Community Agreements

- **Share** your questions. We will have time for questions after each section!
- **Speak** from your own experience.
- **Respect** confidentiality.
- **Spell** it out and avoid acronyms.
Introductions

Please put into the chat: your name, organization, and what’s one thing that you’re looking forward to this weekend.
Human Services Council

Mission statement:
HSC strengthens New York’s nonprofit human services sector, ensuring New Yorkers from all walks of life, across diverse neighborhoods, cultures, and generations reach their full potential.
Organizing Academy

• What is it?
  • New training program designed to build key skills and knowledge to engage in HSC's advocacy efforts

• Why now?
  • Shifting political landscape at City and State
  • New pro-active, more intentional approach to advocacy

• What is the goal?
  • Build capacity of staff to engage in advocacy efforts
  • Build collective power and influence of the human service sector
  • Maximize impact of HSC's advocacy campaigns
Agenda

• **Procurement**
  • What is procurement?
  • What is the procurement process?
  • How are services procured?
  • What are the contents of an RFP?
  • How are services paid for?
  • What happens after an RFP is released?

• **Procurement issues**
  • What procurement issues does the sector face?
  • Delays in payment
  • Delays in registration
  • More issues

• **Contracting during COVID-19**
  • Government’s response
  • Taskforce recommendations

• **Advocacy**
  • Workforce campaign
  • Upcoming workshops
Procurement
What is procurement?

• **Contracting** with external vendors to deliver goods or services.

Figure 1: Private Human Services Employment has Grown Steadily in NYC and the Rest of NYS since 1990

What is the procurement process?

**Figure 6: Simplified Procurement Process**

- **Agency or Program Identifies Need**
- **Program Staff Develops Solicitation**
- **Competition: Solicit Bids from Vendors**
- **Submission of Bids by Vendors**

- **Registration by Comptroller**
- **Contract Review by City Oversight Entities**
- **Contract Negotiation and Signing by Agency and Vendor**
- **Agency Selects Vendor**

- **Goods Delivered/Services Provided**
- **Invoices Submitted, Payment Issued**
- **Post-Award Contract Management and Vendor Evaluation**

**Organizing Academy**
How are services procured?

• Concept paper
• Request for information
• Request for comment
• Request for proposal (RFP) or Competitive sealed proposal
What are the contents of an RFP?

- Basic information
- Program background
- Scope of work
- Payment structure
- Basis for contract award and procedures
- Proposal budget instructions
- Instructions for responding to the RFP
How are services paid for?

- Performance-based contract
- Cost-based contract
- Hybrid contract
What happens after an RFP is released?

- Pre-proposal conference
- Vendors submit proposals
- Evaluation of bids
- Agency selects vendor
- Contract negotiation
- Contract review by oversight entities
- Comptroller registration
- Contract begins
Discretionary funding

- Discretionary funding is a duly appropriated sum of money in the City’s expense budget allocated to an eligible not-for-profit organization by the Council or a Member of the Council.

- For more information:
  - NYC Nonprofits City Council Discretionary Funding
  - Discretionary Funding Policies and Procedures
  - City Council Discretionary Unit discretionary@council.nyc.gov.
Contracting During COVID-19
Describe your experience during COVID-19. What issues did you face while serving your communities?

Question for the audience: Please put your answer in the chat.
Government often failed to reimburse for PPE, IT, and other physical protections needed to ensure staff safety and operations continuity.

- Nonprofits overwhelmingly had to turn to philanthropy (79%) and/or draw down their general operating funds (69%) to pay for items essential to maintaining operations and keeping their workforce safe during COVID-19.
Procurement Issues
Describe an experience when you felt restricted in how you developed and implemented a program due to contract requirements.

Question for the audience

Please put your answer in the chat.
What procurement issues does the sector face?

- Lack of collaboration between government and nonprofits in program design, delivery and funding.
  - Program design
    - Example: ACS Prevention Services RFP
  - Government payment rates
    - Example: DHS Safe Havens RFP
  - Workforce salary
    - Example: DFTA Older Adult Centers and Naturally Occurring Retirement Communities Supportive Service Programs RFP
  - Indirect rates
    - Example: OCFS Empire State After-School Program RFP
  - Cost escalators
    - Example: DOC Targeted Approach to Jail-Based Programs and Services RFP
Delays in registration

- Report by NYS Comptroller for CY2019 found 50% of the contracts in 2019 between Not-for-Profit (NFP) organizations and the State were not processed until after the contract start date.
Delays in payment

- The average value of payments delayed in the last year from the City to organizations was $8,025,000 (an average of 13% of annual operating budgets) compared to $998,000 by the State (an average of 4% of budgets).
More issues...

• Unspent funds
• **Unfunded** mandates
• Technology infrastructure
• Audits
Advocacy
Taskforce Recommendations

1. Emergency response & recovery
2. Recognize union peace agreement/prevailing wage bills are an added “wrinkle” in this conversation
3. Pay fully and on time
4. Procurement commission
5. Workforce investments
Procurement Commission

• Focus on clients and outcomes.
• Encourage continuity and competition.
• Guarantee timely payments that cover the full cost of services.
• Create consistency and transparency.
• Support racial and social equity.
Workforce Campaign

• What is it?
  • HSC’s primary campaign to achieve pay equity for human services sector at the City AND State

• Why now?
  • Sector is now armed with key data from HSC Taskforce Report published in June 2021
  • Report offers key recommendations for government to enact to invest in the sector and workforce

• What is the goal?
  • Establish wage floor
  • Establish wage schedule
  • Establish annual COLA
Upcoming workshops from the Organizing Academy

• August
  • 8/5 @2:00pm: How to Engage the Media
    • Audience: Executive Directors, Policy/Government Relations Staff, Communications Staff, Directors/Managers
  • 8/12 @2:00pm: When and How to Engage in Direct Action
    • Audience: Executive Directors, Policy/Government Relations Staff, Communications Staff, Directors/Managers

• September
  • 9/9 @2:00pm: How to use Social Media for Advocacy
    • Audience: Executive Directors, Policy/Government Relations Staff, Communications Staff, Directors/Managers
Additional resources

- **Essential or Expendable?** How Human Services Supported Communities Through COVID-19 and Recommendations to Support an Equitable Recovery
- **2019 Calendar Year** Not-For-Profit Prompt Contracting Annual Report
- **NYC Nonprofits** contracting basics
- **NYC Mayor's Office of Contract Services** website
- **The Guide to Collaborative Communication** with Human Services Providers
- **The Guide to Performance-Based Contracting** For Human Services Contracts
Questions?

Please put your **questions** in the Q&A box.

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Thank you!