

Questions and Answers for Community Planning Entity to Support Community Collaboration for Children's Success

Proposer Information Conference October 16, 2017 & Questions asked from the Public

Q: How are the communities of focus identified for this project?

A: The Health System worked in partnership with the Human Services Agency and Probation to develop a composite "need" indicator and a composite "readiness for planning" indicator. The need indicator weighs heavily the concentration of youth clients in Behavioral Health/Substance Abuse programming, Probation/Juvenile Justice and Child Welfare, then also incorporates 3rd grade reading level, suspension, low-birth weight and poverty. The readiness criteria incorporate concentration of CBO's, relevant collaborative initiatives, youth servicing facilities and Big Lift communities. Those geographies with the highest need and highest readiness were identified as priorities for community planning.

Q: How was this project conceived?

A: The County became aware that the majority of youth clients in high intensity programs in Probation, Child Welfare and BHRS programming were coming from similar zip codes and wondered if there was a place-based effort that could support the youth and families where they lived so they did not fall into challenges that required Child Welfare, Probation and BHRS programming.

Q: The RFP outlines back to back planning processes in 4 communities. Could the processes take place concurrently?

A: We are open to other proposals depending on a consultant's expertise and capacity. The sequential timeline in the RFP is meant to allow learning from each planning process and incorporate the learning into the next. We understand the timeline is accelerated. The funding for community planning is budgeted for this budget cycle, until June 2019, which means we must complete four plans within that time period. We have a promise of implementation funding in the following two year budget cycle. We don't think a community would have to wait more than a year for implementation funding. We do not want the first community to have to wait too long after their plan is complete to see the start of implementation.

Q: Can you share the scoring system you used to identify the communities.

A: We can share the indicators we looked at (see first question above). We are also in the process of making the overall analysis available to the public and hope to have that available in the next month or so. We can also share that we are proposing to roll out the communities in the following order: North Fair Oaks, South San Francisco, Daly City, East Palo Alto based on need and readiness to engage in community planning

Q: Can the consultant provide input on steering committee members?

A: Because of tight timing the Health Policy and Planning staff, in partnership with other County agencies, will move forward with recruiting for this group, but we are open to adding others depending on expertise on the consultant team.

Q: Is the evaluator RFP on the website for this project?

A: No, the current RFQ on the Get Healthy SMC website is for a separate evaluation effort.

Q: What are the goals for the evaluator?

A: The evaluator will provide the base for identifying learnings from this process and secondarily, assessing whether the community planning was an appropriate intervention to achieve the goals of the

project. They will help us determine both how well the project worked overall and also enable us to incorporate real time learnings.

Q: Can the same firm apply for the planning and the evaluation contracts?

A: It would depend on the firewalls within the firm. If you can provide details on how that evaluation would be genuinely objective we can consider it. That would be incorporated into the evaluation RFP, once that is released.

Q: How involved will the planning firm be in the evaluation design?

A: Working with an evaluator will be part of the contract. The evaluator will design the evaluation in partnership with the contractor. The evaluator will develop instruments like pre/post surveys. The planning firm will need to build coordination time with the evaluator into their budget.

Q: Is the timeline for the evaluator similar?

A: Yes, we will release the RFP for the evaluator when the planning RFP closes and look to begin planning and evaluation at the same time.

Q: When will the community planning begin?

A: The workplan will depend on what the consultant can do and what is feasible. A consultant might need to take time to collaborate with an evaluator, community leaders or do data analysis before the actual planning begins or they may feel they have what they need to start immediately.

Q: Will the evaluator do a process evaluation?

A: We're looking for a feedback loop and to make every evaluation event a learning opportunity.

Q: Will there be staff support from HPP for event logistics and other administration?

A: No. Event logistics are the contractor's responsibility and there will be no admin support for this contract. There will be a management analyst position to support the project that will be available for internal questions, coordination across leadership groups and serve as the County lead for the project.

Q: Is the contractor expected to leverage existing relationships or will County staff provide introductions?

A: Both. You will be provided introductions to groups that we have relationships with; relationships contractors bring are valuable too. The leadership groups will bring relationships as well. If you have relationships with key leaders or institutions that are relevant in the communities, please make note of that in your application.

Q: Do we need to back deliverables out to be considered during the next budget cycle discussion—which starts earlier than the June 2019 close of the contract—so we can appeal to the board for the next round of funding?

A: There should be enough to share by the time the next budget cycle discussions begin that we shouldn't have to have all the plans done in advance. There should be enough complete to provide assurance of the implementation funding needed for allocation in the budget. The timeline may be too tight to complete all planning too far in advance of the close of the contract.

Q: What are the technical submission requirements?

A: We will value clear, readable submissions. Please do not exceed 25 pages of 12 point font and 1" margins. You may include up to 5 letters of reference with your application. These will not count toward the 25 page maximum.

Q: Our firm uses fully loaded staff rates. We do not charge separate indirect or overhead. Then we line item direct expenses. Is that ok?

A: Yes. Please share what is included in the fully loaded rates.

Q: What is the approximate number of years the plans should be for?

A: That's undetermined but it's good to think of a two year timeframe because that's what the implementation funding will cover. We expect that before the planning process narrows in to prioritize what is finalized in the plan, there will be a longer list of needs and aspirations to work from for a longer timeframe. If anything changes on this front we'll send revised information.

Q: The RFP defines the target youth population as 16-24. Could the age vary by community?

A: We include the 16-24 years in our RFP for an outreach strategy that we propose. In our data analysis we have defined juveniles as under 18.

Q: Can we get additional data from you on service utilization?

A: County agencies are very limited in what data we can share about our clients. We may be able to share aggregate data for an area, but don't rely on this as a crux of your application because often agencies cannot share client data.

Q: For mapping and asset maps, do you have inputs at the neighborhood level?

A: We do not have readymade neighborhoods defined at this time. The data indicated odd shaped neighborhoods which may or may not resonate with locals. We will have to do work with the community leadership to better define the geography. We are limited in what we can share about our clients and we expect a large amount of the data will be publicly available.

Q: How much planning time will be needed if the contractor is familiar with the neighborhood?

A: We'll be having conversations at the beginning of the contract with local groups and vetting the project, so some of that groundwork will be done.

Q: Will the community be involved with implementation after the planning process?

A: We don't know what the final priorities will be in the plans and suspect that community members/leaders will self-select as to whether they will prioritize and commit their engagement beyond the planning process. From our perspective, it would be great to engage the community from planning into implementation but we can't predict this. Continued participation will probably depend on the intervention and who comes to the table.

Q: What is most important for the contractor?

A: A Commitment to equity, trauma informed perspective, community process knowledge, with strong technical skills to back it up.

Q: Is there planning fatigue in any of these neighborhoods? How can we build up instead of starting from scratch?

A: We don't know of a process that would make this one feel repetitive. The Big Lift might have some resonance. We can't promise this won't come up but we hope to build upon existing efforts based on the community input at the start of the project.

Q: Contractor might need some upfront planning time and that may be hard to build into a tight timeline between communities. Could you be flexible on that?

A: If you foresee the capacity to begin readiness work in a second community as you are planning in the first, do build that in. We are starting in NFO and we hope that will be an easier start because of the connections there as a County jurisdiction and smaller geography of focus. There is an opportunity to get started sooner in early planning in the second community as you build the planning in the first. But it's important not to engage people too early so their expectations are built appropriately.

Q: What do you imagine key outcomes for success for the evaluator?

A: Community action plans that are feasible with buy in. That the community felt it was a good use of their time and was respectful. At the very tail end of the implementation effort –several years after planning is complete –the intervention overall would prove to be preventative and we would see fewer youth clients in high intensity County programming. But for this planning effort, the evaluator is evaluating the planning process/experience only, not the implementation of the plans.

Q: Is there compensation available for any neighborhood leadership groups?

A: There are no additional dollars. That would need to be planned into the consultant's budget. There are no additional dollars outside of this RFP.