



Allegheny County Department of Human Services

# RFQ Response Form

## RFQ for Recruiting Talent for DHS

### APPLICANT INFORMATION

Proposer Name: Alliance for Nonprofit Resources

Authorized Representative Name & Title: Shawna Mitcheltree, Senior Director of Operations & Service Development

Address: 127 South Main St., Butler, PA 16001

Telephone: 724-431-3663

Email: development@anrinfo.org

Website: www.anrinfo.org

Legal Status:  For-Profit  Nonprofit  Sole Proprietor/Individual  Partnership

Women Owned:  Yes  No

Minority Owned:  Yes  No

If yes, select the ethnicity:  American Indian or Alaska Native  Black or of African descent  Hispanic or Latino/a  Native Hawaiian/Pacific Islander

Western Asian/Middle Eastern  East Asian/Far Eastern

South Asian/Indian (Subcontinent)  Southeast Asian

Other Asian  Multi-racial  Self-Describe: [Click here to enter text.](#)

Faith Based:  Yes  No

Partners included in this Application: n/a

How did you hear about this RFQ? *Please be specific.* Email notifications from Allegheny DHS

### REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Christopher Lunn	724-431-3728	clunn@anrinfo.org

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Contract Processing Contact	Meagan Snyder		msnyder@anrinfo.org
Chief Information Officer	Teresa Hewitt		thewitt@anrinfo.org
Chief Financial Officer	Christine McGregor		cmcgregor@anrinfo.org
MPER Contact*	Teresa Hewitt		thewitt@anrinfo.org

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

### BOARD INFORMATION

\* For the Board Chairperson, you must list an address, phone and email address different than the organization.

Board Chairperson Name & Title: James Hrabosky, Vice President for Administration & Finance

Board Chairperson Address: [REDACTED]

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: Partners included in this Proposal: [REDACTED]; no partners in the proposal

How did you hear about this RFP? *Please be specific.* Email notifications from Allegheny DHS

### 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.*

- Beth Gillan, Executive Director, Center for Community Resources, [bgillan@ccrinfo.org](mailto:bgillan@ccrinfo.org), [REDACTED]
- Traci Veri, Ph.D., Executive Director, VOICE, [tracy@voiceforvictims.com](mailto:tracy@voiceforvictims.com), 724-283-8700, ext. 210
- Danielle Schmidt, Executive Director, Children's Advocacy Center, [dschmidt@butlercountycac.org](mailto:dschmidt@butlercountycac.org), 724-431-3689, ext. 204

### CERTIFICATION

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

## RFQ for Recruiting Talent to DHS

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 Application, 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 Application 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 Application and providing contact information.

OR

My Application 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
- W-9
- MWDBE and VOSB documents
- Certification of an office location in Allegheny County

## REQUIREMENTS

Please respond to the following. **All Applicants must complete the Work Plan and Fee Structure Sections. Please complete these sections only once, regardless of the type of jobs you are proposing to recruit.** The score from these sections will be added to the score for each job category. Each strategy will be scored and evaluated separately and the maximum score an Application can receive in each strategy is:

- Direct Service Role Applicant = 55 points possible
- Administrative Support Role Applicant = 55 points possible

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Complete only the section for the category of job you wish to provide. If you are not applying for a job category, that area may be left blank. Please stay within the page limit listed at the top of each section.

### **A. Direct Service Role Applicant (30 points)**

*Complete this section only if you are applying for qualification to provide recruitment services for Direct Service Roles. If you are not proposing to provide this role, please leave this section blank. Your response to this section must not to exceed 5 pages.*

1. Describe your organization, mission and experience and experience working with quality, diverse candidates seeking employment opportunities. (5 points)  
n/a
2. Describe your organization's experience identifying candidates seeking employment opportunities and placing them successfully in full-time employment in Direct Service Roles. (15 points)  
n/a
3. Describe your organization's experience placing individuals with lived experience with human service delivery in full-time human service positions. (5 points)  
n/a
4. Describe your organization's experience ensuring quality, stable placement of individuals in employment opportunities. (5 points)  
n/a
5. Describe the process your organization uses to identify candidates. (5 points)  
n/a

### **B. Administrative Support Role Applicant (30 points)**

*Complete this section only if you are applying for qualification to provide recruitment services for Administrative Support Roles. If you are not proposing to provide this role, please leave this section blank. Your response to this section must not to exceed 5 pages.*

1. Describe your organization, mission and experience working with quality, diverse candidates seeking employment opportunities. (5 points)  
Alliance for Nonprofit Resources (ANR) was founded in 2008 to provide affordable administrative services to agencies of all sizes. ANR was established on the understanding that many of its fellow nonprofits are challenged to meet their missions while maintaining business efficiency. The mission of ANR is to provide innovative solutions and services for organizations to effectively fulfill their missions. Through partnering with ANR, organizations can focus on making their biggest impact possible.

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ANR's purpose is to provide organizations with professional and qualified administrative and operation supports, services, and consultation. Services offered by ANR include Transportation, Program Development & Management, Fundraising, Strategic Planning, Marketing & Design, Information Technology, Fiscal, Human Resources (HR), Quality & Compliance, and Human Services Solutions. ANR strives to continually provide quality services, utilizing its experienced staff who are committed to serving the community.

ANR understands the support needs of Allegheny County Department of Human Services (DHS) in recruiting and hiring qualified, diverse candidates for its administrative career vacancies. In addition to handling its own HR and recruiting needs, ANR currently provides HR services to thirteen external organizations, two of which have specifically employed ANR to conduct recruiting and hiring efforts.

One of the external agencies with whom ANR contracts is an agency that maintains multiple licenses through Pennsylvania's Department of Human Services. Being licensed through the State requires that agency to conduct and complete Bureau of Equal Opportunity (BEO) paperwork, ensuring that diverse applicants are sought, recruited, and hired. In order to meet these strict standards, ANR has interfaced with such organizations as Pittsburgh Metropolitan Area Hispanic Chamber of Commerce, Butler Blind Association, Pittsburgh Hearing & Deaf, Urban League, and University of Pittsburgh Minority Relations. ANR ensures that it can appropriately communicate with individuals of diverse backgrounds by having interpreters speaking several foreign languages, in addition to American Sign Language (ASL), available via phone/video call. ANR also has an in-house translator available for translation of English to Spanish and Spanish to English documents. All of these resources have been employed in the recruitment and hiring of internal ANR staff and external organization staff.

2. Describe your organization's experience performing recruitment services for agencies in the public sector, including any state or federal government entities. (5 points)

ANR has recruited and hired staff on behalf of a number of Pennsylvania counties, including Butler, Cameron, Clarion, and Elk Counties. In these counties, ANR was tasked with recruiting and hiring both direct service and administrative support roles such as mental health delegates, intake coordinators, family support specialists, and quality assurance specialists. ANR met with each county individually to determine their recruitment needs and expectations for each position. During the meetings, the counties and ANR also discussed the various methods employed by each county prior to ANR becoming involved in the recruitment process. ANR used this information to tailor its recruiting process. ANR posted on traditional job boards, attended job fairs, and completed head-hunting type activities by seeking known high-performers through LinkedIn and via former colleagues. When potential matches were identified, ANR provided the candidates' names to the respective county along with any other anecdotal information gleaned during the recruiting process. In some counties, ANR was asked to screen candidates and conduct interviews. In other counties, only a referral was requested.

All ANR's additional experience recruiting staff has been in the nonprofit sector, rather than the public sector. However, many of the service types for which ANR has recruited overlap with the public sector, most specifically transportation, human/social services, and education.

3. Describe your organization's experience identifying candidates and placing them successfully in full-time employment in Administrative Support Roles with annual salaries less than \$65,000. (15 points)

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ANR has a fully staffed HR team that includes a Recruitment Director and several support staff. For its largest client, a nonprofit human services agency, the HR team recruited 181 staff during the last calendar year (2022). Of those staff, over 98% were full-time employees making less than \$65,000 per year. Similarly, during the same time frame, ANR recruited 96 internal staff, with over 94% being full-time employees making less than \$65,000 per year.

The staff persona that DHS seeks (Administrative Support, full-time, at \$65,000 or less) matches the typical employee that ANR recruits and hires. Of the individuals ANR has recruited to work in various counties, nearly all the individuals that were hired were employed for greater than one year. Additionally, ANR's own turnover rate is 12.5% for the most recently concluded calendar year (2022).

4. Describe your organization's experience ensuring quality, stable placement of individuals in employment opportunities. (5 points)

ANR uses standard recruiting methods such as job boards, LinkedIn posts, referrals, and head hunting to fill employment vacancies. Before contacting an interested applicant or reaching out to an individual, ANR conducts preliminary screening of the individual through a review of the individual's resume/application and a review of the individual's LinkedIn profile (if applicable). ANR first ensures that the information reviewed is consistent with the minimum qualifications required for the position. ANR also screens for stability in employment, meaning that an individual is spending at least three years on average within an organization before moving in a new direction. Simultaneously, ANR examines the resume/application for job relevancy. ANR screens those materials and LinkedIn profiles for items that may be deemed as "red flags": inflammatory/unprofessional language, lack of attention to detail, employment gaps, excessive personal information, etc. Next, screening calls are made to individuals that have appropriate experience, steady employment, and suitable resumes/profiles. In the screening calls, ANR's HR team asks basic questions of the individual ("Can you tell me about yourself?", "What made you apply for this position?", "What skill sets do you currently have that will make you a good fit?", etc.). The HR team uses these answers to determine whether they would like to move forward with scheduling an interview/making a formal referral to an agency. ANR will touch base with the individual during the recruitment/interview process so that the individual feels supported and invested in the process. All of these measures, from initial screening to continued support, help ANR ensure a candidate is a high-quality referral that will be a stable addition to the organization.

### Work Plan (20 points)

*All Applicants must complete this section. Your response to this section must not to exceed 2 pages.*

1. Describe your organization's plan for how the relationship with DHS will be handled on a day-to-day basis. (5 points)

ANR maintains high accessibility to all the organizations it serves. ANR will provide DHS with the name and contact information of the lead person on the ANR-DHS contract. This lead person will be dedicated to answer DHS's questions and respond to all concerns. The lead person will be available via email, office phone, and cell phone. DHS will also be provided with secondary contacts in the event the lead is out of office or unable to answer. All contacts initiated by DHS will be answered within one business day of receipt.

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ANR will plan to send a weekly email (or more frequently, if requested) to DHS detailing the activities completed for the week. This email will include the number of applications received, number of applicants screened, and number of applicants referred. This email will also contain anecdotal information about screened candidates which DHS may find useful in the hiring process.

2. Describe your organization's plan for recruiting quality, diverse candidates and candidates with lived experience. (10 points)

In order to fulfill the expectations of this contract, ANR will first ask itself how it can target the correct individuals, including those who may BE good candidates and those who may KNOW good candidates. From there, ANR's team will meet with DHS to determine what outlets have worked well in the past and which have not worked well. ANR will also rely on its developed networking connections and ask DHS for connections it has established to help build the candidate pool and increase awareness of job vacancies. During this primary stage, ANR's goal is a network development campaign, which will prove beneficial in filling multiple roles.

The ANR team will then start by making a list of open positions and identifying the top three characteristics needed for each position. The ANR team will pull from what they know—if there are individuals with whom ANR is familiar that may be an appropriate candidate for an open position, those individuals will be noted. ANR will also use LinkedIn to search for individuals that appear to have the characteristics identified by the team. These individuals will also be noted. ANR's team will directly outreach to those identified individuals to begin the screening process detailed in question B4 above. ANR will also post to job boards such as Indeed. These job boards will require applicants to submit their interest in a posted position, which ANR will post under its own company header. The job boards will also allow ANR the ability to search through public resumes and contact candidates that may be appropriate for open positions.

In an effort to recruit diverse candidates and candidates with lived experience, ANR will outreach to many of the organizations with whom it is already familiar (Pittsburgh Metropolitan Area Hispanic Chamber of Commerce, Butler Blind Association, Pittsburgh Hearing & Deaf, Urban League, and University of Pittsburgh Minority Relations) as well as other organizations of which ANR becomes aware. ANR will work with individuals in these organizations to promote and repost available opportunities through DHS.

3. Describe your organization's plan for supporting referrals through the application process. (5 points)

ANR believes that the best way to ensure a quality referral who will be retained long-term is to fully engage the individual from the start. Once the determination is made to contact an individual, ANR's team will ensure the individual is contacted regularly throughout the process. ANR will offer the individual assistance when applying through either of the four DHS job application portals. ANR will touch base with referred individuals after they submit their applications and ask them to notify ANR when an interview is scheduled. ANR will reach out the day before their interview to remind them and touch base to see how they are feeling. ANR will also outreach after the interview to offer support and gather information about the interview process. ANR will share any relevant information gleaned

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about the interview process with DHS. If an individual is not chosen for the applied position but is still a quality candidate, ANR will retain the individual's information for potential referral to another position that may be a better fit.

### **Fee Structure (5 points)**

*All Applicants must complete this section. Your response to this section must not to exceed 1 page.*

1. Describe your organization's proposed fee pricing structure for the job categories you are proposing to provide.

ANR is proposing to provide recruitment services for Administrative Support roles. ANR proposes compensation at the rate of 15% of the referred individual's salary, or \$15,000 (whichever is less). This fee would be payable to ANR upon successful hire of the referred individual.