

Community Assistance CFAB RFP Workshop

Volusia County Council
January 6, 2011

RFP history



History

- 2007 – CFAB begins discussions to initiate a request for proposal (RFP) process, rather than an application process
- February 2009 – CFAB conducts workshop for County Council and receives direction to initiate a pilot RFP
- August 20, 2009 – County Council selects homeless children and youth as the priority service area for the pilot RFP
- December 17, 2009 – County Council selects the Early Learning Coalition as the recipient of the pilot RFP and directs the CFAB to identify priority needs for full RFP process
- March, 2009 – CFAB begins process to identify priority needs
- From October, 2009 – November, 2010, the CFAB met 11 times, the sub-committee met 14 times, six workshops were held, and one community meeting was held



Status of RFP Pilot Program

- Contract awarded to Early Learning Coalition in March 2010 to provide comprehensive services for home and school stability for homeless children
- Contract award - \$208,130
- To date expenditures - \$161,663
- Goals
 - 50 percent of homeless children to remain in the same early learning/after school program for at least one year
 - Status – 84 percent (61 of 72 children) of homeless children have remained in the same early learning/after school program since enrollment
 - 50 percent of homeless families to obtain stable housing within three months of enrollment
 - Status – 11.1 percent of families (5 of 45 families) have obtained stable housing
 - 100 percent of homeless families to have an action plan for maintaining stability in early learning/after school programs and to obtain housing
 - Status – 100 percent of families have an action plan to maintain stability in early learning/after school program and to obtain housing

Process – general



Process – general

- Data collection
 - Citizen survey
 - Provider survey
 - Funder Survey
 - One Voice for Volusia’s Community Agenda
- Service need categories identified
- Provider workshops and community meeting held to identify priorities within each category and the use of funds for each priority
- CFAB identifies funding percentages for each service need category
- Process and funding recommendations formally presented to County Council

Data collection



Process – citizen survey

- Informal survey developed to solicit identification of perceived needs
- Survey questions mirrored categories of services identified in the One Voice for Volusia Community Agenda Snapshot
- Surveys distributed via Community Connector (1,500 distribution), agencies receiving CFAB funding, Volusia County Human Services offices
- 1,450 surveys returned and tabulated

Citizen survey results

Priority	Identified need	Service area	Number of responses
1	Children are safe from violence	Family-based intervention	1,023
2	Adolescents are free from drugs, violence, teen pregnancy and stay in school	Services for adolescents	950
3	Children succeed in school	Infant and maternal health/early childhood development	905
4	People are free from violence	Family-based intervention	898
5	Children are in a safe and supportive location during nonschool hours	Nonschool hour services for school age children	893
6	Parental involvement is necessary for development of youth and children	Family-based intervention	890
7	Children grow up and develop appropriately	Infant and maternal health/early childhood development	889
8	People in crisis are assisted quickly and stabilized	Basic needs services	889
9	Children are healthy	Infant and maternal health/early childhood development	887
10	Children are ready to learn in school	Infant and maternal health/early childhood development	870



Process – providers survey

- Informal survey developed to solicit identification of perceived needs
- Survey questions mirrored categories of services identified in the One Voice for Volusia Community Snapshot
- Surveys distributed via Community Connector and to agencies receiving CFAB funding
- 35 surveys returned and tabulated

Providers survey results

Greatest number of responses	Gaps in services
1	Mental health/substance abuse services
2	Transportation
3	Affordable /supportive housing
4	Training/employment
5	Case management/therapy/counseling
6	Intervention/prevention services
7	Child care
8	Funding for additional staff
9	Basic needs
10	Health care

Providers survey results

Greatest number of responses	Underfunded services
1	Emergency shelter
2	Transportation
3	Basic needs
4	Supportive/affordable housing
5	Tutoring/youth development programs
6	Health care services
7	Prevention services – alcohol, substance abuse
8	Counseling
9	In-home services for elderly
10	Child care subsidies



Process – funders survey

- Informal survey developed to solicit identification of perceived needs
- Survey questions mirrored categories of services identified in the One Voice for Volusia Community Snapshot
- Surveys distributed via e-mail
- Surveys completed and returned from:
 - Center for Business Excellence
 - Department of Juvenile Justice/Circuit 7
 - Department of Elder Affairs
 - Early Learning Coalition of Volusia/Flagler
 - Healthy Start Coalition of Volusia/Flagler
 - Department of Children and Families
 - Volusia County Health Department

Funders survey results

Identified need	Strategies/resources to bridge gap
Dental care	Develop dental program
Affordable housing	Provide funds for the development of agency capacity to construct/lease/operate family shelters
Lack of jobs	Coordinate with Workforce Development to access unemployment benefits, assist with job searches, and childcare after employment
In-home care and coordination of services	<ul style="list-style-type: none">•Coordinate with other agencies to become more efficient•Leverage funds with grants or other resources•Educate state legislators•Research provisions in health care reform bill to maximize the receipt of state and local dollars

Funders survey results

Identified need	Strategies/resources to bridge gap
Lack of residential beds for pregnant women with substance abuse issues	Funding and community support to implement a communitywide data system that links services and determines program effectiveness
Comprehensive data system	Funding and community support to implement a communitywide data system that links services and determines program effectiveness
Health education	Work with community stakeholders at point of entry to educate women about services and issues related to pregnancy
Operations of a juvenile assessment center	Funding to support the operations of a juvenile assessment center

Funders survey results – continued

Identified need	Strategies/resources to bridge gap
Transportation	Unrestricted funds to provide appropriate services, sometimes in a crisis situation
Childcare and after-school care	
Adult services – home health care, equipment, prescriptions, respite services, guardianship	
Services for persons that are homeless	

Process – Service need categories identified



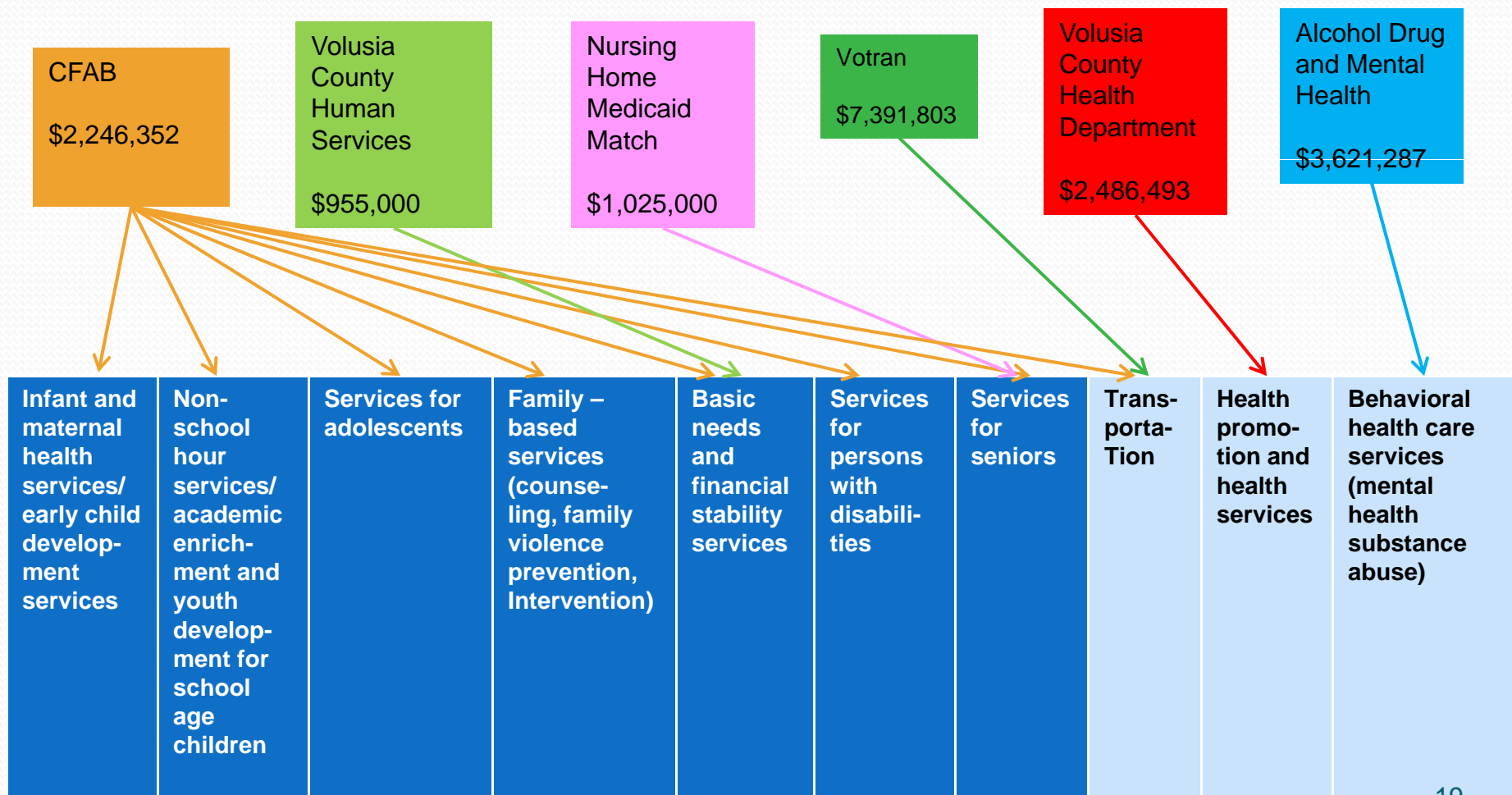
Process – service category identification

- Service categories identified through the One Voice for Volusia Community Agenda Snapshot
- Categories containing like services grouped into seven broad areas
- Categories already funded through other county sources identified
 - Transportation (Votran)
 - Health promotion and health services (VCHD)
 - Behavioral health care services (ADM)

Existing county funding – general fund FY 2010-11

County of Volusia – Health and human services areas

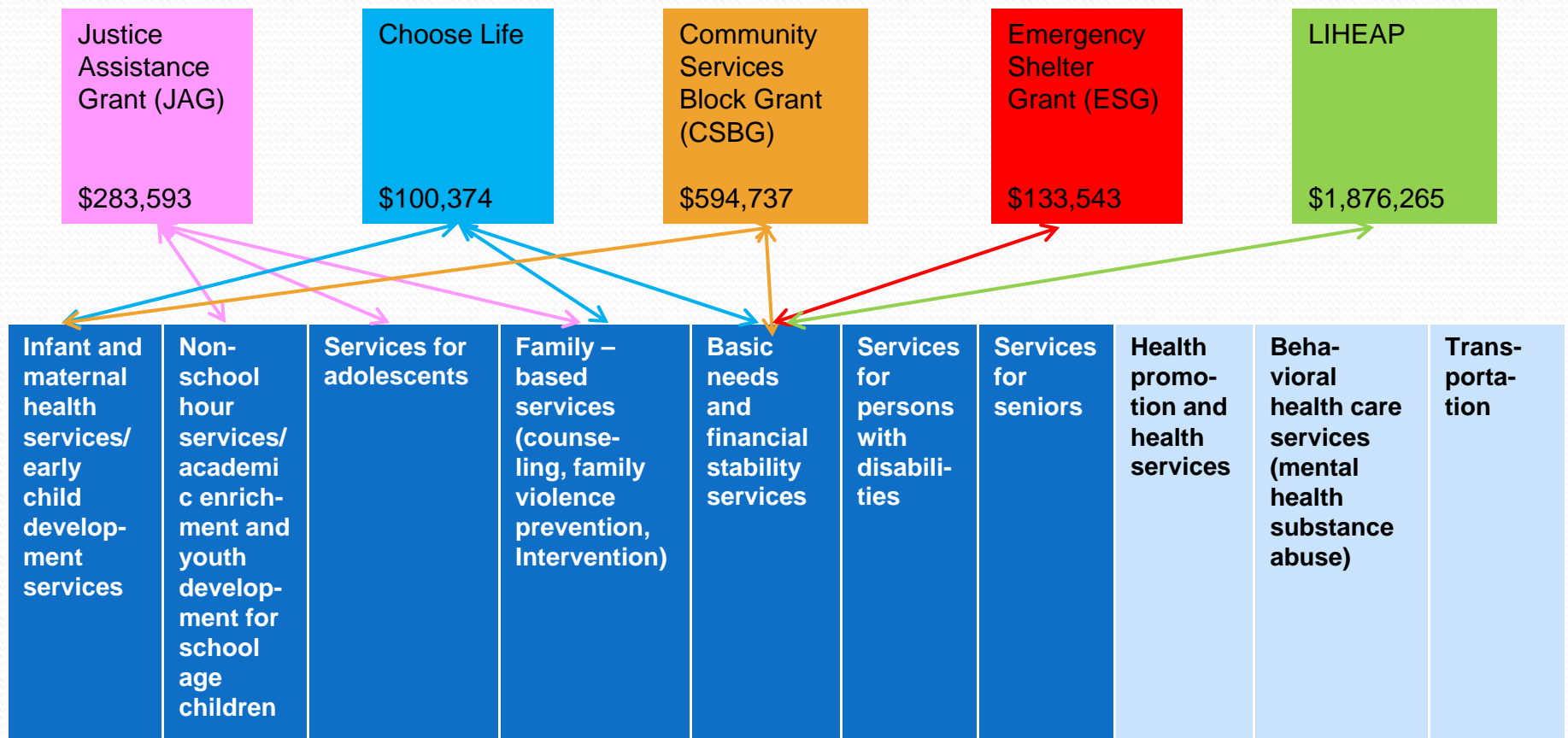
Total – \$17,725,935



Existing county funding – grant funds FY 2010-11

County of Volusia – Health and human services areas

Total – \$2,988,512



Service need categories



Service need categories

- Services for the disabled
- Infant and maternal health and early childhood development
- Services for seniors
- Nonschool hour services for school age children/youth development/academic enrichment
- Services for adolescents
- Family-based intervention/counseling services/services to prevent, intervene in family violence
- Basic needs services/emergency intervention-assistance/financial stability (employment income, financial counseling)

Process – providers workshops/community meeting



Process – providers workshops

- Seven workshops held specific to the identified service needs categories
- Providers of services specific to each category invited to attend
- Date, time and purpose of each workshop publicly noticed, posted on Community Connector, CFAB website, and provided by e-mail to all agencies receiving CFAB funding
- Workshop evaluation distributed at each meeting
- Data specific to each service category provided
- Participants asked to identify greatest need and gaps in services through brainstorming exercises
- Participants asked to vote on top priorities of those identified
- Participants asked to define how county funding could best be used to fill the identified needs and gaps in services
- Top five priorities identified within each category
- Current use of county grant funding identified by category



Providers workshop attendees

Agency for Persons with Disabilities

Alianza de Mujeres Activas

American Red Cross

ARC of Volusia

Big Brothers, Big Sisters

Boys and Girls Club

Catholic Charities

Center for Business Excellence

Central Florida Pregnancy Center

Children's Advocacy Center

Children's Home Society

Children's Medical Services

Conklin Center for the Blind

Council on Aging

Daytona Beach Housing Authority

Daytona Beach Leisure Services

Department of Juvenile Justice

Disabilities Solutions for Independent Living

Domestic Abuse Council

Duval Home

Early Learning Coalition

Easter Seals

Elder Source

F.A.I.T.H.

Family Renew Community

Good Samaritan Society

Goodwill Self-Sufficiency

Grace House Pregnancy Center

Great Kids Explorer Club

Health Planning Council of NE Florida

Healthy Communities

Healthy Start Coalition



Providers workshop attendees

Mental Health Association

Neighbor to Family

Neighborhood Center

New Beginnings

One Voice for Volusia

Our Children First

Pace Center for Girls

PAL of Daytona Beach

Redlands Christian Migrant Association

Responsible Choices

Second Harvest Food Bank

SEDNET

Sickle Cell Disease Association

Stewart Marchman/ACT

The House Next Door

UCP of East Central Florida

United Way

United Health Association

Very Special Arts of Florida

Visual Innovations

Vocational Rehabilitation

Volusia County Schools

YMCA



Process – community workshop

- All service providers invited
- Results of individual workshops presented
- Providers asked to review and give input on identified priorities and use of county funds for each service category
- Priorities and use of funds revised by consensus

Community workshop results

Services for persons with disabilities

Priority	Identified need	Use of county funds
1	Provide transition from youth to adulthood	<ul style="list-style-type: none">• Provide a case manager to assist with issues that arise during transition• Expand the number of job coaches to serve more clients• Provide medical surrogates/advocates and legal guardians to increase independent living opportunities• Provide a centralized network to match needs and services to assist with transition• Provide clinics to reduce limited medical services for those in transition
2	Provide case management services	Provide funding for additional staff to provide case management across agencies

Two RFPs proposed for release – One specific to priority 1 and one specific to 2

Community workshop results

Infant and maternal health and early childhood development (age 0 – 5)

Priority	Identified need	Use of county funds
1	Increase the availability of affordable quality child care through subsidies	Increase the capacity of subsidized child care in general and with a special emphasis on: <ul style="list-style-type: none">•Children with special needs•Interim child care (45 day maximum) for parents seeking work•Transportation accommodations for special populations
2	Provide prenatal support and care for pregnant women	Expand the capacity and array of prenatal support services available to pregnant and post partum women and their families. Suggested approaches: in-home service, midwife approach, more care coordinators.
3	Develop a central system to deliver parenting education services	Fund a central organization (or a collaborative of many organizations) to deliver parent education services to include initial assessment, delivery of training, data collection and tracking outcomes. Special court-ordered requirements may need to be addressed.

Two RFPs proposed for release – One addressing priority 1 and one addressing priorities 2 and 3

Community workshop results

Services to seniors (age 65+)

Priority	Identified need	Use of county funds
1 - 4	Provide basic services to include: food, homemaker services, personal care services, transportation and case management	Fund the provision of basic services such as food, homemaker services, personal care services, transportation and case management
5	Provide home modifications to enable seniors to remain as independent as possible	Fund necessary home modifications (ramps, etc.) to enable seniors to come and go at will

One RFP proposed for release to address all priorities

Community workshop results

Nonschool hour services for school age children/youth development/academic enrichment

Priority	Identified need	Use of county funds
1	Provide after-school and income-based and geographically distributed summer care with structure	<p>Any program funded to address the identified needs should have the following components:</p> <ul style="list-style-type: none"> •Programs can accommodate children with special needs •Use developmentally appropriate enrichment activities, e.g., bullying/dropout prevention services •Have clearly defined outcomes and service delivery evidence-based •Provide scholarships for economically disadvantaged •Promote the development of a healthy lifestyle •Provide for peer mentors and character development •Address transportation needs •Require parent involvement
2	Provide academic enrichment/mentoring/tutoring	
3	Provide evening and weekend community programs	

One RFP proposed for release to address all priorities

Community workshop results

Services for adolescents (age 10-17)

Priority	Identified need	Use of county funds
1	Provide opportunities for job training and placement including those that enhance vocational opportunities	<ul style="list-style-type: none">•Increase opportunities for adolescents to learn employability skills through paid internship and work experience opportunities•Transportation to and from activities is a large consideration and needs to be addressed in any application
2	Provide leadership opportunities	Assist adolescents develop leadership skills through creation of a leadership cadre and mentor opportunities
3	Develop mentor/mentee groups	Develop a partnership among providers to maximize resources

One RFP proposed for release to address all priorities

Community workshop results

Family--based intervention/counseling services/services to prevent-intervene in family violence

Priority	Identified need	Use of county funds
1-3	Provide comprehensive prevention education to include financial education, behavior management, life skills, sex education, relationship education, employment	Fund comprehensive prevention education services (delivered by one organization or a collaborative of multiple organizations) that are accessible, include incentives, and hold clients accountable
4	Provide accessible community based mental health counseling	
5	Provide in-home prevention and intervention services	Provide home-based prevention and intervention services for families with special needs

One RFP proposed for release to address all priorities

Community workshop results

Basic needs services (emergency intervention/assistance and financial stability)

Priority	Identified need	Use of county funds
1	Provide food assistance – food banks	Fund a centralized organization, or a collaborative of many organizations, to: <ul style="list-style-type: none">• Distribute food• Identify standardized criteria and oversee distribution of rent/mortgage assistance funds for all populations
2	Provide assistance to prevent homelessness	<ul style="list-style-type: none">• Provide utility assistance• Provide meals for seniors• Provide direct services• Provide health care services
3	Provide accessibility to emergency/transitional shelters	Provide funds for the development of agency capacity to construct/lease/operate family emergency/transitional shelters

Two RFPs proposed for release – one addressing priorities 1 and 2 and one addressing priority 3

Process – CFAB funding recommendation



Process – CFAB funding recommendation

- CFAB considers input from providers workshops and community meeting
- CFAB recommends the number of RFPs to be released within each service category
- CFAB recommends the funding percentage for each service category

Recommended funding

Service need category	Number of RFPs	Percentage	Estimated value
Services for the disabled population	2	8%	\$151,709
Infant and maternal health and early childhood development	2	20%	\$379,270
Services for seniors	1	8%	\$151,709
Nonschool hour services for school age children/youth development/academic enrichment	1	20%	\$379,270
Services for adolescents	1	10%	\$189,635
Family-based intervention/counseling services/services to prevent-intervene in family violence	1	18%	\$341,343
Basic needs services/emergency intervention-assistance/financial stability (employment income, financial counseling)	2	16%	\$303,416
Sub-total	10	100%	\$1,896,352
Summer camp	N/A	N/A	\$250,000
Contingency for services with merit falling outside the realm of the RFP categories	N/A	N/A	\$100,000
Total	10	N/A	\$2,246,352

RFP contents



RFP contents

- Respondent's profile and submittal letter and completed proposal form
- References, business tax receipt, insurance, conflict of interest form, taxpayer ID number
- History of collaboration
- Proposal abstract
- Proposal narrative
 - Needs assessment
 - Program description
 - Local coordination
 - Staffing
 - Program evaluation
- Goals, outcomes, activities, and measures
- Budget narrative
 - County funds for across the board salary raises are prohibited
- Joint participation agreement

Evaluation

Points	Criteria
20	Full description of the delivery model to include the location of services, how many individuals/families will be served, the duration of the service, when the services will be provided and for how long, and the level of service each participant will receive
20	Goals and measurable outcomes of the program including an evaluation plan to ensure the measurable outcomes are being achieved
25	Effective collaboration with nonprofit entities, social service agencies and others serving the identified population so that respondent provides services that are appropriate and comprehensive
20	A description and clear understanding of the identified population based on a completed needs assessment
10	The proposed budget is consistent with the proposed activities and will be used for service delivery
5	Verify the proposed program is not a duplication of an existing program or service

Pros/cons

Pros/cons

Pros	Cons
Process allows funding to be allocated to shifting priority needs as dictated by economic or social needs	Some historically funded agencies may not be successful in completing the RFP process
Process tends to favor larger organizations	Process tends to favor larger organizations
Process requires collaboration	
Process requires demonstrated operational and administrative capacity	Requires additional reporting, administration and monitoring responsibilities for lead agencies
Process requires measurable outcomes	Funding is not guaranteed for more than one year
Process allows for greater geographical coverage	
Process allows for discretionary funds for services not considered priorities	
Evaluation criteria clearly established	

Timeline for implementation



Timeline for implementation

Date	Action
April 1, 2011	RFPs released
July 1, 2011	RFPs due
August 15, 2011	Recommendations of award to County Council
October 1, 2011	Contracts awarded

Discussion/questions