

**THE CITY OF NEW YORK  
HUMAN RESOURCES ADMINISTRATION  
CONCEPT PAPER**

**DOMESTIC VIOLENCE INTERVENTION, EDUCATION AND PREVENTION  
(DVIEP) PROGRAM**

**PURPOSE**

The following Concept Paper is a precursor to the forthcoming Domestic Violence Intervention, Education and Prevention (DVIEP) program Request for Proposal (RFP). Although DVIEP is a current program, the program has been substantially changed. DVIEP is a collaborative approach to assisting residents of the New York City Housing Authority (NYCHA) housing developments who are experiencing domestic violence. The Human Resources Administration's (HRA) Emergency and Intervention Services' Office of Domestic Violence (ODV) is seeking a qualified service provider to implement the DVIEP program in conjunction with ODV, NYCHA and the New York City Police Department (NYPD).

The purpose of the program is to coordinate service delivery for NYCHA residents experiencing domestic violence beginning with the initial Domestic Incident Report (DIR) filed with the NYPD, through the completion of the Emergency Transfer Program (ETP) application, while providing crisis intervention and referrals to community based services as necessary. DVIEP is comprised of three components: intervention, the Emergency Transfer Program, and education/prevention.

The primary goals of the DVIEP program are to respond to the immediate safety needs of domestic violence victims, raise awareness of the dynamics of domestic violence, and inform residents about services available to them. HRA believes that the services provided through the DVIEP program are critical to improving the response to domestic violence and therefore, improving the quality of life for NYCHA residents.

The service delivery goals that will be outlined in the Request for Proposal (RFP) include the following: streamline the emergency transfer protocol process and improve communication among the various agencies involved. Additionally, the RFP will clarify the role of the provider selected to perform the services under the DVIEP contract.

Through the upcoming RFP, the Human Resources Administration (HRA) will be seeking an appropriately qualified vendor to deliver Domestic Violence Intervention, Education and Prevention program services.

***Partner Agencies***

Below is a description of the agencies involved and their roles in DVIEP:

## NYCHA

NYCHA provides housing for individuals and families with low to moderate income. DVIEP services will be located on-site at NYCHA developments in the Police Service Areas. NYCHA will serve as a referral partner, as well as a service delivery partner to the DVIEP service provider.

NYCHA administers an ETP for residents who are experiencing domestic violence and other issues that impact their safety, and, as a result, need to relocate. ETP offers an opportunity for tenants and their authorized family members who can substantiate that they are victims of domestic violence, and for intimidated witnesses, to transfer confidentially to a development in another area of New York City. NYCHA provides this service to residents so that they do not have to vacate affordable permanent housing in order to be safe.

The selected provider would assist eligible clients to apply for the NYCHA emergency transfer, obtain required documents and ensure applications are accurate and complete. Once the application is submitted to NYCHA, the DVIEP provider would transfer the client to HRA's Domestic Violence Aftercare Program (DVAP) for supportive services, information and referral services. (See "HRA" paragraph below for more information about DVAP).

## NYPD

Security and safety services in the NYCHA developments are provided by the NYPD Housing Bureau located in Police Service Areas (PSA). There are nine PSAs throughout New York City. They are the equivalent of police precincts, but located on-site at NYCHA developments. In terms of DVIEP service delivery, the PSAs serve three functions. First, at each PSA, DVIEP case managers work with police officers on the client's behalf, and refer clients to available services in the community. Second, the PSAs are a referral source for clients experiencing domestic violence. Third, the PSAs are the location for training police officers during roll call as part of the education and prevention component.

## HRA

The HRA Office of Domestic Violence will offer programmatic oversight for DVIEP. DVIEP staff will be working closely with HRA staff in two programs: the Alternative to Shelter (ATS) program and the Domestic Violence Aftercare Program (DVAP).

### *Alternative to Shelter (ATS) Program*

The Alternative to Shelter program provides crisis counseling, advocacy and referral services to victims of domestic violence who can remain safely in their homes. Clients are assessed for safety needs and provided with crisis counseling, safety planning and a service plan for a Personal Emergency Response System (PERS). The PERS is installed in the clients' homes through the telephone, and provides a link to the local police precinct. Ongoing crisis and support services are offered, including referrals to community based domestic violence programs (non-residential programs), and legal services. To continue to be eligible, clients are required to maintain an exclusionary order of protection and contact with program staff every two weeks minimum.

### *Domestic Violence Aftercare Program (DVAP)*

The DVAP program offers case management services to NYCHA residents who have been approved for an emergency transfer due to the safety risks of domestic violence. DVAP is designed to provide support through the phases of relocation to keep victims safe and assist in breaking the cycle of

violence. Staff conducts assessments during home visits in order to identify safety issues and to provide case management and support services. These services are designed to promote stability during the relocation process until the family is successfully relocated to their new apartment. DVAP staff also works with community based providers to coordinate and ensure access to comprehensive services. It is expected that the provider selected for this solicitation will work with the DVAP staff the moment the client is referred to NYCHA for an emergency transfer.

In addition to the partnerships outlined above, the DVIEP provider will be expected to create referral partnerships with the community based (non-residential) providers who also contract with HRA and the Family Justice Centers, especially for clients who are involved with the criminal or family courts.

## **PROGRAM MODEL**

### ***Target Population***

The target population for the *intervention* component is NYCHA residents who complete a DIR. The target population for the *education/prevention* component is broader. This component includes NYCHA residents interested in learning more about the dynamics of domestic violence and available community services; as well as NYCHA staff, police officers and social service providers working with NYCHA in the PSAs.

### ***Program Activities***

The selected provider will be expected to work collectively with the agency partners in order to provide seamless service delivery for each client. Specifically, the selected provider will accomplish the following:

1. Intervention: Provide necessary social services to NYCHA residents for whom DIRs were prepared by police offices within each PSA; continue to assist residents who are eligible to apply for an emergency transfer; then transition the clients to DVAP.
2. Emergency Transfer Program: Ensure the completion and submission of the application for eligible NYCHA residents for an emergency transfer, as well as the referral of emergency transfer applicants to DVAP for case management and support services.
3. Education and Prevention: Ensure that information about domestic violence and available services is provided to all interested NYCHA residents, NYCHA staff, and the NYPD officers working in the PSAs. Training for the police officers will include topics such as the dynamics of domestic violence and information about additional domestic violence services available in the community.

The selected vendor would be required to have at least five (5) years' experience in the provision of domestic violence services in a community based context. Greater consideration will be given to vendors who have experience collaborating with NYCHA and the NYPD.

The selected vendor will be required to ensure that all services are available to NYCHA residents with special needs, as well as individuals with limited English skills. Services should be delivered in a culturally sensitive environment.

### Intervention Services

A family experiencing domestic violence could be referred to the DVIEP program through 911, the NYPD Police Service Areas (PSA), the court system, other service providers, and clients may walk into the office directly. All referrals must have filed a domestic incident report with the NYPD.

The selected provider will send outreach letters to all NYCHA residents who filed a domestic incident report (DIR) with the NYPD. The letters will include a description of DVIEP, contact information for the case manager, as well as a list of domestic violence resources in the community. Clients who follow up with DVIEP will receive intervention services.

For families who are referred to DVIEP, the case managers will reach out via telephone, or conduct home visits with a police officer, depending on the severity of the case. During the initial contact, the case manager will assess the family for safety; provide the family with crisis intervention; and offer information about domestic violence and the effects on the family.

During a home visit, the case manager will be expected to assess the client's living situation in order to determine whether the client can remain safely in their home while applying for an emergency transfer, or if other arrangements should be made.

As a result of the assessment, the selected provider will determine whether the client is a high risk family that may require increased intervention. Criteria for determining whether a family is high risk includes, but is not limited to, the presence of chronic or escalating violence, violence resulting in extreme bodily injury and or property damage, multiple domestic arrests, substance abuse by either parties and/or extensive intra-family violence, particularly cases involving children. Additional referrals will be provided based on the outcome of the assessment. At this point, the family decides whether or not to accept services and be admitted into DVIEP.

The selected vendor will conduct a comprehensive psycho-social assessment on each client admitted through the program. This assessment will include the client's identifying information; address, household composition, domestic violence history, information about the batterer, a summary of criminal justice or law enforcement involvement, a summary of Administration for Children Services (ACS) involvement, as well as services the family receives from other service providers.

The selected vendor is expected to maintain a record of all attempted and successful home visits including a record of those families who have been removed from the unsafe/high risk client list.

### Emergency Transfer Program

The DVIEP case managers will identify clients who are eligible for the NYCHA Emergency Transfer Program (ETP) based on the NYCHA criteria. The provider will also assist clients with the application including the acquisition of required documentation.

The completed ETP application will be submitted to the NYCHA Housing Management Office, the NYCHA Social Services Department, and HRA's DVAP. DVAP staff will provide support and advocacy services while the application is pending approval by NYCHA. Once the emergency transfer is approved, DVAP will enroll the client in case management services until the family has been relocated and transitioned to a new apartment.

The selected provider will participate in quarterly meetings with NYPD and HRA staff to discuss current service provision, and collectively work on strategies to ensure effective service delivery.

### Education and Prevention

#### *Training*

Training on the dynamics of domestic violence, as well as available community resources will be provided to NYPD Housing Bureau domestic violence police officers, NYCHA residents, and community organizations utilized by NYCHA residents. The training may include neighboring communities as well.

The selected provider will conduct at least two (2) roll call trainings per month. Topics presented during roll call training can include the dynamics of domestic violence; criminal court and family court procedures associated with domestic violence; information about orders of protection for domestic violence victims; the value of arrest; and risk assessment and safety planning. Information about the Alternative to Shelter program, Domestic Violence Aftercare Program and services for perpetrators of domestic violence will also be shared during the roll call training.

#### *NYCHA Community Events*

In order to increase the awareness of domestic violence and the DVIEP program, the selected vendor will be required to host two family day events each month for every PSA. The vendor will distribute materials relating to domestic violence, including program information for ATS and DVAP. In addition, the selected vendor will hold at least one workshop per month at each PSA with the DVAP staff.

#### *Program Outcomes*

The three components of DVIEP have goals associated with them to emphasize the importance of these areas and to measure success.

### Intervention

The goal for intervention is to increase the number of NYCHA residents who accept DVIEP services including outreach, assessment, home visits, advocacy and referrals.

- In each PSA, it is expected that the selected vendor will conduct a minimum of 15 home visits for high risk clients.

- The selected vendor will be required to contact at least 40% of the cases reported through the DIRs each month. A contact is defined as telephone calls to and from clients or home visits. The families may be contacted by telephone, if doing so does not pose a threat to their safety. Attempts made to reach the client will not satisfy the contact requirement.
- It is expected that at least 80% of the clients contacted will accept services from the selected vendor.

### Emergency Transfer Program

The goal of the emergency transfer component is to: (1) assist NYCHA residents with the ETP application process and ensure complete and accurate applications are submitted to NYCHA; (2) refer clients to DVAP for support and advocacy services pending approval of the emergency transfer.

- 95% of the clients approved for ETP will be referred to DVAP.

### Education and Prevention

The goals for education and prevention are to raise community awareness of the dynamics of domestic violence through presentations at community forums and police roll call trainings, and to increase the knowledge of domestic violence services available in the community and specific NYCHA processes such as the emergency transfer program.

- Based on a client feedback form to be developed by the vendor and approved by HRA, 80% of the clients surveyed will rate the services that the vendor delivers as satisfactory or better.
- At least 80% of the officers surveyed (at roll call) increased knowledge of the dynamics of domestic violence and the effects on the family.

## **ANTICIPATED NUMBER OF CONTRACTS**

HRA anticipates that one (1) contract will be awarded for the DVIEP program.

## **SERVICE AREAS**

The service areas consist of all nine PSAs covering NYCHA developments. It is expected that the selected vendor will provide case managers to cover the needs of these locations. HRA believes that the best approach is to provide staff in each of the PSA locations in order to establish the relationships with the agency partners as well as service providers in the community.

The PSA neighborhood and locations are listed below:

PSA 1: Coney Island: 2860 West 23<sup>rd</sup> Street Brooklyn 11224

PSA 2: East New York: 560 Sutter Avenue Brooklyn 11207

PSA 3: Bushwick: 25 Central Avenue Brooklyn 11206

PSA 4: East Village/ Lower East Side: 130 Avenue C New York 10009  
PSA 5: East Harlem: 221 East 123<sup>rd</sup> Street New York 10035  
PSA 6: Harlem: 2770 Frederick Douglas Boulevard, New York 10030  
PSA 7: South Bronx: 737 Melrose Place Bronx 10541  
PSA 8: Throgsneck: 2794 Randall Avenue Bronx 10465  
PSA 9: Queens: 155-09 Jewel Avenue Flushing 11367

For more information visit the [NYPD website](#).

## **FUNDING AND PAYMENT STRUCTURE**

It is anticipated that the total available annual funding for the contract awarded from this RFP will be \$600,000.

The final total funding amount depends on the availability of funds and is subject to change. Proposers should not exceed the anticipated funding amount in their proposals.

HRA expects that the payment structure for the contract awarded under this RFP will be 75% line item and 25% performance based.

## **PLANNED METHOD OF EVALUATING PROPOSALS**

Proposals will be evaluated pursuant to the criteria set forth in the RFP. This will include the quality of the proposer's approach and program design. In addition, the evaluation will assess the proposer's successful, relevant experience providing similar services. Proposals will also be evaluated based on the organization's staffing model and organizational structure as it relates to capacity to deliver these services.

HRA will award contracts 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 or criteria set forth in the RFP.

## **PROPOSED TERM OF THE CONTRACT**

It is anticipated that the term of the contract(s) awarded from this RFP will be for three (3) years from July 1, 2014 to June 30, 2017. The contract(s) may include one (1) option to renew for three (3) additional years, from October 1, 2017 to September 30, 2020.

## **USE OF HHS ACCELERATOR**

### **Use of HHS Accelerator**

To respond to HRA's Domestic Violence Intervention, Education and Prevention (DVIEP) RFP and all other client and community services (CCS) Requests for Proposals (RFPs) released Fall 2013 and later, vendors must first complete and submit an electronic prequalification application using the City's

Health and Human Services (HHS) Accelerator System. The HHS Accelerator System is a web-based system maintained by the City of New York for use by its human services Agencies to manage procurement.

### **Required Service Pre-qualifications**

The Domestic Violence Intervention, Education and Prevention (DVIEP) RFP will be released exclusively through the HHS Accelerator system. Only organizations with approved HHS Accelerator Business Application and Services Applications for one or more of the following will be able to propose:

- Case Management
- Preventive Services
- Mental Health Services

To submit a prequalification application to become eligible to apply for this and other CCS RFPs, please visit

<http://www.nyc.gov/hhsaccelerator>.

### **PROCUREMENT TIMELINE**

Expected RFP Release: February 2014

Expected Proposal Submissions Due: March 2014

Expected Award Selection Announcement: May 2014

Expected Contract Start: July 1, 2014

### **FEEDBACK ON CONCEPT PAPER**

Please submit all comments to this concept paper no later than February 3, 2014 to [accprocurements@hra.nyc.gov](mailto:accprocurements@hra.nyc.gov).