



**Residential Services for Homeless Young Adults (HYA)
Request for Proposals (RFP)
EPIN: 26019I0001**

Table of Contents

1. Program Background and Goals

- A. Background
- B. Program Goals

2. Program Expectations and Proposal Instructions

- A. Organizational Experience 15 points
- B. Program Approach 10 points
- C. Program Services 25 points
- D. Staffing 20 points
- E. Community Partnerships 15 points
- F. Program Facility 10 points
- G. Budget Management 5 points

3. List of Attachments and Resources

- A. Attachments
- B. Resources

4. Basis for Contract Award and Procedures

- A. Evaluation Procedures
- B. Basis for Contract Award
- C. Responsibility Determination

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. To learn more, go to www.nyc.gov/hhsaccelerator.

Basic Information

RFP Release Date	August 23, 2018
Proposal Due Date	September 21, 2018 at 2:00 p.m.
Pre-Proposal Conference	<p>Date: September 7, 2018 Time: 2:00 p.m. Location: Department of Youth and Community Development 2 Lafayette Street, 14th floor Auditorium. New York, NY 10007</p> <p>*Please arrive early to allow for security check. Attendance at the pre-proposal conference is recommended but not mandatory. DYCD will post the transcripts, sign in sheets and presentation on our website for the session above.</p>
Agency Contact	RFPQUESTIONS@dycd.nyc.gov (Indicate “HYA Residential Services RFP” in the subject line.)
Contract Start Date and Term	January 1, 2019 to June 30, 2023 , with an option for DYCD to renew for up to two additional years.
Total Funding, Competitions, and Contract Awards	<p>Total anticipated funding for FY19-FY23 is \$13,586,250. For FY19 (January 1, 2019 to June 30, 2019) will be based on a price per bed of \$49,595. In the subsequent years (FY2020-2023), the anticipated price per bed will increase to \$50,410 to reflect cost of living adjustments (COLA) and indirect costs increases.</p> <p>There will be one competition for Crisis Services and Transitional Independent Living (TIL) Programs. However, a separate proposal must be submitted for each site and bed type. DYCD anticipates funding a minimum of three awards for a combined total of 60 beds (20 Crisis Services beds and 40 TIL beds).</p> <p>Funding for individual contract awards will depend on the number of beds for which the proposer has been certified by New York State Office of Children and Family Services (“OCFS”) and available funding at the time of award.</p> <p>Where a contract award is made pending OCFS certification of the proposed site, DYCD will consider applications for payment of limited eligible start-up expenses out of the budget for Year 1 of the contract prior to commencement of services, provided the contractor demonstrates that it is able to meet applicable State requirements and commence program services by January 1, 2019.</p>
Target Population	Homeless Young Adults (HYA) ages 21-24 years. The term homeless young adult is defined in the regulations as a person age 24 or younger but at least

	<p>age 21 who is in need of services and without a place of shelter. DYCD reserves the right to ask organizations awarded contracts through this RFP to serve youth under 21, based on need and circumstances. Any such placement of youth under age 21 would require DYCD's prior written consent.</p>
<p>New York State RHY Regulations</p>	<p>All residential programs serving runaway and homeless youth and young adults must comply with applicable State Regulations 9 NYCRR §182-1 <i>et seq.</i> and 9 NYCRR §182-2 <i>et seq.</i> (RHY Regulations).</p> <p>The RHY Regulations relate to various aspects of programs for homeless youth and young adults, including but not limited to, program protocols, facilities, staff qualifications, and staff training. The RHY Regulations can be accessed through the following link: http://ocfs.ny.gov/main/youth/RHY/regulations.asp.</p>
<p>Eligibility for Contract Award</p>	<p>By the date of contract award, the proposer must prove that it is tax-exempt and incorporated as a nonprofit organization, registered with the New York State Attorney General's Office Charities Bureau, or, if not incorporated under New York law, authorized to do business in New York State.</p> <ul style="list-style-type: none"> • Proposers for both Crisis Services and TIL programs must be certified to operate a residential facility (as defined by State RHY Regulations) OR have submitted an application for certification to OCFS. A proposer who is currently certified should attach a copy of the OCFS certification to its proposal as proof. A proposer who is not currently certified must have completed and submitted the OCFS Report of Inquiry and the Application for an Approved Runaway Program form to DYCD. The forms are available on DYCD's website at www.nyc.gov/dycd under Runaway and Homeless Youth, Information for Providers.
<p>Subcontracting</p>	<p>Subcontracting is allowed subject to the following conditions:</p> <ul style="list-style-type: none"> • Subcontractors are identified in the proposal. • Expectations set out in the RFP that apply to the contractor apply equally to any subcontractor. • The total value of all subcontracts does not exceed an amount equal to 35 percent of the proposed annual budget. • All subcontractors and subcontracts <u>valued over \$20,000</u> are subject to DYCD approval before any expenses are incurred or any payments are made to them by the prime contractor and must be reported using the Payee Information Portal. <p><u>Note:</u></p> <ul style="list-style-type: none"> • Subcontractors are recommended to be pre-qualified in HHS Accelerator and are not required to be nonprofit organizations. • The contractor is encouraged to utilize business and individual proprietors listed on the NYC Online Directory of Certified MWBE Businesses, available at www.nyc.gov/sbs, as sources for its purchases of goods, supplies, services and equipment using funds obtained through the Agreement. Contractor is also encouraged to utilize businesses and individual proprietors owned/operated by people with

	disabilities as sources for its purchases of goods, supplies, services and equipment using funds obtained through this agreement.
Community Partnerships	A minimum of five (5) Community Partnership Agreements must be submitted with the proposal. The RFP defines a Community Partner as an external entity separate from the proposer’s organization. For further details, see Section 2.E. of the RFP and Attachment C.
Background Checks and Fingerprinting	The contractor must comply with all applicable state and local requirements, including OCFS RHY Regulations and requirements of the New York State Justice Center for the Protection of People with Special Needs, regarding background checks and fingerprinting of program staff, and perform background checks and fingerprinting of program staff as otherwise directed by DYCD.
Liability Insurance	<p>The contractor should maintain, at a minimum, the following insurance:</p> <ul style="list-style-type: none"> • Commercial general liability insurance of at least \$1 million per occurrence and \$2 million aggregate, • Workers’ compensation insurance, • Employers’ liability insurance, and • Disability benefits insurance. <p>The contractor must demonstrate that necessary insurance coverage is in place from the first day of the contract by providing a certificate of insurance naming the City of New York, together with its officials and employees, as an Additional Insured with coverage at least as broad as the most recently issued ISO (Insurance Services Offices) Form CG 20 10 or CG 20 26 along with the additional insured endorsement pursuant to which the necessary Additional Insured coverage is provided, and a Broker’s Certificate. The contractor should also maintain motor vehicle insurance if agency supplied vehicles are being used to transport homeless young adults, with \$1,000,000 per accident combined single limit. DYCD will not be able to proceed with processing an awarded contract until it has obtained proof of the necessary insurance coverage.</p>
Questions Regarding this RFP	<p>Questions regarding this RFP must be transmitted in writing to the agency contact: rfpquestions@dycd.nyc.gov (Indicate “HYA Residential Services RFP” in the subject line) by September 14, 2018.</p> <p>Substantive information/responses to questions 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 the agency, the questions are of a proprietary nature or are not material.</p>

Proposal Submission Information

General Guidelines	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
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	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. 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	The RFP has one competition pool. A separate proposal must be submitted for every site and bed type proposed.	
Proposal Title	Enter Proposal Title.	
Proposal Contact Information	Select a member of your organization that will be the contact person for this proposal.	
Service Unit	Enter the Total Annual Funding Request based on the price per bed indicated in the RFP multiplied by the number of proposed beds.	
Custom Question 1	Confirm the proposed site is already OCFS-certified <u>OR</u> indicate the date the application for OCFS certification was submitted.	
Custom Question 2	State the borough in which your proposed HYA facility would be located.	
Custom Question 3	Enter the number of HYA beds you are proposing to operate.	
Custom Question 4	Enter your planned opening date.	
Custom Question 5	State whether your proposal relates to Crisis or TIL services.	
Custom Question 6	Indicate whether you are planning specialized services for any HYA subgroup(s) - see RFP Section 2.C., <i>Target Population</i> (enter YES or NO).	
Custom Question 7	If you answered YES to Custom Question 8, please list the subgroup(s). If you answered NO, enter “N/A.”	
Custom Question 8	If selected, who will be the contact for the Public Assistance Hiring Rider (include name, title, phone number and email)?	
Proposal Documents		
Required Documents	Document Type	Description
Note: A complete and separate proposal, including all required documents, must be submitted for <u>each site and bed type</u>	Proposal	Completed Structured Proposal Form – Attachment B
	Community Partnership Agreement Form	A minimum of five (5) completed Community Partnership Agreement Forms – Attachment C
	Budget	Completed Proposal Budget Summary – Attachment D
	Resumes/Job Descriptions	Resumes for required staff, or job descriptions if a candidate has not yet been identified for the position

	Certification documents	Copy of OCFS Certification <u>OR</u> the OCFS Report of Inquiry and OCFS Form 4836.
	Organizational Chart	Proposer’s Organizational Chart
	Doing Business Data Form	Completed Doing Business Data Form - Attachment E
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: <ol style="list-style-type: none"> 1. For Word documents: Cut and paste contents of all resumes into one Word document. 2. For PDF documents: Combine files into a single PDF. 	

Section 1–Program Background and Goals

A. Background

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.

On May 30, 2018, First Lady Chirlane McCray announced a new investment by New York City (City) to prevent and address homelessness among lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ) youth and young adults. This initiative includes funding that enables DYCD, for the first time, to support residential services for homeless young adults 21 to 24 years (HYA). Through this Request for Proposals (RFP), the Department of Youth and Community Development (DYCD) is seeking appropriately qualified nonprofit organizations to provide Crisis Services and Transitional Independent Living (TIL) programs designed to serve this population. As indicated below, both Crisis Services and TILs are voluntary residential programs. However, the primary purpose of Crisis Services is to provide emergency shelter and short-term supports, whereas TILs offer longer-term services in a cooperative housing setting that allows residents maximum responsibility for their daily lives while providing access to onsite counseling and other services.

Young people become homeless for many complex and often overlapping reasons that include family conflict and family poverty. Some youth and young adults run away due to violence, abuse or neglect in the home, or mental illness or substance abuse among family members. Others face challenges at school or are rejected by or in conflict with their families due as a result of their sexual orientation or gender identity, an unplanned pregnancy, use of drugs or alcohol, or inability to comply with rules imposed by parents or caretakers. Groups at especially high risk for homelessness include young people who age out of foster care, who have been discharged from juvenile or adult detention facilities, who are experiencing health or mental health issues, who identify as LGBTQ, who are pregnant or parenting, and who are sexually or commercially-exploited.

The RFP requires contractors to adopt positive youth development approaches that foster essential life skills and, in particular, help program participants identify appropriate education and career pathways by providing a range of services and supports, including, if necessary, alternative housing options. DYCD expects some services to be delivered directly and others to be provided through a network of community partnerships. To this end, the RFP requires submission of **a minimum of five community partnerships** with their proposal. Furthermore, since it is a priority to address the mental health needs of HYA, the RFP requires contractors to have at least one partnership with a mental health provider. However, contractors are expected to address more of their participants' mental health needs directly, and, for this purpose,

supplemental funding (provided through the ThriveNYC initiative ¹) is included in the bid price. Even if the program is tailored to the needs of a subgroup, DYCD expects contractors to have the experience, expertise and cultural competence necessary to effectively serve all homeless young adults.

The RFP also highlights the importance of addressing unresolved family issues that can undermine a young adult's progress towards stability and future success. Emerging research suggests that even limited improvements in family relationships may yield positive outcomes. Thus, DYCD expects contractors to make efforts to strengthen family connectedness. Defining "family" broadly, to include wider kinship groups and significant, nonrelated caring adults, contractors are also encouraged to identify and encourage participants to renew or maintain contact with any individuals who represent untapped sources of family support for participants.

B. Program Goals

The goals and objectives of the HYA services funded through the RFP are as follows:

1. Provide a safe and welcoming environment for all HYA, including those who identify as LGBTQ and members of other vulnerable groups such as young pregnant women/mothers, victims of abuse, those involved in the justice system, and former foster care youth.
2. Ensure that all programs adopt DYCD's "Promote the Positive" approach² offering activities and experiences that help participants build on their strengths and identify realistic goals so they have the best chance of developing into healthy, responsible, and resilient adults.
3. Deliver directly, and through referrals, appropriate and effective health and mental health services to program participants.
4. Facilitate access to appropriate resources through robust community partnerships, including effective systems for referrals to key additional resources.
5. Protect and address the needs of HYA to enable them to progress toward stability, economic self-sufficiency, and successful independent living.
6. Strive to strengthen family connectedness as an integral component of efforts to address participant needs, defining "family" broadly, to include wider kinship groups and significant, nonrelated caring adults.

¹ ThriveNYC is New York City's comprehensive mental health initiative. See, <https://www1.nyc.gov/nyc-resources/thrivenyc.page>.

² See, https://www1.nyc.gov/assets/dycd/downloads/pdf/Youth_Leadership_Development_Framework.pdf.

Section 2—Program Expectations and Proposal Instructions

Unless otherwise noted, the following requirements and expectations apply to **both** service options.

A. Organizational Experience

1. Program Expectations

- a. The contractor would have at least three years of successful experience within the past five years providing residential services to vulnerable youth or young adults. Experience includes conducting assessments, providing individual and group counseling, and developing and implementing Individualized Service Plans (ISPs).
- b. The contractor would have a track record of providing services to LGBTQ and sexually exploited youth and young adults or a history of established partnerships with organizations that serve these groups.
- c. The contractor would have a history of successful collaboration with other community-based agencies and organizations designed to enhance services for vulnerable youth and young adults.
- d. The contractor would have a demonstrated track record of success based on achievement of performance targets and program outcomes specified by funders.

2. Proposal Instructions

- a. Complete the relevant section of the Structured Proposal Form, Attachment B.

3. Evaluation

- a. This section will be evaluated based on the extent to which the proposer demonstrates successful relevant experience according to the criteria listed above. It is worth a maximum of **15 points** in the Proposal Evaluation.

B. Program Approach

1. Program Expectations

- a. *Program Philosophy.* DYCD expects programs it supports to recognize and value the strengths and capacities of individuals and communities. Therefore, key program features include empathetic relationships informed by social justice principles such as inclusion, empowerment, respect, and collaboration, and meaningful choices for participants secured through mobilization of community resources.

Within its strengths-based framework, DYCD emphasizes, in particular, Positive Youth Development (PYD), Social and Emotional Learning (SEL), and Youth Leadership in order to promote positive outcomes for youth, young adults, families, and communities. PYD is an assets-based approach that fosters healthy development and resilience by offering a safe environment, a sense of belonging, and authentic opportunities for participants to be heard, so they can help shape programs and policies that affect their lives. SEL involves intentional development of key skills such as self-awareness, self-management, social awareness, relationships, and responsible decision-making. Youth

Leadership builds on SEL competencies by adding a focus on *action* (using skills learned to effect change) and *reflection* (reinforcing lessons learned, building confidence, responding to new challenges).

The approaches outlined above are tailored to the context of each program area. Thus, for this RFP, which relates to services for young people who are especially vulnerable, DYCD expects programs to adopt trauma-informed practices and pay attention to the mental health and emotional needs of the participants. Critical areas of focus will be relationship-building, responsible decision-making, and the development of leadership abilities that enable youth and young adults to set and achieve their goals.

- b. *Welcoming Environment*. The contractor would ensure, through protocols, training, and effective supervision that the program environment is friendly and supportive and participants are treated with dignity and respect. If the program is designed to address the specific HYA subgroups (for example, those who are LGBTQ, pregnant and parenting, or sexually exploited) it would, nevertheless, ensure a safe and welcoming environment for any young adult who seeks help, whether he/she belongs to the targeted group.
- c. *Family Relationships*. Unless inappropriate due to a history of violence or abuse, program staff would, whenever possible, help participants rebuild family connections. Family is defined here to include families of choice as well as families of origin. Program staff would actively seek opportunities to identify and explore family issues during needs assessments, counseling sessions, and life-skills workshops, bearing in mind that family dynamics may change over time and, despite prior conflict and dysfunctional relationships, young adults enrolled in the program may be seeking closer connections with family members. To support its contractors, DYCD created a new family engagement framework, Circles of Support, together with an online Toolkit.³

2. Proposal Instructions

- a. Complete the relevant section of the Structured Proposal Form, Attachment B.

3. Evaluation

- a. This section will be evaluated based on the extent to which the proposer demonstrates that its approach would reflect the criteria listed above. It is worth a maximum of **10 points** in the Proposal Evaluation.

C. Program Services

1. Program Expectations

- a. *Target Population*
 - i. The Crisis Services and TIL programs funded through this RFP will target HYA ages 21-24.
 - ii. If the Crisis Services or TIL program is designed to serve a particular subgroup of HYA (for example, LGBTQ, pregnant and parenting, or sexually exploited young adults) it would, nevertheless, be expected to serve HYA who are not members of the target group or ensure they receive the services they need through appropriate referrals. Note: Crisis Services and TIL programs must provide reasonable

³ See, <http://dycd.jayharrymedia.com/>.

- accommodations for young adults with disabilities, as defined by the Americans with Disabilities Act.
- b. *Maximum Length of Stay*
 - i. Crisis Services. In accordance with the State Regulations, Crisis Services may serve HYA for up to 60 days, with a possible extension for up to 120 days.⁴
 - ii. TILs. In accordance with State Regulations, TILs may provide services to TIL residents for up to 24 months from the date of admission.⁵
 - c. *Service Levels*
 - i. In accordance with State Regulations, each residential facility would serve a **maximum of 20 young adults** unless a variance has been obtained from OCFS allowing for additional beds. All Crisis Services and TIL programs and would be expected to operate at a bed utilization rate of at least 90 percent.
 - d. *Hours of Operation*
 - i. Crisis Services and TILs must operate and provide onsite staff supervision and access to services 24 hours a day, 7 days a week.⁶ Young adult participants shall have access to the program site at all times.
 - e. *Crisis and TIL Services*
 - i. **Intake**
 - Crisis Services and TIL contractors shall ensure, at a minimum, that an appropriate program staff person is available to receive referrals between the hours of 10 a.m. and 8 p.m.
 - Crisis Services contractors, and TIL contractors that receive *emergency referrals* from Drop-In Centers (see paragraph v. below) would address urgent needs and provide emergency services, food, clothing, counseling and crisis intervention. They would also provide transportation services and distribute informational materials about DYCD programs.
 - Crisis Services and TIL contractors would explain and provide written information about their services, agency policies and processes, rights and privileges relating to confidentiality, and grievance/complaint procedures. They would obtain a signed agreement from each young adult acknowledging receipt of the information provided and agreeing to comply with program rules.
 - ii. **Comprehensive Services**
 - *Assessment*. Crisis Services and TIL contractors would undertake a comprehensive, in-depth, skills and needs assessment and develop an Individualized Services Plan (ISP) with the participant. The Crisis Services program would complete the assessment and develop the ISP **within 48 hours** of admission. The ISP would be reviewed with the participant **at least weekly**, and revised, as necessary.

⁴ See, Part 182. Runaway And Homeless Youth Regulations Subpart 182-1. Runaway And Homeless Youth Regulations For Runaway And Homeless Youth Crisis Services Programs.
[https://govt.westlaw.com/nycrr/Document/I4f542782cd1711dda432a117e6e0f345?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/nycrr/Document/I4f542782cd1711dda432a117e6e0f345?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

⁵ See, New York State Regulations Subpart 182-2.9 Runaway And Homeless Youth Regulations For Transitional Independent Living Support Programs.
[https://govt.westlaw.com/nycrr/Document/I4f5427bbcd1711dda432a117e6e0f345?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)](https://govt.westlaw.com/nycrr/Document/I4f5427bbcd1711dda432a117e6e0f345?viewType=FullText&originationContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)).

⁶ Regulation 182-1.9 (a) and (g) and Regulation 182-2.9 (a) and (g).

The Crisis Services contractor would help the young adult explore available housing options if family reunification is not possible. Subject to consent to share personal information gathered during the comprehensive assessment, these options would include referrals to a TIL (if the participant has been assessed to be ready), a supportive housing or other residential program, and information about available housing subsidies.

TILs would complete the comprehensive assessment and develop the ISP **within 30 days** of admission. The ISP would be reviewed with the participant **at least every 60 days**, and revised, as necessary.

- *Case Management/Counseling.* The contractor would:
 - Provide individual and group counseling, and, if necessary to address the needs of the participant, family counseling.
 - Provide case-management that includes the following components: (1) holistic assessment to support the participant in development of an ISP for comprehensive services, as indicated above; (2) support and ongoing monitoring of the ISP, including working with and advocating on behalf of the participant to meet his/her identified goals; and (3) regular reviews of the ISP with the participant, as required under the OCFS Regulations to assess progress and make necessary revisions.
 - Provide case management/counseling sessions that seek opportunities to address family issues and reasons for conflict. The case manager/counselor would draw attention to the potential benefits of greater family connectedness and encourage the participant to reconnect with members of wider kinship groups and significant, nonrelated caring adults (family members of choice).
 - Provide housing advice. The counselor would help the resident identify appropriate housing placements prior to discharge.
 - Obtain written consent from the resident before disclosing any information to or discussing recommendations for services with other agencies.
- *Life Skills Training.* The contractor would offer training and support in basic life skills to residents through coaching, workshops, hands-on-learning, and other approaches. Topics covered would range from personal hygiene, health maintenance, and housekeeping essentials to financial literacy, employment opportunities, career pathways, family and other interpersonal relationships, and effective use of leisure time. Activities would be designed to develop problem-solving, decision-making, and communication skills.
- *Education and career pathways.* Since HYA have often become disconnected from the formal education or workforce systems, the contractor must help participants, directly, through subcontractors, or by way of referrals to specialist organizations, to pursue realistic educational, vocational and employment pathways. This is vital if HYA are to move towards self-sufficiency and stability.
- *Transportation Services.* Contractors would be responsible for providing transportation services to participants in need and would ensure that they are safely transported to secure and appropriate locations. If transportation is

provided directly by the contractor, all drivers would be qualified and licensed and vehicles insured.

iii. **Referrals to TILs**

- A homeless young adult may be referred to a TIL by any OCFS-certified Crisis Services program following a comprehensive assessment. If the individual is not residing in an OCFS-certified Crisis Services program, a request for a waiver must be submitted to the RHY Coordinator for permission for the young adult to be admitted to the DYCD TIL.
- To ensure the TIL receives notification of potential referrals in a timely manner, the contractor would report availability of beds to DYCD on a daily basis through DYCD CONNECT or another participant database, as directed by DYCD. The TIL would communicate regularly with DYCD-funded Crisis Services and Drop-In Center programs.
- The contractor would make every effort to fill a vacant bed within **48 hours** and maintain utilization rates of at least 90 percent. (Vacancy during the 48-hour period will not count for the purpose of calculating the bed utilization rate.)
- The TIL would communicate its decision to accept the referral to both the referring agency and to DYCD **within 24 hours**.
- If a TIL contractor fails to make a decision on a referral within 24 hours, DYCD reserves the right to take steps to ensure the vacant bed is filled with minimum delay.
- If a TIL does not accept a referral, it must provide DYCD with a written explanation demonstrating the young adult's unsuitability for placement in the program.

iv. **Emergency referrals from Drop-In Centers to TILs**

- Following procedures specified by DYCD, a Drop-In Center may refer a young adult in need of an emergency housing placement directly to a TIL.
- The contractor would first establish that no bed is available in a Crisis Services program and undertake an assessment to determine whether it is appropriate to refer the youth for emergency placement in a TIL.
- If the TIL does not accept an emergency referral from a Drop-In Center, it must provide DYCD, **within 24 hours**, with a written explanation demonstrating the young adult's unsuitability for an emergency placement in its program.

v. **Discharge and Follow-up Services from Crisis Services and TIL**

- The contractor would conduct an exit interview prior to discharging a young adult from the program and continue to provide case management and other appropriate services (excluding shelter) **for at least 30 days** following discharge from a Crisis Services program and **for at least 90 days** following discharge from a TIL.
- Follow-up services would be designed to support the young adult during the period following transition from the Crisis Services or TIL to help prevent future homelessness. Note: in the case of unplanned discharges, the contractor would attempt to reach the individual at least two times within the 30 days following discharge for both TILs and Crisis Services.
- Cases of involuntarily discharge. All young adults would be informed in writing, in advance, of grounds for involuntary discharge from the program. Youth will be provided the opportunity to challenge a proposed discharge policy. In all cases,

a summary form would be included in the participant's file and the participant would be offered the opportunity to write comments on the form which would include the supervisor's review of the case and signature. All involuntary discharges must be reported to DYCD, as directed, and the discharge summary form made available for DYCD to review.

2. Proposal Instructions

- a. Complete the relevant section of the Structured Proposal Form, Attachment B.

3. Evaluation

- a. This section will be evaluated based on the extent to which the proposer demonstrates the proposed services would meet the criteria listed above. It is worth a maximum of **25 points** in the Proposal Evaluation.

D. Staffing

1. Program Expectations

- a. Minimum staffing requirements for Crisis Services and TIL programs would be one full-time onsite supervisor with primary responsibility for the program, one full-time counselor/case manager and other staff deemed necessary for the effective operation of the program. The onsite supervisor and counselor/case manager would have a bachelor's degree or higher. If neither of the staff members in these positions has a master's degree, the contractor would ensure that the counselor/case manager is supported by another staff member in the organization with a master's degree in social work or related field.
- b. All staff would have the necessary cultural sensitivity, acquired through experience and training, to effectively serve HYA from any background, especially LGBTQ and sexually exploited young people. They would also have completed training required by the HYA regulations (see paragraph c. below).
- c. The contractor would comply with the OCFS RHY Regulations relating to staff training, including the required minimum of training hours staff must complete and topics to be covered, such as safety and emergency procedures, HIV awareness and education, case records and confidentiality, youth development, child abuse prevention/reporting, suicide prevention, cultural diversity awareness, domestic violence, pregnancy prevention and parenting, LGBTQ sensitivity, sexual exploitation, substance abuse, and youth/young adults with disabilities.⁷
- d. The contractor would ensure that all staff members, whether paid and volunteer, participate in training to increase their capacity to effectively serve HYA in a manner that reflects DYCD's *Core Competencies for Youth Work Professionals*.⁸
- e. The contractor would provide staff with opportunities for ongoing professional development and ensure that they are given information about the *Family Development*

⁷[https://govt.westlaw.com/nycrr/Document/I4f540096cd1711dda432a117e6e0f345?viewType=FullText&originatio nContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\); https://govt.westlaw.com/nycrr/Document/I4f5427afcd1711dda432a117e6e0f345?viewType=FullText&originatio nContext=documenttoc&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1.](https://govt.westlaw.com/nycrr/Document/I4f540096cd1711dda432a117e6e0f345?viewType=FullText&originatio nContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default); https://govt.westlaw.com/nycrr/Document/I4f5427afcd1711dda432a117e6e0f345?viewType=FullText&originatio nContext=documenttoc&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1.)

⁸ See Resources, RFP Section 3.

*Training and Credentialing Program (FDC)*⁹ and eligibility for scholarships to FDC that are offered through DYCD. Successful completion of the FDC program would satisfy State HYA training requirements.

- f. The contractor would have staff with experience working with City systems such as public assistance, child welfare, education, and housing.

2. Proposal Instructions

- a. Complete relevant sections of the Structured Proposal Form, Attachment B.
- b. Attach resumes for key staff already identified for positions or job descriptions for staff not yet identified for positions.
- c. Attach an organizational chart showing where the proposed program would fit into the overall organization.

3. Evaluation

- a. This section will be evaluated based on the quality of the staffing plan. It is worth a maximum of **20 points** in the Proposal Evaluation.

E. Community Partnerships

1. Program Expectations

- a. The contractor would have sound knowledge of local and citywide resources relevant to HYA/RHY and a set of established community partnerships with external organizations. Community partnerships may take different forms and would include referrals agreements, co-location of services, joint projects, and subcontracted services. The partnerships would intentionally promote service integration at the local level and build provider networks that maximize options for HYA and young adults at risk for homelessness. Key areas for community partnerships are housing, health and mental health, and education, career development and employment. **Proposers are expected to have at least one community partnership with a mental health services provider.**

Note: while multi-service contractors are encouraged to help participants take advantage of relevant services operated by other units or divisions within their own organization, these would not count as community partnerships for the purpose of the RFP (see paragraph d. below).

- b. Community partners may include other DYCD-funded HYA programs and other services funded through DYCD such as workforce development programs. The *Discover DYCD* digital tool ¹⁰ is available to help identify DYCD-funded programs by neighborhood. Community partners might also include City agencies and specialist service providers in areas such as employment training and internship programs, arts/culture, recreation, health, dental, and legal services.
- c. If the contractor's program does not specifically target LGBTQ or sexually exploited young adults, it would be expected to have a community partnership with a specialist organization that possesses the necessary expertise and experience to advise and assist

⁹ See, Resources, RFP Section 3.

¹⁰ See, Section 3 – Resources.

program staff and ensure they deliver effective and culturally sensitive services to all participants, including those who are members of subgroups.

- d. For the purpose of this RFP, proposers must submit with their proposal **a minimum of five Community Partnership Agreement Forms** with entities that are independent of their organization. (See Attachment C.) DYCD reserves the right to confirm the validity of all community partnerships with the proposed partner organization.

2. Proposal Instructions

- a. Complete the relevant sections of the Structured Proposal Form, Attachment B.
- b. For each proposed linkage or partnership submit a minimum of five (5) Community Partnership Agreements – see Attachment C.

3. Evaluation

- a. This section will be evaluated based on the appropriateness of the proposed community partnerships. It is worth a maximum of **15 points** in the Proposal Evaluation.

F. Program Facility

1. Program Expectations

- a. The program facility would have the following features:
 - i. Be located within the five boroughs of the City and be accessible by public transportation.
 - ii. Be appropriate in size and design to accommodate program staff, participants, and services in accordance with OCFS Regulations.
 - iii. Be easily accessible by public transportation and by people with disabilities
 - iv. Complies with the ADA (Americans with Disabilities Act) or, with prior written approval from DYCD, provides alternative measures, such as access to other suitable space to ensure delivery of program services to residents with disabilities.
 - v. Be OCFS-certified at the time of contract award OR the proposer has submitted an application for OCFS certification and able to meet applicable State requirements.

2. Proposal Instructions

- a. Complete the relevant section of the Structured Proposal Form, Attachment B.

3. Evaluation

- a. This section will be evaluated based on the extent to which the proposer demonstrates that the proposed facility will meet the criteria listed above. It is worth a maximum of **10 points** in the Proposal Evaluation.

G. Budget Management

1. Program Expectations

- a. The proposed budget would represent the costs to provide the program services for a period of 12 months.
- b. The proposer's Proposal Budget Summary would reflect the unit price per bed in FY20 (\$50,410) multiplied by the number of beds proposed.

- c. The costs associated with the budget would enable the effective delivery of services.
- d. The budget would be consistent with the proposed program design.

2. Proposal Instructions

- a. Complete the relevant section of the Structured Proposal Form, Attachment B.
- b. Complete and attach the Proposal Budget Summary, Attachment D.

3. Evaluation

- a. This section will be evaluated based on the criteria listed in this section. It is worth a maximum of **5 points** in the Proposal Evaluation.

Administrative Requirements

Each contractor would, at a minimum, be required to:

- a. Comply with all DYCD policies and administrative procedures. These include but are not limited to attendance by the program director or other senior staff person at DYCD-sponsored monthly program meetings and DYCD-organized trainings and other events designed to promote best practices and enhance skill levels of program staff; compliance with DYCD contract obligations; cooperation regarding site visits by DYCD program managers; and reporting incidents.
- b. Report required data, as requested, in order to comply with Local Laws pertaining to RHY and HYA, including Local Law 1619 of 2017.
- c. Engage in continuous quality improvement practices.
- d. *Ensure that all HYA understand program expectations, participant responsibilities and stated rules.* Provide information about how participants should express grievances or complaints, including through required 311 signage. Develop a progressive disciplinary policy with clear procedures to be part of the contractor's operating manual, outlining supports and the potential consequences of failure to adhere to program rules, including possible discharge.
- e. Adopt an appropriate social media policy to guide social media communications between staff and participants that conform to the requirements in *Social Media Policy for DYCD Providers*.¹¹
- f. Collect and report statistical and demographic data, as requested by DYCD, in a format consistent with all applicable law and DYCD policies and procedures; utilize designated DYCD data management systems and comply with all DYCD data collection and reporting requirements. DYCD staff will review enrollment and participation data to ensure each program meets required minimum enrollment and service levels and monitor compliance with the attendance measures and targets for each age group in accordance with contractual obligations.
- g. Comply with DYCD's "Co-branding/Marketing Guidelines" which are posted in the online Document Library on DYCD CONNECT.¹² The Guidelines include the following requirements:
 - i. To include DYCD's logo and any relevant sub-brand in all program related signage, publications, print materials, communications, and advertisements.
 - ii. To post a sign-in its facility naming "New York City Department of Youth and Community Development" or "DYCD" as the agency which funds the program services. The contractor may also include its own name and/or logo in such materials. Note: DYCD

¹¹ See, http://www1.nyc.gov/assets/dycd/downloads/pdf/DYCD_Provider_Social_Media_Policy.pdf.

¹²https://www.dycdconnect.nyc/Home/DownloadDocumentById?id=5b3bbd128a643d12f805b3d7&fileName=DYCD_CO-BRAND_guide.pdf.

reserves the right to review and approve all marketing activities of the contractor or its staff and all marketing materials produced and distributed related to the program.

- iii. To include DYCD's logo in all branded graphics shared via social media, tag "@NYCYouth" and include, where relevant, "#DYCD."
 - iv. To post a 311 sign in a prominent location in its facility, listing the City's hotline for government information and non-emergency services.
 - v. To cooperate with DYCD's marketing and outreach efforts to promote and publicize DYCD-funded services, provided that the contractor shall not be required to incur any additional costs in doing so.
- h. Cooperate with DYCD (or an outside consultant working on its behalf) in connection with the administration of any surveys or evaluation studies.
 - i. Ensure that program staff has access at the program facility to computers and a high-speed Internet connection. DYCD strongly recommends the latest available build of Microsoft Windows operating system to be used (currently, Windows 10 build 1803). Windows operating systems will no longer be supported by DYCD after Microsoft extended support deadline has passed, current expiration dates are Windows 7 Service Pack 1 in January 2020 and Windows 8.1 in January 2023. An up-to-date browser, antivirus software, a computer system that employs multilevel password protection to define and restrict access to specified users, and firewall software or hardware are required.

Section 3—List of Attachments and Resources

A. 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: Structured Proposal Form
- Attachment C: Community Partnership Agreement Form
- Attachment D: Proposal Budget Summary
- Attachment E: Doing Business Data Form

B. Resources

- **Creating and Maintaining a Welcoming Environment - A Guide for DYCD Contractors**
http://www1.nyc.gov/assets/dycd/downloads/pdf/Creating_a_Welcoming_Environment-10-25-11.pdf
- **DYCD Core Competencies for Youth Work Professionals**
http://www1.nyc.gov/assets/dycd/downloads/pdf/Youth-Work_Professional-Core-Competencies-full-document-6-2009.pdf
- **DYCD Core Competencies for Supervisors of Youth Work Professionals**
http://www1.nyc.gov/assets/dycd/downloads/pdf/Supervisor_Core_Competencies-full-document.pdf
- **Guide to Using the Core Competencies**
http://www1.nyc.gov/assets/dycd/downloads/pdf/Strong_Directors_Skilled_Staff-Guide_to_Using_the_Core_Competencies.pdf
- **Social Media Policy for DYCD Providers**
http://www1.nyc.gov/assets/dycd/downloads/pdf/DYCD_Provider_Social_Media_Policy.pdf
- **Promote the Positive Flipbook**
<https://www.flipsnack.com/NYCDYCD/dycd-promote-the-positive-flipbook-for-rfp.html>
- **Circles of Support Family Engagement Framework**
<http://dycd.jayharrymedia.com/>
- **Family Development Training and Credentialing (FDC) Program Curriculum Overview**
http://www1.nyc.gov/assets/dycd/downloads/pdf/Components_of_the_Family_Development_Credential.pdf
- **Discover DYCD**
<http://www.dycdportal.nyc/discoverdycd/home>)

Section 4—Basis for Contract Award and Procedures

A. Evaluation Procedures

All proposals accepted by DYCD will be reviewed to determine whether they are responsive or nonresponsive to the requirements of this RFP. Proposals that are determined by DYCD to be nonresponsive will be rejected. DYCD's evaluation committees will evaluate and rate each responsive proposal. The proposals will be scored on the evaluation criteria prescribed in this RFP. DYCD reserves the right to conduct interviews and site visits during contract negotiations to ensure the site is suitable for the type of services (Crisis Services or TIL) that the proposer is seeking to provide, and to ask proposers to make presentations or demonstrations, as DYCD deems applicable and appropriate. Although discussions may be conducted with proposers submitting acceptable proposals, DYCD reserves the right to award contracts on the basis of initial proposals received, without discussions; therefore, the proposer's initial proposal should contain its best programmatic terms.

B. Basis for Contract Award

Contracts will be awarded to the responsible proposers whose proposals are determined to be the most advantageous to the City, taking into consideration the factors which are set out in this RFP, including, for example, the status of OCFS-certification of the proposed site. Proposals will be evaluated on their technical merits and awards will only be made to vendors whose proposals are found to be technically viable. No proposal will be considered if it does not meet the minimum score of 70 points required by DYCD.

DYCD reserves the right to reallocate funds, in the best interests of the City and to make contract awards to ensure:

- a. appropriate distribution of necessary services and programs across geographic areas;
- b. appropriate distribution of necessary services types (Crisis Services or TIL);
- c. program diversity (that is, programs that vary by factors such as types of linkages and partnerships that support the program); and
- d. programs that are able to open and provide services by January 1, 2019.

C. Responsibility Determination

In accordance with the City's Procurement Policy Board Rules, DYCD can only make an award to a "responsible" prospective contractor. (See PPB Rules Section 2-08)¹³. Factors such as financial and personnel resources, and whether an organization is delinquent in any payment plans with DYCD or another governmental entity are among the factors taken into consideration during the responsibility determination process. As a result, a high score on a proposal is not a guarantee of a contract award. Additionally, if selected for a contract award, programs would be subject to fiscal compliance and viability reviews on a regular basis as determined by DYCD.

¹³ For further information see,

[http://www.nyc.gov/html/mocs/ppb/downloads/pdf/PPB_Final_Updated_5_12_14%20\(3\).pdf](http://www.nyc.gov/html/mocs/ppb/downloads/pdf/PPB_Final_Updated_5_12_14%20(3).pdf).

Contract award will be subject to the following conditions:

- Documentation of appropriate certification from OCFS by the conclusion of contract negotiations.
- Demonstration that the organization has the required insurance coverage.
- Timely completion of contract negotiations between DYCD and the selected proposer. Demonstration that the proposer is tax-exempt and incorporated as a nonprofit organization, is registered with the New York State Attorney General's Office Charities Bureau, and if not incorporated under New York law, is authorized to do business in New York State.