



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

**DFSS 2021 Community Development Grant Application (CDGA) –  
Frequently Asked Questions**

**What programs are you issuing request for proposals (RFP) for as part of the 2021 CDGA?**

<b>DFSS Program Division</b>	<b>2021 Community Development Grant Application (CDGA) Programs</b>
Domestic Violence	Counseling and Advocacy Services for Victims of Domestic Violence
Domestic Violence	Legal Services for Victims of Domestic Violence
Domestic Violence	Multi-Disciplinary Team Services for Victims of Domestic Violence
Domestic Violence	Resource and Information Advocacy Services for Victims of Domestic Violence
Domestic Violence	Supervised Visitation and Safe Exchange Services
Homeless Services	Coordinated Entry: System Facilitator
Homeless Services	Engagement Services
Homeless Services	Frequent Users Service Engagement (FUSE)
Homeless Services	Homeless Prevention Assistance Program
Homeless Services	Permanent Supportive Housing Support Services including Safe Havens
Homeless Services	Rapid Re-housing Program Coordinator
Homeless Services	Rental Assistance Program Manager
Homeless Services	Shelters
Homeless Services	Youth Transitional Housing
Human Services	Emergency Food Assistance for At-Risk Populations and an optional Senior Food Box Program Model
Human Services	Public Benefits, Outreach, and Enrollment (PBOE)
Senior Services	Case Advocacy and Support for Vulnerable Older Adults (CAS)
Senior Services	Home Delivered Meals
Senior Services	Intensive Case Advocacy and Support for Vulnerable Older Adults (ICAS)
Workforce Services	Community Reentry Support Centers (CRSC)
Workforce Services	Employment Preparation and Placement Program (EPP)
Workforce Services	Industry-Specific Training Program (ISTP)
Workforce Services	Transitional Jobs Program (TJP)

Please note that the following changes have been made since the 2018 CDGA RFP release:

- Division on Domestic Violence (DDV):
  - DDV is releasing five RFPs in 2021 (as opposed to six in 2018). *Counseling Services* and *Legal Advocacy and Counseling Services* will be merged into one RFP titled *Counseling and Advocacy Services*.
- Homeless Services Division:
  - Homeless Services is transferring Youth Intentional Permanent Supportive Housing services from the *Youth Transitional Housing* RFP (formerly titled *Youth Intentional Housing Supports*) to the *Permanent Supportive Housing Support Services Including Safe Havens* RFP.
  - Homeless Services is not releasing *Mobile Crisis Response and Shelter Referral* as part of the 2021 CDGA RFP release. This RFP was released in July 2020 under the title *Centralized Shelter Intake Transportation and Crisis Response*.
  - Homeless Services is no longer funding *Permanent Housing with Short Term Supports*. The *Permanent Housing with Short Term Supports* model is now consolidated within the *Rapid Re-Housing* model to better align with the Chicago Continuum of Care program models. There is no RFP released for these services as part of the 2021 CDGA.
- Human Services Division:
  - *Tax Prep Chicago* was released separately from the 2021 CDGA as it is 100% Corporate funded and is transitioning to a July 1 – June 30 cycle.
- Senior Services Division:
  - *Home Delivered Meals* is included in the 2021 CDGA (was not included in 2018).
  - *The Intensive Case Advocacy and Support for At-Risk Seniors* program is split into two RFPs – 1) *Case Advocacy and Support Program* and 2) *Intensive Case Advocacy and Support for Vulnerable Older Adults*.

### **What is the DFSS Commitment to Outcomes?**

DFSS launched our [Commitment to Outcomes](#) in early 2016 to transition to a more results-oriented and data-driven approach to delivering services – one that moves the department beyond measuring how many people receive services (quantity), to focus on how Chicagoans leave better off after receiving services (quality and impact). This year’s CDGA represents a milestone in this process, as it is our first opportunity to iterate on RFPs with the benefit of the lessons learned through our continued partnership in delivering services with grantees – from surveys and roundtable discussions to ongoing delegate meetings and data-driven performance management.

### **What do your RFPs have to do with the Commitment to Outcomes?**

As part of our Commitment to Outcomes, DFSS seeks to engage with our delegate agency partners in new ways to improve services and outcomes in line with our goals. DFSS views the RFP as a strategic tool to ensure outcomes are at the center of our work; communicate priorities for improvement; focus service delivery on target populations; and mutually share information about best practices, high-quality services, and the needs present in our communities.

### **What changed about your RFPs this year?**

With the previous CDGA (released in 2018), we added content to RFPs to ensure we clearly communicate desired outcome goals, target population, program requirements, and key performance measures. This year, based on applicant and evaluator survey feedback, we have focused on more clearly describing program expectations and priorities for improvement. Additionally, given events over

the past year, we have reviewed all of our RFPs to integrate a greater focus on equity and lessons learned about service delivery during the COVID-19 pandemic.

**What changed about selection criteria?**

With the previous CDGA (released in 2018), we added selection criteria to reflect key concepts in human services (e.g., understanding of target population, evidence base), with increased focus on past performance, performance management capabilities, and use of data to improve services. We have also placed a greater emphasis on diversity and inclusivity within the organizations we fund with criteria about applicants' commitment to ensuring their staff leadership and boards reflect and engage the diverse people and experiences of the communities served, and that programs have a mechanism for receiving and incorporating client feedback.

**What changed about application questions?**

The application questions reflect a continued commitment to focusing on evidence, best practices, and using data to improve service delivery. We have also more clearly outlined required documentation and information at the front of the application for clarity. **We recommend you take a fresh look at the application.**

**Are there limits on the length of my answers to application questions?**

Yes. eProcurement has a 4,000 character limit in all text fields.

**When can I start working on my application? When is my application due?**

You can access application questions and begin to complete your application in the eProcurement system on May 3, 2021 at 9a. **Applications are due on June 17, 2021 at 12p.**

**How will my application be scored?**

Applications will be read and scored on a 100-point system. Answers to questions will be assigned points based on the extent to which they align with selection criteria. DFSS may also consider geography, service array, language, and ability to serve specific sub-populations, in addition to division- or program-specific factors, to ensure any system-level needs can be met through delegate agency services.

**If my agency is selected through the RFP process, how long will the contracts for services last?**

Successful applicants will have the opportunity to sign contracts with the City for two years (January 1, 2022 – December 31, 2023).

**You've mentioned outcomes, performance management, and using data to improve services a lot.**

**How will that change the way we work together?**

As part of our commitment to be more outcomes-oriented, we want to actively and regularly collaborate with our delegate agencies to monitor and improve performance over time. We will establish a clear plan for data collection, sharing data, and expectations for what this collaboration will look like (e.g., meetings, communications) in any resulting contract. Together, we can actively use data to improve results, spread best practices across the delegate community, and adjust program delivery. Additionally, in many of the RFPs we plan to use data to better understand equity in service delivery and to help identify any inequities and unmet needs. In the future, we also plan to use absolute and relative performance against key performance measures to inform funding decisions.

**What if I have more questions?**

We encourage you to participate in our divisions' webinars (please refer to this [link](#) for updated information), which will go into more depth on our RFPs and answer questions. We will also post the webinar video along with other information and resources on the CDGA process. We also encourage you to reach out by email to the program contact listed at the beginning of each RFP.

**About the eProcurement system****Do I have to submit my application using the eProcurement system?**

Yes. All agencies must register in the iSupplier system and submit their information and applications in the City's centralized online purchasing system – eProcurement. Detailed guidance is included in the text of the RFP and guidance will be provided during the technical assistance sessions and webinars. We recognize through applicant feedback that the system can be challenging and we encourage you to **start early**.

**How do I register for the system?**

The first step in the process is for applicants to register in iSupplier. Please allow 5-7 days for your registration to be processed. New vendors can register at [www.cityofchicago.org/eProcurement](http://www.cityofchicago.org/eProcurement). Existing vendors should request an iSupplier invitation via e-mail at [CustomerSupport@cityofchicago.org](mailto:CustomerSupport@cityofchicago.org). Please include your complete company name and City of Chicago Vendor/Supplier Number found on front page of your contract in your email. For questions on registration, contact 312-744-HELP (Monday through Friday, 9a-5p) or [CustomerSupport@cityofchicago.org](mailto:CustomerSupport@cityofchicago.org).

**What resources are available to help me navigate the system?**

You can find a set of online training materials (documents and videos) to help you navigate the system at <https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html>. Please direct any questions about training or supports to [CustomerSupport@cityofchicago.org](mailto:CustomerSupport@cityofchicago.org).

**What if I want to submit multiple applications within the system?**

Organizations that plan to submit more than one proposal to a specific RFP may do so by submitting each proposal by a separate, unique registered account user. Please refer to this handout for guidance: [https://www.cityofchicago.org/content/dam/city/depts/dps/isupplier/training/Vendor\\_Create\\_New\\_Address\\_and\\_Contact.pdf](https://www.cityofchicago.org/content/dam/city/depts/dps/isupplier/training/Vendor_Create_New_Address_and_Contact.pdf).

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