



Allegheny County Department of Human Services

RFP Response Form

RFP for Out-of-School Time Programs

PROPOSER INFORMATION

Proposer Name: Hosanna House, Inc.

Authorized Representative Name & Title: Steve Hellner-Burris – Chief Operating Officer

Address: 807 Wallace Avenue, Wilkinsburg, PA 15221

Telephone: [REDACTED]

Email: stevehb@hosannahouse.org

Website: www.hosannahouse.org

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

Date Incorporated: 1990

Partners included in this Proposal: Hosanna House

How did you hear about this RFP? Email links sent

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	Leon E. Haynes III	[REDACTED]	leonh@hosannahouse.org
Contract Processing Contact	Steve Hellner-Burris	[REDACTED]	stevehb@hosannahouse.org
Chief Information Officer	Rich Crowley	[REDACTED]	richardc@hosannahouse.org
Chief Financial Officer	Michael Shupe	[REDACTED]	michaels@hosannahouse.org
MPER Contact*	Michael Shupe	[REDACTED]	michaels@hosannahouse.org

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

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BOARD INFORMATION

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

Board Chairperson Name & Title: Bishop Joseph Garlington, Sr.

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.*

Larry Swanson – Action Housing – 412-281-2102 – lswanson@actionhousing.org

Senator Jay Costa - PA Senate District 43rd District -412-241-6690 - jay.costa@pasenate.com

Reverend Janet Hellner-Burris – Wilksburg Sanctuary Project – [REDACTED] – [REDACTED]

PROPOSAL INFORMATION

Date Submitted 3/2/2022

Amount Requested: \$114,900

CERTIFICATION

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

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.

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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 7 pages. (Pages 1-3 are not included in the page count).

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Organizational Experience (15 points possible)

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

Hosanna House has a 25 year history of working and serving Wilkinsburg and its surrounding communities. We opened our doors in April of 1996 and in our first summer we ran camp for 60 children in response to community need. Since our opening, we have continued to serve children, youth and their families through a wide range of services and partnerships. Our afterschool programming and summer camp are part of our licensed Child Development Center which is National Association for Young Children Accredited (NAEYC) which is a national recognition for high quality care. In addition, we are a 4 Star Rated Child Development Center in Pennsylvania which again is the highest achievable level. Both of these accreditations are a result of specific measures being met and maintained that include teacher-child ratios; teacher certifications; appropriate aged curriculum; and daily scheduling of rotations to meet high quality levels of education. In addition, to our direct CDC services, we also provide a depth of partnerships that are co-located in our facility that provide needed services that our families may need access to that include: Family Support Services; WIC; Early Head Start; Dental and Medical Care.

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

Since 1991, Hosanna House has worked directly with the residents of Wilkinsburg and surrounding communities providing needed services through direct services and partnerships. These services have ranged from access to nutrition, education, health services to direct support in areas of medical and dental, family support, mental health, and addiction services as well as access to jobs and housing. At the height of our services (2015 through 2019) prior to the pandemic, we served nearly 40,000 people annually. Our staff consists of more than 50% of people of color many whom live in the neighborhoods we serve. Hosanna House leadership has been the same at the leadership level for more than 30 years with many of today's partners formed in the early 1990s. During our early days and continuing we bring people together to address the inequities created by the institutional systems that low-income families face on a daily basis. While always a challenge, the work we do through listening to the community and responding to their needs has always been the driving force behind Hosanna House's services.

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.
- Describe how you will provide participants with opportunities to make positive connections with peers, adults and their community. Provide a brief description of your

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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?

Program Design for After School Programming and Summer Camp

Both of our programs will serve the greater Wilkinsburg community which includes all of the surrounding neighborhoods that are served by Pittsburgh Schools; Woodland Hills; Penn Hills School District and Wilkinsburg. These communities have long been service areas for HHI.

Our services will be located in Wilkinsburg at Hosanna House on 807 Wallace Avenue and at 400 Sherwood Road in Wilkinsburg for the summer. Children arrive at the main location and are transported to Sherwood for modules via our private bus. WE selected these communities based on history as well as location of our site. Our programs have been designed to strengthen and support the children and families whom we have served for years. The designs are based on focus groups, conversations with parents and needs expressed by partners and families. Because many of our staff are from these communities and are reflective of the community, we also tap their expertise to communicate and listen to the parents.

Based on our locations of sites, children are provided a safe learning environment. The physical spaces we operate in including a full gymnasium; multiple classrooms including a computer lab, a maker’s space and Tuskegee Airmen Museum; two pools; and 14 acres of green space that includes basketball courts, a dek hockey arena, an outdoor field, an environmental classroom and a series of trails. The combination of these facilities and our staff expertise allow us to create a physically challenging and safe space for children to try and learn new activities. HHI has a code of conduct for children that we review with parents and their children at orientation. Our staff receive first aid training and we have a week of training for staff prior to them being in a classroom that includes a review of policy and procedures, review of forms they need to fill out and who it goes to if an incident occurs, what incidents need to be elevated to management for follow up calls to parents, and then we review our safety protocols which include for the last two years the COVID pandemic. They receive copies of the forms and conversation about proper usage of how to keep the safety and security along with procedures in working order.

In addition to rotations daily for afterschool and summer camp, special guests are brought in to provide content. For example, a four week understanding of drones is taught by certified adults and college students, computer classes of coding and data are taught, history of the Tuskegee Airmen is shared and quizzes provided to ensure learning. Over the course of the week, afterschool children are connected through at least 10 modules weekly. This variety of recreation, homework assistance, and special classes allow the children to connect and with the variety to stay engaged. Because they move in groups with their peers, and meet a wide variety of experts, children learn how to interact in a positive way with their peers.

Here is a week activity log for afterschool:

Daily	Group 1	Group 2	Group 3
3:00 to 3:30	Arrival Time – Bus Pickup	Arrival Time – Bus Pickup	Arrival Time – Bus Pickup
3:30 to 4:20	Special Classes	Dinner/Homework	Gym / recreation
4:20 to 5:10	Dinner/Homework	Gym /recreation	Special Classes
5:10 to 6	Gym /recreation	Special Classes	Dinner/Homework

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Children are divided into age appropriate groups and then they rotate based on the scheduled day. Each group gets a meal while getting homework assistance or learning sheets; gym, recreation time daily and finally a special class which rotates and includes computer coding intro; drones and aviation; makers space. Students spend about 45 to 50 minutes in each of the areas of the facility with different topics being rotated for daily activities. For example, in gym / recreation one week it would be basketball; another soccer; another outdoor gardening; and finally board games or dance. The only 50 minute segment that is fixed weekly and does not rotate is the food program and homework assistance. If children don't have homework, we have age appropriate worksheets that we distribute. Thus over the course of the month, students will have at least seven different topics covered.

In summer the similar schedule is done daily but there are 10 groups that rotate over 2 days so each group participates in activities 2 or 3 times each week over the seven weeks of camp.

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.

With more than 30 years of experience serving, many of the people we serve in our programs today have received multiple services over their lifetime. Parents in our accredited Child Development Center were children here 20 to 25 years ago. They have history with us as a place to turn when they have had needs. We are a trusted partner with them. We continually have reinvented our programs and services over the years to keep them fresh and exciting for the children and youth. Most recently we have opened a Center for Aviation and Technology Training (CATT) that brings interactive hands on learning to Wilkinsburg. Rather than create just a fun place to hang out, we engage children through a variety of experiences that are interactive, fun and create learning opportunities.

One of the summer highlights for summer campers is their daily swim time. We operate the only public swimming pools in the community (we have 2 pools one indoors and one outdoor. Prior to pandemic we took children on weekly field trips (last summer we took three and this summer we plan to return to weekly).

This combination of experiences makes Hosanna House a fun place for children and youth. We have youth who age out of camp and after school who come back as teens to volunteer and participate in other teen-based programming including counselors in training. Youth and their families have very long histories with HHI which is how we are sure that they remain engaged and continue to participate.

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.

Communication is key to our success. We are in regular communication with the parents on a daily basis. During After-School parents are required to come into the building to pick up their children and they are met by the Director. He has been with HHI for more than 20 years in this role. He checks in with them on how they are doing, anything happening in the home, and gives them a report on what has been happening in the program. If there is a behavioral issue, then he discusses if that behavior is just here, happening at home or in school. He will offer an

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observation of the behaviors at our program if needed. During summer children are greeted with their parents each morning and at pick-up. This daily interaction allows us to stay in regular contact.

In addition, if there is any type incident of significance, we will call the parent during the day to discuss if this is something they have seen or experienced to get their input. One of the larger values is that our staff know the parents from prior experiences so they are often communicating as friends on a personal level.

Finally, during the after school program they also get reports on learning progress and these positive reports allow the parents to see the achievements and hear our staff talk about them in a positive light.

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.

HHI has a 25 year track record of operating summer camp and quality afterschool programming. Our current Director of Educational Services is a former principal in Wilkinsburg School District and surrounding schools. She is well thought of and has many friends who are administrators and teachers in the Districts we serve. HHI has worked with the schools closely for these past 25 years and currently has contracts with the District in Pre-K services. By keeping open communication and regular contact we are able to maintain our strong relationships with the schools.

We open our enrollment in mid-March for camp and typically fill the camp in mid May. As a result of many years programming and high quality, we do still do outreach to serve our community through social media; flyers, program recruitment in local paper; and make all of our partners aware of the programs we are enrolling students in.

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.

HHI staffs all of our children with appropriately credentialed staff as required for NAEYC and PA Stars accreditation. This requires a large influx of full time staff for the summer. WE have 2 counselors per staff grouping of 15 children and specialty instructors for ½ of the group activities we conduct. For summer we hire on average 20 staff for the 8 weeks. This recruitment starts with prior counselors (college students who return); school teachers who want to work in the summer; and then we advertise across our network of partners and to the many colleges we partner with and who are located in the surrounding areas.

Since we also have many staff who are already at HHI, we provide referral bonus for our existing staff to recruit on our behalf. We have a very diverse group of staff and more than half of our staff are African American. Many of our counselors and staff have been part of our program prior and return to give back to the community. This insures both that they understand the population and since they are often their neighbors, they are reflective of those in our programs.

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

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During the school year, Hosanna House will operate our afterschool program from 3:30 till 6:00 PM five days a week. We will follow the school schedule for our days of operation. For summer, HHI will operate Monday through Friday from 8 AM to 5:30 PM for 7 weeks starting in June and ending in early August.

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

For many years, HHI has worked with Foodbank and Allegheny County for summer feeding program for the children in our summer camp. We have two staff who are certified in food service through training to be able to safely monitor food and meals. On both sites, we have large refrigerators and freezers that have temperature monitors on them and they are recorded daily as part of the feeding programs.

Implementation Challenges (20 points possible)

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

If we were to experience low attendance, we would reach out to parent or guardian to see if there was something happening to cause them not to be in regular attendance at the program. We would work with the parents to engage their child or make referrals as needed to get them back in the program through regular attendance.

If we were experiencing low enrollment then we would proceed along these lines. We would send out a flyer to school districts we work with to provide to parents; we would reach out to the existing parents enrolled and have them invite their friends; we would send the flyer to other agencies and churches across the community (we have a network of over 75 partners that serve youth). We would also put the word out across social media network.

Finally we have found that often just by being present at bus stops and outside schools in person at end of day we can talk to parents (many whom we know) to see if they need the service.

More often than not, our challenge is with over enrollment rather than under engagement. For that we would also want to work closely with others in the community to help them fill their slots.

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

HHI would make a referral if there was a clear mental health need. We have a partnership with COOL ZONE co-located in our building on the same floor as the afterschool program. COOL ZONE is a mental health provider that is part of UPMC Health Plan.

We also provide behavioral training to the teachers and staff at HHI. Because we have long term staff we often pair them with newer staff in their early days to learn about behaviors. If behavioral issue were regularly occurring, we would bring staff from other rooms in for some observation to see what might be causing the behavioral issues. What was causing the acting out? Was it at certain times of day? Was it in only certain activities? Getting to the root cause of the behavioral issue would be our priority.

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?

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First we would meet with the parents to find out what issues they were experiencing in order to be able to address their concerns. As part of that meeting, we would also want to find out how we could better communicate with them to meet their expectations since we would have been in regular communication with them. Most important in this work, will be the opening up of communication expectations. We don't want to have been at work for 5 or 6 months and then learn of parent's disappointment with program.

If this should occur, we would also put in place a regular check in with that parent on a bi-weekly basis over the ensuing months to make sure course corrections were happening. Based on the findings and issues discussed, we may also end up providing additional referrals to the family as needed.

As part of the meeting with parent, we would also want to bring the child into conversation about their program feelings. Was the issue lack of communication between parent and child, was it actually program concern or lack of communication. After all of this we would have a correction action plan in place that would be monitored.

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

As part of our after-school program, transportation is provided from the school to Hosanna House through either our van or bus with appropriate CDL staff for the bus. As part of our summer camp parents are expected to drop off children at beginning of day and pick up at end of day. All drop offs and pickups are at our main location (807 Wallace Avenue) which are served by multiple public bus lines. If a parent would express a transportation related issue, we would first refer them to St. James Ministry Center or Wilkinsburg Community Ministry which offers bus passes as part of their services.

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.

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

Hosanna House OST Afterschool Program Budget Narrative

Personnel Costs – (\$46,350) Covers the cost of our Program Coordinator; Lead Teacher of the class and one assistant counselor. Personnel costs are for direct time of the staff spent in preparation and planning for the daily class activities and then the hours of operation for the

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program. Lead Teacher and Assistant Teacher are needed for the class size of 15. The lead teacher provides an average of 25 hours per week including preparation, planning activities, gathering supplies, and being with the youth daily. Budget is calculated on 25 hours per week for 40 weeks of the year (school year) at \$15 per hour. Assistant Teacher budget is calculated on the same hours at \$14 per hour. Program Coordinator salary is 1/3 of the program salary based on 1/3 of the children being enrolled through OST funding. Personnel costs also reflect benefits and taxes for each participant.

Program Supplies – (\$7,500) These are direct program supplies that include supplemental food; supplies for feeding; materials for maker's space and general supplies; transportation from school to HHI daily; training; furnishings for classes; etc. This is an average of \$10 per week for each student for supplies.

Indirect Costs – (\$19,050) – HHI incurs indirect expenses in management staff; accounting; repairs and maintenance; and space costs. This across all HHI programs represents 25% on average and thus each program grant receives an allocation of this based on program costs.

HHI – OST Summer Program Budget Narrative – 7 weeks

Personnel Costs - \$30,000 – These wages cover six staff people for eight weeks (seven weeks of camp and the week of training. This allows us for staffing assistants for six groups (approximately 5 children per group of OST funding). Cost basis is \$14 per hour for 45 hours per week (nine hours daily) for 8 weeks. Each summer camp counselor is supported by a lead teacher and specialty instructors that are part of our daily rotations (life-guards; dance; arts; aviation; environmental class; computers).

Program Supplies – \$2,000 - Program supplies are needed for specialty programs such as arts; maker space; aviation; swimming; and transportation between sites. This is an average of just under \$10 per week for each child participating.

Indirect Costs – (\$10,000) – HHI incurs indirect expenses in management staff; accounting; repairs and maintenance; and space costs. This across all HHI programs represents 25% on average and thus each program grant receives an allocation of this based on program costs.

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?).

HHI model is a mixed model that includes a variety of funding. Some of the children are private pay, many of the children who register do so as an income-based payment through CCIS, and the importance of your funding is so we can offer free spots for families who need care but don't qualify for subsidies. This combination of programming we have found allows us to integrate classes that don't separate children but rather has children from all walks of life in the same class. Of the total enrolled, for afterschool, 1/3 of the children will be eligible and supported through OST funding and for summer 1 in 5 children will be free slots through OST funds.

While we do have two sites for summer camp, children are transported between sites so they can enjoy the variety of programming. For our budget since all children begin the day at our Wallace Avenue Facility, we treat the overall costs as one program site.

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	15	\$27	180	72900
Summer	30	540	35	42000
				114900

**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
Personnel	46350
Program Coordinator	18450
Lead Counselor	15000
Assistant Counselor	12900
Operations (supplies, rent)	7500
Program Supplies	7500
Other	0
Indirects	19050
*Total	72900

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

Summer	Expense
Personnel	30000
Summer Camp Staff	30000
Operations (supplies, rent)	2000
Program Supplies	2000
Other	0
Indirects	10000
*Total	42000

Total funding request based on seats 42000
 *Total should total funding request based on seats