CITY OF NEW YORK
DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

PRE-PROPOSAL CONFERENCE FOR RESIDENTIAL SERVICES FOR HOMELESS YOUNG ADULTS (HYA)

REQUEST FOR PROPOSALS

EPIN #26019I0001

September 7, 2018
2:15 p.m.

Department of Youth and Community Development
2 Lafayette Street - 14th Floor
New York, New York

PANEL:

RANDY SCOTT - Assistant Commissioner, Vulnerable and Special Needs Youth

ROBERT FRENZEL-BERRA - Director of Research and Program Development

DANA CANTELMI - Agency Chief

STENO-KATH REPORTING SERVICES, LTD.
132 Mamaroneck Avenue (Conference Room)
Mamaroneck, New York 10543
152 Robert Drive (Mailing)
New Rochelle, New York 10801
212.953.3767 (95-DEPOS) * 914.381.2061
FAX: 914.722.0816
stenokath@verizon.net
SPEAKERS:

Zenaida Marie White - Pre-Proposal Conference Moderator

John Sentigar - Covenant House New York

Olesha Shaw - Catholic Guardian Services

Meredith Sopher - Sheltering Arms

Shilpa Ramesh - Ali Forney Center

PRESENT:

Dr. Que English - Not On My Watch Inc.

Sal Abuhamda - Project Hospitality

Heather Dailey - Diaspora Community Services

Sue Sampogne - Rising Ground

A. Sabes - The Bridge Fund of NY

Nancy Hruska - Rising Ground

Chris Hellstrom - Project Hospitality

Andrew Luong - The Children's Village

Michelle Richard - Edwin Gould Services for Children and Families

K. Phipps - Core Services Group

Nicole Brown - Cardinal McCloskey

Lindsay Gebhart - Sheltering Arms
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MS. WHITE: O.K. Thank you so much for your patience. We are now going to give -- can you hear me O.K.?

(Chorus of yes.)

MS. WHITE: Good afternoon, on behalf of Commissioner Bill Chong, I would like to welcome you to the Department of Youth and Community Development's Pre-Proposal Conference for Residential Services for Homeless Young Adults (HYA) Request for Proposals, EPIN 26019I0001.

My name is Zenaida Marie White. I am Assistant Deputy Agency Chief Contracting Officer here, and I have the privilege of presenting you with some information and overseeing this conference today, and I'd like to begin with DYCD's mission and vision.

The mission: The New York City Department of Youth and Community Development invests in a network of community-based organizations and programs to alleviate the effects of
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poverty and provide opportunities for New Yorkers and communities to flourish.

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. And please note in this RFP there are two sections in particular that will reflect expectations that are closely informed by DYCD's mission and vision, the program approach and community partnerships. A little later you are going to hear from our Assistant Commissioner of Vulnerable and Special Needs Youth, Randy Scott. So that's going to be a little later, and he's going to talk a little bit more about the program of community partnerships.

While I'm speaking of Randy Scott, I also would like to introduce the rest of our panel. Next to him we have Dana Cantelmi, our Agency Chief Contracting Officer, and beside her, we
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have Bob Frenzel-Berra, Director of Research and Program Development, and they'll be on hand later to help with questions. So let's just give an applause for our panel.

(Applause)

MS. WHITE: Thank you.

Our agenda today is to provide you with a timeline of specific dates that relate to this RFP, prequalifying and proposal submission information, program expectations, post award requirements, and also to provide you with the opportunity to have a question and answer session.

The timeline for this RFP. The proposals are due for this RFP on September 21st, 2018, at 2:00 p.m. Proposals must be submitted in the HHS Accelerator system. In order to respond to this RFP you must be prequalified in the HHS Accelerator system.

Is there anyone here who's not
familiar with the HHS Accelerator system?

   Oh, great, everyone here is. Good.
   So you know that DYCD will not
be accepting any hard copies of proposals
in response to this RFP. You're going to
hear this quite often because it's very
important, you're going to hear me say
it, you're going to hear Randy say it
that you must note that a separate
proposal must be submitted for each site
and bed type.

   Award announcements. We
anticipate that award announcements may
be made sometime in the winter of 2018.
The anticipated contract term for these
awards is January 1st, 2019, to
June 30th, 2023, with an option for DYCD
to renew for two additional years.

   Submitting questions after this
pre-proposal conference can be done
through rfpquestions@dycd.nyc.gov. When
you submit the questions please make sure
that you indicate in the title HYA
Residential Services RFP in the subject
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line. Also, in order to ensure that you receive timely responses, we're asking that all questions be submitted no later than September 14, 2018, a week before the due date and time of the proposals.

Moving right along, just a brief overview of our HHS Accelerator system, you want to ensure that you again submit all proposals through this system. The HHS Accelerate system was launched to simplify and improve the competitive contract process for health and human service providers. Agencies publish all requests for proposal (RFP) documents in the HHS Accelerator system. Pre qualified providers approved for relevant services provided are eligible to propose and can submit proposals after RFPs are released. Providers might submit proposals through the HHS Accelerator system by the proposal due date and time, 2 p.m. Again for this RFP, please note that a separate proposal must be submitted for each site and bed.
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type. If you have any questions regarding the HHS Accelerator system, you can email your questions to help@mocs.nyc.gov.

With us today in our audience we have some MOCS representatives in case after the conference you have additional questions, and we have with us Mary Ann Lauria and Jackie Schulze, right back there.

And now I would like to allow space for Randy Scott to come. He's our Assistant Commissioner of Vulnerable and Special Needs Youth Division. He's going to present a program overview regarding this RFP.

Please make note of any questions you have regarding this RFP and regarding any of the content matter. We are going to give you a chance once the presentations are over to ask your questions.

So, again, let's welcome Randy Scott.
MR. SCOTT: Good afternoon. Can you hear me? O.K., great.

So it's always great to come up and be able to talk about HYA. Not many people know about it, so to be able to share what HYA's accomplishments and what our expectations are is one of the great things.

So today I just wanted to give you some key information so that when you're submitting your proposals you are well informed of what you should be looking for and what you should be putting together in order to submit your proposal. And as you can see on the board, we have the RFP Basics. And these are the basics that everyone should know in regards to the information of submitting.

And as you know, contracts will be awarded for Crisis Services and TIL programs serving Homeless Young Adults 21 to 24 years of age. That's important no
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know because within RHY we have other options that we contract with; however, this particular RFP are only for Crisis Services and TIL programs for Homeless Young Adults, ages 21 to 24. It's a single competition, which is different but we've done different styles, but this is a single competition that covers both types of residential services. A separate proposal, as was stated earlier, must be submitted for each site and bed type. So that means if you're going to submit one for Crisis Services and a TIL, you should be submitting two proposals.

The anticipated contract term, as stated before, January 1st, 2019, to June 30th, 2023, with an option for DYCD to renew for up to an additional two years.

Price per bed for fiscal year '19, which will be from 1/1/19 to 6/30/19, will be $49,595. So this, we'll be able to inform you on what you're budget will be based on the number of
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beds that you will be proposing for. The price per bed for fiscal year '20 to fiscal year '23 will increase, and it will be 50,410, which reflect cost of living adjustments and increases to indirect costs. So you have to be mindful when you're submitting your budgets based on the year so that you're not incorrectly submitting a budget based on the wrong dollar amount. So that's very important to be mindful of.

And again, minimum of three awards, we're looking at a minimum of three awards for a combined total of 60 beds, 20 Crisis Services beds and 40 TIL beds is anticipated.

The goals of the program are basically to provide a safe and welcoming environment for all Homeless Young Adults. Adopt DYCD's Promote the Positive approach. You can see the link for this in the Flipbook in Section 3 of the RFP under Resources.

We want to make sure that the
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Proposal addresses both health and mental health needs directly and through referrals. We want to make sure that they facilitate participant access to additional resources through robust community partnerships. We want to make sure that we enable Homeless Young Adults to progress towards stability, economic self-sufficiency and successful independent living, and strive to family connectedness, defining family to include wider kinship groups and significant non-related caring adults.

When submitting the proposal, you should think about the program approach, where you adopt strengths based on trauma-informed approaches that focus on relationship-building, responsible decision-making and DEVELOPMENT of abilities to set and achieve goals. You want to make sure that you ensure that staff make all Homeless Young Adults feel safe and welcome through training, protocols and effective supervision.
And, you want to help participants rebuild family connections, when appropriate, due to histories of abuse/violence and using DYCD's online toolkit Circles of Support.

Also, the RFP is looking for organizational experience. Some of the key expectations are that you have a minimum of three years of experience within the last five providing services to at-risk, vulnerable youth or young adults, including the development of individualized service plans, ISPs. You should have experience providing services to LGBTQ youth and young adults and other vulnerable groups. And, you should have a history of successful collaboration with other community-based organizations and agencies and meeting funders' performance targets.

Now I just want to talk about the target populations, service levels, and hours of operations. These are always important in terms of folks
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needing to know how to operate the service. The target population means Homeless Young Adults ages 21 to 24. Even if the program targets a particular young adults subgroup, for example, LGTBQ, sexually exploited, it must serve all Homeless Young Adults who seek services and ensure services are received through appropriate referrals. Programs must make reasonable accommodation for young adults with disabilities, as defined by the American with Disabilities Act.

The service levels. The maximum number of residents is 20, unless OCFS grants a variance, and your expected bed utilization is 90 percent.

Hours of operation, programs must operate and provide onsite staff supervision 24/7 and participants must have access to the program site at all times.

Program services brief overview.

Intake. Appropriate staff person
available to receive referrals between 10:00 a.m. and 8 p.m. Programs that receive emergency referrals from drop-in centers must address all urgent needs of the youth. Emergency referral, I just wanted to give you an example of what an emergency referral is. If, for example, you are a provider and you get a call from, say, OCFS, ACS or NYPD and they have a particular youth that they want to place in your facility and that youth may not have been assessed to see if the youth meets the criteria. That is why you would seek to get a waiver in order for that youth to be placed into your facility. Those are examples of the Emergency referrals that we're talking about in terms of placement in your facilities. So you must be able to receive those referrals from those entities that I named as well as others and from drop-in.

The staff must provide information about program services, and
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agency policies and processes, including
grievance/complaint procedures, all which
will be stipulated in the proposal as
well as in your work with OCFS.

Comprehensive services.

In-depth assessment of needs and
development of individual service plans
within specified time frames. Crisis
Shelters must complete these tasks within
48 hours and review ISP weekly and revise
as necessary. TILs would complete the
comprehensive assessment and develop ISP
within 30 days and review ISP at least
every 60 days and revise as necessary.

Case management and counseling.
The proposal would include Individual and
group counseling, and, if necessary to
address participant needs, family
counseling. Case management components
as described in the RFP, as well as
provide advice on housing options helping
the resident identify appropriate
placement prior to discharge.

Life skills training. Through
coaching, workshops and other approaches, help residents acquire basic life skills, as described in the RFP.

Discharge and follow services, all exit interviews must be conducted for each young adult prior to discharge. Follow-up case management and other appropriate services for 30 days, following discharge from the Crisis Services program, 90 days following discharge from a TIL.

Involuntary discharges. All young adults must be informed in writing in advance and given the opportunity to challenge the decision.

Staffing. Minimum requirements for both Crisis Services and TIL programs: One full-time on-site supervisor with primary responsibilities for the program; one full-time counselor/case manager and other staff necessary for effective program operations. The onsite supervisor and case manager/counselor would have a
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Bachelor's degree or higher. If neither the onsite supervisor nor case manager/counselor has a Master's degree, the contractor would ensure that the case manager/counselor is supported by another staff member in the organization with a Master's degree in Social Work or a related field.

Cultural sensitivity. All staff would be appropriately trained and have the necessary experience to effectively serve youth from any background, especially LGBTQ and sexually exploited youth.

DYCD's Core Competencies for Youth Work Professionals would inform staff training.

Community partnerships. At least five community partnerships with external organizations or agencies are required. At least one partnership with mental health service provider is required. Partnerships are expected to enhance program services and expand
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options for Homeless Young Adults.
Partners may include other DYCD-funded
programs provided they are operated by a
different organization. Homeless Young
Adult programs that do not specifically
target LGBTQ or sexually exploited youth
or other vulnerable groups must have at
least one partnership with specialist
providers to ensure cultural sensitivity,
and must have signed Community
Partnership Agreements, summarizing how
services for participants will be
enhanced, and submitted with each
proposal.

And finally, Program Facility.
Key features that you need to be aware
of:

One, it must be located within
New York City and be accessible by public
transportation.

Two, appropriate in size/design
to accommodate staff, participants and
services in accordance with the OCFS
regulations.
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Three, complies with the Americans with Disabilities Act.

And finally, OCFS-certified at time of contract award or proposer has submitted application to OCFS and is able to meet applicable state requirements.

Thank you very much.

MS. WHITE: Thank you, Randy.

O.K. Continuing on, we want to just review some information regarding post award requirements. Upon signing in, you should have received an FAQ sheet for the Public Assistance Hiring Commitment Rider. Yes? O.K.

We also want to review with you that there is a requirement for all contractors to be determined responsible in the post award stage; therefore, please make sure your passport disclosures are up to date, ensure that your New York State charity filings are current, and ensure that any outstanding liens or adverse information has been resolved. Unresolved issues often cause
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significant delays in the post award process.

Important information regarding the New York City liability insurance requirement. You are to ensure that you have coverage for commercial general liability, $1 million per occurrence and a $2 million aggregate; if applicable, motor vehicle liability, $1 million per accident combined single limit; and workers' compensation. An original certificate of insurance naming the City of New York, including its officials and employees, as an additional insured. DYCD will not be able to proceed with processing an award contract until it has obtained proof of the necessary insurance coverage.

DYCD encourages MWBE participation and recommends the utilization of certified MWBEs.

And lastly, transcript, presentation and attendance rosters will be posted to our DYCD website for your
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viewing.

And now for the moment that
you've all been waiting for. Thank you
for being so patient with our brief
presentation, but now is your opportunity
to ask any questions you have, questions
solely relating to this RFP.

Please come to the podium where
you can ask the panel any questions that
you may have related to this RFP. It
helps if you are able to cite the page or
section of the RFP that your question is
coming from. You are not limited to the
amount of questions you have, but if you
leave the microphone and come back, every
time you come to the microphone we need
you to state your name and the
organization that you're representing.
So that's it.

You can please come up. Don't
be shy and ask your questions. Come up
right here.

MR. SENTIGAR: Hello. John
Sentigar, Covenant House New York. How
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are you?

MR. SCOTT: Fine. How are you?

MR. SENTIGAR: I noticed

before -- I think I have four questions.

I noticed before when you were talking

basics under the budget, you stated that

for FY '19 we do the 49,000 dollar number

and thereafter the 50,000 dollar number.

On page 16 of the RFP, Section G(1)(b)

under Budget Management Program

Expectations, it says, "The proposer's

proposal budget summary would reflect the

unit price per bed in FY '20, which is

fifty-four ten, multiplied by the number

of beds proposed. So are you saying

something else or am I just confused by

the RFP, I'm not sure? So the RFP states

that you put the budget together using

the 50,000 dollar number, but we were

told just now to use the 49,000 dollar

number.

MR. FRENZEL-BERRA: Yes. So for

the exercise of putting a budget, an

annual budget for your proposal together,
use the 50,000 dollar figure.

MR. SENTIGAR: O.K.

MR. FRENZEL-BERRA: But understand that the first six months of it --

MR. SENTIGAR: Of course. O.K., that makes sense.

MR. FRENZEL-BERRA: And then the difference will be if you get a contract award and you come in to a fixed contract, the budget will be worked out for those six months.

MR. SENTIGAR: O.K., thank you. My next question is about age groups. We already operate TILs that are 18 to 21. Can consumers in those TILs transition into a 21 to 24 TIL?

MR. SCOTT: So let me make sure I'm clear on the question. So if you were to be awarded a 21 to 24 year TIL, can the youth who are in your current 16 to 20 TIL transition into that?

MR. SENTIGAR: Yes.

MR. SCOTT: The answer is yes.
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MR. SENTIGAR: And then a follow-up to that, does the clock reset for TILs? So let's say, there's someone in the lower age TIL and they've been in there for -- what's the max number of years you can be in a TIL?

MR. SCOTT: Two years.

MR. SENTIGAR: So they've been in there for one year. Does the clock reset if they go to the 21 to 24 TIL at two years or could they because they've spent a year in the lower TIL and thus they only have a year left in the 21 to 24 TIL?

MR. SCOTT: Based on the way the current system is, so I'll just answer that, if a youth is in a Crisis and you know the Crisis is 16 to 20 and that youth transitions to the TIL, they will not start at the, say, the 61-day of that TIL, for to lose it, the one- or the two-year. So if they were to transition into a new TIL, then the clock restarts.

MR. SENTIGAR: O.K. I think
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that's it.

Do you have any recommendations on borough location?

MS. CANTELMI: I mean, I feel like there's a need everywhere and in every borough, so we don't really have a recommendation.

MR. SENTIGAR: And then, I know the award says 60 beds, preferably 20 Shelter, 40 TIL. Would you accept lower bed numbers, like ten?

MS. CANTELMI: Yes. It's a minimum of three, but we do expect there may be proposers that are giving us proposals that are way less than 20.

MR. SENTIGAR: O.K., thank you.

MS. SHAW: Good afternoon.

Olesia Shaw, from Catholic Guardian Services. I just have not one question. For mother-baby placements will we be paid for mothers and babies as separate slots or one slot?

MR. SCOTT: Mothers and babies are considered two. So basically if you
were to propose a 20-bed program, you would propose possibly a 10-bed female and 10-bed child. So each one is considered one entity.

MS. SHAW: O.K., thank you.

MS. SOPHER: Meredith Sopher, Sheltering Arms. So the RFP says that we're required to either have OCFS certification on the site or have our application submitted. Is there any flexibility to propose a site over which we don't yet have full control? So if we, say, we've identified a potential site and are in negotiations for a lease but don't yet have the ability to submit an OCFS application for certification.

MS. CANTELMI: So we need to see at least OCFS application or the actual certificate itself. As long as you've filed it, it doesn't have to be approved but we do need to see that it is in the process.

MS. SOPHER: So we have to actually have control of the property,
because we can't file, I don't believe, for certification unless we actually have a signed lease.

MR. SCOTT: We definitely do not want you to sign a lease until you have been awarded.

MS. SOPHER: That's the problem.

MR. SCOTT: So I think having identified a possible location and communicating that would suffice in terms of us knowing that you are on the path to having a space, a place in hand at the time you are awarded.

MS. SOPHER: O.K. Thank you.

MR. SCOTT: You're welcome.

MS. RAMESH: Shilpa Ramesh, on behalf of Ali Forney Center. Is there -- I know you mentioned the three minimum. Is there a maximum number of awards that DYCD would allow? And then, in terms of the total funding, is that going to be combined with the other Crisis/TIL money that's out there for 18 to 21 or is this separate funding; and if so, how much?
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MS. CANTELMI: We can't speak to
the max number of awards, but we do have
that max number of beds that will be
awarded, the 60. In terms --

MS. RAMESH: That's a max
number?

MS. CANTELMI: Number of beds.

MS. RAMESH: That's the max
number, 60?

MS. CANTELMI: Sixty.

But in terms of awards,
depending on how the competition looks,
how many proposals we get, it's hard to
say exactly how many awards we will
actually make.

MR. SCOTT: But just as I've
mentioned in my presentation with respect
to the OCFS, the max is number is 20, and
you would have to seek a variance to go
over the 20 if that's what your question
was.

MR. SENTIGAR: John Sentigar,
covenant House New York. Can we
colocate shelters and TILs or put a 21
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to 24 shelter in a space where we already have a DYCD shelter or a TIL in a space where we already have a DYCD TIL?

MR. SCOTT: Good questions today. Co-location is a matter that needs to be discussed with our external partner, OCFS, 'cause in regards to certification, that would be a key component of whether or not you can co-locate a program with another program in a site. So that question would need to be fleshed out a little bit more after award so that we can go forth with that.

MR. SENTIGAR: Thank you.

MS. WHITE: O.K., it seems like everyone asked the questions you needed to ask. Please be reminded that once I conclude the conference, the panel will no longer be available for any questions. So this is your last chance. After that, all questions can be submitted via email to rfpquestions@dycd.gov.

As we prepare to close this
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conference, I want to remind you that the
due date for submitting proposals for
this RFP is September 21st, 2018, at
2 p.m. in the HHS Accelerator system. Be
reminded once again that a separate
proposal must be submitted for each site
and bed type.

If any addenda to this RFP will
be issued, it will be made available
through the HHS Accelerator system. So
please make sure that all information you
submitted to us is correct and legible
because we want to be able to download
any information regarding this RFP in the
HHS Accelerator system. And that
concludes -- is there any organization
who has not signed in upon entering?

Good.

All right, thank you to much.
All the best to you. Have a good
afternoon. Have a good weekend. It's
Friday.

(Whereupon, the conference
concludes at 2:45 p.m.)
CERTIFICATE

STATE OF NEW YORK )
                   ) ss.:  
COUNTY OF WESTCHESTER )

I, KATHLEEN T. KEILTY, a
Certified Shorthand Reporter and Notary
Public within and for the State of New York, do hereby certify:

I reported the proceedings in
the within-entitled matter, and that the
within transcript is a true record of
such proceedings;

I further certify that I am not
related, by blood or marriage, to any of
the parties in this matter and that I am
in no way interested in the outcome of
this matter.

IN WITNESS WHEREOF, I have
hereunto set my hand this 12th day of
September, 2018.

KATHLEEN T. KEILTY, C.S.R.
License No. 000755
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