



Allegheny County Department of Human Services

RFQ Response Form

RFQ for Recruiting Talent for DHS

APPLICANT INFORMATION

Proposer Name: Pittsburgh Hispanic Development Corporation

Authorized Representative Name & Title: Guillermo Velazquez, Executive Director

Address: 1555 Broadway Ave, 2nd Floor, Pittsburgh PA 15216

Telephone: [REDACTED]

Email: guillermo@phdcincubator.org

Website: www.phdcincubator.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.* DHS Website

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Guillermo Velazquez	[REDACTED]	guillermo@phdcincubator.org

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Contract Processing Contact	Howard Alvarez	[REDACTED]	howard@phdcincubator.org
Chief Information Officer	Ernesto Peroche	[REDACTED]	ernesto@phdcincubator.org
Chief Financial Officer	Robert Spence	[REDACTED]	[REDACTED]
MPER Contact*	Howard Alvarez	[REDACTED]	howard@phdcincubator.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: Oralia Dominic, Chair

Board Chairperson Address: [REDACTED]

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: Partners included in this Proposal: [REDACTED]

How did you hear about this RFP? Please be specific. Online/County Website

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.

Anthony Coghill
City Council - District 4
City of Pittsburgh
510 City-Council Building
414 Grant Street
Pittsburgh, PA 15219
Email: anthony.coghill@pittsburghpa.gov

Honorable Senator Wayne Fontana
Commonwealth of Pennsylvania, 42nd District
[REDACTED]

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Email: fontana@pasenate.com

Jane Downing
Senior Program Officer, Economic and Community Development
The Pittsburgh Foundation
Five PPG Place, Suite 250
Pittsburgh, PA 15222
Email: downingj@pghfdn.org

CERTIFICATION

Please check the following before submitting your Application, 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 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

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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

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)

The Pittsburgh Hispanic Development Corporation (PHDC) is a community development corporation with no geographic boundaries, focusing on racial equity in the Pittsburgh metropolitan area. We are dedicated to improving the lives of Hispanics in the region, increasing the Hispanic population, supporting existing and new Hispanic businesses, and increasing Hispanic investment in the region.

PHDC has an Employment Initiative Program that supports Latino job seekers to identify employment opportunities, supports them throughout the application process, and provides career advancement opportunities for Latinos in Allegheny County. The Employment Initiative Program consists of a language accessible job posting board, individualized assistance for job seekers, and career development workshops. The majority of Latinos seeking our services have previous work experience but need assistance in developing or updating their resumes, help with translation services, understanding cultural practices and requirements related to job applications (background checks, drug tests, etc.), and some need assistance with accessing and navigating application sites.

PHDC's Employment Program began in 2018 and since the program started, we have received 300 leads of job seekers reaching out to PHDC for support and successfully placed 102 clients in jobs, at least half of these individuals were placed in full-time jobs. Currently we serve about 100 people per year through individualized case management for our Employment Initiative Program. Through our employment program we place individuals in both direct service roles and administrative roles, we do not have separate programs or pathways for clients placed in these positions, it is all dependent on each individual's interests, qualifications, and career plans.

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As part of our Employment Initiative Program, we maintain an active Job Board. PHDC's Program Administrator and the Employment Navigator work with employers that have reached out to PHDC to help fill open positions, and PHDC posts jobs in English, Spanish, and Portuguese to make them more accessible to the Latino immigrant community. We have worked with about 180 employers and post 5-10 jobs per month. Employment opportunities include skilled labor positions, professional positions (entry level and advanced), and unskilled labor positions for those entering the job market with little experience. The job board makes jobs accessible to the Latino community, many of whom possess the skills and experience to apply for positions but who do not know where to search for opportunities or face cultural and language barriers when applying for jobs. Increasing accessibility to job opportunities is a key element of our Employment Initiative and a step towards increasing diversity of workers for organizations.

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)

PHDC's Employment Navigator provides individualized case management to clients seeking employment services and supports them throughout the job search and application process. Clients meet for an intake meeting with the Navigator, where they discuss their backgrounds and interests, educational experiences, work experiences, work needs (part time vs full time), and career interests. The navigator helps connect clients with job opportunities available through our job board and also helps identify other potential opportunities in the region. The Navigator provides translation services, helps clients develop or update their resume, works with clients to help them understand online job application sites, helps with mock interview practices, and provides interpretation services during interviews, if needed. A key aspect of our program is helping clients overcome cultural barriers to attain employment such as applying for background checks and doing necessary drug tests, understanding cultural norms related to resume formats, understanding HR procedures when it comes to job applications, and working individually to help job seekers overcome any cultural or language barriers to attain employment. The Navigator follows up with clients throughout the job application process to make sure they understand required steps of the job application and hiring process. If employees are placed in jobs, the Navigator will follow up with them after they begin their job to provide any other needed support and help ensure success in job placement.

We have placed a total of 102 individuals in positions, and about half of them have been full time.

3. Describe your organization's experience placing individuals with lived experience with human service delivery in full-time human service positions. (5 points)

PHDC works with Latinos in Allegheny County, many of whom have previous experience in fields related to human service delivery and working with vulnerable populations, but who due to cultural barriers are unable to apply to available positions. Additionally, we also work with clients who initially received case management services through public agencies (County or City) or other local nonprofits when they were first settled in the region, and they are now looking for jobs where they can apply their professional and lived experiences.

PHDC's Employment Navigator has years of experience of working with individuals that have lived experiences, or nontraditional resumes, to help them develop resumes that highlight their skill set and apply for positions within their experience and skill sets. The Navigator also provides translation services to support job seekers who have professional experience working in human service

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positions in other countries but are struggling due to cultural and language barriers to find employment in the region. Several of the clients PHDC serves have the combination of lived and professional experiences needed to succeed in human service positions in the County, as they have received services at some point and are aware of the importance of these services for other people.

Throughout our Job Board we partner with several nonprofits in the region that are looking to fill human service positions and are seeking bilingual job candidates that can provide services to English speaking populations. Sometimes organizations struggle to find appropriate candidates through traditional employment sites and PHDC helps fill this gap by making jobs available to the Latino population that may not be familiar with traditional employment sites. PHDC has placed 23 individuals in human service positions in nonprofits throughout the region, including several individuals employed as case managers at Holy Family Institute.

PHDC also employs a similar approach to hiring our own staff for human service positions. All of PHDC's staff is bilingual, many are immigrants with lived experience working in human service positions in other countries, and with the skills needed to serve the Latino population in the region. We will use our experiences hiring our own staff and helping place job seekers in human services position throughout the region, particularly working with individuals who may have nontraditional resumes (due to foreign education, experiences outside the country, and language barriers), to help identify diverse qualified candidates that can fill open positions in Allegheny County DHS and succeed in those positions.

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

PHDC has successfully placed 102 individuals in employment positions and we work with about 100 individuals per year who are looking for job opportunities. The success of our program lies in the individualized attention job seekers get throughout the application process, from helping them identify opportunities, supporting them throughout the application process, checking in throughout the interview process, supporting and facilitating the process of obtaining required background documents, and following up during the initial employment phase to support our clients. PHDC is aware that some of our clients face many cultural barriers when applying for jobs, they may not have drafted a resume in several years, their resumes may not be drafted in a culturally appropriate or typical way for US employers, and they may not be familiar with typical requirements of US employers (background checks, drug checks, Civil Service Test, etc.). The Navigator works individually with each job seeker to explain the job application process and helps set them up for success once they receive a job offer. The Navigator also follows up during the initial employment phase to help prevent any cultural or language miscommunications, and provide them with resources to ensure success. We believe not just in helping clients submit a job application, but supporting them in accessing stable job opportunities where they can succeed and build a career.

5. Describe the process your organization uses to identify candidates. (5 points)

Clients seeking services through our Employment Initiative reach out either to PHDC due to interest in specific jobs posted on our Job Board or they reach out to PHDC for help in finding and applying for jobs. Many clients hear of PHDC through word of mouth, through friends and family that have received services from PHDC, and we also receive referrals from several nonprofits in the region (Casa San Jose, Latino Community Center, Holy Family Institute, and other nonprofit organizations). PHDC also maintains a robust social media presence, which is a main form of communication for many immigrants in the region, and our Navigators are familiar with using WhatsApp, Messenger, and other forms of communications typically used within the Latino immigrant community.

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Additionally, PHDC attends Latino community events and we do in-person outreach to connect with the Latino community in the region and inform them of our services, including the Employment Initiative Program. PHDC participates in multi-cultural events, host tables at mobile consulates, and attend neighborhood festivals attended by the Latino community.

PHDC's Employment Initiative Program is incredibly successful, we are working with both employers seeking to fill positions and clients looking for jobs. We have a two-week waitlist for appointments as our program has experienced incredible growth post-COVID and believe we can help Allegheny County DHS reach a diverse pool of applicants with professional and lived experience to fill open positions.

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)

The Pittsburgh Hispanic Development Corporation (PHDC) is a community development corporation with no geographic boundaries, focusing on racial equity in the Pittsburgh metropolitan area. We are dedicated to improving the lives of Hispanics in the region, increasing the Hispanic population, supporting existing and new Hispanic businesses, and increasing Hispanic investment in the region.

PHDC has an Employment Initiative Program that supports Latino job seekers to identify employment opportunities, supports them throughout the application process, and provides career advancement opportunities for Latino job seekers in Allegheny County. The Employment Initiative Program consists of a language accessible job posting board, individualized assistance for job seekers, and career development workshops. The majority of Latinos seeking our services have previous work experience but need assistance in developing or updating their resumes, help with translation services, understanding cultural/legal practices related to job applications (background checks, drug tests, etc.), and some need assistance with accessing and navigating application sites.

PHDC's Employment Program began in 2018 and since the program started, we have received 300 leads of job seekers reaching out to PHDC for support and successfully placed 102 clients in jobs, at least half of these individuals were placed in full-time jobs. Currently we serve about 100 people per year through individualized case management for our Employment Initiative Program. Through our employment program we place individuals in both direct service roles and administrative roles, we do not have separate programs or pathways for clients placed in these positions, it is all dependent on each individual's interests, qualifications, and career plans.

As part of our Employment Initiative Program, we maintain an active Job Board. PHDC's Program Administrators works with employers that have reached out to PHDC to help fill open positions, and PHDC posts jobs in English, Spanish, and Portuguese to make them more accessible to the Latino immigrant community. We have worked with about 180 employers and post 5-10 jobs per month. Employment opportunities include skilled labor positions, professional positions (entry level and advanced), and unskilled labor positions for those entering the job market with little experience. The job board makes jobs accessible to the Latino community, many of whom possess the skills and

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experience to apply for positions but who do not know where to search for opportunities or have language barriers. Increasing accessibility to job opportunities is a key element of our Employment Initiative and a step towards increasing diversity of workers for organizations.

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

PHDC's Job Board works with over 180 employers in Western Pennsylvania. Employers often reach out to PHDC because they are looking to fill positions, they are trying to diversify their workforce or reach bilingual employees, or they have jobs that require bilingual or bicultural skills. PHDC's Program Administrator and the Employment Navigator work with employers to translate job descriptions, post them to our trilingual Job Board, and advertise available jobs through our social media sites. The Employment Navigator always looks through jobs in our Job Board to refer clients that may be interested or meet the job's descriptions/qualifications, to help ensure we are connecting job seekers with job opportunities. While we have not placed individuals in government entities, we have placed individuals in private schools, universities, and nonprofits organizations in the area. We work closely with employers to understand all requirements of the positions, and with job seekers to make sure they go through necessary steps to attain successful employment. We have placed clients in jobs with University of Pittsburgh, Escuelita Arcoiris, Global Links, Holy Family Institute, and PHDC.

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)

PHDC's Employment Navigator provides individualized case management to clients seeking employment services and supports them throughout the job search and application process. Clients meet for an intake meeting with the Navigator, where they discuss their backgrounds and interests, educational experiences, work experiences, work needs (part time vs full time), and career interests. The navigator helps connect clients with job opportunities available through our job board and also helps identify other potential opportunities in the region. The Navigator provides translation services, helps clients develop or update their resume, works with clients to help them understand online job application sites, helps with mock interview practices, and provides interpretation services during interviews, if needed. A key aspect of our program is helping clients overcome cultural barriers to attain employment such as applying for background checks and doing necessary drug tests, understanding cultural norms related to resume formats, understanding HR procedures when it comes to job applications, and working individually to help job seekers overcome any cultural or language barriers to attain employment. The Navigator follows up with clients throughout the job application process to make sure they understand how to provide/upload materials and provide any other support as needed. If employees are placed in jobs, the Navigator will follow up with them after they begin their job to provide any other needed support and help ensure success in job placement.

While we do not track direct service role vs administrative support role hires in our database, we have placed at least 10 individuals in administrative support positions for local restaurants, businesses (construction, landscaping, etc.), and customer service roles. Potential employers often come to PHDC because they are looking for employees that can support administrative support roles or customer service roles that require Spanish speaking skills to properly service their customers and to interact with current employees of the businesses. We work with many job seeking

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clients who have the skills to succeed at administrative support positions and who need help understanding the job application process.

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

PHDC has successfully placed 102 individuals in employment positions and we work with about 100 individuals per year who are looking for job opportunities. The success of our program lies in the individualized attention job seekers get throughout the application process, from helping them identify opportunities, supporting them throughout the application process, checking in throughout the interview process, supporting and facilitating the process of obtaining required background documents, and following up during the initial employment phase to support our clients. PHDC is aware that some of our clients face many cultural barriers when applying for jobs, they may not have drafted a resume in several years, their resumes may not be drafted in a culturally appropriate or typical way for US employers, and they may not be familiar with typical requirements of US employers (background checks, drug checks, Civil Service Test, etc.). The Navigator works individually with each job seeker to explain the job application process and helps set them up for success once they receive a job offer. The Navigator also follows up during the initial employment phase to help prevent any cultural or language miscommunications, and provide clients with resources to ensure success. We believe not just in helping clients submit a job application but supporting them in accessing stable job opportunities where they can succeed and build a career.

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)

PHDC's Executive Staff has an excellent working relationship with Allegheny County DHS and has worked on several projects with different departments in Allegheny County, as well as worked on contracts with different offices in the City of Pittsburgh. PHDC is part of Allegheny County's ISAC network, and we provide services to immigrants and refugees through this program. We have quarterly meetings with DHS staff to oversee PHDC's ISAC program.

PHDC's Executive Director (Guillermo Velazquez) and the Program Administrator (Howard Alvarez) will work with DHS's staff on any issues related to contracting and financial aspects of the project. The Program Administrator and PHDC's Employment Navigator (Aurora Pinto) will be in charge of day-to-day operations of the program. The Navigator will be in charge of client intakes, individualized case management for each job seeking client, and supporting each client throughout the entire job application process. The Program Administrator will provide support for client management and intake as necessary. Additionally, the Program Administrator will be in charge of posting available positions to the Job Board and promoting the program and available positions in our social media sites. For any question regarding prospective applicants or the operations of the program, DHS staff can contact Howard Alvarez or Aurora Pinto as appropriate.

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

PHDC will employ our outreach methods to recruit candidates including using our social media presence to promote jobs and the program with Allegheny County DHS, word of mouth, and referrals through local nonprofit organizations (Casa San Jose, Latino Community Center, and other ISAC service providers). We will work with clients in our program to identify potential candidates that can fill open positions in Allegheny County DHS, refer them to the open positions, and support them through the application process.

The Employment Navigator will work closely with applicants, particularly nontraditional applicants, to help them develop and craft their job applications, and understand how to highlight their lived experiences so that potential employers can see how their experiences fit within job requirements.

Many of the clients PHDC works with are immigrants, Latinos, and bilingual. A large number of them are not familiar with traditional job application sites (County job board, Indeed, staffing agencies, etc.) and PHDC will be able to reach a diverse pool of qualified applicants and nontraditional applicants, many who have lived experiences either in the US (some may have received services through Allegheny County at some point) or who have lived experiences from employment in other countries. Our Employment Initiative Program helps connect qualified job seekers with available opportunities by eliminating cultural, language, and technological barriers to employment.

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

PHDC's Employment Navigator will provide individualized case management to clients seeking employment services and support them throughout the job search and application process. We anticipate that the Employment Navigator and the Program Administrator will be trained on using the Bamboo HR, the PA Civil Service Application Portal, Allegheny County Careers Site, Donnelly-Boland, the Great Lakes Behavioral Research Institute Portal, and any other needed portal. They will be well versed in understanding job descriptions and requirements.

Clients will meet for an intake with the Navigator, where they will discuss their backgrounds and interests, educational experiences, work experiences, work needs (part time vs full time), and career interests. The Navigator will connect clients with applicable job opportunities available from Allegheny County DHS, help clients understand the job description and requirements, provide translation services if needed, enter qualified candidates into the referral system, and work with each client throughout the application process. This may include providing technological assistance, facilitating access to computers, helping with translation of resumes, and help with understanding necessary job application steps. The Navigator will continuously check in with clients throughout the application process and will also help prepare for interviews. The Navigator will help clients understand timelines and deadlines and if hired, the Navigator will follow up after they begin their job to provide any other needed support and help ensure success in job placement.

A key aspect of our program is helping clients overcome cultural barriers to attain employment such as applying for background checks and doing necessary drug tests, understanding cultural norms related to resume formats, understanding HR procedures when it comes to job applications, and working individually to help job seekers overcome any cultural or language barriers to attain employment.

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Additionally, the Navigator will be available to discuss any issues with Allegheny County DHS staff.

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.

PHDC is proposing the following pricing fee structure:

-For any hired individual (regardless of direct service role or administrative role) PHDC will receive a fee equal to 10% of the annual salary of the individual hired.