

RFP Response Form

Self-Care and Social Exposure Program for Children and youth involved in CYF

REQUIREMENTS

Please respond to the following questions. The maximum score a Proposal can receive is 100 points. Your response to this section should not exceed 13 pages.

Organizational Experience (15 points)

1. Describe your organization's experience in serving the target population.
2. Describe your organization's experience in providing programming that enhances the health and well-being of children and youth with or at risk for involvement with CYF.

Although Elite Medical Consulting, LLC (EMC) is a new company, there is over 60 years of experience through the combined history of the 3 principals. All 3 principals have the appropriate clearances to work with youth and have completed HIPAA training.

As a teacher of students with special behavioral and educational needs, Diane Wells brings the ability to provide adaptation and modifications to meet the learning needs of this target population. She has 15 years of experience dealing with a multitude of disabilities. She is very familiar with all stages of youth development and knows what types and styles of learning are appropriate for each of these stages. Because she has been a foster/adopt parent, she has both an understanding and empathy for the challenges and rewards of this role.

Daria Segers has 23 years of experience with developing and implementing programs designed to improve the health and well-being of youth. She has created curriculum and designed training tools for adults and youth. As an adjunct professor, she has the skills to provide adult education to the foster parents and other adult participants. Daria is also a certified CPR instructor and an Advanced Practice Provider. She has been a foster parent and understands the need for support and resources in order to successfully parent at-risk youth. Daria also created and ran a successful program designed to reduce the incidence of teen pregnancy by providing self-esteem building activities to both males and females. She also provided education on the medical risks associated with early sexual activity and included viable options for contraception and prevention of sexually transmitted infections.

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Caren Caldwell has over 25 years' experience as a health care administrator and has developed and implemented programs on a local, state and national level. She has the skills to handle the financial and operational aspects of this project. In addition, Caren is an accomplished public speaker and has created and delivered training programs to both direct service level and senior staff audiences. She also has experience creating and managing a residential facility which housed clients who had been part of the foster care system as youth or who had children who were in placement.

3. Describe your organization's experience in providing culturally-competent, linguistically appropriate and gender-responsive services.

Our agency, EMC, LLC is extremely aware of the increasingly diverse population which we serve. Collectively, we possess the skills and knowledge base for culturally competent programming and value the diversity among our clients. We celebrate uniqueness and use those differences to inform our teaching practices in order to remain culturally competent. We also understand the importance of being linguistically appropriate. We recognize home language differences and can work with youth who have little or no proficiency in English. By adopting a linguistically appropriate practice, we ensure that home language differences are acknowledged and strengthened in any environment. EMC, LLC also practices gender responsive programming. Our programs are designed to meet the needs of the specific gender group we are serving in order to foster positive gender development.

Meeting Program Standards (70 points)

4. Describe your organization's plan to provide Self-Care services and supplies.

There will be programs offered every month on different days and in different geographic locations in order to maximize convenience and to increase opportunities for attendance. There will be topics focused on hair maintenance and grooming as well as etiquette and social skills. These topics will include both didactic and interactive sessions. Each session will be self-contained to enable participants to attend without prerequisites. The topics will be repeated several times during the first half of the year and then the same offering will occur with the topics slated for the second half of the year. This strategy is being proposed so that we can have perpetual recruitment without sacrificing information sharing with clients.

5. Provide examples of the Self-Care workshops your organization plans to offer, how they will accomplish Program goals and why your organization chose these activities.

These topics were selected to address the problem statement of the RFA and to provide a comprehensive learning experience for the participants. We will be able to assure that participants are able to engage in the sessions by repeating the same topics more than one time and by holding them at different geographic locations. They will be designed to fit the age and gender of the respective groups to assure the most comfortable learning environment possible. For the younger children (age 0-8) the classes will be targeted to the foster parent with an age appropriate component

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for the children. The foster parents are still an integral and important element in the training for the older children; however, they will be the secondary audience in these groups.

Sessions for months 1-6 will focus on self enhancement:

- Skin and Hair Care
- Grooming Techniques
- Personal Hygiene

For these sessions, the males and females will be taught in separate groups to better facilitate the gender hair care and grooming needs. At these sessions, each attendee will receive an age and gender appropriate grooming bag. These sessions will also describe the availability of professional hair care services and help to facilitate appointments at the contracted facilities. The participants will be provided with a voucher for hair services, transportation options and instructions for obtaining the services.

The sessions for months 7-12 will focus on Etiquette, social skills and communication skills. Examples of topics include:

Etiquette and social skills

- Dining 101
- Proper Use of Utensils
- Appropriate Table Behavior/Conversation
- Manners in Public Places

This session will include an opportunity for a dining experience to practice their newly acquired skills at the "in house bistro" where the participants will interchangeably serve as the wait staff and diners.

Communication Series

- Meeting and Greeting
- Non-Verbal Communication
- Conversation Techniques
- Speech and Voice Projection
- How to manage yourself on social media

The participants will be able to participate in a variety of mock social encounters including introducing themselves to a new acquaintance, mock job interviews (based on age), how to make eye contact as well as the art of conducting small talk.

The participants will earn (based on attendance and successful demonstration of the newly acquired skills) tickets for social events that will be coordinated on a quarterly basis. All participants will complete a pre and post session assessment to gauge their knowledge of the topics before and after participation in the sessions. This information will be evaluated and used to determine if additional education is needed in a particular topic area.

We will encourage foster parents to drive or transport the participants to their scheduled hair appointments. When transportation is not available within the home, we will utilize Port Authority

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Transit Connect Cards. We plan to develop an incentive program to motivate foster parents to become engaged in assuring that their children keep all scheduled appointments and arrive on time. We will create a system to verify that services received at scheduled date and time. The foster parents will be entered into a quarterly drawing for each successful completion of services.

6. Provide examples of the social exposure activities your organization plans to offer, how they will accomplish Program goals and why your organization chose these activities.

The participants will earn opportunities to attend social outings based on their attendance, demonstration of mastery of program skills and for class participation. These outings will be designed to be attended by the participant child(ren) and their foster family. In order for the participants to be able to retain the newly acquired skills, they have to be reinforced in the home environment. The inclusion of the foster parents will enable them to learn the same skills (as they are demonstrated by the youth participant) and/or for them to help the youth participant with skill mastery. Some of the outings will be age appropriate live performances, visits to restaurants, tours of local manufacturing businesses as well as museums and seasonal cultural events.

7. Describe your organization's plan to market the program.

We plan to market our program via the CYF caseworkers and individual contracted agencies such as The Bair Foundation or A Second Chance. Caseworkers will be given flyers for all events in order to distribute the material to the families and the group home staff. We will also request to be part of the agenda for any DHS sponsored meeting with organizations that serve this population so that the program goals can be explained and materials provided for distribution. We will use social media to announce program offerings, post educational resources and provide updates.

8. Describe your organization's plan to facilitate partnerships with service providers and to coordinate their services with children and youth, their guardians and caseworkers.

The program will be introduced to the contracted foster care agencies and their case workers at staff meetings and trainings. The foster parents will be engaged through their sponsoring organization. We will request that our program information be shared at foster parent orientation and that the parents' subsequent participation be used towards the fulfillment of their training requirements. Additionally, we will work closely with DHS to disseminate information to other providers who may serve our target population so that they are aware of the program offerings. We will host an overview session for caseworkers to describe our training and share the resource materials and supplies that will be offered to the participants to increase their awareness and knowledge of our program. We will also explore the possibility of relationships with private barbershops and hair salons that may be willing to provide services to the target population.

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9. Describe your organization's plan to staff the Program. Provide your organization's strategy for recruiting and retaining qualified staff.

We will hire part time staff who will serve as program navigators as well as a full time program coordinator. The program coordinator will assist with developing the relationships and process with the DHS contracted beauty care providers and helping to schedule the education sessions. The program navigator will report to the program coordinator and will be responsible for contacting the foster parents and youth participants to inform them of program topics and locations. They will be integral to managing the flow of each of the educational sessions as they will be the primary contact for the families. We will also develop an assessment tool that will enable us to determine the need for services and supplies of each of the participants. We will contract with content experts who will be used to facilitate the programs. These experts will use a combination of our curriculum and their knowledge to provide age and gender appropriate education for each topic area. The 3 principals of EMC, LLC will handle the hiring, orientation and training of staff and contractors. We will recruit staff using social media, referrals from other youth serving organizations and personal contacts. All staff will be required to have the appropriate clearances for contact with children and will receive HIPAA training. We will assure staff retention by screening applicants closely to assure they understand the expectation of the job including hours, salary and performance.

10. Describe the challenges inherent in implementing the Program and how your organizations plans to address those challenges.

The major challenge will be engaging the foster families. If the families are not aware of the need for services then they will be less likely to self-select participation. As a result the caseworkers will have to be willing to identify potential participants based on their interaction with the families. Another approach is to make this program offering a regular component for every family as opposed to those who are in most need. This approach will normalize the experience and thus make it more attractive. Another challenge will be assuring that the teen-age girls of African American descent are able to have their hair maintained for an entire year on the budget allowance since many of the current styles are more expensive. The funds allocated for this project are not sufficient to adequately provide ongoing education as well as professional hair care services for the number of participants who have been identified. Further the expectation of social events will cause even more strain on the limited funds. In order to assure that there is the ability to provide social outings, there will need to be partnerships with other organizations that provide these types of services to the target population.

Financial Management and Budget (15 points, not included in page count)

11. Provide evidence of your organization's financial health by attaching its most recent audit or other financial documentation.

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See attached tax return for Greater Pittsburgh Health Educators and Medical Practitioners. This company became Elite Medical, LLC when the 2 additional principals bought into the company.

12. Attach a detailed start-up budget and annualized budget that clearly supports the Program and the implementation plan.

See attached start-up and annualized budget and transportation budget

13. Provide a budget narrative that reflects a realistic estimate of the costs associated with implementing the Program.

The budget has been designed on an annual basis but shows startup costs for the first quarter. The requested funds show a more realistic cost for the provision of the expected services. Expenses for transportation are shown in a separate budget.

Personnel expense:

Program Navigators – 4 PT at \$12 per hour (4,160 hours) - \$49,920

In order to successfully manage the project, there will be a need to hire 4 program navigators on a part time basis. They will be responsible for managing the relationships with the foster families and the associated youth participants. In addition, they will be the liaison between the DHS contracted health and beauty providers and the participants. They will play a key role in managing the on-site logistics for each of the program sessions. They will also assist with marketing the program to case workers and other organizations who work with this target population.

Topic Experts- 12 sessions at \$100 per session - \$1,200

These individuals will be contracted to deliver educational sessions based on their area of expertise. For example, for the grooming sessions, we will use licensed hair stylists and barbers to discuss and demonstrate proper hair care and maintenance. The topic experts will be used in conjunction with the developed program curriculum or interactive exercises.

Program Coordinator –FT at \$15/hour - \$31,200

The Program Coordinator will be primarily responsible for establishing relationships with the DHS contracted foster care agencies and their staff. The Program Coordinator will facilitate the training and awareness building that will occur with these agencies. The Program Coordinator will supervise the Program Navigators and will assure that positive relationships with the contracted health and beauty organizations, foster families and youth participants are maintained.

Program Expense:

Participants under the age of 11- 650 at \$200 - \$130,000

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Participants 12 years of age and older – 650 at \$400 - \$260,000

According to the estimate from DHS, there will be 650 participants who are under the age of 11 and 650 who are 12 years of age and older. The younger children will receive an allotment of \$200 for supplies and services and the older participants will receive an allotment of \$400 for supplies and services.

Refreshments - \$8,000

In order to improve the chance of on-going engagement by participants in educational workshops there will be refreshments provided at each session. Additionally, during the etiquette sessions, food will be purchased so that a true dining experience can be replicated. We will also provide snacks and beverages during the social outings.

In-Kind Support

Elite Medical Consultants, LLC will provide \$10,500 of in-kind support for the project for IT, telephone, copying and supplies.

ATTACHMENTS

Please submit the following attachments with your Proposal. These can be found at <http://www.allegHENYcounty.us/dhs/solicitations>.

- Cover Page
- MWDBE Participation Statement or Waiver Statement
- W-9
- Allegheny County Vendor Creation Form
- Audited Financial Report
- Audited Financial Report
- Start-up and annualized budget

CERTIFICATION

Please read the below statement and check the box to indicate agreement with its content.

By submitting this proposal, I certify and represent to the County that all submitted materials are my work and that all responses are true and accurate.