

Procurement Summary

Basic Information

Procurement Title:	Parent Support Program Resource Coordinator Services
Agency:	Human Resources Administration
Agency Email Contact:	accoprocurements@hra.nyc.gov

Procurement Description:	<p>The New York City Human Resources Administration’s (HRA) Office of Child Support Enforcement (OCSE) is seeking a qualified service provider to partner with OCSE and the Family Court to implement a new iteration of the Parent Support Program (PSP) that aims to further improve client outcomes through increased utilization of child support and parent support services; greater access to employment retention services; and enhanced client outcome tracking. Since 2011, the PSP has served low income noncustodial parents (NCPs) who have been summoned to the New York State Family Court for violation of their child support orders. By leveraging the authority of the Family Court and supportive services provided by the HRA Office of Child Support Enforcement (OCSE) and community-based organizations, the PSP helps NCPs overcome barriers that could keep them from engaging with their children, finding employment, and meeting their child support obligations.</p> <p>The primary goals of the PSP program are to:</p> <ul style="list-style-type: none">•Connect noncustodial parents to employment services;•Empower noncustodial parents to overcome specific barriers to employment;•Refer noncustodial parents to relevant supportive services—including OCSE debt reduction programs—to improve their ability to make consistent and reliable child support payments; and•Ensure compliance with program requirements through constant communication with clients to ensure they attend their required appointments and through written and verbal reporting, and frequent court hearings. <p>The service delivery goals that will be outlined in the RFP include the following:</p> <ul style="list-style-type: none">•Individualized assessments to determine referral needs;•Employment services to help noncustodial parents obtain and retain employment;•Case management and the coordination of support services;•Child support debt reduction guidance; and,•Enhanced court supervision and compliance monitoring.
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Concept Report Link:	http://a069-ppps.nyc.gov/PPPS/PPSPublicWebsite/pages/subscribe.aspx?ProcurementId=b6d3bb49-8cda-c1b8-adb3-d4974cbe09b7
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HHS Accelerator Service Applications:	<p>To receive this RFP in the HHS Accelerator system, you must have an approved Service Application for at least one of the following:</p> <ul style="list-style-type: none">• Legal Service• Case Management• Outreach• Job Placement Services
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