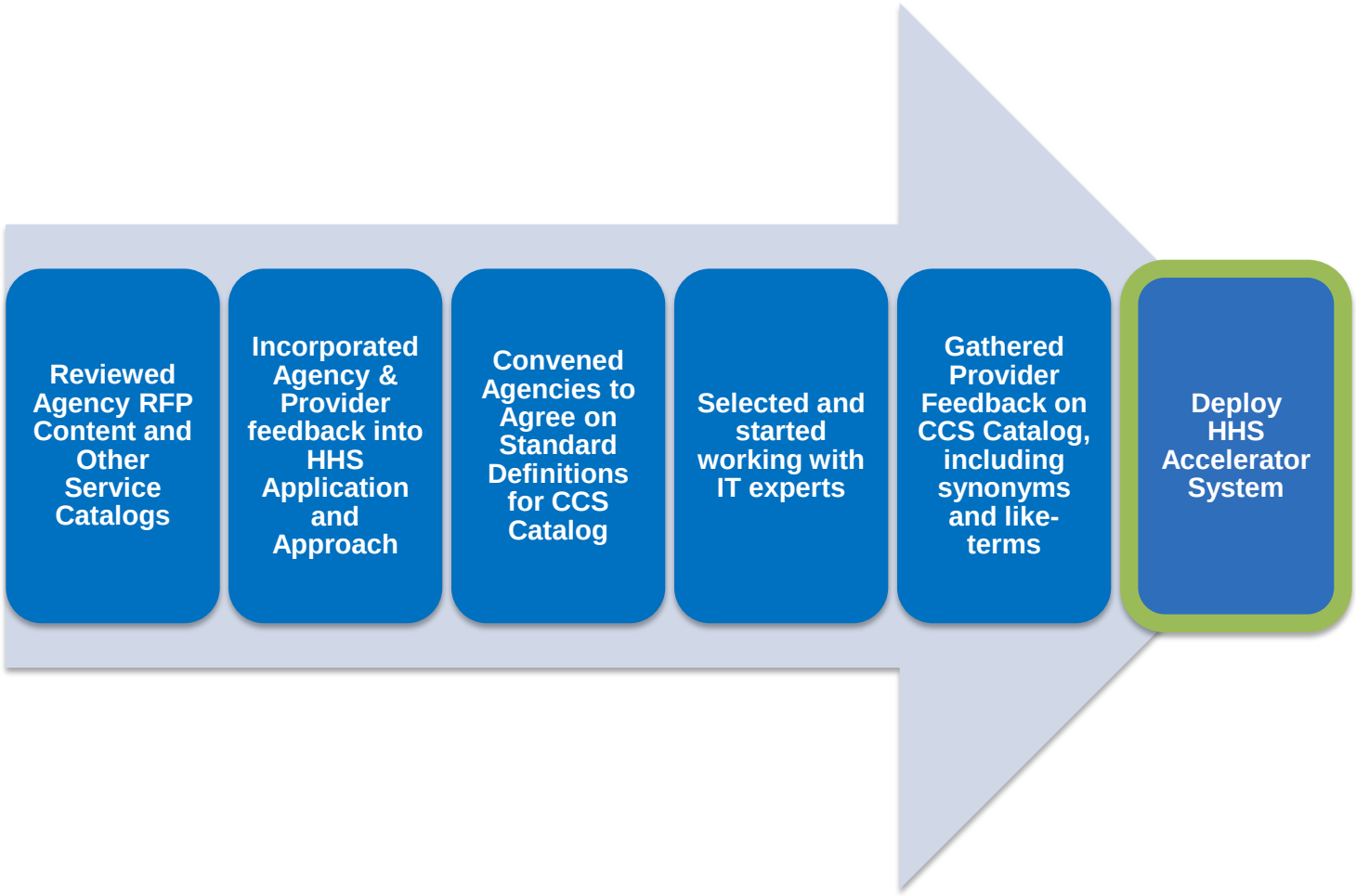
CCS Catalog Development



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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: • 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)

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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.

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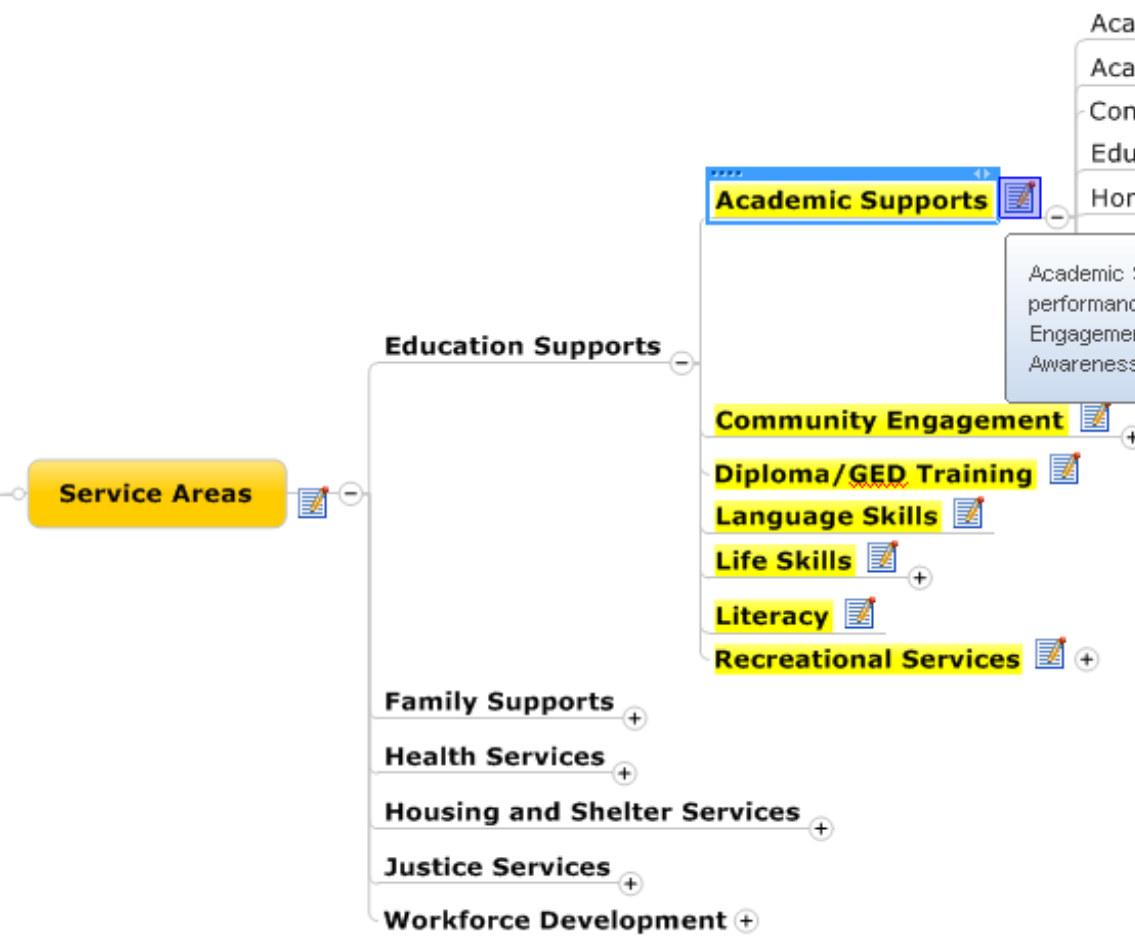
Branch Detail Example: Education Supports



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

Service Area branches contain:

- Category Headings ("Education Supports")
- Service Application Qualification Elements (highlighted)
  - *Require supporting documentation*
  - *Used to generate RFP distribution lists*
- Specializations (shown under "Academic Supports")
  - *Self-selected by providers*
- Definitions and associated services for all elements to assist in provider navigation

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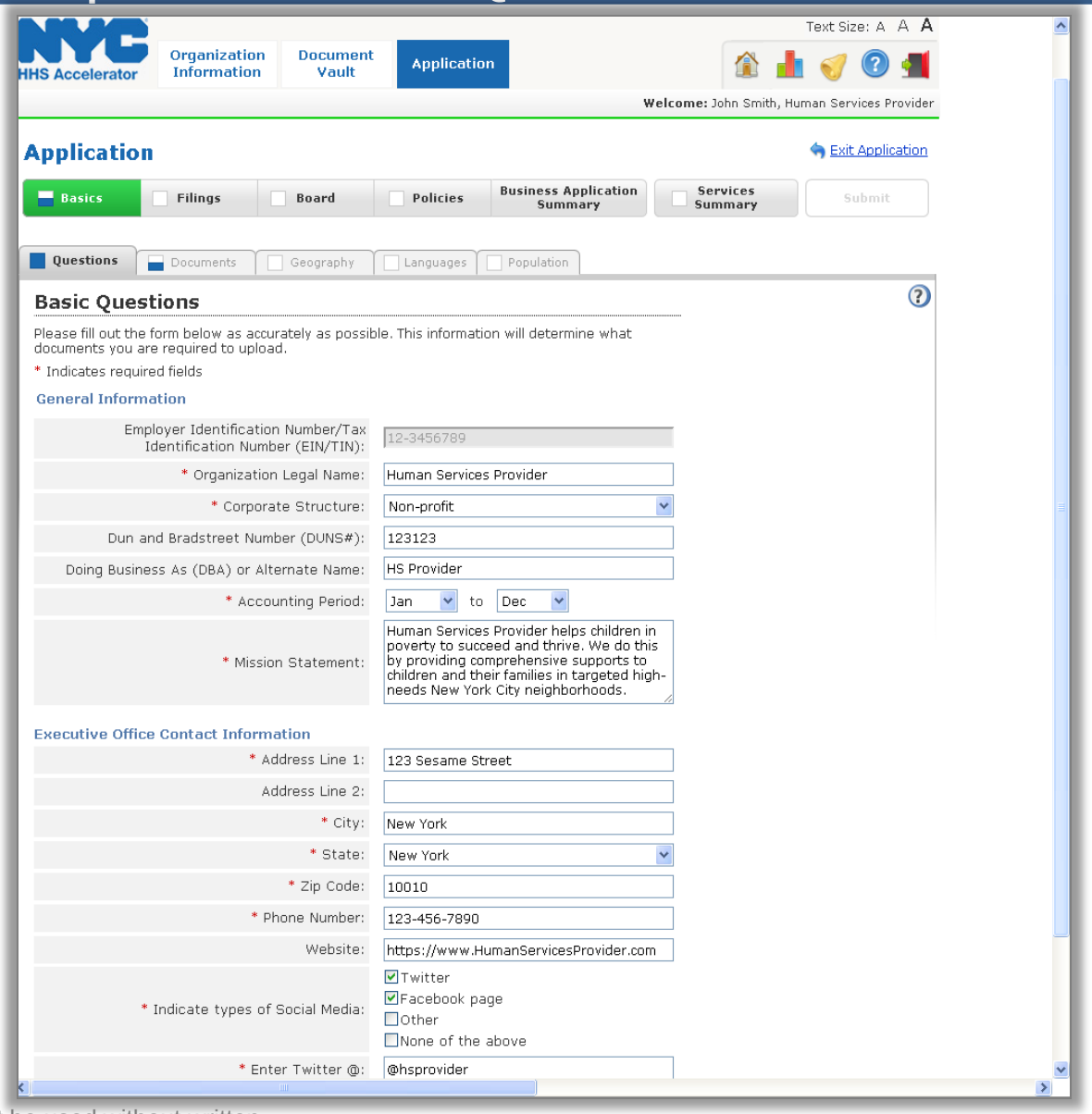
HHS Accelerator Business Application Screen Mock-up: BASICS - Questions



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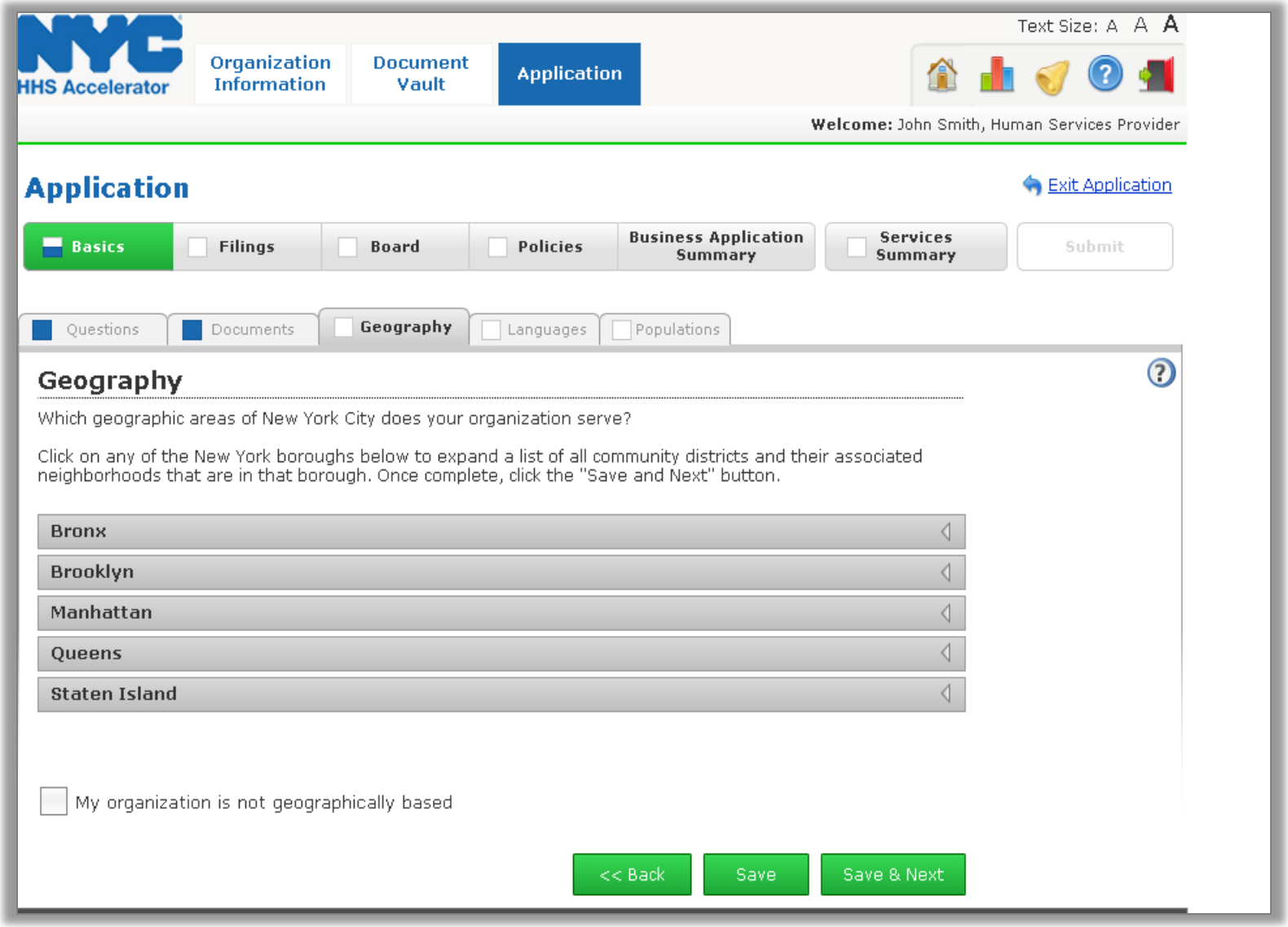
HHS Accelerator Business Application
Screen Mock-up: BASICS - Geography



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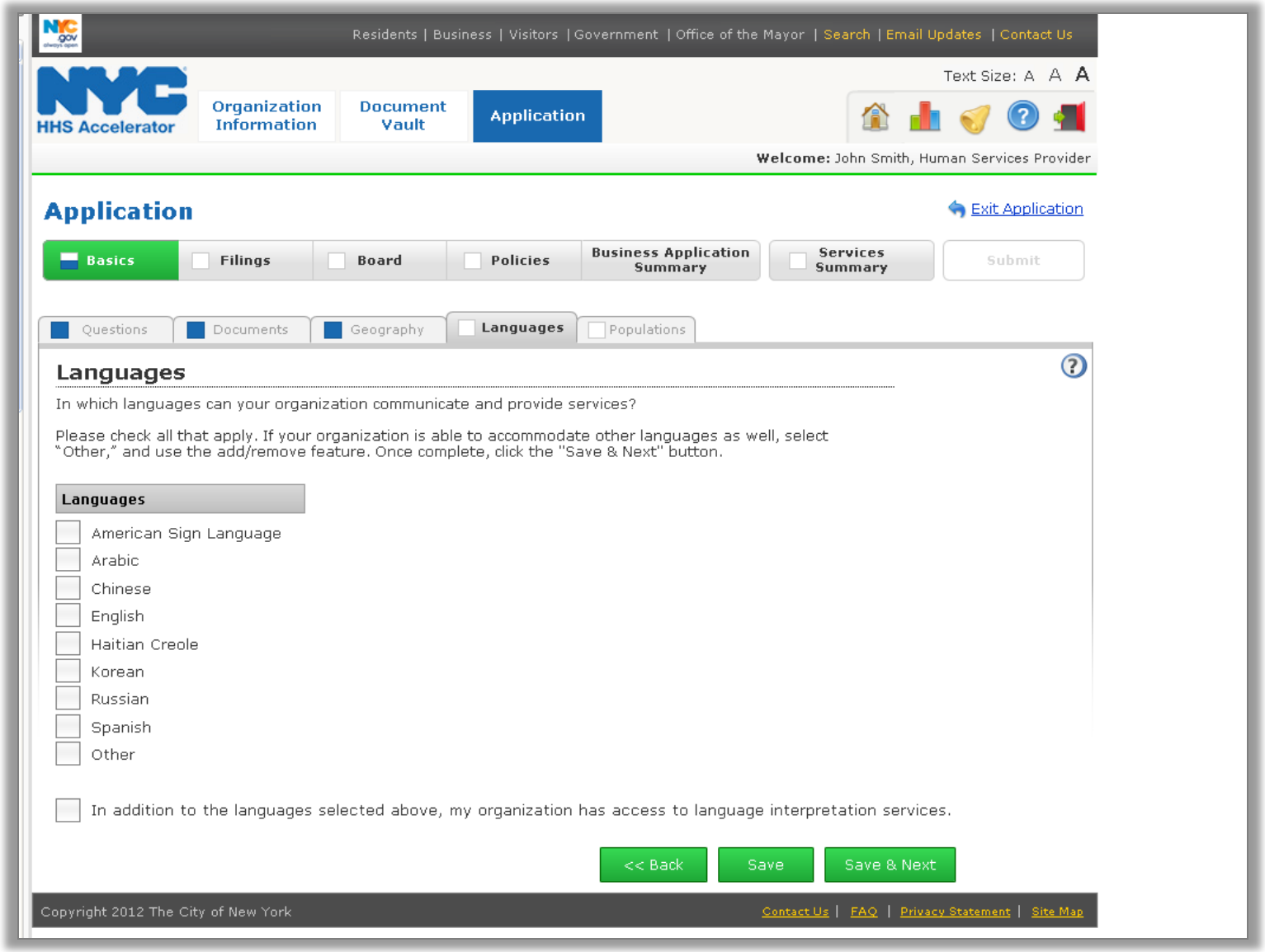
HHS Accelerator Business Application
BASICS - Languages



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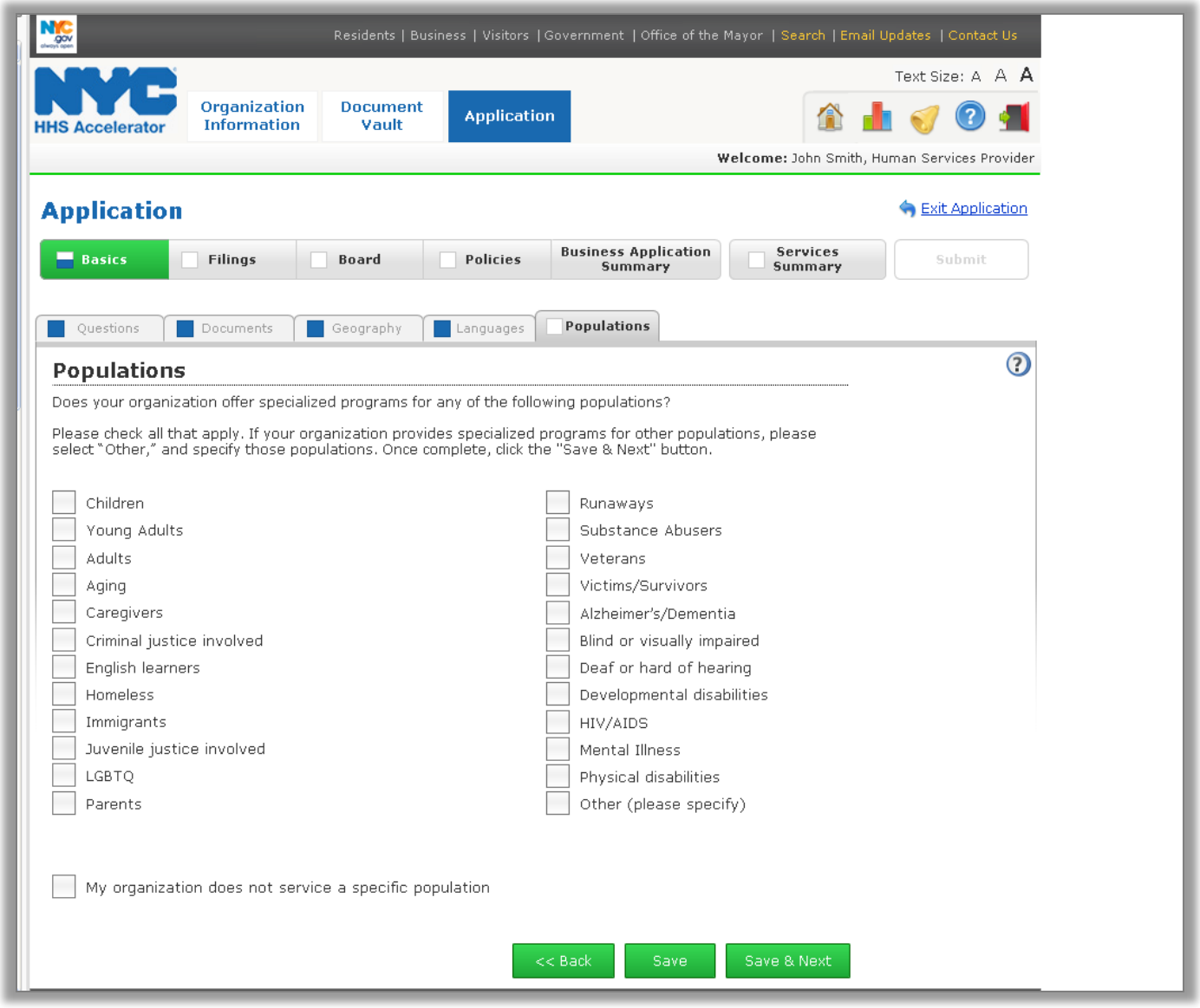
HHS Accelerator Business Application
Screen Mock-up: BASICS - Populations



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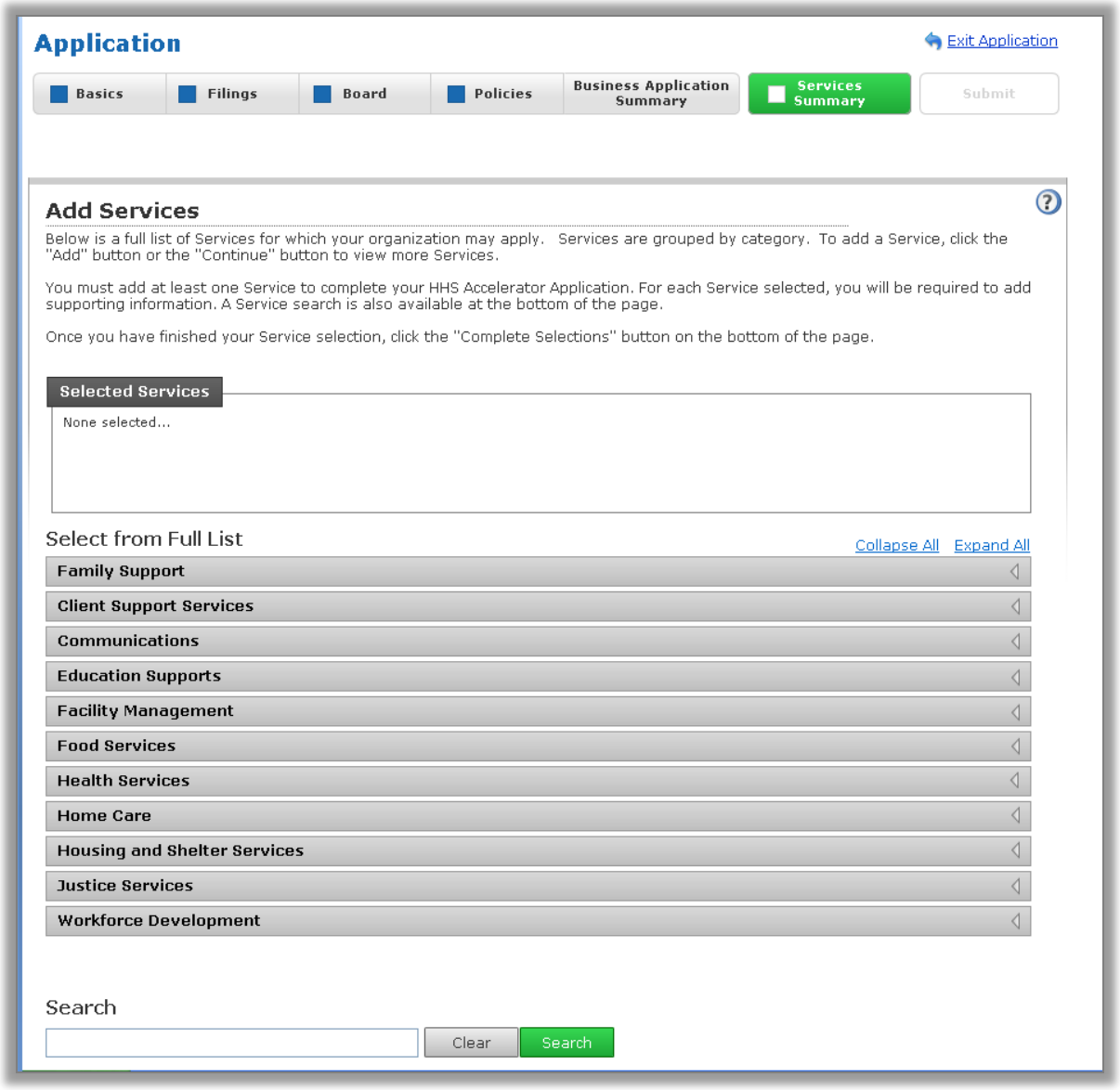
HHS Accelerator Services Application Screen Mock-up: - Index and Search



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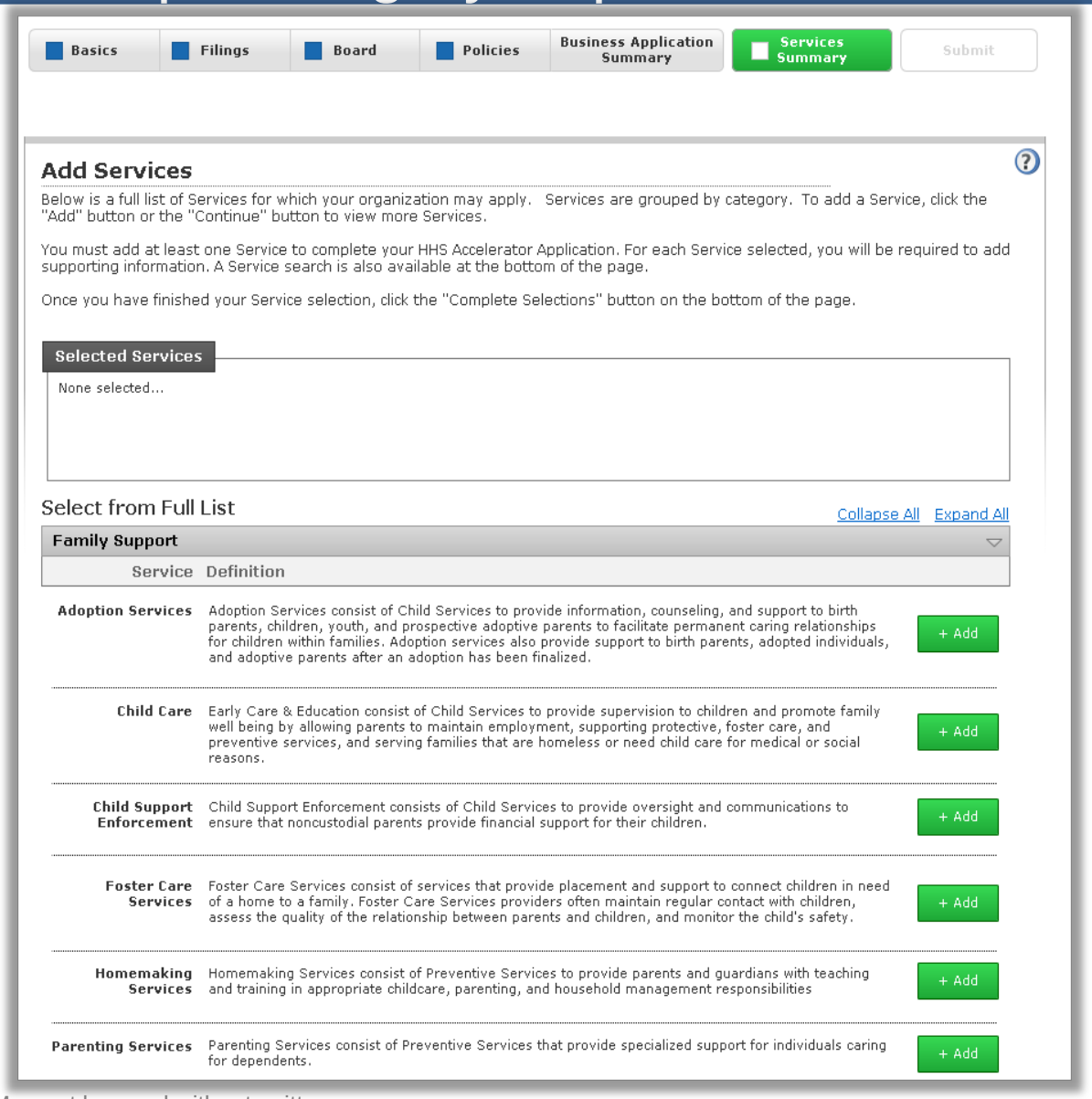
HHS Accelerator Services Application Screen Mock-up: Category Expansion



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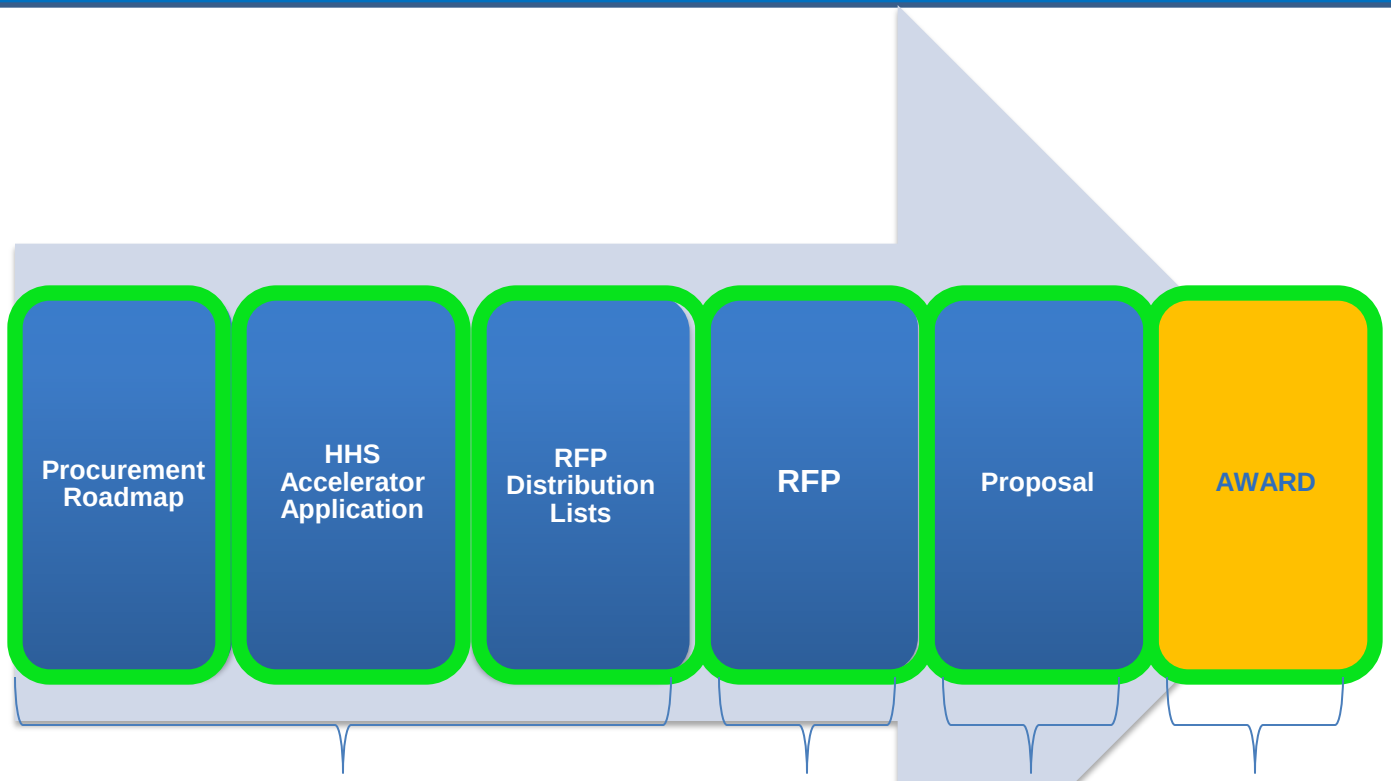
CCS Catalog and the Procurement Process



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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

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Agency Procurement Example: DYCD SYEP

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

- Job/Vocational Training
- Work Readiness
- Job Placement Services
- Life Skills
- Academic Supports

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

Specializations:

- Financial Literacy
- Skills Assessment
- Career Advisement
- Workplace Literacy

Populations:

- Young Adults – Ages 14-24
- Runaway

Geography:

- Bronx

Languages:

- Spanish

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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

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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.

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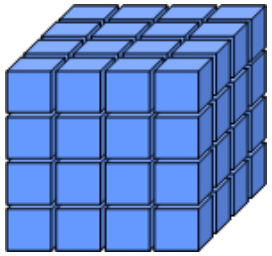
CCS Catalog – Data Analysis

Accelerator Analytical Datasets and Tools

HHS Accelerator and Agency Staff



Providers

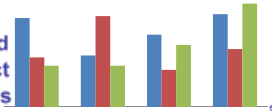
Identify Opportunities for Cross-Agency funding

Funding stream analysis

Identify service gaps or duplicative provision and inform policy

Coordinated supports to Providers

Understand total impact of programs



Enhanced Reporting across all programs

Budget & Funding Stream Optimization

Service Provision Analysis

Integration with HHS Accelerator Data

Cross Agency Collaboration

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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.

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