

Human/Client Services HRA Annual Plan FY' 12

**Part II: New Program Initiatives/Substantially Restructured Programs
For which Contracts Have Been/May Be Competitively Solicited**

1. New Program Initiative #1

Program Title – Targeted Medicaid Consumer Assistance Services Project

Description/Purpose of Program - To assist selected Medicaid Managed Care enrollees to understand and access their benefits and assist Medicaid consumers with renewal, particularly using ACCESS NYC for on-line renewal.

Target Population – (1) Homeless persons, (2) Populations being newly enrolled in managed care over the next year as a result of Medicaid re-design (3) Vulnerable Populations such as those with complex medical, mental, behavioral or social issues (4) Medicaid Managed Care enrollees who reside in the five boroughs who are eligible to renew their coverage online through ACCESS NYC

Service Levels/Performance Requirements - Selected vendor will subcontract with established community based not-for-profit organizations to serve one or more of the target populations; Ensure staff is adequately trained; monitor and oversee service delivery; provide for the availability of telephone and web-based assistance; provide secure internet-based tracking system; submit monthly and quarterly reports; develop and maintain fiscal controls.

Site Requirements (If Applicable) - within the 5 boroughs

Payment Terms (Incl. Per Participant Rates, If Applicable) -

Required Funding Match (If Applicable) – City Council Funded

Anticipated Contract Term - 7/1/11- 6/30/12

Anticipated Evaluation Criteria –

- Experience providing similar services including partnering with not-for profit entities for client services : 40%
- Organizational capacity to perform specified responsibilities : 20%
- Proposed Program Approach: 40%

	Total # Contracts	Total \$ Value	Geographical Location(s)	Actual/Anticipated RFP Issuance Date
TOTAL	One (1)	\$1,365,000	City-wide	Expected date is 7/1/11

2. New Program Initiative #2

Part II: New Program Initiatives/Substantially Restructured Programs For which Contracts Have Been/May Be Competitively Solicited

Program Title – *Social Impact Bonds Innovative Procurement Method / Demonstration Project (This Program is initially a Demonstration Program and it may in the future be competitively solicited)*

Description/Purpose of Program - This is an Innovative Procurement Method/ Demonstration Project to determine the feasibility of the use of Social Impact Bonds for two models: (1) to reduce re-admissions for Rikers Island and (2) reduce the average daily population of youth in private placement facilities.

Target Population – (1) Rikers Inmates age 16-18; (2) Youth in foster care and youth on probation

Service Levels/Performance Requirements - (1) Reduce re-arrests / readmissions by 10%; (2) 40 youth is 20 new Multidimensional Treatment Foster care slots per year (6 moth program) and 60 youth in 60 new probation wraparound slots per year.

Site Requirements (If Applicable) -

Payment Terms (Incl. Per Participant Rates, If Applicable) - The total contract value is \$28,319,570. However, \$11,860,320 will come from private investors, and the remainder will be paid through the savings realized by the success of the program.

Required Funding Match (If Applicable) – No budgeted City funds are involved

Anticipated Contract Term - 6 years from Date of Registration

Anticipated Evaluation Criteria – This is an Innovative Procurement Method / Demonstration Project, the vendor has already been selected. The program will be evaluated on an ongoing basis during the life of the contract.

	Total # Contracts	Total \$ Value	Geographical Location(s)	Actual/Anticipated RFP Issuance Date
TOTAL	1	The registered contract amount will be \$28,319,570. \$0 will be encumbered. Of the total amount, \$11,860,319 will be private investments.	City-wide	This is not an RFP but is a demonstration project that may be competitively solicited.

3. **New Program Initiative #3**

**Part II: New Program Initiatives/Substantially Restructured Programs
For which Contracts Have Been/May Be Competitively Solicited**

Program Title – Back to Work

Description/Purpose of Program - The new Back to Work Program combines the current Back to Work program with the current BEGIN Program. With the new generation of Back to Work, HRA seeks to continue and expand on the success of the Back to Work program. The Agency’s foremost goal is to continue to provide rapid attachment employment services to move even greater numbers of cash assistance participants into employment. Through a new Specialized Services feature, HRA seeks to increase job placements among participants who face the greatest barriers to employment. HRA seeks proposals that include concrete pathways and strategies for sustained employment among long-term Cash Assistance participants; participants with a history of sanction or non-compliance with program rules; and ex-offenders.

In addition, the Agency seeks to improve employment outcomes among low-literacy and limited English proficiency participants. Therefore, the new Back to Work literacy services, which are currently provided separately under HRA’s BEGIN program, would be provided within the Back to Work program. This new combination will increase the employment-focused literacy services with a contextualized component, and improve employment outcomes.

Target Population

- Employable Cash Assistance (CA) Applicants
- Employable Cash Assistance Participants
- Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program Participants
- Non-Cash Assistance Non-Custodial Parents (referred by HRA’s Office of Child Support Enforcement and subsets of the other target groups)
- Non-Cash Assistance Foster Care Youth (referred by the NYC Administration for Children’s Services)

Service Levels/Performance Requirements -

Services provided under this RFP will be delivered in six Service Areas, as follows:

- I Manhattan (includes the Intensive Services Center)
- II Bronx
- III Brooklyn

- IV Queens and Staten Island
- V Homeless Shelter and Housing Programs (Citywide)
- VI Staten Island

Services in *Areas I-IV and VI* would be provided to all Cash Assistance applicant and participants, and to Non-Cash Assistance (NCA) Work-Required Supplemental Nutrition Assistance Program participants residing in the specified boroughs. All areas will have low-literacy and Specialized Services populations. In addition, these Service Areas include Job Centers that serve specific populations of Cash Assistance participants who reside throughout the City. These populations may include, but are not limited to: veterans, refugees, and participants in substance abuse treatment.

Services in *Area V* would be provided to Cash Assistance participants served by the East River Job Center in Long Island City, Queens and the Housing Program Job Center in Upper Manhattan. The East River Job Center serves all shelter residents citywide. The Housing Program Job Center serves all former shelter residents citywide who are participating in rental assistance programs.

The Intensive Services Center, located in *Service Area I*, serves sanctioned Cash Assistance participants. A pro rata sanction is imposed on Cash Assistance cases when a participant fails, without good cause, to comply with Federal or State-mandated work requirements. In order to lift their sanction, the participant must attend demonstrated compliance activities for ten consecutive business days. After successful completion of the demonstrated compliance period, the sanction is lifted and the participant is assigned to the Back to Work program.

Payment Terms (Incl. Per Participant Rates, If Applicable) -

The Agency has determined that a performance-based contract, with two exceptions for cost-reimbursement payments noted below, will most likely ensure that the selected proposer(s) will perform the work under the contract(s) awarded from this RFP in a manner that is cost-effective for the Agency and will most likely achieve the Agency’s goals and objectives.

For more specific information, see Table 1 - **Proposed Milestone Structure Descriptions** below and Table 2 - **Proposed Milestone Payments**, as well as additional descriptions below for guidance. (Please note that each milestone is numbered and corresponds to designated numbers in Table 1 and Table 2.)

Required Funding Match (If Applicable) – 25% City; 25% State; 50% Federal

Anticipated Contract Term - 7/1/12 – 6/30/15, with one option to renew from 7/1/15 – 6/30/18

Anticipated Evaluation Criteria –

Proposals will be evaluated in pursuant to the evaluation criteria set forth in the RFP. It is anticipated that the evaluation criteria will be:

- 1. Demonstration of Successful Relevant Experience 35%
- 2. Demonstration of Organizational Capacity 25%
- 3. Demonstration of Proposed Approach 40%

	Total # Contracts	Total \$ Value	Geographical Location(s)	Actual/Anticipated RFP Issuance Date
	8	\$57,679,000	City wide	8/2011
TOTAL				