

ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES

QUESTIONS & ANSWERS

RFP # 2022-038VF: Youth Community Needs Assessment

Questions submitted via email and at the Informational Meeting on 7/26/2022

1. **What does the final deliverable look like? An “outline” was requested. Are there components of this outline that would be particularly helpful to provide or emphasize?**

The final deliverable would be a set of data which reflects feedback and input from youth, families, and providers throughout Erie County, and a summary of needs and service gaps which emerged from that data. Data will be utilized to inform funding decisions for the next three years.

2. **Is the funder looking for a general sample within Erie County, or only youth and families currently receiving county services?**

A general sample within Erie County, not only for youth and families currently receiving DSS services.

3. **The RFP indicates that all deliverables are due December 31, 2022 and it also indicates, “The County desires the final product to outline program needs of the youth in Erie County, as well as identify resources available and not currently available in their neighborhood or community. The organization of information must be intuitive and easy to navigate. Final product to be delivered by March 2023.” Please advise us on which deadline we should plan for.**

- **Does the report have to be written by the December 31, 2022 or just data collection process has to be completed by then?**

The completion of the deliverables is on or before March 2023, not December 31, 2022. December was written in error.

4. **Will we be able to interview youth and families currently receiving services from DSS?**

Data for the needs assessment will not be limited to DSS clients. It would involve youth, families, and service providers throughout the County, not necessarily those receiving DSS benefits.

- **How will contact information be communicated?** Contact information for some providers would be provided by the Youth Services Department. Contact information, if required, for families would be provided by individual providers of youth services in the County.
- **Would the families already have given consent?** No
- **Will an incentive be provided to participants?** That will be determined by the vendor.

5. **Will we have access to information about youth/families who are currently receiving services from DSS?**

This opportunity will not only measure input/feedback from DSS clients.

- **How many youth are currently receiving services from DSS?** This assessment will involve youth from throughout Erie County, not just youth receiving “services” from DSS.
- **What is the demographic profile of youth/families receiving services from DSS?**
 - **Are you looking for a general sample within Erie County, or only youth/families currently receiving services from DSS?** General sample
 - **Are there benchmarks for population demographics that EC wants to target? x# of youth of color, LGBT+ youth, etc.? Or are we reflecting the general population based on existing data (from the census)?** General population – but data outputs should include this information

- **Are county/case workers on-board/available during this process?**
 - **Can we utilize them for a warm handoff, relaying information, gaining consent, etc.?** No, but Youth Services employees may provide contact information of our funded agencies, who may assist with this handoff/introduction.

6. How are we wholly defining ‘youth’?

- **What age range is being targeted?**
- **Is this defined through targeting specific childhood developmental phases, and if so, which ones?**

Youth shall be defined as those between the ages of 5-20.

7. How are we defining “profile”, and is that a deliverable that is meant to be referenced statically, or interacted with dynamically?

Both static and dynamic factors will need to be collected and reported in the data.

8. What is meant by “gaps in services”?

- **Is this only meant to identify where programming is missing and should be created, or if programming is currently falling short of meeting needs-and if so, how can we assess if that is the case?** Where programming/services are missing for different types of needs in different neighborhoods/zip codes (after-school, summer, mentoring, delinquency prevention, teen programming, juvenile justice diversion, youth employment, etc.)
- **Are there public data sources or county-provided data as to what benchmarks that currently-existing organizations are being held to meet youth needs?** No, we will be using the outcome of this assessment for that purpose.

9. Do “needs” include preventative services or only services after a youth/family is in care?

This assessment has nothing to do with preventive or foster care services. This is an assessment of youth services only (youth development programs, summer programs, teen programs, juvenile justice diversion services, juvenile delinquency prevention).

10. What pre-existing youth needs assessments of any kind have ever been done in the past?

- **What precedent is there for this?** None
- **To what extent would we be encouraged to draw from pre-existing assessment tools?** The vendor is encouraged to design their own tools.

ECDSS has not conducted a needs assessment within recent years, if ever. An informal survey for the Youth Bureau was conducted about 5 years ago, but the data are no longer available.

11. Has the Erie County Department of Social Services (ECDSS) identified any community organizations in Erie County that they would like the selected vendor to interview/survey as potential participants in this project? If so, can you list those or tell us how many of these groups they would like the vendor to work with?

Yes, Youth Services contracts with many community-based organizations providing a range of programs and services for youth. Vendor will be provided with contact information for these organizations and vendor may reach out to schedule interviews and the like. Agencies are located throughout the County. Vendor should choose number and location of agencies to work with based on the sampling model they chose. Youth Services staff can make introductions, as well as inform all contracted agencies of this project so they are aware.

- 12. Given the extensive scope of work detailed in this RFP, would the County consider increasing the budget above \$50,000 for this initial phase of work based on the detailed work plan of the vendor's submission? Or would any proposal above \$50,000 be rejected?**

\$50,000 is the maximum award for this RFP.

- 13. Would the County accept an insurance policy from the selected vendor with a \$3,000,000 umbrella policy that layers over our \$3,000,000 General Liability policy?**

Yes.

- 14. In the scope of work it indicates that content shall include informational resources, links, and information about available resources. Is it expected to compile a list of resources used by the community?**

Compiling a library of resources is not the focus of the deliverables, but may be included with the data.



ERIE COUNTY DEPT. OF SOCIAL SERVICES

RFP # 2022-038VF: YOUTH COMMUNITY

NEEDS ASSESSMENT

RFP INFORMATIONAL MEETING

KATE HILLIMAN, LMSW – SR. DIRECTOR, YOUTH BUREAU

JULY 26, 2022



DIVISION OF YOUTH SERVICES – MISSION STATEMENT

- The Youth Services Division is dedicated to providing quality services to youth and families of Erie County along a broad spectrum, including an array of positive youth development programs; screening, assessment, appropriate diversion, accountability, monitoring and intervention services to youth involved in Family Court matters. The Division is also responsible for secure detention services for youth remanded by the Courts during the pendency of legal cases.
- The Division of Youth Services is headquartered at Erie County Youth Detention on East Ferry Street but Youth Services staff are based at various locations throughout the City and County.

DIVISION OF YOUTH SERVICES – SERVICE CONTINUUM

Prevention (Youth Bureau)

Youth Services oversees community-based youth programs aimed at supporting youth, bolstering protective factors, and preventing delinquency. These programs are managed by the Youth Bureau.

Diversion (Youth Bureau and Juvenile Delinquency Services Team)

Youth Services provides a team of social workers who work in collaboration with the Dept. of Probation to develop service plans for youth engaged with the juvenile justice system. Youth Services also manages contracts for diversion services linked with this team.

Detention (Youth Bureau and Detention Staff)

- Secure detention houses youth age 12 – 18 who are alleged to have committed a crime.
- Detention is a temporary facility for youth awaiting the outcome of their Court proceedings.

Placement, Re-entry & After Care

- Youth Services is responsible for managing the process for youth who are court-ordered to an out-of-home agency placement or placement at an OCFS facility.
- If a youth is detained at Erie County Youth Detention, Juvenile Justice Counselors, in partnership with the Dept. of Probation, and education providers within the facility, work to ensure an appropriate discharge plan and link with post-discharge services when applicable.

YOUTH SERVICES STAFF

- Paul Kubala, Deputy Commissioner
- Kate Hilliman, LMSW – Sr. Director, Youth Bureau
- Will Long, Facility Supervisor (Detention)
- Ruby Jain, Director of Claims Administration
- Jen Longo, Sr. Clerk Typist (claims)

- Carrie Godfrey – Compliance Department
- Jamie Seymour and Lisa Wissing – Legal Department

COMMUNITY NEEDS ASSESSMENT

- Youth Services administers over 200 contracts for prevention, diversion, detention and after-care services for youth in Erie County.
- Youth Services is responsible for the Erie County Youth Detention Center.
- Youth Services staff and Youth Board members are responsible for making funding recommendations for programs in each of these areas of our service continuum.
- Critical need and equity are main priorities.
- A community needs assessment is requested to make data-driven funding decisions.
- A community needs assessment for Youth Services has never been undertaken.

COMMUNITY NEEDS ASSESSMENT: TIMELINE

- July 12, 2022: RFP released
- July 26, 2022: RFP Informational Meeting
- August 8, 2022: Proposals Due
- September 2022: Selections announced
- No later than March 2023: Assessment project completed and outputs are due

COMMUNITY NEEDS ASSESSMENT SCOPE OF WORK

- Conduct a county-wide needs assessment to determine the needs of youth ages 5-20 throughout Erie County.
- Identify existing resources, assess persistent needs, emerging trends and detect gaps in services.
- Proposer is to meet with youth, parents and caregivers, school personnel, providers who work with youth to understand the needs of the community. Youth Services can provide contact information for contracted vendors with whom proposer may partner to gather data.
- The process of gathering community input must include engagement of communities of color, LGBTQAI+ youth and their families, families of youth with disabilities, families living in poverty, and those from rural, suburban, and urban communities.
- Based on this community input, the Proposer will compile the information to support program plans for 2023. Content shall include informational resources, links, and information about available resources. It is expected that most resource information, if not all, can be obtained from publicly available sources including, but not limited to, governmental websites.
- The Proposer must provide a large enough sampling that can confidently use the information to make decisions about programming.
- All proposals should describe the sampling pool they will use, the target number of responses, and any strategies that will address low response rates if they occur. Applicants will use Census Bureau and other recognized and reliable sources for general demographic information to create a profile of Erie County.

COMMUNITY NEEDS ASSESSMENT: SCOPE OF WORK

- Proposer will be responsible for the following:
 - Development of data collection tools
 - Administration of tools
 - Collection of qualitative and quantitative data
 - Creation of data outputs for Youth Services use.
 - Summary recommendations to address service gaps
- Note: This is not an assessment of child welfare programs or clients, such as preventive programs. This is a needs assessment to guide development of youth services programs and services outside of the scope of child welfare.

PROPOSAL EVALUATION PROCESS

Proposals must be submitted online in two sections by 4:00pm on August 8th:

Appendix A

- Proposal to Provide Service
- Signed Schedule A
- For agencies not currently contracted with ECDSS to provide the requested service: References and data from similar work

Appendix B

- Signed Fiscal Form (unit of service: per hour)
 - Most recent Audit report prepared by an independent CPA
 - Most recent Management Letter
 - Listing of Officers and Board of Directors
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- Proposals **MUST** be signed using the attached Schedule A: Proposer Certification. Unsigned proposals will be rejected.
 - Submission of the proposals shall be uploaded as two separate documents (Appendix A and Appendix B) to: OnBase Unity Form.
 - If unable to upload the proposal, a printed submission may be submitted to: Erie County Department of Social Services, Attn: Carrie Godfrey, 95 Franklin Street Room 804, Buffalo, NY 14202.
 - All proposals must be submitted on or before August 8, 2022 at 4:00 p.m. Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.

PROPOSAL SCORING CRITERIA

- Proposals will be scored based on the following criteria:
 - Application Completion
 - MWBE status
 - Overall Proposal
 - Program Information and Implementation Plan
 - Organizational and Team Experience
 - Trauma-Informed Care
- Applications are scored by five reviewers, which includes a fiscal analysis

QUESTIONS?

- Thank you for your interest in this opportunity!
- Q&A period