

# Head Start Support Services Dental RFP





# Agenda: Introductions Dental RFP Review Questions

### Chicago Department of Family and Support Services: Program Divisions

Children Services



Homeless Services

Youth Services Veterans Services Senior Services

Domestic Violence Services

Workforce Services Human Services Delivery

### DFSS launched the Strategic Framework in 2016 with a refreshed mission and department-wide priorities



#### **OUR MISSION**

Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive

#### **OUR PRIORITIES**

**Deliver** and support high quality, innovative, and comprehensive services that empower clients to thrive

**Collaborate** with community partners, sister agencies, and public officials on programs and policies that improve Chicagoans' lives and advance systemic change

**Inform** the public of resources available to them through DFSS and its community partners

Steward DFSS' resources responsibly and effectively

#### **Children's Services Division**

DFSS's Children Services Division (CSD) manages all community-based Chicago Early Learning programs. DFSS CSD seeks to ensure that these programs offer comprehensive and high-quality services for all enrolled children and families. CSD's efforts to build this strong system of services are guided by the following three priorities:

- Maximize access to high quality early learning programs by matching investments to the needs of local communities and reducing the barriers to entry for children and families;
- Improve the comprehensiveness and quality of early learning across all programs to ensure that children and families' needs are met; and
- Create a strong system of service providers by increasing support and reducing the administrative burden for community-based providers of early learning.

#### RFP SCOPE

Support service delegate agencies have specialized knowledge, expertise, and/or credentials that support CEL direct service delegate agencies and their management. DFSS CSD uses support service delegate agencies to ensure that CEL programs and their management meet three broad objectives:

- implementation of best practices in the early childhood development and education and related fields,
- 2) compliance with relevant federal, state, and local performance standards and requirements, and
- 3) improved outcomes for young children and their families.

#### **Chicago Early Learning Program-CEL**

- DFSS administers CEL programs through a network of contracted direct service and support service delegate agencies. Direct service delegate agencies are responsible for delivering programs directly to children and families and must have a program management design that allows them to do this.
- Currently, DFSS contracts with a network of 100 direct service delegate agencies across 351 sites that implement program models designed to meet the needs of local Chicago communities. Programs may be delivered through center-based, licensed family child care homes, and home-based/home-visiting models, and may operate full or part year.
- Any agency or site may have one or more CEL funding stream (Head Start, ISBE) supporting its services for children and families. In total these programs are referred to as CEL programs and reach over 21,555 children and their families.

### **Dental Health Support Services**

Under this request for proposal, DFSS is seeking a support service delegate agency that can help CSD and its direct service delegate agencies and sites achieve the following priorities:

- 1) Strengthen its Dental Health Services systems, including relevant policies and procedures, that ensure that dental-related program performance standards are met, both across its network of direct service delegate agencies and sites, and at individual agencies and sites that fail to meet CSD dental-related monitoring performance measures; and
- 2) Develop innovative and effective practices for improving children's dental health at the grassroots level that can be delivered through a direct service delegate agency's daily or ongoing practices and improve dental health outcomes for lowincome children and families.

### Dental Health Support Services-Program Requirements

DFSS intends to contract with one (1) entity, to provide services citywide, that can meet the following required qualifications and conduct the following required activities.

- Provide guidance on subject-related policies and procedures, policy and procedure development, and policy memorandum related to best practices, subject area research, and program requirements and standards. The Support Service Agency will be expected to review and provide updates to dental health policies, procedures, and memorandum at least annually
- Consult with DFSS to provide clarity on program components, service expectations, program requirements and standards
- Advise DFSS and its direct service agencies on current and new dental health issues as they arise, especially as they relate to the CEL service population and its wellbeing and CEL program requirements and standards
- Act as the co-chair of the quarterly Health Services Advisory Committee and chair the dental health subcommittee

Support DFSS and its direct service delegate agencies in forming citywide community partnerships with local providers of dental health-related services, so that agencies can refer children and families for services as needed. This includes collaborating with DFSS and its direct service delegate agencies in identifying gaps in dental health services and making recommendations for improvement, including recruiting community and local dental health providers to partner with direct service delegate agencies and sites in underserved areas and become dental homes for CEL families.

Provide 4-8 annual trainings and/or workshops for direct service delegate agency staff in the program requirements, best practices, and other subjects related to dental health services. Topics may include dental program requirements, oral health education, Illinois State Dental Forms, behavioral health in regard to dental, the importance of oral health care for age groups 0-5 years, and others, as defined by DFSS.

As part of intensive T/TA, the support service provider will work with CSD staff to develop training plans, corrective or quality improvement plans, and tailored training programs, for direct service delegate agencies to:

- Address deficiencies and non-compliances in Dental Health Services policies and procedures required by HSPPS, CELS 2.0, IELDS, IELG, and DCFS Licensing Standards
- Set up or improve internal systems for meeting dental health-related standards, for addressing innovative practices, or addressing dental health issues prevalent in the community

Intensive T/TA must include 1) meeting with the delegate agency to assess their current systems and set improvement goals and objectives, 2) working with the delegate agency to determine relevant action steps and appropriate timelines captured in an quality improvement action plan, 3) providing training, coaching, and other resources to improve the quality of the services provided as dictated by the objectives of the quality improvement plan, and 4) providing follow-up T/TA as necessary to ensure that an agency continues to meet the content area program standards.

Work with direct service delegate agency and partner site staff to develop and implement dental health services plans to ensure positive dental health outcomes for children and their families enrolled in their programs, as needed and as directed by DFSS staff

#### Support parent education in dental health by:

- Developing and providing direct service delegate agencies sample materials for parent bulletin boards and hand-outs that can be reproduced by the delegate agency, as well training tips for parent orientation, parent education classes, and parent councils and committees.
- Conducting 2 to 4, 1-2 hour sessions at the annual CEL parent conference
- Conducting parent trainings in dental health related subjects at parent hubs
- Topics may include re-educating parents/guardians for 100% follow-up visits, assisting early childhood programs to remain compliant with the 45-day examination requirement and any follow-up care for dental treatment postexamination

Provide children and/or pregnant moms, who do not have dental homes, with pediatric or adult dental care, either directly or through subcontractors, by providing the following services:

- Oral dental examination conducted by a dentist within 45 days of a child's enrollment for children ages 12 months and older.
- Dental prophylaxis (cleaning) and fluoride for children ages 2 and older, at least once a year. For children under the age of 2, the dental professional may determine appropriate care.
- Restorative treatment/ treatment follow-up for children/pregnant moms

- Dental services must be accessible to CEL children, families, and pregnant moms, as needed throughout the city, through easily accessible locations and/or mobile units that are state and/or city-licensed and maintain the necessary health and sanitation requirements.
- The Support Service Provider will be reimbursed for direct dental services
  according to standard Medicaid rates. The current rates are available on the
  Illinois Department of Healthcare and Family Services Website and are updated
  every January rates can be found here:

https://www.illinois.gov/hfs/MedicalProviders/MedicaidReimbursement/Pages/Dental .aspx

### **Dental Support Services-Qualifications**

Successful respondents must meet the following qualifications:

- Have at least one licensed pediatric Doctor of Dental Surgery (D.D.S.) or pediatric Doctor of Dental Medicine (D.M.D) on staff who can serve as the primary consultant to DFSS CSD and co-chair the Health Services Advisory Committee (HSAC) and its dental sub-committee if necessary, as well as provide subject matter expertise to DFSS
- Identify a project manager to serve as the point of contact for all activities related to the scheduling and coordination of services and activities
- Demonstrate the staffing capacity and experience to conduct the services and activities required of this contract, including having 3-5 FTE staff dedicated to this project for providing T/TA and other activities.
- Direct dental services must be conducted by credentialed and qualified dentists. Dental students will be prohibited from providing services.

### **Dental Support Services-Qualifications**

- Demonstrate expertise in children's dental health and dental development, community dental health and its impact on child development, social determinants of health and how they impact children's dental health and development
- Demonstrate a working knowledge or capacity to acquire expertise in all of the following: dental requirements for children ages 0-5 in CEL programs, including HSPPS, CELS 2.0, IELDS, IELG, and DCFS Licensing Standards
- Demonstrate the ability to interpret and explain dental policies that affect children ages birth to five
- Demonstrate familiarity and compliance with all HIPPA and FERPA requirements
- Demonstrate experience providing T/TA to adult learners on topics related to Dental Health Services

# Dental Support Services-CEL Program Standards

For a full understanding of CEL Program Standards related to Dental Health see the following resources:

- CELS 2.0, Section 8: <a href="https://www.chicago.gov/content/dam/city/depts/fss/supp\_info/ChildrenServices/">https://www.chicago.gov/content/dam/city/depts/fss/supp\_info/ChildrenServices/</a> CELUpdates2019/CELSManualv2DraftJune2019.pdf
- HSPPS and Health Start Act, including but not limited to 1302.42 Child health status and care: <a href="https://eclkc.ohs.acf.hhs.gov/policy/45-cfr-chap-xiii/1302-42-child-health-status-care">https://eclkc.ohs.acf.hhs.gov/policy/45-cfr-chap-xiii/1302-42-child-health-status-care</a>
- HSELOF: <a href="https://eclkc.ohs.acf.hhs.gov/school-readiness/article/head-start-early-learning-outcomes-framework">https://eclkc.ohs.acf.hhs.gov/school-readiness/article/head-start-early-learning-outcomes-framework</a>
- HSPFCEF: <a href="https://eclkc.ohs.acf.hhs.gov/school-readiness/article/head-start-parent-family-community-engagement-framework">https://eclkc.ohs.acf.hhs.gov/school-readiness/article/head-start-parent-family-community-engagement-framework</a>
- IELDS: https://www.isbe.net/Documents/early\_learning\_standards.pdf
- IELG: https://illinoisearlylearning.org/ielg/ielg-standards

### **Performance Measures**

The Dental Health Services support service delegate agency is required to develop and deliver training sessions and provide technical assistance and consultation in the area of Dental Health Services to DFSS direct service CEL agencies in order to improve direct service agency performance and compliance with HSPPS, IELDS, IELG, and CELS 2.0. As such, performance outcomes may be assessed in in the following manners:

- Direct Service agency compliance with HSPPS, IELDS, IELG, and CELS 2.0 after receiving intensive T/TA from the support service contractor
- Pre-and post-training surveys that access the impact of training on attendee's knowledge

#### **Performance Measures**

To monitor and recognize intermediate progress toward the above performance indicators, DFSS also intends to track output metrics that may include, but are not limited to:

- Number of trainings provided to DFSS direct service delegate agencies
- Number of hours of intensive T/TA provided to DFSS-identified direct service delegate agencies to strengthen their dental health services systems
- Number of community partnership collaborations supported, including dental homes obtained by CEL, Head Start-funded children enrolled
- Number of hours provided to HSAC and subcommittees and policy work
- Number of parent trainings conducted
- Number of delegate and partner agency site consultations conducted, minimum 2 hours each
- Number of children and pregnant mothers receiving direct dental services

In addition to the performance indicators and output metrics listed above, DFSS encourages applicants to propose additional indicators and metrics, including those that demonstrate early success and are indicative of participants' progress.

#### **Strength of proposed program:**

- Applicants will be asked to respond to questions related to the required core elements which are identified in the program description of the RFP
- An effective program model for the right target population and desired results

#### Program performance, outcomes, and quality:

How the agency has performed in the past and if the agency is committed to performance management and measuring outcomes over the last 12 months

If relevant, upload any report, studies or documentation that demonstrates the results and accomplishments of your program

#### **Organizational capacity:**

Organizational capacity:

Describe relevant staff positions and qualifications

Organization's monitoring of program expenditures and ensuring appropriate fiscal controls and records are in place

Policies and procedures, including hiring practices and ability to fill essential positions in a timely manner

#### Reasonable costs, budget justification, and leverage of funds:

The agency's financial capacity to operate the program

Cash-flow and capacity to expend funds prior to reimbursement, matching funds, including in-kind contributions, that you will use for this program.

Program costs considered to be reasonable, given the nature of services provided and requirements for this program

#### Deadlines



# Applications are due on June 24, 2020 at 12 Noon

Proposals must be submitted via on-line application. E-mailed or faxed proposals will not be accepted.

### **Application Tips**

#### Start Early!!

- If you have never done business with the City of Chicago, register into iSupplier/eProcurement ASAP.
- Review RFP narratives and application questions closely.
   Remember they align with the scope and selection criteria. Use the information in the RFP for guidance in formulating your answers.
- Carefully review the selection criteria.
- There is a 4,000 character limit which includes punctuation and spaces. Each response is allotted 4,000 characters.
- eProcurement works best with the Internet Explorer browser.
- Do not use the back button on your browser.

### Tips for Working in eProcurement

- You can "submit" your application and later amend it up until the due date June 24, 2020 at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early.
   Plan on submission taking 15-30 minutes.
- Late applications will not be accepted.
- Make use of the eProcurement hotline for help at 312-744-HELP.
- Please note that the hotline operates during business hours only, Monday-Friday 9-5.

Save often, submit early!

#### Technical Assistance!

On the DFSS web page is a link to the RFP of interest and training documents. See "Alerts" Section on our website.

For Questions on Registration – CustomerSupport@cityofchicago.org

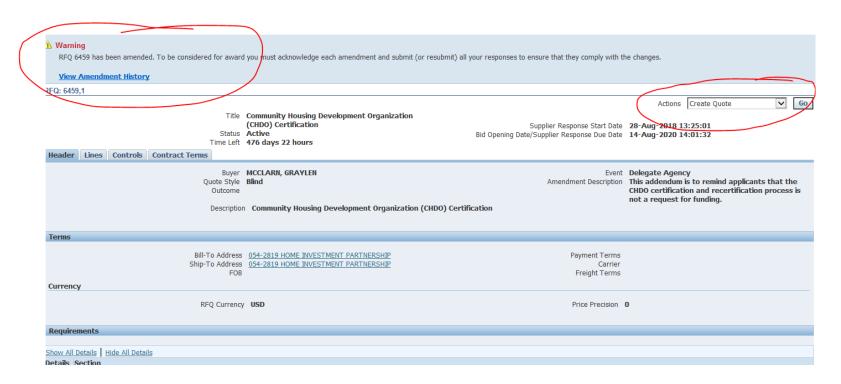
eProcurement Technical Assistance for Delegate Agencies – CustomerSupport@cityofchicago.org OR call 312-744-HELP

Training Materials (Documents and Videos) – <a href="https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html">https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html</a>

### How to accept an amendment

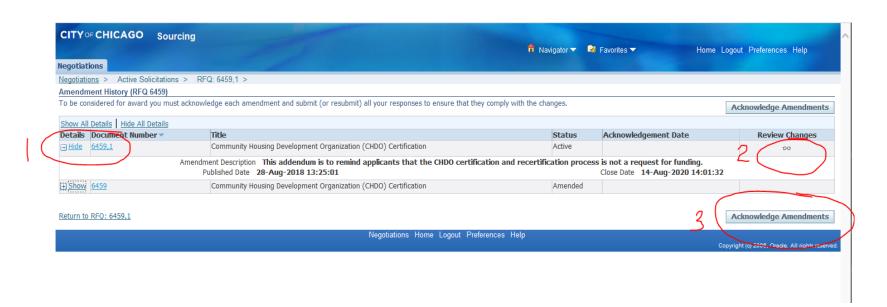
The RFP you are interested in has been amended. In order to start an application, you will need to acknowledge and accept the amendment first in order to start your application. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on "View Amendment History".

If the RFP has not been amended, select "Create Quote" from the drop down menu in the "Actions" box and click on "Go". This will take you to the application page, where you can get started.

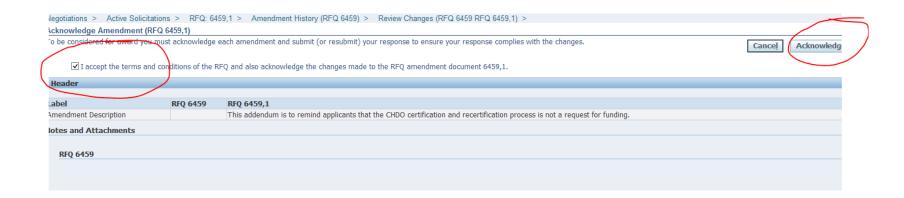


To begin the acceptance and acknowledgment process, to open the RFP in view only, click on the Document number (1). To review the amended changes to the RFP, click on the infinity or eyeglass icon (2). To acknowledge receipt and understanding of these changes and proceed, click on the "Acknowledge Amendments" button (3).

By acknowledging the amendment, you are indicating that you are aware of the changes made to the RFP in the amendment.



# When you get to this screen, click on the "I accept..." check box and then click on "Acknowledge"

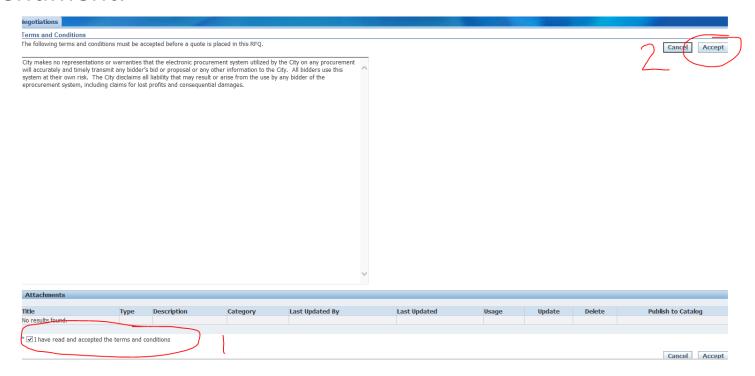


# Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.



Finally, (1) click on the checkbox that you accept the terms and conditions and then (2) click on "Accept" to accept them.

This is the final step in acknowledging and accepting the amendment.

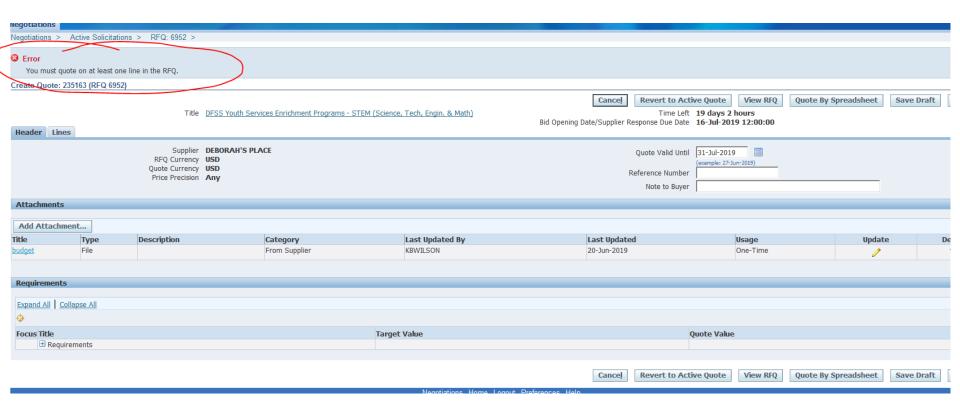


### How to submit an application

# When you are ready to submit, start by saving your draft one last time. Then click Continue.

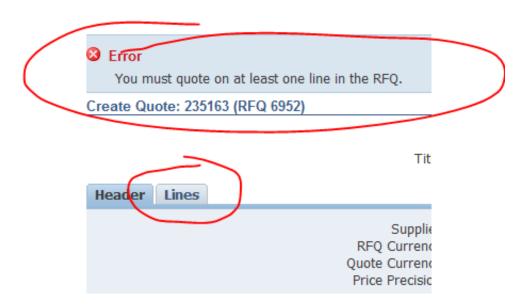
Create Quote: 235163 (RFQ 6952)								
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### If you are missing information, you will be given an error message on the top of the page.

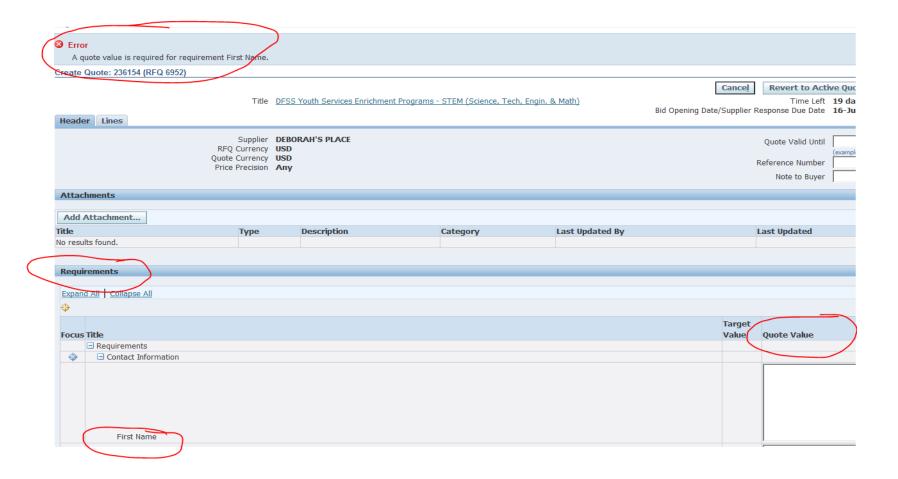


Usually the error messages direct to something left undone in the application.

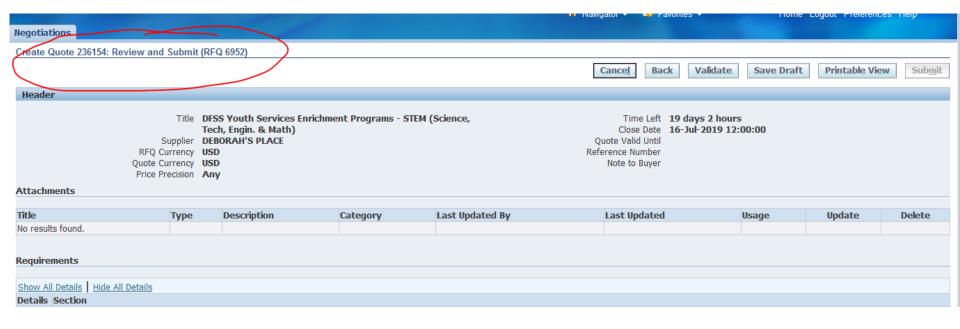
In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.



In this example, the error is about an unanswered question in the application (or Requirements section). The Quote Value refers to your (in this case, missing) answer.



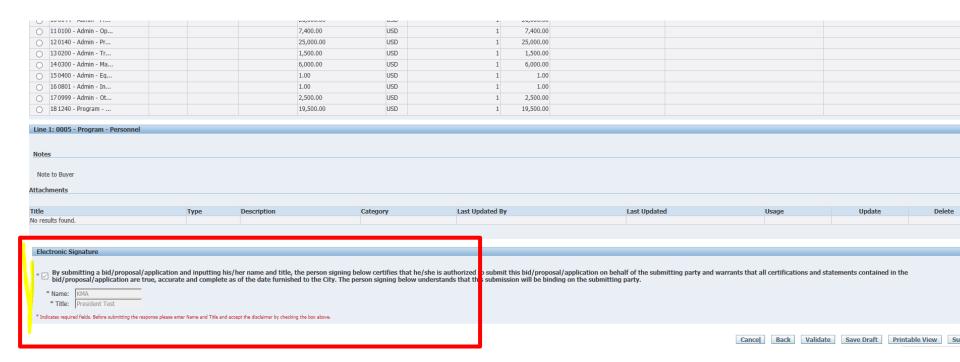
Once your application is free from errors, you are ready to proceed and submit! At this point, clicking "Continue" should put your application into the "Review and Submit" phase.



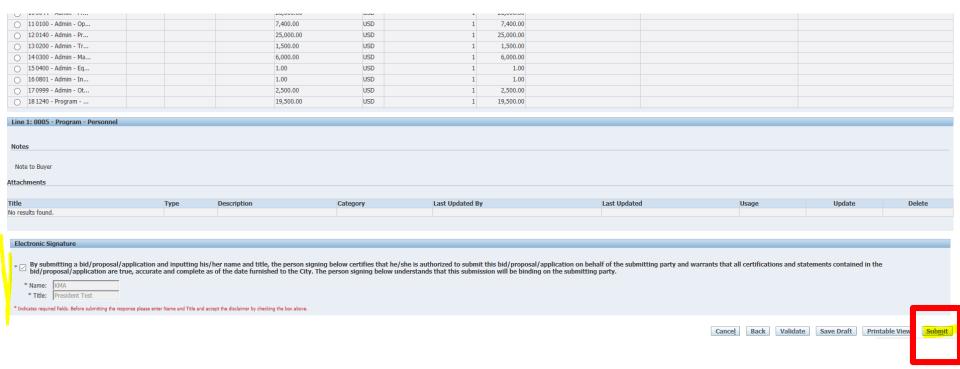
This is your last chance to review all your data and confirm that it is accurate. Check your attachments and scroll to the bottom of the screen to see all your responses.



At the bottom of the screen you will be asked to provide an electronic signature. Be sure to fill in the signature before checking the box!

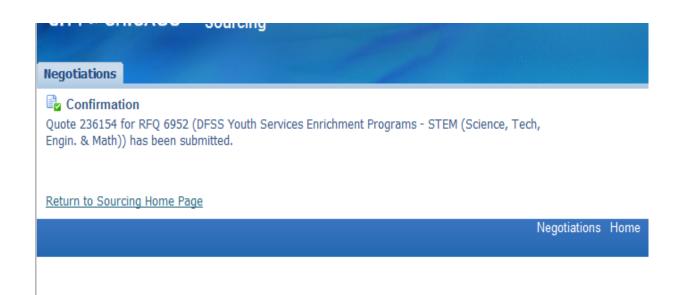


#### Then click "Submit".





Make sure that you see this submittal confirmation screen. The eProcurement system will send a confirmation email within 24 hours of submission.



## Questions?

#### **Program Questions?**

Bea Nichols (312) 743-1635

Beatrice.Nichols@cityofchicago.org

Central drop box: <a href="EarlyLearningRFP@cityofchicago.org">EarlyLearningRFP@cityofchicago.org</a>

Must indicate RFQ# 7363 Dental Services RFP

#### For non-programmatic questions contact:

Julia Talbot (312)-743-1679

Julia.Talbot@cityofchicago.org

### **Thank You!**

# This Power Point Presentation Will Be Emailed To You