



Request for Proposals

Mentoring and Advocacy Program (MAAP) EPIN 06818I0005

Table of Contents

1. Program Background
2. Program Expectations, Proposal Instructions, and Evaluation
 - A. Required Experience 25 Points
 - B. Program Services 30 Points
 - C. Staff Qualifications and Training 25 Points
 - D. Monitoring and Reporting 10 Points
 - E. Budget Management 10 Points
3. List of Attachments
 - A. Attachment A — General Information and Regulatory Requirements
 - B. Attachment B — Doing Business Data Form
 - C. Attachment C — Proposal Budget Summary
 - D. Attachment D — Mentoring and Advocacy Program Structured Proposal Form
 - E. Attachment E — ACS Preventive Services Quality Assurance Standards and Indicators
4. Basis for Contract Award and Procedures
 - A. Proposal Evaluation
 - B. Contract Award

IMPORTANT NOTE: This Request for Proposals is issued through the HHS Accelerator system to those organizations prequalified in the relevant service areas. Likewise, proposals must be submitted through the HHS Accelerator system in the manner set forth in the 'Procurements' section of the system by those same prequalified organizations. Go to www.nyc.gov/hhsaccelerator to learn more.

Basic Information

RFP Release Date	February 15, 2018				
Proposal Due Date	March 30, 2018 @ 2:00 PM				
Pre-Proposal Conference	March 2, 2018	2:00 PM	Place: NYC Administration for Children’s Services Manhattan Conference Room 150 William Street, 19 th Floor New York, NY 10038		
Anticipated Contract Term	<ul style="list-style-type: none"> November 1, 2018 – October 31, 2021, with two, three-year renewal options. 				
Agency Contact Person	MAAP-RFP@acs.nyc.gov				
Anticipated Funding and Payment Structure	<ul style="list-style-type: none"> Total Funding Amount: \$7,200,000. <ul style="list-style-type: none"> \$600,000 annually for each of the four (4) boroughs below. Number of Contracts: 4 (one for each competition) 				
		Brooklyn	Bronx	Manhattan	Queens
	Total Point-in-Time Slots	20	20	20	20
	Focus Neighborhoods (must select at least one (1))	<ul style="list-style-type: none"> Bedford Stuyvesant Brownsville East New York 	<ul style="list-style-type: none"> Melrose/Morrisania Highbridge Soundview University Heights 	<ul style="list-style-type: none"> Washington Heights Lower East Side 	<ul style="list-style-type: none"> Jamaica Far Rockaway
	Annual Available Funding	\$600,000	\$600,000	\$600,000	\$600,000
		<ul style="list-style-type: none"> Payment Structure: Payment is line-item reimbursement for permissible expenses up to the maximum allowable annual budget based on the contract award. See chart for total anticipated point-in-time slots per borough and annual available funding per borough. 			
Minimum Qualification Requirements	<ul style="list-style-type: none"> Proposers must have at least three (3) years of experience providing community-based, preventive services to at-risk youth or juvenile justice involved youth. Proposals and Budgets must be submitted using Attachment D, Mentoring and Advocacy Program Structured Proposal Form, and Attachment C, Proposal Budget Summary, respectively. <p>Proposals that fail to meet the Minimum Qualification Requirements will be deemed non-responsive and will not be considered further for evaluation.</p>				

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Questions Regarding this RFP	<ul style="list-style-type: none"> • Questions regarding this RFP must be transmitted in writing to the Agency Contact Person at MAAP-RFP@acs.nyc.gov. • Questions received prior to the Pre-Proposal Conference will be answered at the conference. • Substantive information and responses to questions addressed at the Pre-Proposal Conference will be released in an addendum to the RFP to all organizations that are prequalified to propose to this RFP through the HHS Accelerator system, unless in the opinion of ACS, the question is of a proprietary nature. • ACS cannot guarantee a timely response to written questions regarding the RFP received less than one week prior to the Proposal Due Date.
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Proposal Submission Instructions

General Guidelines	<ul style="list-style-type: none"> • All Proposals must be submitted utilizing the Procurement Tab of the HHS Accelerator system at www.nyc.gov/hhsacceleratorlogin by providers with approved HHS Accelerator Applications, including Business Application and required Service Application(s) for the areas listed in the Services and Providers Tab. • Proposals received after the Proposal Due Date and Time are late and shall not be accepted, except as provided under New York City’s Procurement Policy Board Rules, Section 3-16(o)(5). • Please allow sufficient time to complete and submit Proposals, which includes entering information, uploading documents and entering log-in credentials. The HHS Accelerator system will only allow Providers to submit Proposals prior to the Proposal Due Date and Time. • Providers are responsible for the timely electronic submission of proposals. It is strongly recommended that Providers complete and submit their Proposals at least 24 hours in advance of the Proposal Due Date and Time. • Proposals and Budgets must be submitted using Attachment D, Mentoring and Advocacy Structured Proposal Form, and Attachment C, Proposal Budget Summary, respectively. • Resources such as user guides, videos, and training dates are listed on www.nyc.gov/hhsaccelerator. For more information about submitting a proposal through the HHS Accelerator system, please contact help@mocs.nyc.gov.
Proposal Details	
Competition Pools A separate and complete proposal must be submitted for each borough proposed.	<p>Indicate if proposing to provide services in one of the following boroughs:</p> <ul style="list-style-type: none"> • Brooklyn • Bronx • Manhattan • Queens <p>Proposer may submit proposals for any or all boroughs, however, Proposers will be limited to a maximum of two contract awards from this RFP.</p>
Proposal Title	<ul style="list-style-type: none"> • Enter the proposal title.
Proposal Contact Information	<ul style="list-style-type: none"> • Enter the organization’s primary contact person, address, phone number, and email address for this RFP.

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Service Unit	<ul style="list-style-type: none"> • Enter the TOTAL ANNUAL funding request.
Custom Question 1	<ul style="list-style-type: none"> • Enter the Focus Neighborhood(s) to be served.
Custom Question 2	<ul style="list-style-type: none"> • Does Proposer have at least 3 years of experience providing community-based, preventive services to at-risk youth or juvenile justice involved youth?

Proposal Documents		
	Document Type	Description
Required Documents Note: Proposers must submit a separate and complete proposal for each competition.	Proposal	Completed Structured Proposal Form
	Budget	Completed Proposal Budget Summary
	Organizational Chart	Completed Organizational Chart
	Doing Business Data Form	Completed Doing Business Data Form
	Improvement Plan	Improvement Plans, if any, within the last five (5) years from ACS, another government agency, a model developer, or other funder of the Proposer's services if the Proposer was placed on any Corrective Action Status or Heightened Monitoring Status, or a letter stating that no Improvement Plans were issued during this period
Additional Requirements for Documents	<ul style="list-style-type: none"> • Proposal document file size cannot exceed 12 MB. • Proposal documents must be in one of the following file formats: Word (.doc, .docx), PDF (.pdf), and Excel (.xls, .xlsx). • Only one document file can be added to each required document slot. If you need to combine documents, complete one of the following steps: <ul style="list-style-type: none"> ○ For Word documents: Cut and paste contents of all documents into one Word document. ○ For PDF documents: Combine files into a single PDF. ○ For printed documents: Scan the multiple documents into a single document. 	

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Section 1 – Program Background

A. Agency Overview

1. The Administration for Children’s Services (ACS) is the New York City agency responsible for child welfare and juvenile justice services. ACS’ Division of Youth and Family Justice (DYFJ) provides citywide juvenile justice services with a focused strategy to place youth on the path toward school, work, and successful adulthood.
2. DYFJ provides a wide range of services to improve the lives of young people and families involved in every stage of the juvenile justice system, while building stronger and safer communities and advancing public safety. DYFJ’s continuum of programs include preventative, detention, residential placement, aftercare, and alternatives to placement. The services requested through this RFP would benefit young people who come into contact with ACS through DYFJ’s program areas:
 - a. Family Assessment Program (FAP), which was launched in 2002 to serve status offenders or PINS (Person In Need of Supervision) youth up to age 18 who are charged with offenses unique to their status as juveniles such as truancy, ungovernability and running away from home.
 - b. Detention, which provides temporary residential services for alleged juveniles whose cases are pending in the Family or Criminal Courts.
 - c. Juvenile Justice Initiative (JJI), which was launched in 2006 to provide intensive, home-based, evidence-based services to youth adjudicated as juvenile delinquents in Family Court who would otherwise be placed in an institutional setting.
 - d. Close to Home program, which was launched in 2012 to provide residential placement for youth adjudicated as juvenile delinquents in Family Court and to provide aftercare services for those youth transitioning back into the community.

B. Program Purpose and Goals

1. This Request for Proposal is seeking appropriately qualified organizations that are skilled and experienced in delivering individualized, strength- and advocacy-based wraparound support services capable of achieving DYFJ’s desired outcomes and meeting ACS’ standards. Specifically, the purpose of this RFP is to identify providers that can implement a comprehensive mentoring and advocacy program for youth involved in, or at risk of involvement in, the juvenile or criminal justice system. At-risk youths would include, but not be limited to, youth who exhibit risk factors that would increase the likelihood that the youth will engage in delinquent behaviors such as not attending school on a regular basis or history of suspensions, drug/alcohol use or abuse, association with negative peers, and pattern of family conflict or violence. The model would include individual assessments of each youth’s strengths, needs and goals; case management; mentoring services with intensive supervision and 24/7 crisis intervention; youth-centered self-advocacy training; educational and/or vocational skill-building and supports; direct engagement with youth around pro-social activities; and family engagement activities and supports.
2. ACS is committed to helping to support and stabilize families, and enable youth to remain safely in or return to family settings. The comprehensive mentoring services described above would be made available to participants across DYFJ’s continuum of services which serve youth (many of whom are high risk) who may have significant family, educational,

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or behavioral challenges and who have generally not succeeded with previous types of interventions. ACS is seeking providers with expertise in working with PINS youth and youth alleged to be or adjudicated to be delinquent in Family Court.

3. The goals of this program are to:

- a. Support families in problem solving and conflict resolution without intervention of the court system.
- b. Assist youth and families in managing the logistics and meeting the demands of court ordered stipulations, probation and/or aftercare programmatic requirements, attendance at all court hearings, as well as probation office aftercare reporting requirements.
- c. Promote positive behaviors, healthy relationships, and problem-solving skills that allow youth to remain in the community and reduce involvement in the juvenile justice system.
- d. Support the safe and successful transition of youth returning to their homes and communities following placement.
- e. Utilize an intervention strategy that will pair youth with mentors who are able to effectively advocate on behalf of assigned youth, and skilled in developing and implementing individualized success plans that promote skill building, engagement and personal development.
- f. Connect youth and families to a range of formal and informal community supports that are sustainable over time and increase youth engagement in education, enhance their future employability, create opportunities for youth to contribute to their communities in meaningful ways, and improve their overall social and emotional skills.
- g. Assist the youth in becoming successful, contributing members in their communities.

C. Service Areas

1. ACS is seeking to provide services listed above in Manhattan, Bronx, Brooklyn, and Queens. Each proposal must select at least one of the following focus neighborhoods in which to provide the services. Proposers should submit a separate and complete proposal for each competition in which they seek to provide services. ACS intends to award one contract per competition for a total of four contracts.
2. Proposers must propose to serve 20 youth at any time for each competition. The 20 slots per competition listed below are point-in-time slots (i.e., the total number of youth a Contractor must serve at any one time).

	Brooklyn	Bronx	Manhattan	Queens
Total Point-in-Time Slots	20	20	20	20
Focus Neighborhoods (must select at least one (1))	<ul style="list-style-type: none"> • Bedford Stuyvesant • Brownsville • East New York 	<ul style="list-style-type: none"> • Melrose/Morrisania • Highbridge • Soundview • University Heights 	<ul style="list-style-type: none"> • Washington Heights • Lower East Side 	<ul style="list-style-type: none"> • Jamaica • Far Rockaway

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Annual Available Funding	\$600,000	\$600,000	\$600,000	\$600,000
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Section 2 – Program Expectations, Proposal Instructions, and Evaluation

A. Required Experience

1. Program Expectations

- a. Contractors would have at least three years of successful, relevant experience in one or more of the following areas:
 - i. Working with at-risk youth, aged 12 to 21, and their families to prevent the youth from becoming involved in the juvenile/criminal justice system;
 - ii. Providing alternative-to-detention/incarceration services to families with youth aged 12 to 21 who are involved in the juvenile/criminal justice system;
 - iii. Providing alternative-to-placement and/or aftercare services to families with youth aged 12 to 21 who are involved in the juvenile/criminal justice system; or
 - iv. Implementing and providing advocacy and mentoring services to families with youth aged 12 to 21 with maladaptive behaviors, substance abuse histories, or who are facing other issues common to youth and families involved in the juvenile/criminal justice system.
- b. Contractors would have at least three years of successful, relevant experience establishing relationships with and referring youth to community-based organizations that provide youth aged 12 to 21 with pro-social activities, including educational support and/or tutoring.

2. Program Instructions

- a. Complete the Required Experience section of the Mentoring and Advocacy Program Structured Proposal Form, Attachment D.
- b. Attach copies of the following documents:
 - i. Improvement Plans, if any, within the last five (5) years from ACS, another government agency, a model developer, or other funder of the Proposer’s services if the Proposer was placed on any Corrective Action Status or Heightened Monitoring Status, or a letter stating that no Improvement Plans were issued during this period.

3. Evaluation

- a. This section will be evaluated based on the extent to which a Proposer demonstrates successful, relevant experience as outlined in this section. It is worth a maximum of **25** points in the Proposal Evaluation.

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B. Program Services

1. Program Expectations

a. Target Population

- i. Contractors would serve youth aged 12 through 21 who:
 - a) Are at risk of a PINS petition being filed in Family Court and a possible remand on that case; or
 - b) Are at risk of being placed on a juvenile delinquency petition as determined by the Department of Probation or the Family Court during the juvenile delinquency proceeding; or
 - c) Are scheduled to be released and transitioning from a Non-Secure Placement (NSP) or Limited Secure Placement (LSP) facility to home on aftercare; or
 - d) Are at risk of further involvement in the juvenile justice system as a result of certain behaviors the youth continues to exhibit upon their release from probation, detention or placement.

- ii. The typical profile of youth targeted for this intervention may include some of the following:
 - a) Pattern of antisocial behavior;
 - b) Association with delinquent and substance-using peers; gang involvement;
 - c) History of multiple arrests;
 - d) History of unsuccessful program participation;
 - e) Poor school attendance and/or behavioral problems at school;
 - f) Substance Abuse;
 - g) Mental health needs;
 - h) History of aggressive behavior; and
 - i) Family history of domestic violence, unemployment, substance abuse, criminal justice system involvement, mental health disorders, and/or other challenging life circumstances.

- iii. Contractors would accept all referrals from ACS and maintain a no reject/eject policy. ACS will be the only referral source for these services. Contractors would not accept “walk-ins” or transfers from other programs. If a Contractor determines a referral was erroneously made by ACS, the Contractor may appeal the referral to ACS.

b. Program Model

- i. Contractors would provide prompt, targeted, effective, time-limited services that directly address the challenges and needs of youth and families being served under this intervention.

- ii. Contractors would employ mentors to work individually with young people for up to 20 hours each week. The mentors would help to design and implement success plans for individual youth that reflect the goals, ideas, dreams and aspirations of the youth. The Contractor would have flexibility in determining

the specific number of hours per week based on the needs of each youth. Contractors must proactively engage and maintain the youth in services.

- iii. Contractors would follow the policies and procedures from the program area within DYFJ that makes the referral.
- iv. The Contractor would work with youth for an average of six months. However, if the referral comes from JJI, the contractor would work with the youth for a minimum of six months. The Contractor would have some flexibility in the length of service (except for the six-month minimum for youth referred by JJI) to promote opportunities for youth to be more successful.
- v. Contractors are required to provide services to families from within their awarded neighborhood(s). Contractors may provide services to families outside of the selected neighborhoods if the Contractor has available capacity.
- vi. Contractors would provide services during hours best designed to meet the needs of the youth and families being served. This strategy must include flexible hours to accommodate school hours and working family members in a manner that is least disruptive to youths' and families' daily life activities, religious proscriptions, medical and health-related conditions, and neighborhood safety conditions. In addition, staff would be on-call and available 24 hours a day, seven days per week to address any crisis that arises.
- vii. Contractors would collaborate with juvenile court stakeholders, including the Department of Probation, DYFJ staff (including FAP, JJI, Detention, and Close to Home), and contracted provider staff, and attend any necessary court hearings, ACS meetings, probation appointments, school conferences, and non-secure or limited secure placement transition meetings.
- viii. Contractors would assess the needs of the youth and assign to each youth a single mentor who would work with the youth across a wide range of wellbeing areas including academic, workforce development, family engagement, social emotional development, and health. The mentors would have responsibilities including but not limited to:
 - a) Working with youth to develop an individualized success plan that reflects the youth's strengths, needs, goals, wishes, dreams, and aspirations; implementing, updating, and monitoring individualized success plans to reflect youth's changing needs and progress;
 - b) Assisting the youth and family to fully understand and adhere to the court-ordered obligations, conditions of probation, or aftercare;
 - c) Appearing at court hearings and at probation or aftercare meetings to support youth, and helping to articulate efforts, progress and obstacles encountered in pursuing identified goals and adhering to required conditions;
 - d) Offering one-to-one mentoring support to youth to help them develop healthy and sustainable relationships with their families, schools, and communities;
 - e) Working with the youth and family to safely and successfully address issues of conflict and stress within the family and home environment;

- f) Serving as an advocate for the youth with governmental and non-governmental agencies and representatives, including school officials, employers, community agencies, and juvenile justice agency personnel, to assist in the securing of needed services and/or aiding in the attainment of established goals; and teaching youth effective self-advocacy skills;
 - g) Engaging youth in appropriate educational and/or vocational training through attendance monitoring, advocacy, problem solving, and by celebrating incremental successes;
 - h) Identifying and connecting youth and families with formal and informal supports services in their communities that can assist them in achieving identified goals; and
 - i) Connect with youth on a personal level and provide healthy guidance to youth in making smart, informed decisions both large and small.
- ix. Contractors would provide a full array of services that facilitate strengthened youth and family functioning and improved outcomes in key areas, including school, health, mental health, and justice system involvement. Contractors would offer services to all referred youth based upon their needs, including, but not limited to:
- a) School-based advocacy with the Department of Education (DOE) and DOE personnel;
 - b) Connection to vocational and educational programs that match the youth's interest, skills, experience, and/or limitations, where practicable;
 - c) Working with youth and families to overcome logistical and other challenges that impact school and program attendance;
 - d) Advocacy, which includes referring and/or escorting youth and their families to appropriate services within their communities, and assisting youth and families with successfully navigating access to public/private sector services to the extent such services are needed in order to maximize positive outcomes;
 - e) Ongoing mentoring, training and supervision that promotes supportive problem solving, skill building, and information sharing;
 - f) Crisis intervention services that are available 24 hours a day, 7 days a week; and
 - g) Connection to pro-social activities that promote positive interaction with others and service to the youth's community.
- x. Contractors would fulfill all programmatic requirements and follow all requirements set forth in the ACS Preventive Services Quality Assurance Standards and Indicators (Attachment E); all federal, state, and local laws, rules, and regulations pertaining to preventive services and aftercare for juvenile justice; and follow any ACS guidelines, policies, and procedures associated with or developed for this program.
- c. Program Approach. Contractors would use an approach to the provision of services that has the following features:
- i. Operational Alignment
 - a) Contractors would be prepared and have the processes in place to receive referrals from ACS. ACS staff will conduct a prompt assessment of every

youth and family. Based on this assessment, ACS may refer a family to a Contractor. Once a referral is received, a Contractor would make outreach to youth and their families and provide the contracted services per the following section, “Swift, Appropriate, and Accessible Outreach to Families.”

- ii. Swift, Appropriate, and Accessible Outreach to Families
 - a) Contractors would make an outreach attempt to the family within twenty-four (24) hours of receiving a referral from ACS (including, if needed, on Saturdays for referrals made on Fridays, and on holidays for referrals made the day before a holiday). The Contractor’s staff would have an initial meeting with the family within five (5) calendar days of the referral.
 - b) Since family crises do not always occur during regular business hours, Contractors would be prepared to respond to youth and families outside of regular business hours, including weekends and holidays. Contractors would organize staff coverage schedules so as to minimize the risk of staff burnout while appropriately meeting the needs of youth and families in crisis.
- iii. Access to Supplemental Services
 - a) Contractors would establish relationships with community-based organizations that are able to provide youth with pro-social activities, including vocational/educational support and/or tutoring. Formal linkage agreements are not required; however, Contractors would have referral processes in place to directly link youth to pro-social activities.
- iv. Accessibility Standards
 - a) Contractors would assess the communication skills of each youth and family to be served and address all identified family literacy limitations so that both oral and written communications occur at an appropriate level to enable the youth’s and family’s full participation in and understanding of the services being offered.
 - b) Contractors would provide culturally and linguistically competent services through staff who are representative of the population served and fluent in the languages spoken by participating youth and families. If translation services are needed, Contractors would provide translation services at no additional cost to ACS.
 - c) Contractors would have a strategy to guide staff in balancing the task of delivering program content with being responsive to a family’s cultural beliefs and immediate circumstances.
 - d) Contractors would make services accessible to clients with physical disabilities, which may include, but are not limited to, offering Telecommunication Device for the Deaf (TDD) services; raising staff awareness about serving people with disabilities; using large-print informational reading materials; and establishing referral protocols to programs that serve people with disabilities.

d. Program Locations

- i. Contractors would operate a program office that is within at least one of the boroughs they are awarded to serve. Program offices do not have to be identified

in the proposal; however, they must be identified and ready to be occupied by staff by the contract start date.

- ii. Contractors would provide mentoring services in and around each youth's neighborhood, and referrals to any services would also be within the youth and family's neighborhood or as close to their own neighborhoods as possible. If mentoring does not occur in the home, other appropriate locations could include the youth's school, public parks/recreation spaces, local cafes, community-based after-school programs, and other community settings that are not the Contractor's program offices or facilities.

2. Proposal Instructions

- a. Complete the Program Services section of the Mentoring and Advocacy Program Structured Proposal form, Attachment D.

3. Evaluation

- a. This section will be evaluated based on the quality of the proposed program services and the Proposer's ability to provide the services described in this section. It is worth a maximum of **30** points in the Proposal Evaluation.

C. Staff Qualifications and Training

1. Program Expectations

- a. The Contractors would ensure that the following required staffs would be employed:
 - i. Program Director (FTE to be determined by Proposer): Responsible for overall program oversight and management including but not limited to: oversight of the mentoring staff; individual success plan development, quality, and implementation; meeting all reporting requirement; providing attendance at meetings; providing stakeholder engagement; and preparing financial reporting.
 - ii. Supervisor (1 FTE): Responsible for direct supervision of social worker and mentors. Also responsible for oversight of documentation in required systems (e.g., Connections, PROMIS, etc.).
 - iii. Mentors: (Number of required mentors to be determined by proposer and depends upon programmatic model and use of full or part time staff): Responsible for one-on-one advocacy as described in Section 2.B.1.b.viii of this RFP.
 - iv. Social Worker (1 FTE): Responsible for meeting with youth and family to develop individual success plans inclusive of the youth and family's goals, needs and wishes. In addition, the Social Worker can provide mental health counseling to youth and family if that has been identified as a needed support.

- v. Resource Coordinator (1 at approximately 28 hours per week): Will assist the Social Worker and Mentors in identifying various resources and supports that will help meet the individual needs of each youth and family.

b. Staff Qualifications

- i. Contractor's social work staffs (including Supervisor, Program Director and Social Worker) would have a Master's in Social Work or other relevant graduate degree (i.e., Masters of Public Policy, Masters of Psychology), and possess at least 3 years' experience in family therapy and positive behavior management techniques, mentoring, advocacy, or mental health treatment, and knowledge of and experience providing treatment for domestic violence issues and substance abuse issues.
- ii. Contractor's mentors should have at least a high school diploma or equivalent degree, and at least two years of experience working in areas directly related to supporting youth, families or communities. Mentors should come from, or be intimately familiar with the communities in which participating youth/families reside. Mentors should have similar life experiences as the youth, and should have a passion for working with adolescents.
- iii. Contractor's Resource Coordinator should have at least a high school diploma or equivalent degree, and extensive experience or knowledge of resources and support services in the program's targeted community. The Resource Coordinator should have the ability to support the team in linking families to appropriate services.
- iv. Contractors would adhere to all staff qualifications and experience requirements listed in the ACS Preventive Services Quality Assurance Standards and Indicators (Attachment E).
- v. The Contractor's staff members would have experience working with youth and have knowledge of the juvenile justice system in New York City.
- vi. The Contractor's staff members must be cleared with the Statewide Central Register of Child Abuse and Maltreatment (SCR) and the Vulnerable Persons Central Register (VPCR), and complete a criminal background check before providing services to a youth or a youth's family.

c. Staff Training

- i. Prior to the provision of services to youth and families, Contractors would verify that all appropriate staff receive and satisfactorily complete initial training as described below. Contractors would also verify that all appropriate staff members participate in all required activities related to supervision, consultation, quality assurance, training refreshers, and monitoring.
- ii. The training and coaching program for mentors should include but not be limited to the following:
 - a) Training in engaging families experiencing multiple challenges;
 - b) Conducting strength-based assessments, and developing manageable and effective individual success plans;
 - c) Effective advocacy techniques;
 - d) Juvenile Justice system process and logistics;
 - e) Substance abuse training;
 - f) Mental health training;
 - g) First Aid Training;
 - h) De-escalation techniques; and
 - i) Testimony Training.
- iii. Contractors would require staff to attend all trainings required by ACS, including training on:
 - a) The recognition and assessment of child safety and risk;
 - b) Mandated Reporter training;
 - c) The provision of neighborhood-based services, including training on community characteristics, resources, and needs, and how to successfully negotiate services for children within a neighborhood-based context; and
 - d) Relevant juvenile justice issues.
- iv. Contractors would provide worker safety training to all staff, mentors and supervisors.
- v. Contractors would incorporate a supervisory system into its staff training that supports direct-service staff and guides their ongoing practice.
- vi. In designing staff training, Contractors would engage and encourage the participation of representatives from community-based service providers who provide culturally appropriate and linguistically-supported programs, including services for LGBTQ youth, such as local hospitals, police precincts, and drug treatment centers, as well as community residents.

2. Proposal Instructions

- a. Complete the Staff Qualifications and Training section of the Mentoring and Advocacy Program Structured Proposal Form, Attachment D.
- b. Attach an organizational chart showing the proposed program/staffing structure.

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3. Evaluation

- a. This section will be evaluated based on the extent to which a Proposer demonstrates the ability to meet the staff qualifications and training, based on the criteria in this section. It is worth a maximum of 25 points in the Proposal Evaluation.

D. Monitoring and Reporting

1. Program Expectations

- a. Contractors would comply with ACS policies, procedures, and systems regarding assessment, monitoring, evaluation, quality assurance, compliance, best practices, improvement strategies, and technical assistance and would provide all information necessary to allow ACS to fulfill these responsibilities.
- b. Contractors would comply with any ACS request to obtain additional data specific to the needs of the population being served.
- c. Contractors would maintain adequate case files and fiscal records, and the Contractors' staff members would follow appropriate record-keeping practices and procedures, in a manner that is in compliance with and supports all existing federal, state, and city laws, rules, and regulations, and is consistent with policies, procedures, and standards promulgated by ACS, including the utilization of electronic data management systems such as the New York State systems of record, including the Preventive Organization Management Information System (PROMIS) and CONNECTIONS (CNNX).
- d. Contractors would track and report outcomes to demonstrate effectiveness throughout the contract term.
- e. Contractors would work with ACS program areas to ensure performance standards are maintained, including, but not limited to, site visit scheduling, access provision for case record reviews, participation in evaluations, and attendance at relevant meetings and trainings.

2. Proposal Instructions

- a. Complete the Monitoring and Reporting section of the Mentoring and Advocacy Program Structured Proposal Form, Attachment D.

3. Evaluation

- a. This section will be evaluated based on the extent to which a Proposer demonstrates a viable monitoring and reporting plan, based upon the criteria in this section. It is worth a maximum of 10 points in the Proposal Evaluation.

E. Budget Management

1. Program Expectations

- a. Proposers may not propose an annual budget above the maximum available annual funding for each competition. If a Proposer believes that the services as requested can be provided at a lower annual amount than the maximum annual funding listed above, the Proposer would describe in detail how this will be accomplished.
- b. ACS anticipates that the payment structure for contracts award under this RFP will be a line-item budget reimbursement based on a per-slot cost and average length of service that will not exceed the maximum allowable annual budget for each competition.
- c. The proposed budget represents the annual costs to provide all services included in the proposed program.
- d. Proposers would propose to operate the program with a budget based on the anticipated available funding stated in the “Basic Information” chart.
- e. Contractors’ budgeted costs would enable the effective delivery of services described in this RFP.
- f. Contractors are expected to address the educational and pro-social needs of the youths. All budgets would include a \$600 allocation per youth towards fees for tutoring services or pro-social activities.

2. Proposal Instructions

- a. Complete the Budget Management section of the Mentoring and Advocacy Program Structured Proposal Form, Attachment D, and complete the Proposal Budget Summary, Attachment C.

3. Evaluation

- a. This section will be evaluated based on the proposed budget to operate the program based on the criteria in this section. It is worth a maximum of **10** points in the Proposal Evaluation.

Section 3 – List of Attachments

**All attachments for this RFP can be found in the RFP Documents tab in the HHS Accelerator system.*

- Attachment A – General Information and Regulatory Requirements
- Attachment B – Doing Business Data Form
- Attachment C – Proposal Budget Summary
- Attachment D – Mentoring and Advocacy Program Structured Proposal Form
- Attachment E – ACS Preventive Services Quality Assurance Standards and Indicators

Section 4 – Basis for Contract Award and Procedures

A. Proposal Evaluation

1. All proposals accepted by ACS will be reviewed to determine whether they are responsive or non-responsive to the requisites of this RFP. Proposals that are determined by ACS to be non-responsive will be rejected. ACS' evaluation committee will review and rate each technical proposal. The proposals will be ranked in order of highest to lowest technical score within each of the four competitions, and ACS will establish a shortlist in each competition through a natural break in scores for technically-viable proposals. ACS reserves the right to conduct site visits and/or interviews and/or to request that Proposers make presentations and/or demonstrations, as ACS deems applicable and appropriate. Although discussions may be conducted with Proposers submitting acceptable proposals, ACS reserves the right to award a contract on the basis of the initial proposals received, without discussions; therefore, the Proposer's initial proposal would contain its best programmatic and price terms.

B. Contract Award

1. Contracts will be awarded to the responsible Proposers whose proposals are determined to be the most advantageous to the City, taking into consideration the price and such other factors which are set forth in this RFP. ACS anticipates making one contract award in each of the four competitions of this RFP and each Proposer will be eligible for a maximum of two awards from this RFP. Proposals will be ranked in descending order of their overall average technical scores. ACS will make an award recommendation to the highest technically-ranked proposal on the shortlist in each of the four competitions whose budget does not exceed the conditions set forth in the RFP.
 - a. In the event of a tie score, the proposal scoring higher in Section 2.B., Program Services, will be recommended for a contract award.
 - b. In the case that a proposer is eligible for more than two contract awards, ACS reserves the right to determine for which two competitions the proposer will be awarded contracts.
2. Contract award is subject to:
 - a. Demonstration that a Proposer has, or will have by the contract start date, site control of an appropriate program office; and
 - b. The timely completion of contract negotiations between ACS and selected proposers, as well as a positive responsibility determination.