



Allegheny County Department of Human Services

RFP Response Form

RFP for Out-of-School Time Programs

PROPOSER INFORMATION

Proposer Name: Human Services Center Corporation

Authorized Representative Name & Title: Leah O'Reilly, Director of Programs

Address: 519 Penn Avenue, Turtle Creek, PA 15145

Telephone: 412-829-7112

Email: Loreilly@hsc-mvpc.org

Website: www.hsc-mvpc.org

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

Date Incorporated: September 27, 1982

Partners included in this Proposal: Not applicable

How did you hear about this RFP? *Please be specific.* We are a current OST contracted provider.

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	Dave Coplan	412-829-7112	dcoplan@hsc-mvpc.org
Contract Processing Contact	Dave Coplan	412-829-7112	dcoplan@hsc-mvpc.org
Chief Information Officer	Dave Coplan	412-829-7112	dcoplan@hsc-mvpc.org
Chief Financial Officer	Dave Coplan	412-829-7112	dcoplan@hsc-mvpc.org
MPER Contact*	Dave Coplan	412-829-7112	dcoplan@hsc-mvpc.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.

Dave Priselac, President

Lynn Tatala, Vice President

Aerion Abney, Treasurer

Jo DeBolt, Secretary

Mark Bezilla

Alexander G. Dick

Joe Dombrosky

Dr. Jacqueline Edmondson

Dr. Hayley Hellstern

Dr. James Huguley

Dr. Charlene Newkirk

Darla Poole

Michelle Smith

Damion Wilson

Board Chairperson Name & Title: Dave Priselac, President

Board Chairperson Address: [REDACTED]

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: dpriselac@alleghenymillwork.com

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.*

Dawn Golden, Director of Pupil Personnel Services, Woodland Hills School District, goldda@whsd.net, 412-731-1300

Alan Johnson, Superintendent of Schools, East Allegheny School District, ajohnson@eawildcats.net, [REDACTED]

Bobbi Watt Geer, Ph.D., President & CEO, United Way of Southwestern Pennsylvania, bobbi.wattgeer@unitedwayswpa.org, 412-456-6800

RFP for Out-of-School Time Programs

PROPOSAL INFORMATION

Date Submitted 2/28/2022

Amount Requested: \$314,680

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.

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

RFP for Out-of-School Time Programs

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).

Organizational Experience (15 points possible)

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

For over twenty years, the Human Services Center Corporation (HSCC) has been providing quality OST programming at our site in Turtle Creek for low-income youth of the Monongahela River Valley region. Our services have grown and expanded over the years in response to community needs by focusing on data and the voice of the community to identify solutions to the region's challenges with a major emphasis on youth programming. Both the Kids Outgoing, Outdoing, and Learning (KOOL) Summer and Youth Learning In a Fun Environment (LIFE) After-School Programs provide academic and social enrichment for 1st-5th graders, up to 150 and 100 youth respectively (pre-pandemic numbers). The HSCC's OST programs offer academic support in the areas of math and reading, utilizing an online curriculum called Study Island. Participants also partake in social emotional learning (SEL), homework help, cultural awareness, science activities, recreation, and so much more. While our programs are open to all low-income Mon Valley youth, most participants come from the Woodland Hills School District (WHSD) as we are located in that district's area and WHSD provides busing to our after-school program.

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

Since its inception in 1982, the HSCC has been working to improve the quality of life for children, adults, and families in the Mon Valley area. It fulfills this mission by serving as a collaborative leader, serving as a bridge between human service organizations and those who develop policies and funding, monitoring community needs and initiating innovative strategies, and providing essential services to both community members and human service organizations.

The HSCC serves the Mon Valley region of Allegheny County, which includes 37 municipalities and is home to over 200,000 residents. Our OST programs focus mostly on youth residing in Woodland Hills School District communities that consist of Braddock, Braddock Hills, Chalfant, Churchill, East Pittsburgh, Edgewood, Forest Hills, North Braddock, Rankin, Swissvale, Turtle Creek, and Wilkins Township. According to the Allegheny County Community Needs Index (updated in 2021), the Monongahela River Valley communities, which we serve, are classified as "emerging need" or "deepening need." Much of our after-school students come from East Pittsburgh, North Braddock, and Braddock, all of which are "extreme and high need clusters." In addition to WHSD, our teen workforce and college readiness program serves East Allegheny, McKeesport Area, Penn Hills, and West Mifflin Area School Districts. Our teens reside in distressed areas including but not limited to Duquesne, McKeesport, North Versailles, Penn Hills, and Wilmerding.

Mon Valley youth are both economically disadvantaged as well as academically deficient. Families of children in the HSCC's Youth Programs have significant challenges as 70% of all

RFP for Out-of-School Time Programs

families have total household incomes of less than \$15,000 and 63% of the families are single headed households. The students in the youth programs represent diverse populations (75% Black or Bi-Racial, 25% Caucasian). In addition to the socio-economic barriers affecting the surrounding communities, the youth in the after-school program experience educational challenges. The results from the Pennsylvania System of School Assessment (PSSA) pre-pandemic indicate that the elementary students served in the Woodland Hills School District (where most of our students attend) were performing poorly, with over 65% deficient in Math and over 50% deficient in Reading. Since the onset of the COVID-19 pandemic, and as the HSCC staff has already observed first hand, the academic deficiencies have and will continue to grow without supplemental services such as those offered by the HSCC.

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 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?

Safety is of the utmost importance and we have many policies and procedures in place to maintain physical and emotional security. All buildings are equipped with security cameras and well lit outdoor spaces. There is a front desk receptionist that monitors all individuals coming into the building. All participants must be signed out by an authorized adult with an OST staff member. All students are signed in and out to keep track of attendance at all times. We follow strict COVID-19 policies and procedures and currently all staff and students must be masked at all times when indoors. All staff are trained and follow a comprehensive Emergency Operations Plan/Model that covers such topics as fire, floods, first aid needs, AED usage, and many other situations. Moreover, staff are also oriented in the policies and procedures of the program and organization as well as the rules and behavior system that the students follow daily.

Our OST programs focus on the improvement of youth academic skills, along with social and emotional development, thus providing the building blocks to help stop the cycle of poverty. Students interact with all types of children they would perhaps not have met otherwise and build productive relationships with our staff. Improving participants' reading and math skills is the cornerstone of after-school and summer. Each day, qualified professionals assist the students in completing their homework, provide tutoring utilizing an online curriculum called Study Island. Study Island is a web-based learning and teaching tool specializing in preparation programs for

RFP for Out-of-School Time Programs

state standardized testing. In after-school, youth participate in challenging yet engaging Study Island activities four days a week for approximately 40 minutes, in addition to receiving homework help daily. Second Step, an anti-bullying curriculum that addresses a variety of topics such as self-esteem, and non-violent conflict resolutions, is implemented once a week. In the summer, students partake in math and reading lessons daily, Study Island, cultural and science activities, presentations from outside partner agencies, and more. All participants have daily opportunities for physical recreation in OST. In addition, Fridays are reward days in programming for students that maintained or earned enough behavior points to participate in special fun activities or get to “shop” in our store with their earned “bucks”.

The After-School and Summer Programs have been located in Turtle Creek in HSCC’s owned and operated facilities since their inception. The programs are administered in 5-9 classrooms (depending on the program time of year), in addition to computer labs, a large courtyard space with the County’s first state of the art Kaboom playground, basketball court, and access to a gym in which we rent during after-school programming. Since the start of the pandemic, HSCC also added 100 tablets for individual and mobile use within the youth programs to ensure social distancing. As mentioned earlier, to help alleviate the academic deficiencies of the youth in the community, the programs focus on math and reading remediation daily utilizing Study Island.

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. Since programming started over twenty years ago, our OST programs have been full with waitlists (pre-pandemic) each year. HSCC provides an array of activities daily to ensure students remain engaged and learning. It is very common for students to attend our programs year after year until they age out. Even though participants do not always welcome math and reading remediation, staff attempt to make Study Island time fun by creating competitions amongst students and classes based on participation and goal completion. Students earn pizza parties and other prizes for their achievements. Fridays are “fun days” at the Center where youth have ice cream sundaes, movie nights, relay race competitions, and so much more. Often students vote on the Friday activity preferences for the following month.

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. HSCC communicates with parents in several ways. All parents receive orientation materials before program begins informing them of all policies, procedures, rules, schedules, and contact info of key staff. We mail a monthly newsletter to each family detailing program updates and events as well as other community resources that may be useful to families. Strategically for both communication and safety purposes, parents (or other authorized adults age 18 and older) must come into the building, speak with an OST staff member, and sign out their child from the program. This helps build rapport with staff and parents and creates natural open communication about any program or student concerns.

Operations (20 points)

RFP for Out-of-School Time Programs

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.

We have an extensive collaboration with Woodland Hills School District (WHSD), as we have worked with WHSD since inception of the KOOL Summer and Youth LIFE After-School Programs over twenty years ago. We have the cooperation of the administrative team and direct access to their online academic data system, which is rare in our field. The District provides all Woodland Hills School District residents busing to our after-school program free of charge to the HSCC. In addition, WHSD helps us recruit students and families by providing addresses to all families that would be eligible for the program in order to send out a mailing of typically more than 1600 paper applications and/or fliers directing families to our online application.

In addition, we have a long-standing partnership with East Allegheny School District (EASD) as we provide our workforce development and college readiness program daily in their high school. Currently, the Superintendent is attempting to arrange transportation for any students next school year that enroll in our after-school program from EASD. They have also provided addresses of all students that would benefit from our youth programs and we have sent out applications directly to all. HSCC will continue that referral and recruitment process in the future with EASD and WHSD.

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.

Our OST Coordinator is a community member and was a past participant of our youth programs, and worked with us for 10 years part-time prior to her full-time promotion! Over 70% of our current part-time direct service staff are black. Moreover, all staff that work directly with Youth LIFE live in the Mon Valley specifically and most have grown up in the community as well. Most of our part-time staff have worked with us for several program years. Paying a higher hourly wage has helped us recruit and retain quality staff; however, staff recruitment continues to be a challenge in the current hiring environment as a whole in our region and sector.

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

The Youth LIFE After-School Program runs from mid-September through the first week of May, M-F, 3PM-7PM. We follow the WHSD schedule and when school is closed, our after-school program closes. We strategically do not open as soon as school begins as staff recruitment and orientation is extremely hard to accomplish in the short period between the end of summer programming and the first day of school. Moreover, WHSD transportation department often needs time to assign and schedule our participants on buses for after-school and it is difficult for them to do that in a timely manner before school begins. We close before school lets out as well because historically, we have run into major staffing issues when the local colleges let out at the end of April and early May and staff want to return to their hometowns and/or have vacation time before the summer program begins. Our total number of days reflects the aforementioned as well as the school calendar, in-service days, and holidays. The KOOL Summer Program operates for 7 weeks starting in the last week of June through mid-August, M-F, 8:30AM-4:30PM.

RFP for Out-of-School Time Programs

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

After several years of seeing a modest % of our participants utilizing the free dinners and lunches we provided, we decided years ago with parent input that students would only receive a daily snack and parents are expected to pack a lunch during the summer. Adequate alternative lunches have been provided as needed, however, that has only been needed a handful of times in the last 5 years. We are constantly in communication with families about food insecurity and not providing lunches has not shown to be an issue for our participants. They often mention that because the Program is FREE they are already saving a ton of money that is spent in other areas for their household. We provide an afternoon snack in both programs daily. Snacks are stored in locked cabinets and in the refrigerator with ease following all necessary regulations.

Implementation Challenges (20 points possible)

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

During the pandemic is the only time our OST programming has experienced attendance issues. While much of it is beyond our control due to COVID-related issues and concerns, we also continue to stay in contact with all parents. Our OST Coordinator calls and texts all families to check in and make sure students are returning and/or nothing needs to be addressed to have youth attend regularly. If enrollment numbers were down, we would publicize our programs on social media, remind all WHSD schools about our programming, and send out the application link to all potential participant families.

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

Our OST program participants follow a behavioral point system based on program rules. They lose and gain points throughout the week and if they have enough points, they get to attend the Friday Funday. Staff utilize this point system as a tool to communicate to students and parents daily how individuals are behaving and how staff, students, and parents alike can work together to keep kids on track behaviorally. If severe mental health and/or behavioral issues arise that HSCC part-time staff are not equipped to handle in a group setting, we refer families to mental health services, especially in the hopes of them receiving wraparound services for the student. On rare occasions, students are removed from programming if a behavioral or mental health issue arises that becomes a safety issue for the student or program as a whole.

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?

Parent satisfaction is crucial to the success of our programming. While we are in constant communication with parents daily at program pickup and often discuss individual student performance as well as program concerns, surveys open up additional parent input. HSCC has a history of surveying parents and we strive to address any suggestions or concerns as appropriate and within reason. Our OST Coordinator follows up with parents and staff as issues arise.

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

The Mon Valley region as a whole faces many transportation issues and it is the number one barrier for families to participate in needed services and programs. Fortunately, Woodland Hills School District provides busing to the Youth LIFE After-School Program daily and that has

RFP for Out-of-School Time Programs

alleviated a huge obstacle for parents. Because our program is open until 7PM, most families have enough time to get to our program at the end of their workday for pickup. One WHSD school that is a block away from our Center does not receive busing to Youth LIFE due to the proximity. To ensure those students can attend our program and arrive safely, HSCC staff walk all of the students in a group to programming each day. In over 20 years, there have only been a few times that a family has experienced a last minute transportation issue and a youth programs administrative staff person has driven the child themselves to ensure the child got home safely.

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.

Salaries and benefits include a full time Out of School Time Coordinator, a percentage of staff time by several additional full time staff who play a role with the youth programs, and the part time Education Associates hired to work directly with the youth. Operations costs billed to the County include space costs and insurance. All other costs associated with the programs are billed to other sources of funding detailed in #16.

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?).

All of the Human Services Center's Programming is and will be provided FREE of charge for all participants (100% free spots). The total budget for the after-school and summer programs is over \$550,000 and we are requesting a significant portion of the funding from Allegheny County DHS. The HSCC's OST Programs have historically been partially funded by Office of Community Services support through Allegheny County's Department of Human Services as the largest funder of the services at HSCC for over 20 years. A significant youth programming allocation from the United Way funds a portion of these two services as well as our teen workforce program. Approximately \$148,000 of the \$185,000 United Way allocation is committed to the after-school and summer programs. Philanthropic support from foundations is raised locally to complete the funding of the programs from funders such as: RK Mellon, Eden Hall, Heinz, Grable, McElhattan, Pittsburgh, DSF, Miller, Steel Dynamics, PNC CTC, etc. HSCC is also approved to receive from corporations Educational Improvement Tax Credits

RFP for Out-of-School Time Programs

(EITC) support which varies year to year. Sustaining our programming is a pillar of the HSCC's fiscal health. In 40 years, the only time we had to close a program was in the early 1990s due to a state funding change where the legislature eliminated the funding stream across the state. Additionally, the only time we have reduced the number served in a program was in the early 2010s, also due to a state funding change where there was no RFP for anyone that year.

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	60	\$27	138	223560
Summer	67	540	34	91120
				314680

**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	180810
	180810
Operations (supplies, rent)	42750
	42750
Other	0
Indirects	
*Total	223560

Total funding request based on seats 223560
 *Total should total funding request based on seats

Summer	Expense
Personnel	76870
	76870
Operations (supplies, rent)	14250
	14250
Other	0
Indirects	
*Total	91120

Total funding request based on seats 91120
 *Total should total funding request based on seats