



Allegheny County Department of Human Services

# RFP Response Form

## RFP for Out-of-School Time Programs

### PROPOSER INFORMATION

Proposer Name: Casa San Jose

Authorized Representative Name & Title: Karen Stoila, Development and Finance Director.

Address: [REDACTED]

Telephone: [REDACTED]

Email: srkaren@casasanjose.org

Website: casasanjose.org

Legal Status:  For-Profit Corp.  Nonprofit Corp.  Sole Proprietor  Partnership

Date Incorporated: 2014

Partners included in this Proposal: NA

How did you hear about this RFP? *Please be specific.* DHS RFP ListServe

Does your organization have a telecommunications device to accommodate individuals who are deaf or hard of hearing?  Yes  No

### REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Monica Ruiz	[REDACTED]	monica@casasanjose.org
Contract Processing Contact	Karen Stoila	412-974-2758	srkaren@casasanjose.org
Chief Information Officer	Sebastian Garetto	[REDACTED]	sebastian@casasanjose.org
Chief Financial Officer	Karen Stoila	412-974-2758	srkaren@casasanjose.org
MPER Contact*	Karen Stoila	412-974-2758	srkaren@casasanjose.org

\* [MPER](#) is DHS's provider and contract management system. Please list an administrative contact to update and manage this system for your agency.

## **RFP for Out-of-School Time Programs**

### **BOARD INFORMATION**

Provide a list of your board members as an attachment or in the space below.

Attached

Board Chairperson Name & Title: Patricia Documet, MD, DrPH, Associate Professor, Behavioral and Community Health Sciences Associate Professor, Clinical and Translational Science, Scientific Director, Center for Health Equity, Associate Director, Evaluation Institute, Associate Professor, Center for Latin American Studies

Board Chairperson Address: [REDACTED]

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: [REDACTED]

### **REFERENCES**

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization. *Please do not use employees of the Allegheny County Department of Human Services as references.*

Vivian Varlotta, Spanish Teacher/Latin American Student Union Sponsor Brashear High School PPS, [REDACTED], [vvarlotta1@pghschools.org](mailto:vvarlotta1@pghschools.org)

Dr Maya Ragavan, Assistant Professor of Pediatrics, University of Pittsburgh and UPMC Children's Hospital of Pittsburgh, [REDACTED], [ragavanm@chp.edu](mailto:ragavanm@chp.edu)

Caitlin McNulty, Executive Director Brookline Teen Outreach, [REDACTED], [cmcnulty@brooklineteenoutreach.org](mailto:cmcnulty@brooklineteenoutreach.org)

### **PROPOSAL INFORMATION**

Date Submitted 3/1/2022

Amount Requested: \$120,900

### **CERTIFICATION**

Please check the following before submitting your Proposal, as applicable:

## **RFP for Out-of-School Time Programs**

I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination, HIPAA and Pennsylvania's Right-to-Know Law.

By submitting this Proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

Choose one:

My Proposal contains information that is either a trade secret or confidential proprietary information and I have included a written statement signed by an authorized representative identifying those portions or parts of my Proposal and providing contact information.

OR

My Proposal does not contain information that is either a trade secret or confidential proprietary information.

## **ATTACHMENTS**

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

- Partner commitment letters, if applicable
- MWDBE and VOSB documents
- Allegheny County Vendor Creation Form
- Audited financial reports or other financial documentation for the last three years
- W-9
- Completed budget template

## **REQUIREMENTS**

Please respond to the following. The maximum score a Proposal can receive is 125 points. Your response to the following section should not exceed **6** pages. (Pages 1-3 are not included in the page count).

## **RFP for Out-of-School Time Programs**

### ***Organizational Experience (15 points possible)***

1. Describe your organizational experience providing OST Programming or programming that works with youth and families.

Casa San Jose has been providing OST programming for Latino youth (elementary and middle school) in the Beechview neighborhood for nearly five years through our two programs Puentes Hacia el Futuro (school-year) and Campamento Sonrisa (summertime). Our afterschool and summer camp are often at capacity and are we have received positive feedback from participants and parents. Casa's youth programs provide recreational opportunity and academic support for students, and help create family unity by encouraging parent involvement and hosting meetings with parents and students.

Casa San Jose also provides in-school programs at Brashear HS, South Hill MS, Moon Area HS, Moon Area MS, Concord ES, and Arsenal ES. Casa's staff works during school hours with Latino students to help provide academic support and develop bonds among Latino youth. Casa staff also works with parents to help them understand the school system, understand needs of the students, identify how to best help Latino parents and students succeed, and work with parents to advocate with school administrators for the needs of their children.

2. Describe your organizational experience working in high-need communities, especially the community(ies) you are proposing to serve.

Casa San Jose is one of the longest Latino-serving organizations in Allegheny County, and we have been working with the Latino community since 2013. Casa works with clients who are mostly low-income Latino individuals and families, non-English speakers, recent immigrant arrivals, and Latinos of mixed-immigration status. We also work with DACA recipients and immigrants who have been in the country for many years.

Individuals who come to Casa are met by Casa's qualified staff of caring professionals who have the language skills and cultural knowledge to help people going through the extremely difficult process of establishing a new life in a new country while not understanding the language or the legal, social and health systems. We understand the unique needs of the Latino community and have built an organization that listens to the community and where Latinos can come to access a wider range of services, resources, and better understand local public systems.

### ***Program Design (40 points possible)***

3. Provide an overall description of your proposed OST Programming:

- Describe how you will provide youth with a physically and emotionally safe space to spend time and how you will ensure that they and their parents/caregivers feel safe. Provide a brief description of current or proposed safety policies and procedures. Describe the physical location you intend to use.
- Describe how you will provide opportunities for youth to engage in enriching activities and how the activities align with the Programmatic Content expectations outlined in Section to of the RFP. Provide an example of a week's schedule of activities.

## RFP for Out-of-School Time Programs

- Describe how you will provide participants with opportunities to make positive connections with peers, adults and their community. Provide a brief description of your organization's code of conduct for staff, staff training expectations, and policies and procedures.
- Describe the community(ies) in which you intend to locate your OST Programming. Why did you select those community(ies)? How will you tailor your Programming to respond to the unique needs of the community(ies) you are serving?

Casa's OST programs implement a culturally sensitive curriculum and provide a combination of academic support (homework and tutoring), ESL support, recreational activities, and cultural appreciation activities. Participants are provided with healthy meals and snacks. Casa also holds parent/guardian inclusive meetings at monthly intervals and help parents with understanding student's needs, work on different activities with students, and help develop bonds among youth, parents, and staff.

In the Fall 2022 the afterschool program will be held at Casa's offices and public libraries due to space limitations. The first half of the program will be held at a local public library, with a focus on homework and tutoring. The second half of the program will be at Casa's office with a recreation and social focus, as well as a snack provided. Transportation will be provided by Casa. In Spring 2023, the afterschool program will be held at Casa's new office, with increased capacity for participants. The summer program has two sessions, one based in our main office in Beechview, and one based out of our East Liberty satellite office, with students going on a variety of field trips almost daily.

All staff and volunteers go through the mandatory background checks and clearances, and receive volunteer and staff training to work with youth. Casa's employee handbook includes a code of conduct, code of ethics, confidentiality policy, conflict of interest policy, and a performance review process, which applies to all our staff and ensures a safe program for children. Casa San Jose's offices are centrally located in Beechview, which has the highest number of Latinos in Allegheny County. Parents feel safe knowing their kids are in Casa's office and it is a convenient pick-up location for participants. Most clients live near Casa's office and parents can walk to the office for pick-ups.

To ensure participants and families receive the appropriate support, Casa's staff meets regularly with teachers to check on students, identifies areas they need additional support, and works with students to help them be organized for the next school day. Parents receive weekly reports on what the students are doing, and staff works with families who may need additional academic support. Casa matches volunteer tutors with each child depending on their needs.

Afterschool Day:

- Sing-in at the library
- Go through planners to review the day and identify homework
- Work individually with tutors to reinforce concepts and complete homework
- Move to Casa's office (transportation provided)
- Eat snacks
- Participate in recreational activities: cultural celebration/appreciation art activities, team building games, walks to park (many students don't have access to outdoor spaces), educational

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games, or physical activities like yoga/stretching

Summer camp Day:

- Sign-in and breakfast
- Physical activity check-in (yoga, stretching, moving, etc)
- Field trip (public pools, playgrounds, museums, etc)
- Lunch (healthy lunch provided by Casa)
- Afternoon activities (arts and crafts, reading, walks, etc)
- Trip back to Casa's office and afternoon snack
- Day wrap-up and social time
- Pick-up

### ***Youth and Parent Experience (10 points)***

4. Why do you think youth will want to participate in your OST Programming? Provide specific methods you will use to ensure that they remain engaged and interested in your Programming.

Casa San Jose has a strong track record of attracting youth to Puentes and Campamento Sonrisa. We routinely fill spots for both programs and have waitlists. Parents and students have expressed satisfaction with the program and how important it is in providing academic support and a warm and caring environment for Latino children during out of school hours. In the past, parents expressed that after kids attended program were more willing to speak Spanish, exhibited deeper interest and appreciation in their Latino heritage, and for many it was an opportunity to make connections with other Latino children.

The success of our program comes from a combination of our staff of caring and qualified youth program specialist and our knowledge of the needs of the Latino community. Casa's youth staff have been working with Latino youth for many years and have the language and cultural ability to connect with Latino youth. Our programs offer a combination of academic support, recreational opportunities, and safe spaces for social-emotional development.

5. Describe your approach to communicating with parents/caregivers. Provide specific methods you will use to ensure that parents/caregivers feel comfortable with your OST Programming and confident that their child is safe and well cared for.

Casa's youth staff is always communicating with parents and guardians at pick-up, parents/guardians are given direct phone numbers to staff in case they need to reach them. Casa provides written weekly reports describing the activities students participated in, connections between activities and academic enrichment, and we work with parents when students need additional support. If Casa's staff identifies a student who is struggling academically or socially, we directly contact parents/guardians to set-up a meeting, identify any home or school issues, and develop a plan to support the student. Additionally, parents of many children also participate in Casa's community groups and our Director of Programs is always checking in on parents and students to ensure their needs are being met.

Casa staff have one-on-one discussions with parents, particularly at the beginning of the program, to ensure parents feel comfortable and identify any needs or concerns. Many families

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feel comfortable talking to our staff and we provide questionnaires and surveys for parents and students to complete.

### ***Operations (20 points)***

6. Describe how you will market your Programming and open referral pathways. Provide a description of how you will build and sustain relationships with schools.

Casa San Jose advertises programs through our social media sites (a combined 9,000 followers), send messages through private WhatsApp groups, advertise programs during virtual community meetings *Tardes con Casa*, and Casa's staff refers parents of children to our Youth Staff.

We advertise through school's bulletins and parent messaging portals, work with teachers and school administrators to identify parents and students that may benefit from participating in our programs and provide information for parents about our programs.

7. Describe how you will staff your Programming and the strategies you will use to recruit, hire and retain racially diverse staff, staff with relevant lived experience and staff that reflect the population served.

Casa has two Youth Services Specialists dedicated to developing and implementing our youth programs. Both youth specialists are Latinos who grew up in the US and have spent time living in Latin America and Latino communities across the US. They have the life experiences, cultural awareness, and language skills necessary to work with Latino youth who are dealing with having immigrated recently, who may have limited English skills, and who are navigating their dual identity as Latinos and Americans in Pittsburgh.

We recruit volunteers to help with tutoring and work with volunteer students from local Universities (University of Pittsburgh, Point Park University, Carlow University, Carnegie Mellon University) who provide tutoring, academic support, and showcase different talents/experiences. Volunteers are from many walks of life and racial backgrounds, and this program provides an opportunity for Latino youth to engage with a racially diverse community that represents the Pittsburgh region.

8. Provide the hours and days you expect your OST program to operate during the school year and summer.

School Year:

Due to space constraints, our programming in Fall 2022 and Spring 2023 will have different capacities. We anticipate providing twice weekly after school programming during the 2022 fall semester (about 10 days of after school programming in the Fall) and hosting a 5-day a week after school program in the spring (about 80 days of afterschool program days). The afterschool program runs from the end of the school day (around 3pm) until around 6pm. Parents are welcome to pick-up any time after 5pm, but most students are picked up between 5:45-6pm.



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Summer:

Campamento Sonrisa will run for 8-weeks from June 2022 to August 2022. Each week consists of a 5-day a week summer camp from 9am to 5pm. We will host 40 days of summer camp.

9. Describe your plan for storing and providing healthy snacks and meals during the school year and summer.

Casa San Jose has a food pantry to support families through our Food and Healthy Nutrition Program. We have commercial refrigerators and enough storage space for healthy snacks and meals. During the school year we will provide each participant with a healthy snack, and during summer camp students receive breakfast, lunch, and two snacks.

### ***Implementation Challenges (20 points possible)***

10. If your Program experiences low attendance, how will you engage more youth?

At times of low attendance, we will work to identify what is driving low attendance and respond by restructuring the program to increase attendance and facilitating activities that are engaging. Casa's staff can hold "listening" sessions with youth and parents, allowing them to provide feedback and understand what is driving low attendance, and which activities are working. Additionally, staff will connect with youth individually to have open conversations about our programs and what they feel is lacking. In the past, Casa has held these type of listening sessions (particularly with high school youth after the switch to online programming in 2020) to increase attendance and engagement. We identified that varying activities and providing a mix of academic and recreational opportunities works best for our youth.

11. If a youth in your Program experiences behavioral or mental health issues, what will you do?

Casa San Jose has a Mental Health Support program staffed by a qualified Mental Health Coordinator. Our Coordinator can provide assessments and screenings, identify qualified licensed professionals that can provide therapy, and facilitate access to therapy. Casa provides services for adults and youth through our Mental Health Program and already works with several youth who struggle with behavioral or mental health issues.

All of Casa's staff is trained in responding to mental health emergencies and accessing appropriate resources in the case of emergencies. Casa's Executive Director has a background in mental health and a master's in social work and can provide support and advice in these issues.

12. If the results of the bi-annual parent survey indicate that parents are not satisfied with the experience of their children in your Program, what will you do?

We have weekly staff meetings for all of Casa's staff and weekly meetings between Youth Program staff and Deputy Director of Programs. We will go through surveys, assess feedback, and try to pinpoint and understand concerns of the parents. Additionally, staff can meet individually with parents to identify their concerns. Once we identify the main issues, we will work with our youth staff, executive staff, and parents to ensure that we address concerns and provide concrete steps to improve the program.

13. If a parent of a child in your Program expresses a transportation issue, what will you do?



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Many of Casa San Jose's clients experience transportation limitations and Casa routinely works with clients to ensure transportation is not an obstacle to participate in our programs. Casa San Jose has two vans that we use for our youth programs, we provide ConnectCards for families and youth, and we have a team of volunteers that help provide transportation to parents and families.

### ***Financial Management and Budget (20 points)***

14. Using the budget template available on our website, provide a detailed one-year, line-item budget that reflects a realistic estimate of the costs associated with implementing and sustaining the Programming. Please include any other funding sources that would contribute to OST Programming, including fees to families. The budget template file attachment will not count toward page limits. Please note:

- Indicate the number of children you expect to serve, with DHS funding, during the school year at a \$27 rate and during the summer at a \$40 rate. Please also share the total number of children you expect to attend afterschool and during the summer (include other seats that will be paid for through other funding streams).
- If you intend to administer programming at multiple sites, please provide the number of youth you plan to serve by site both during the summer and during the school year.
- Include any other funding sources that would contribute to OST Programming, including fees to families.

List of Funding Sources on Sheet 4 of Excel Workbook

15. In the space below, provide a budget narrative that clearly explains and justifies all line items in your proposed line-item budget.

- Salary for Youth Specialist I, II, III: Currently have two youth staff and will hire a third staff. Youth staff plan, facilitate, and lead all activities. They drive vans for transportation of students.
- Fly Group Coordinator: stipend for FLY youth coordinator
- Supervision Salary: Time spent by Executive Director or Deputy Director on coordination meetings and oversight of youth programs
- Youth Program expense: admission fees, supplies for activities, back to school supplies, T-shirts, water bottles, etc.
- Food: cost of food for breakfast, lunches, and snacks
- Gas and Local Transportation: gas reimbursement, public transit, and charter buses
- Van Gas and Maintenance: maintenance of Casa's vans for youth program
- Volunteer Expenses: stipends for high school aids and summer camp high school counselors
- Client Assistance: emergency assistance for clothing, foods, etc.
- Contract Services Other Professionals: fees and payments to musicians, fitness instructors, invited speakers, etc.

16. Describe the funding model of your proposed OST Program (i.e., do you have a mixed model of private pay, subsidy and free spots, only free spots?).

Casa San Jose after school program is free for all participants. Casa asks parents to contribute a nominal fee of \$25 for the summer camp registration. Casa waives registration fees for any parent/caregiver that does not have financial means to pay the fee. This fee is an incentive for parents of registered participants to attend summer camp.

Please populate only the green cells. If you are proposing to have locations at multiple sites, please complete a tab for each site. If you are proposing to provide over 3 sites, please copy and paste onto new tabs.

	total # of children requesting funding for**	rate	days	total
Afterschool	30	527	90	72900
Summer	30	540	40	48000
				120900

\*\*DHS funding if for free programming, so children funded through private pay and subsidy should not be included in this request  
 \*\*Funding can be requested for a subset of total number of children served

Afterschool	Expense
<i>Personnel</i>	128240
Salary Youth Specialist I	31200
Benefits Youth Specialist I	4000
Salary Youth Specialist II	31200
Benefits Youth Specialist II	3600
Salary Youth Specialist III	31200
Benefits Youth Specialist III	3600
FLY Group Coordinator	6240
Leadership Training	1200
Suppervision (ED/Deputy Director Salary)	16000
<i>Operations (supplies, rent)</i>	22500
Youth Program Expenses	16800
Food	4000
Gas and Local Transportation	1500
Van Gas and Maintenance	200
<i>Other</i>	3600
Volunteer Expenses	800
Client Assistance	1600
Contract Service Other Professionals	1200
<i>Indirects</i>	
*Total	154340

Total funding request based on seats 72900  
 \*Total should total funding request based on seats

Summer	Expense
<i>Personnel</i>	32060
Salary Youth Specialist I	7800
Benefits Youth Specialist I	1000
Salary Youth Specialist II	7800
Benefits Youth Specialist II	900
Salary Youth Specialist III	7800
Benefits Youth Specialist III	900
FLY Group Coordinator	1560
Leadership Training	300
Suppervision (ED/Deputy Director Salary)	4000
<i>Operations (supplies, rent)</i>	11550
Youth Program Expenses	4200
Food	5000
Gas and Local Transportation	2000
Van Gas and Maintenance	350
<i>Other</i>	900
Volunteer Expenses	200
Client Assistance	400
Contract Service Other Professionals	300
<i>Indirects</i>	
*Total	44510

Total funding request based on seats 48000  
 \*Total should total funding request based on seats