



REQUEST FOR PROPOSALS

Strategic Planning Services for Integration of Human Services in Newport News

2009-02716-1024

October 15, 2008

City of Newport News

OFFICE OF THE PURCHASING DIRECTOR

2400 Washington Avenue

Newport News, VA 23607

Phone: (757) 926-8041/ Fax: (757) 926-8038

www.nngov.com/purchasing

Sealed proposals, subject to the conditions and instructions contained herein, will be received at the above office of the Purchasing Director, 4th Floor, City Hall, 2400 Washington Avenue, Newport News, Virginia, 23607, until the time and date shown below (local prevailing time), for furnishing the items or services described in the proposal.

Scope of Services: Lead and facilitate development of a strategic plan for integration of human services in Newport News. The system plan is to reduce socio-economic barriers and isolation from the community, create self-sufficiency and civic engagement, to improving the standard of living for all citizens by reducing the costs of the provision of social services, and increase the potential for all citizens to be successful.

Proposal Due: November 10, 2008 @ Close of Business (COB)

Contract Officer: _____

Rose C. Kee, CPPB, Buyer, (757) 926-8028, email: rkee@nngov.com

AN ORIGINAL AND THIRTEEN (13) COPIES OF YOUR SUBMITTAL ARE REQUESTED

In compliance with this Request for Proposals, and subject to all the conditions thereof, the undersigned offers to furnish the items or services requested and certify he has read, understands, and agrees to all terms, conditions, and requirements of this proposal and is authorized to contract on behalf of the firm named below.

Company Name: _____

Address: _____

City/State/Zip: _____

Telephone: _____ FAX No.: _____

E-mail: _____

Federal Tax ID (or Social Security #): _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

(This Form Must Be Signed. Signature must be original, not photocopied)

Conditions and Instructions

RFP Rev. 08-14-08

1. All proposals must be submitted on and in accordance with this form. If more space is required to furnish a description of the commodities and/or services offered or delivery terms, the offeror may attach a letter hereto that will be made a part of the proposal. All proposals must be submitted in a sealed envelope plainly marked using RFP number, date and time.
2. It will be the responsibility of the offeror to see that his proposal is in this office by the specified time and date. Date of postmark will not be considered. Telephone, fax and verbal offers will not be accepted.
3. Prices, if requested, should be stated in units of quantity specified, less federal, state, and local taxes.
4. The offeror certifies by signing this proposal that this proposal is made without prior understanding, agreement or accord with any other person submitting a proposal for the same product or service and that this proposal is in all respects bona fide, fair and not the result of any act of fraud or collusion with another person engaged in the same line of business or commerce. Any false statement hereunder constitutes a felony and can result in a fine and imprisonment as well as civil damages.
5. In event of default by the offeror, the City reserves the right to procure the commodities and/or services from other sources, and hold the offeror liable for any excess cost occasioned thereby. If, however, public necessity requires use of materials or supplies not conforming to the specifications, they may be accepted and payment therefore shall be made at a proper reduction in price.
6. Availability of Funds: A contract shall be deemed executory only to the extent of appropriations available to each Department for the purchase of such articles or services. The City's extended obligations on those contracts that envision extended funding through successive fiscal periods shall be contingent upon actual appropriations for the following years.
7. The offeror guarantees to save the City, its agents or employees, harmless from liability of any nature or kind, for use of any copyright, composition, secret process, patented or unpatented invention, articles or appliances furnished or used in the performance of the contract, or which the offeror is not the patentee, assignee, or licensee.
8. All proposals must be signed with the firm name and by a responsible officer or employee. Obligations assumed by such signature must be fulfilled.
9. By signing this proposal, the offeror assigns to the City of Newport News any and all rights that he may have under the antitrust laws of the United States and the Commonwealth of Virginia in any way arising from or pertaining to this offer. This provision is remedial in nature and is to be liberally construed by any court in favor of the City of Newport News.

10. Appeals Procedure: Upon request, administrative appeals information will be provided which shall be used for hearing protests of a decision to award or an award, appeals from refusals to allow withdrawal of proposals, appeals from disqualifications and determinations of non-responsibility and appeals from decisions or disputes arising during the performance of a contract.
11. **Non-Discrimination:** During the performance of this contract, the successful bidder agrees as follows:
- a. He will not discriminate against any employees or applicants for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where one or more of these are a bona fide occupational qualification reasonable necessary to the normal operations of the contractor. The contractor agrees to post in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.
 - b. The contractor will be and state that he is an equal opportunity employer in all solicitations or advertisements for employees.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

The contractor will include the provisions of the foregoing paragraphs, (a), (b) and (c) in every subcontract or purchase order of over ten thousand dollars so that the provisions will be binding upon each subcontractor or vendor.

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

This public body does not discriminate against faith-based organizations

For the purposes of this subsection, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this subsection, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract

12. Direct contact with City Department, other than Purchasing, on the subject of this proposal is expressly forbidden except with the foreknowledge and permission of the contracting officer.
13. Assignment of Contract: A contract shall not be assignable by the Contractor in whole or in part without the written consent of the City of Newport News.
14. Applicable Law and Courts: Any purchase order/contract resulting from this solicitation shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations. These Conditions and Instructions shall be applicable to the extent that they are non-contradictory to the proposal terms and/or instructions on the following pages. **The contractor certifies that he does not and shall not during the performance of the contract for goods or services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986, as amended.**

Every business must register with the Virginia State Corporation Commission before transacting business in Virginia.

15. If City Hall is closed for business at the time scheduled for the proposal opening, sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.
16. If you have obtained this solicitation from our web page or from a source other than directly from the City of Newport News, it is the offeror's responsibility to check with our office prior to submitting your offer to ensure that you have a complete, up-to-date package. The Purchasing Department takes no responsibility to ensure any interested offeror has obtained any outstanding addenda

The original copy maintained at our offices, in the bid/proposal file folder, shall be considered the official copy. In the case of any inconsistency between bid/proposal documents submitted to the City, but not clearly listed on the exception page of the document as an exception by the offeror, the language of the official copy shall prevail. Furthermore, any exception or changes to the specifications made by the offeror may be cause to disqualify your bid/proposal.

17. **Contractor's License** If any of the services promulgated under this solicitation consist of construction work, it is required under Title 54.1, Chapter 11, Code of Virginia for a contractor who performs or manages construction, removal, repair, or improvements when the total value referred to in a single contract or project is:

Seventy thousand dollars (\$70,000) or more, or the total value of all such construction, removal, repair or improvements undertaken by such person within any twelve-month period is five hundred thousand dollars (\$500,000) or more shall show evidence of being licensed as a **Class A Contractor**.

Seventy-five hundred dollars (\$7,500.00) or more, but less than seventy thousand dollars (\$70,000) or the total value of all such construction, removal, repair or improvements undertaken by such person within any twelve-month period is one hundred and fifty thousand dollars (\$150,000) or

more, but less than five hundred thousand dollars (\$500,000) shall show evidence of being licensed as a **Class B Contractor**.

Over one thousand dollars (\$1,000) but no more than seventy-five hundred dollars (\$7,500) or the total value of all such construction, removal, repair, or improvements undertaken by such person within any twelve-month period is no more than one hundred and fifty thousand dollars shall show evidence of being licensed as a **Class C Contractor**.

The City shall require master certification as a condition of licensure or certification of electrical, plumbing and heating, ventilation and air conditioning contractors.

A valid business license from the City may be required. The offeror shall complete whichever of the following notations as appropriate:

"Licensed Class A Virginia Contractor No. _____."

"Licensed Class B Virginia Contractor No. _____."

"Licensed Class C Virginia Contractor No. _____."

18. Cancellation: The City may cancel the contract at its convenience, without penalty, at any time by giving thirty (30) days written notice or may cancel the contract immediately for violations of safety or rules of ethics. The City may cancel a contract thirty (30) days after the City has given a written request for a cure for vendor non-performance if such cure has not occurred. Cancellation shall not release the vendor from legal remedies available to the City. If the contract is an extended term contract, after completion of the first contract period, either party may cancel the contract without penalty. Written notice of such termination shall be made a minimum of sixty (60) days prior to its effective date.

19. If authorized by the Offeror(s), the resultant contract(s) may be extended to any jurisdiction within the Commonwealth of Virginia to purchase at contract prices in accordance with contract terms.

Any jurisdiction using such contracts shall place its own order(s) directly with the successful Contractor(s). The City of Newport News acts only as the Contracting Agent and is not responsible for placement of orders, payment or discrepancies of the participating jurisdictions.

It is the Contractor's responsibility to notify the jurisdictions of the availability of contract(s).

Any Offeror not desiring to provide such products/services to other jurisdictions under this clause shall so indicate in their response.

GENERAL

The City of Newport News is seeking proposals from qualified offerors to assist in improving the responsiveness of Human Service agencies in Newport News, including, but not limited to: Peninsula Health District, Department of Juvenile Services, Department of Human Services, Hampton-Newport News Community Services Board, Newport News Redevelopment and Housing Authority, Libraries and Information Services, and United Way of the Greater Peninsula, etc. to residents of Newport News.

DEFINITION OF TERMS

The following definitions may be helpful to the prospective consultants:

Consolidation: An approach to management and service delivery where administrative support functions and/or direct service delivery such as: financial systems (AR, GL, etc.), procurement, quality management, human resource management, information technology, risk management, and strategic planning, eligibility determination and clinical assessment, direct service delivery, case documentation, clinical supervision and outcome reporting, are performed by a single organizational entity in response to the variety of needs of residents of the locality.

Integration: An approach to management and service delivery where administrative support functions and direct service delivery such as financial systems (AR, GL, etc.), procurement, quality management, human resource management, information technology, risk management, and strategic planning, eligibility determination and clinical assessment, direct service delivery, case documentation, clinical supervision and outcome reporting and management, as appropriate, may be performed by multiple organizational entities in response to the variety of needs of residents of the locality, and, to the identified stakeholders and recipients of administrative support and direct service delivery (a.k.a. the "customers"), a de facto seamless, coordinated and efficient responsiveness is the result.

Human Services Leadership Council: the Human Services Leadership Council consists of the Hampton-Newport News Community Services Board, Libraries and Information Services, Peninsula Health District, Department of Juvenile Services, United Way of the Greater Peninsula, Newport News Redevelopment and Housing Authority and the Department of Human Services. As background information, **Exhibit A** includes a description for each referenced organization.

SCOPE OF DESIRED SERVICES

Lead and facilitate development of a strategic plan for integration of human services in Newport News. An integrated human services system is a critical component of economic development efforts to raise the standard of living for our citizens. Building a comprehensive, strong system of support for individuals and families requires a clear focus on insuring access to meaningful work, affordable housing, affordable health care, effective education and training opportunities, and leisure time activities. The creation of an integrated human services system works to reduce socio-economic barriers and isolation from the community, and creates self-sufficiency and civic engagement. An integrated human services system is essential to improving the standard of living for all citizens, reducing the costs of the provision of social services, and increasing the potential for all citizens to be successful. It is expected that government agencies and community-based organizations will build an integrated system of care for citizens of Newport News. Additionally, it is expected that there will be a reshaping of the community's expectation on how human services is delivered and what constitutes a thriving community.

At a minimum, the facilitator/consultant will work with the human services leadership council to develop the action plan which will be presented to city officials and community stakeholders. The action plan will, at a minimum, define a 5-year timeline for integrated human services. Elements of the action plan will include at a minimum, (1) identified goals and objectives with measurable outcomes, (2) specific action steps and (3) budgetary and community resource needs and implications.

Desired Timeline: process and all documents are to be completed, reviewed by key stakeholders and the human services leadership council, edited, and in final form by September 30, 2009. Final review and endorsement by City Council is to be completed by January 2010.

DELIVERABLES

At a minimum, it is expected that the following deliverables will occur with the engagement:

1. Creation of a schedule to complete all requirements within timeline identified in this document
2. Identification of stakeholders
3. Conducting of an environmental scan to include a discussion of information sharing/information technology issues
4. Convening of meetings to include creation of agenda, writing meeting notes, provision of materials, research, and/working draft documents
5. Facilitation of meetings, focus groups (including line staff at all organizational levels), conducting of interviews, development and administration of surveys, and analysis of qualitative information
6. Collection and analysis of relevant quantitative data
7. Exploration of best practices/research in the creation of integrated human services systems throughout the united states
8. Interval process summary reports and attendance at meetings
9. Editing and stakeholder review and human services review of draft final document in preparation for presentation of final document to city council

ADDITIONAL WORK

Upon mutual written agreement of both parties, additional work may be added to this contract at the rate agreed upon at award for a period of one year after the award notice.

SUBMITTALS

Submit *one* original (conspicuously marked "ORIGINAL") and thirteen (Total of fourteen documents) complete copies (including any/all special attachments, certifications, etc...) of the proposal package. Include all information requested and any other information thought to be relevant to completely address the Request for Proposals (RFP) requirements. Should the Offeror fail to address all requirements of the RFP, or fail to provide adequate or complete documentation, as determined by the evaluation committee, the Offeror's proposal may be eliminated from further consideration. Each proposal shall be organized and bound separately, and shall include as a minimum, the following to be considered *responsive* to the RFP:

1. The **Request for Proposal document** with any addenda acknowledgements filled out and signed as required. The person that signs the RFP shall have the authority to negotiate the full scope of the offered services and provisions on behalf of the organization and shall be authorized to bind the contract to the terms and conditions of this RFP.

2. Provide a description of the Consultant and statement of qualifications and experience as it relates to the desired scope of work. The Consultant should also include a description of any staff that will be associated with the project and their relative experience.

The offeror should be able to provide or show experience and understanding in the following areas:

- Knowledge and experience in human services and with governmental/public and nonprofit organizations
- Knowledge of cutting-edge data management systems and issues related to implementation.
- Experience with systems change initiatives within local government
- Demonstrated skills, and successful experience engaging elected officials through interactive dynamic presentations
- Experience with comprehensive human services systems serving citizens across socio-economic levels, age, and capabilities
- Understanding and experience with Virginia’s funding strategies and mechanisms for comprehensive services

3. Reference list of at least three (3) localities and/or firms that have requested similar work which your firm has provided services for; include names, addresses, and telephone numbers.
4. Price that clearly reflects the successful completion of the desired deliverables. Any optional add-on’s offered in the offeror’s proposal shall be clearly marked “OPTIONAL”.
5. Provide at least three (3) client * references for projects that are similar or which best demonstrate your firm’s ability to complete the proposed project successfully. Include a brief description of the project, client, and the teaming effort, both previous and proposed.

Reference 1

Name of Business, City, County or Agency	Street Address	City & State	Contract Dates
Contact	Title	Telephone	Email Address
Description of Work Performed:		Contract Amount: \$	

* The city reserves the right to ask for additional information.

Reference 2

Name of Business, City, County or Agency	Street Address	City & State	Contract Dates
Contact	Title	Telephone	Email Address
Description of Work Performed:		Contract Amount: \$	

Reference 3

Name of Business, City, County or Agency	Street Address	City & State	Contract Dates
Contact	Title	Telephone	Email Address
Description of Work Performed:		Contract Amount: \$	

6. Additional Contractor Data:

- a. Years in Business supplying like services as outlined in these specifications:
 _____ years _____ months.
- b. Business Location: proximity to the job-site; _____ miles.

Offeror maintains that he/she is able to provide qualified personnel, working equipment, specified materials, storage of materials/equipment, etc within a reasonable period of time to the job-site in order to complete the described work in an effective and efficient manner.

- c. Briefly describe your company’s size and organization:

- d. Alternative Contacts for Firm: Please print clearly the data for the following alternative contacts:

Email Address: _____

Cell Phone(s): _____

Fax Number: _____

Upon contract award the firm shall provide, as available, the above alternative contacts for key personnel and supervisors responsible for the project.

- 7. **Plan to Utilize Small, Minority, and Women Businesses:** - SBE, MBE, and WBE (small business utilization): Provide a statement of how your firm intends to utilize minority and female applicants during the course of this contract. Although no specific goals are set by the City of Newport News, participation of such enterprises is encouraged.

All proposals submitted under this RFP shall become the property of the City of Newport News and will not be returned (see *Trade Secrets/Proprietary Information section*).

EVALUATION CRITERIA

Each proposal will be evaluated for full compliance with the RFP instructions to the offeror and the mandatory terms and conditions set forth within the RFP document. The objective of the evaluation will be to recommend the firm who is most responsive to the herein described needs of the City. The proposal will be evaluated on the following criteria (**listed in order of importance**):

- A. Demonstrated qualifications and capacity of the offeror. This is to include years in business, and experience of staff to be assigned to the Engagement.
- B. Demonstrated understanding of the services and requirements outlined in the scope.
- C. Demonstrated experience of the Consultant. This is to include proactive business practices and philosophies of the consultant to ensure staff is trained, maintained and available to meet needs of City.
- D. Suitability of the proposal to fulfill the City's requirements.
- E. Past Performance and Related Experience. Consultant must demonstrate their ability to perform the requested services relative to the scope of services specified. Submittal shall indicate quality of previous work, timeliness, diligence, and ability to meet schedules and needs of clients.
- F. Proposed fee/cost services.
- G. References
- H. Responsive - The degree to which the offeror has responded to the purpose and scope of the specifications to include but not limited to services to be provided as detailed under scope of work above. Flexibility of offeror to meet the City of Newport News needs, and conformance in all material respects to this RFP. The completeness of the offeror's RFP submittal will be a key in determining the degree of responsiveness.

- I. Responsibility – The offeror who has the capability, in all respects, to perform fully the contract requirements, and the moral and business integrity and reliability which will assure good faith performance as required by these specifications.

EVALUATION PROCEDURES AND SELECTION METHOD

Proposals will be evaluated and interviews scheduled with selected firms in accordance with the “Contracting for other than professional services” method of selection outlined in the Code of Newport News, Virginia Section 2-570-2. Details can be accessed at:

<http://www.nngov.com/purchasing/resources/purchasingcode>.

AWARD

Award will be made in accordance with Code of Newport News, Virginia Section 2-570, Award. Award shall be made to the responsible offeror whose proposal is determined in writing to be the more advantageous to the city, taking into consideration price and the evaluation factors set forth in the request for proposals. The contract file shall contain the basis on which the award is made.

The award of a contract shall be the sole discretion of the City. *The City reserves the right to make multiple awards from this solicitation.* The award(s) shall be based on the evaluation of all information as the City may request. The City reserves the right to accept or reject any or all proposals in whole or in part and to waive any informalities in the RFP. Further, the City reserves the right to enter into a contract deemed to be in its best interest.

Upon making an award, or giving notice of intent to award, the City will place appropriate notice on the public bulletin board located outside of the Purchasing Department at City Hall. Notice of Award may also appear on the purchasing website: www.nngov.com/purchasing

QUESTIONS

Questions regarding this RFP, should be directed to the Department of Purchasing, Rose Kee by email: rkee@nngov.com or facsimile at (757) 926-8038, *not less than five (5) business days* prior to the proposal due date. All questions must be submitted *in writing*; telephonic inquiries will not be considered.

DIRECT CONTACT

Direct contact with any City employee, including the Department of Human Services without the expressed permission of the Director of Purchasing or his designated representative, on the subject of this proposal, is strictly forbidden. Violation of this paragraph may result in disqualification of your proposal.

DEBRIEFING

The City Code requires that in the RFP process all information as to persons or firms making offers or the contents of any offers is kept confidential. This information can only be given out after an award or decision to award has been made.

After an award is made, or the decision to make an award is made, the file is available in the purchasing department for public review. Request a review time during normal business hours, 8 – 5, Mon-Fri.

TRADE SECRETS / PROPRIETARY INFORMATION

Trade Secrets or Proprietary information submitted by an, offeror, or contractor in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the, offeror or contractor must invoke the protections of this section prior to or upon submission of data or other materials to be protected and state the reasons why protection is necessary. *Price quotations in proposals submitted to the City are not “proprietary” or “confidential”.* They are considered public information. Information leading to the decision to award, including prices and other factors, shall be made public (section 2-557.2 of City Code).

Please mark one:

() **No**, the submittal I have turned in does not contain any trade secrets and/or proprietary information.

() **Yes**, the submittal I have turned in does contain trade secrets and/or proprietary information.

If **YES**, please list the *page numbers* **and** the *reasons* why the information is considered a trade secret and/or proprietary information. These pages shall be conspicuously labeled “PROPRIETARY INFORMATION” in **red** ink at the top and bottom center of each page. **Do Not Mark the Whole Proposal Proprietary.**

ANTI-COLLUSION CERTIFICATION

The offeror certifies that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same product and that this bid is in all respects bona fide, fair and not the result of any act of fraud or collusion with another person or firm engaged in the same line of business or commerce. The bidder understands collusive bidding is a violation of Federal law and that any false statement hereunder constitutes a felony and can result in fines, imprisonment, as well as civil damages. The bidder also understands that failure to sign this statement will make the bid non-responsive and unqualified for award.

Signed: _____ Date: _____

Name of Company: _____

EXHIBIT A

Department of Human Services (DHS)

Hampton Newport News Community Services Board

Juvenile Services

Office on Children, Youth & Families

Peninsula Health District

Newport News Healthy Families Initiative

Virginia Cooperative Extension in Newport News

Newport News Public Library System

United Way of the Virginia Peninsula

Newport News Redevelopment and Housing Authority (NNRHA)

DEPARTMENT OF HUMAN SERVICES

Vision: A healthy community of productive citizens, free from violence and dependence.

Mission: To achieve optimal well-being for individuals and families by promoting health, safety, education, and employment through agency programs and community partnerships, strengthening the community by enhancing the quality of life.

The Department of Human Services is responsible for administrative responsibility for the following activities and functions: social work and eligibility determination for mandated and non-mandated federal, state and local programs, services for the severely and emotionally disturbed children who have needs beyond the ability of one agency to serve, services and functions supported by staff dedicated to the Office on Children, Youth and Families, central referral service for the Targeted Outreach Program, home visiting and parent education provided by Healthy Families, implementation of the action plan for City services to senior citizens and an array of services provided by the Newport News Virginia Cooperative Extension Office. The Department is authorized for 403 positions with an annual budget of approximately \$46 million. Please see the more detailed information enclosed for the Department of Human Services.

Human Services (formerly Social Services) is responsible for administering mandated and non-mandated federal, state and local programs designed to preserve, protect and support qualifying residents of Newport News so that they can maximize their social and economic functioning. Therefore, Human Services offers family preservation and stabilization services, adult services, child and adult protective services, foster care, adoption, foster parent training, Food Stamps, Medicaid, Temporary Assistance to Needy Families, General Relief, Auxiliary Grants for assisted living facilities, and a number of specialized services involving eligibility for long-term care, child day care and welfare-to-work. In addition to these programs and services, Human Services is responsible for active participation in Citywide and regional initiatives to end homelessness, to improve services to the elderly, to end domestic violence, to end the disproportionate impact of confinement on minorities, and to ensure that children in Newport News live in a violence-free environment in their homes, schools and community.

The **Office of Comprehensive Services** is responsible for implementing a system of collaborative services and funding for severely, emotionally disturbed children who have needs beyond the ability of one agency to meet. The Office of Comprehensive Services administers a collaborative process designed to ensure that these children are being served in a collaborative system of care that is child-centered, family-focused, community-based and cost-effective. This division primarily serves children in foster care and special education through participation of the leadership of the following organizations: Hampton-Newport News Community Services Board, Department of Human Services, Department of Juvenile Services, Newport News Health District, Office on Children, Youth and Families and the City Manager's Office. The collaborative system of care must include a private provider and a parent.

Healthy Families of Newport News is responsible for administering a nationally recognized model for a parent support program. The goals of Healthy Families are to promote positive parenting, enhance child health and development and prevent child abuse and neglect. Therefore, Healthy Families offers comprehensive assessment and community referral to address

the needs and support of new parents in the Newport News' community, intensive home visiting for voluntary first-time parents to support and educate first-time parents on evidence-based child development models, a fatherhood program to increase positive involvement of fathers in the lives of their children, a parent-to-parent program for couples planning to parent a child together and oversight for the Hispanic outreach program through the Refugee and Immigration Services.

The **Virginia Cooperative Extension (VCE) Office in Newport News** is responsible for educational outreach on behalf of Virginia's land grant universities: Virginia State and Virginia Tech. To provide its mandated outreach, the VCE administers three programs: Agriculture and Natural Resources including horticulture, 4-H Youth Development and Family and Consumer Sciences. Residents of Newport News may contact the agriculture and natural resource service for horticulture information, recommendations and educational classes, limited laboratory tests through Virginia Tech and a master gardeners program. Residents may also participate in the 4-H youth development programs designed to teach youth ages 5 to 19 by focusing on youth leadership, citizenship and life skills. The Family and Consumer Sciences help residents of Newport News to be strong families by providing workshops on childcare, managing household finances, food nutrition and safety and on starting and maintaining home-based businesses.

The Department of Human Services organizational chart can be emailed upon written request to the contract officer (rkee@nngov.com).

THE OFFICE ON CHILDREN, YOUTH & FAMILIES

The Office on Children, Youth & Families, part of the Newport News Department of Human Services, works with the Commission on Youth to implement the goals of the City's Strategic Plan for Youth by working with our community partners. The mission of the Office on Children, Youth & Families is to create a Community Where Children are Valued, Youth are Empowered and Families are Strong.

Currently the office is comprised of one Program Director, one Senior Program Manager, three Youth Specialists – one of which is also the Parenting Education Specialist, one Community Services Coordinator, and one Administrative Assistant.

Keeping Our Kids Safe: The Newport News Violence Prevention Network. The OCYF works with Network members to develop strategies for Families, Neighborhoods, Learning Centers and Community groups to prevent violence.

- *The Neighborhood Leadership Institute* supports informal community leaders by providing the opportunity to increase leadership skills, learn about community resources and to create and sustain community coalitions.
- *The Parenting Education Group* reviews gaps in parenting education services and works to expand parenting education opportunities throughout the community.
- *The Targeted Outreach Program* serves as a Central Referral service for assessment and placement of youth who are at risk for involvement in delinquent or violent behaviors.
- *Mentor Task Force* - The OCYF partners with several youth serving organizations to provide mentor training for those interested in becoming mentors, to gather information about existing mentor programs, and to refer individuals interested to mentoring programs. The goal is to create a data base of mentoring services that is easily accessible to the community.

Staff from OCYF provides administrative support and coordination for each of the goals of the Action Plan.

Training

We provide training in **Developmental Assets™** to groups and organizations to promote the healthy growth and development of children and youth. Based on research from the Search Institute in Minneapolis, the 40 Developmental Assets™ are the building blocks young people need to succeed and avoid risky behaviors. Training is tailored to the organizations time constraints.

Coordination/Collaborations

As part of our commitment to creating a better community for children, we provide technical assistance and support to many community coalitions focused on positive youth development such as Keeping Our Kids Safe, Healthy Families Initiative, Fatherhood Coalition, Stand for Children, Juvenile Detention Alternatives Initiative, Coalition for Obesity Prevention, Peninsula Continuum of Care and others.

Mayor's Youth Commission

The Mayor's Youth Commission provides youth input to the Mayor and City Council about youth issues. Representatives from all Newport News High Schools and two private schools, meet monthly to explore issues of concern and develop strategies and recommendations.

Youth Leadership Training

Youth leadership training is offered at both middle and high schools. The purpose of the training is to increase confidence and to develop leadership skills. The curriculum includes skill building activities, public speaking, team building, group facilitation training, and self esteem exercises. The intended outcome is for participants to become involved in school and community clubs and organizations

Boards, Commissions, Community Committees

Through the efforts of the Mayor's Youth Commission City Council now appoints youth to three City boards and commissions: The Human Rights Commission, Library Board of Trustees and the Arts Commission. In addition, youth serve on the Commission on Youth. Other boards that include youth are the Parks and Recreation Youth Advisory Board, Police Chief's Youth Advisory Board, Citizen's Action Committee, Transportation Board, Framework for the Future and the Keeping Our Kids Safe, Violence Prevention Network. OCYF coordinates the application and interview processes for selection and refers youth to the appropriate Board or Commission.

Parenting Education

Educating parents through the **Strengthening Families Parenting Program™** and **The Nurturing Program™** and **Active Parenting of Teens™** improves family environments, increases positive social behaviors in children, and helps youth to grow up healthy and avoid risky behaviors. Classes varying in length from 8 to 13 weeks are held twice a year and are free of charge. Individual parenting workshops are also provided to the public.

For those agencies in need of trained facilitators for parenting education programs, **Facilitator Training** workshops are held several times a year.

Community Resources and Information

Keeping Our Kids Safe Web site -
<www.keepingourkidssafe.org>

OCYF Website - <www.nngov.com/children-youth-families>

Community Resource Directory - <www.nngov.com/children-youth-families/resources/community-resource-directory>

Youth Resource Directory -<www.nngov.com/children-youth-families/resources/Youth%20Resources>

HAMPTON-NEWPORT NEWS COMMUNITY SERVICES BOARD

Since 1971, the Hampton-Newport News Community Services Board has been responding to those in our community whose lives are affected by mental illness, intellectual and developmental disabilities and/or substance use disorders.

Resolutions were passed by the City Councils of Hampton and Newport News in January of 1971 establishing a community mental health and mental retardation services board, currently known as the Hampton-Newport News Community Services Board, to be composed of twelve (12) Members who were appointed equally by the two City Councils. In January of 1974, the membership of the Hampton-Newport News Board was increased from twelve Members to fifteen Members, with eight Members being appointed by the City of Newport News Council and seven Members appointed by the Hampton City Council.

Purposes, powers and duties of the CSBs are specified in Chapter 5 of Title 37.2-500 of the Code of Virginia (1950) as amended. The section of the Code related to CSBs was dramatically amended in the 1998 Session of the General Assembly as a result of recommendations that came out of the HJR 240 Study Commission and HB 428. Part of this new legislation requires each municipality to designate its Community Services Board as an operating board, an administrative policy board, or a policy-advisory board with a local government department. The City Councils of Newport News and Hampton each approved a Resolution in June of 1998 designating the Hampton-Newport News Community Services Board as an operating board.

The Hampton-Newport News Community Services Board is one of the largest of the forty Community Services Boards in the State of Virginia in terms of clients served, area population, staff employed, and revenue. The State is divided into five Health Planning Regions (HPR) and 22 Planning Districts (PD). The Hampton-Newport News Community Services Board is in HPR V and Planning District 20. The Board has elected to participate in the Virginia Association of Community Services Boards (VACSB). The VACSB represents local Community Services Boards for the purpose of facilitating the development, maintenance, improvement, and expansion of the community-based services, and educating the public about the needs of individuals with mental disabilities. The Board is also a participating member of the Behavioral Healthcare Partnership of Virginia, Inc., which was established in 1995. This Partnership is a statewide 501(c)(3) corporation representing all member Boards in negotiating contractual agreements with behavioral healthcare management organizations, etc..

The Hampton-Newport News Community Services Board is licensed by the Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services and is accredited by CARF for two of its programs: Vocational Services Programs and Hampton Roads Clinic/Opioid Treatment Programs. We are approved providers for Sentara, Anthem, Tricare, Medicaid/Medicare, and most insurance companies and HMOs. Our services are provided without regard for race, creed, color, religion, sex, political affiliation, handicap or national origin.

The Board is governed by fifteen citizen Board Members from various backgrounds who are appointed to three year terms by the City Councils of Hampton and Newport News (eight Members from the City of Newport News and seven Members from the City of Hampton). The

Board acts as an extension of local government, therefore, in providing mental health, mental retardation, and substance abuse services to citizens of the two communities. The Community Services Board has elected to directly operate some services and to contract with other non profit organizations for the provision of other services.

Annually, the Board elects a Chair, Vice-Chair, Secretary, and Treasurer who serve one year terms. The Board is organized into five Standing Committees which are: the Budget, Finance and Audit Committee; the Community Relations/Governmental Affairs Committee; the Nomination and Selection Committee; the By-Laws Committee, and the Strategic Planning Committee. Ad Hoc Committees are established as necessary with approval by the Board, and Members are appointed to these committees by the Chair of the Board.

Executive Director - The Executive Director serves as the chief executive officer of the Board and is directly accountable to the Board. The Executive Director is responsible for implementing the policies approved by the Board, management of Board resources, strategic planning, marketing, development, coordination and supervision of programs and other activities approved by the Board, and for recommending changes in policies and or programs when deemed appropriate.

You may also wish to visit our website at <http://www.hnncsb.org/> for more information.

The HNNCSB strives to ensure the most responsive and most efficient care possible as the community's "preferred provider" of behavioral health services. To accomplish this goal, we provide state-of-the-art community and facility based services to include: outpatient counseling and medication management, residential care and acute inpatient treatment, 24-hour emergency services, case management and professional care management.

Some of our clinical programs include:

- Emergency Services/Crisis Intervention: 24-hour crisis assessment and stabilization for children, adults and families in acute emotional distress.
- Outpatient Clinical/Day Treatment Programs: Psychiatric, psychological and counseling services for children, adults and families affected by mental illness, substance abuse and mental retardation.
- Case Management Services: Needs assessment, service coordination, care management, and linkage to community resources for children, adults and families with multiple service needs.
- Congregate (group home) care for individuals with intellectual and developmental disabilities.
- In-Home Services: Intensive, family focused, home-based and community treatment and support for children with serious emotional disturbances who are at risk for out-of-home placement from their families.
- Housing Supports/Residential Services: Overnight stabilization, shelter or long-term housing support for children and adults with mental health needs, mental retardation and substance abuse disorders.
- PACT (Program for Assertive Community Treatment): Intensive community-based treatment that is designed to provide comprehensive psychiatric treatment and support for adults with serious and persistent mental issues.

In addition to our clinical programs, the Hampton-Newport News Community Services Board coordinates a wide network of prevention and early intervention services to promote the health and well-being of individuals and families in our communities. At the present time, six separate not-for-profit corporations and one for-profit corporation are managed through the CSB for the purpose of acquiring and managing residential and commercial real estate.

In fiscal year 2009, the annual budget and Performance Contract were approved (as is required annually by regulation and policy) by each City Council. Total revenues are budgeted at just over \$62M, which includes revenue and management practices for acting as the fiscal intermediary for acute psychiatric care purchase of service and other community based behavioral health care on behalf of the nine CSBs in HPRV. Approximately 9,000 individuals are served annually by the HNNCSB.

JUVENILE SERVICES

The Department of Juvenile Services offers a myriad of multi-systemic programs which focus on juveniles and their families. Each of the programs utilizes the holistic and strength-based approach as a foundation for positive youth development while simultaneously strengthening family functioning. The primary goal of each approach is to view and assess the juvenile and his/her families' needs from a comprehensive perspective (holistic approach); whereas, the strength-based approach focuses on the abilities, knowledge, and capabilities of the youth and not merely the weakness or opportunities.

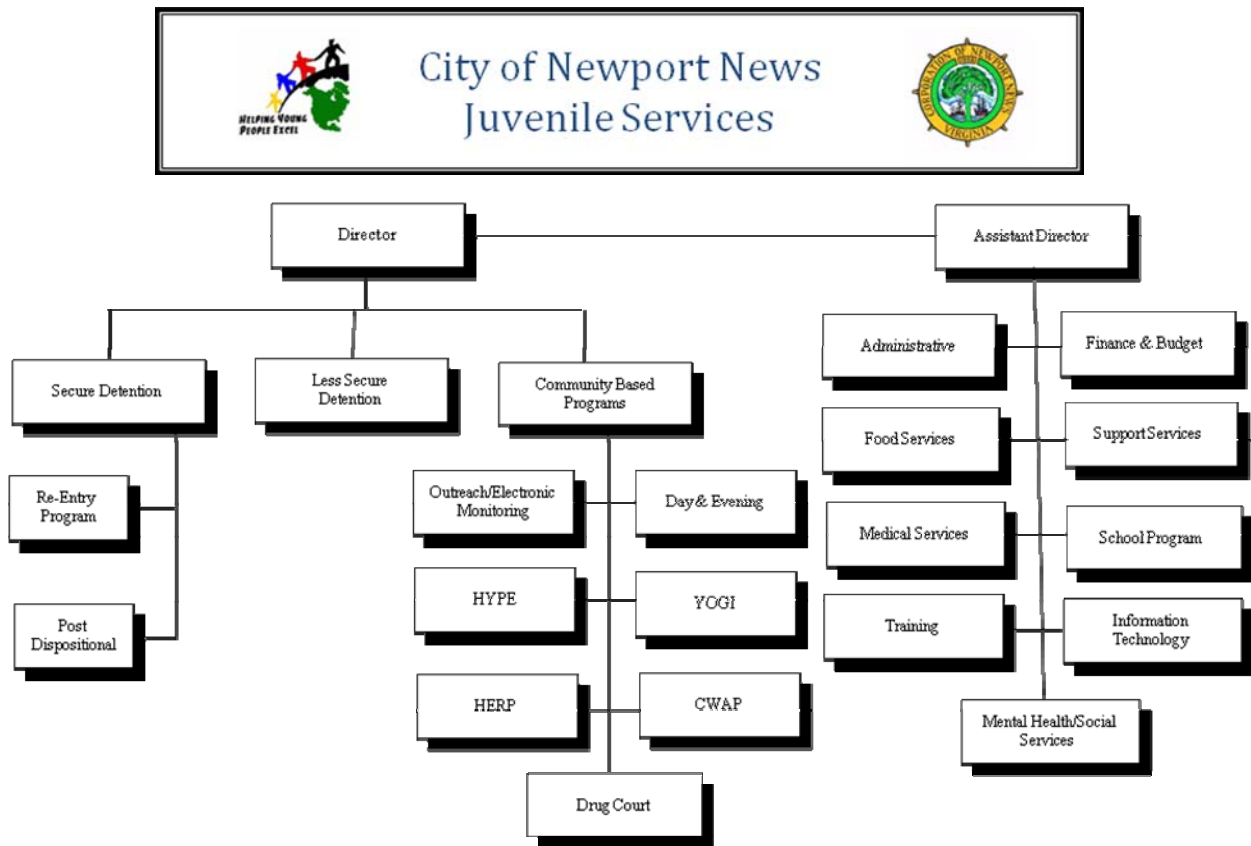
Every child deserves the best that life has to offer and there are unlimited opportunities for growth and achievement. The department is here to assist youth on the path to success and realized the necessity to embrace the family and community as a whole, therefore, we are committed to providing programs, services, and opportunities for juveniles and their families which will aid in improving and enhancing their lives.

“ALTERNATIVES & OPTIONS FOR LESS SECURE”

ALTERNATIVES & OPTIONS	DESCRIPTION
Day and Evening Intensive Supervise Programs	These programs assist in juvenile accountability, improving academic achievement and reduce opportunities for juveniles to re-offend by providing structured activities during or after regular school hours (especially during high risk hours of 3:00 p.m. to 8:00 p.m.). Services include: education and academic tutorial skills, vocational and occupational skills, GED preparation, activities, counseling, crisis intervention, behavior management, pre-employment skills, and community services.
Shelter Care (Safe Haven and Crossroads)	These programs provide short-term residential crisis care which focuses on stabilizing the juvenile's behavior, making an initial assessment of treatment needs, and planning for future (short-term and long-term) service needs with a goal of reunification with the family. Services include: case management services, group counseling, individual counseling, and tutoring and interagency service referrals.
Employment/ Vocational (Career Café)	Program prepares juvenile with basic employment skills and assist them in obtaining employment. Services include: vocational counseling, teaching job skills, on-site supervision / supported employment; pre-employment skills, coordination of transportation, and vocational assessment.
In-Home Supervision	Program prevents the removal of a juvenile from the home and deters juveniles from further involvement with the juvenile justice system by providing counseling and treatment to the juvenile and family within the home. Services include: family

“ALTERNATIVES & OPTIONS FOR LESS SECURE”

ALTERNATIVES & OPTIONS	DESCRIPTION
	counseling, improvement of social relationship and problem solving, community coordination, conflict resolution skills and setting consequences and rewards, and developing positive living skills.
HYPE Mentoring Program	Program assists in reducing recidivism and deters continued court involvement by providing a positive adult relationship and role model. Services include: coaching, tutoring, counseling, reinforcing and coating positive behavior, interpersonal skills training, and coping mechanisms.
Outreach Program	Program provides accountability via home visits and assures the juvenile’s availability for court; allow the parents or guardians to have physical custody of their child while ensuring the public safety of the community. Services include: case management, monitoring and surveillance, in-home assessment, referrals and drug testing, and home confinement.
Electronic Monitoring (GPS)	Program provides 24 hours accountability, tracking, and surveillance via satellite. Allows the parents or guardians to have physical custody of their child while ensuring the public safety of the community. Services include: case management, in-home assessment, drug testing, and home confinement.
Voice Recognition	Program provides 24 hours accountability, tracking, via telephone calling facilitated by the computer. Allows the parents or guardians to have physical custody of their child. Service include: case management and curfew checks.



PENINSULA HEALTH DISTRICT

The Peninsula Health District, which functions as the local health department for the City of Newport News, provides a range of public health services for residents of the City. Since many, but not all health department programs, serve low income, uninsured, underserved or at risk populations with the City, health department programs frequently serve residents who also require or receive services from other agencies of local government and from community organizations.

Peninsula Health District programs with high levels of interaction with human services organizations in the community include, but are not limited to:

- WIC (Women, Infants and Children) nutrition assistance program
- Family planning and sexually transmitted infections clinics and prevention programs
- Teen pregnancy prevention programs
- Prenatal health assessments and referral to FAMIS Moms and prenatal care services
- Infant mortality and premature birth prevention programs
- Immunization clinic for children eligible for the Vaccines for Children program
- Nursing assessments for determination of Medicaid-funded long-term care and community based services for older residents and persons living with disabilities
- Preventive dental health programs for underserved children
- Dental clinic and chronic disease clinic, including diabetes case management, for low income, uninsured adults
- Health consultation for child care centers and providers
- Health programs serving refugee and Hispanic populations within the City
- Asthma case management for children at risk of school failure because of uncontrolled asthma
- Child Development Clinic for the assessment of children with developmental delays
- Health department membership on CSA-related teams (FAPT and CPMT)
- Health coalition building in underserved communities with high rates of preventable diseases
- Prescription assistance programs, including programs for medication assistance for persons living with HIV
- Access to health care initiatives, such as Project CARE

Dave

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Peninsula Health District -- Protecting, promoting and preserving the health of the people who live work and play on the Peninsula. Serving the residents of Newport News, Poquoson, Williamsburg, James City County and York County.

Newport News Healthy Families Initiative

What is Healthy Families?

Healthy Families is a nationally modeled, new parent support program.

The goals of Healthy Families are:

- to promote positive parenting
- to enhance child health and development
- to prevent child abuse and neglect

Newport News Healthy Families Initiative:

The Newport News Healthy Families Initiative (NNHFI) began in 1996 under the Newport News Human Services Department.

In September 2001 NNHFI received full accreditation from Healthy Families America, signifying compliance with standards of excellence for effective home visiting services.

NNHFI offers the following services:

Universal Assessment

New parents in the Newport News community are assessed to determine the family's level of need and support, and then are referred to community resources.

Home visiting services

Intensive home visiting services are offered on a voluntary basis to first-time parents either prenatally or within two weeks postnatal. Family Support Workers work with families one-on-one in the home utilizing researched based curriculum as well as other material to support and educate new parents' on their role in the child's development.

The Healthy Fathers Network

The Fatherhood program strives to increase fathers' positive involvement in the lives of their children and families through workshops, classes, community involvement, and one-on-one interactions with fathers in the Newport News community. Participants of the fatherhood program do not have to be enrolled in the Healthy Families program.

Parenting Workshop

NNHFI offers the *Parent to Parent* program to couples who are planning to parent a child together. This workshop explores subjects such as positive discipline, family leadership, couples relationship issues and more. The program is funded by Partners in Prevention under the VA Department of Health.

Hispanic Outreach

The Newport News Hispanic Healthy Families program is operated by Refugee and Immigration Services. The City of Newport News provides a 35% cash match to help fund the program and NNHFI provides over site and guidance to the staff.

Other program information:

- 70% of the program's budget comes from the City of Newport News; 30% comes from the VA Department of Social Services
- The staff consists of 1 program manager, 3 supervisors, 1 fatherhood coordinator, 7 family support workers, 2 family resource specialist and 1 data technician (administrative assistant)
- At full capacity, NNHFI can serve 135 at one time in the home visiting program.

VIRGINIA COOPERATIVE EXTENSION IN NEWPORT NEWS

WHAT IS VCE?

Virginia Cooperative Extension (VCE) is an educational outreach program of Virginia's land grant universities: Virginia Tech and Virginia State University, and a part of the national Cooperative State Research, Education, and Extension Service, an agency of the United States Department of Agriculture.

Cooperative Extension serves as a link between land-grant universities and the community. Extension provides outreach to the average citizen and works to disseminate the latest information and research. Helping people solve their own problems through educational programs is VCE's business.

The Newport News Unit of VCE conducts programs in three program areas: Agriculture and Natural Resources (including horticulture), 4-H, and Family and Consumer Science (FCS).

AGRICULTURE AND NATURAL RESOURCES (ANR)

Residents can contact the VCE-Newport News office for horticulture recommendations and information, and educational program opportunities. Our office also provides limited laboratory services through Virginia Tech.

Volunteer opportunities are offered through the Master Gardener program. Newport News Master Gardeners extend unbiased, research-based horticulture information to residents.

4-H YOUTH DEVELOPMENT

4-H is the largest comprehensive youth development program in the nation. 4-H is a community of young people nationwide who learn about leadership, citizenship and life skills.

4-H programs are conducted in a partnership with local residents, volunteers, private support, three levels of government, and universities. 4-H participants are all youth, age 5 to 19, taking part in programs provided as the result of actions planned and initiated by Extension personnel in cooperation with volunteers. 4-H teaches and develops leadership in our youth.

FAMILY AND CONSUMER SCIENCES (FCS)

Agents and specialists offer programs that can help build strong families. Programs and information are available on the following topics:

- Childcare
- Managing Household Finances
- Food Nutrition and Safety
- Home-based Business

For more information call the Newport News office at: 591-4838

Newport News Public Library System Strategic Plan for 2007-2011

A strategic plan helps clarify and prioritize an organization's goals. It also prepares a framework for the organization's growth and progress. This plan will help the Library System determine where it is going and how and when it gets there.

Below you will find a synopsis of the Library System's core beliefs and values as well as the strategies we will use to fulfill our mission. Our service, resource allocations and decisions will be based upon our mission and vision for our future....to provide the citizens of Newport News with legendarily good customer service

Our Mission

The mission of the Newport News Public Library System is to build a strong community of readers who use the Library System to achieve academic, economic and personal success, enriching the community as a whole.

Our Vision

The vision of the Newport News Public Library System is of a community whose well-being is enriched by the experience of using the library.

Our Beliefs

Library users are coming to the library not only to check out library materials but also to use computers, to attend programs, to meet friends, for reference/ research assistance and for social opportunities. Family literacy is the key factor to successful academic and economic achievement and for a strong community. Library users expect high-quality service that is quick, efficient and convenient. Library users expect a wide variety of formats to be available for educational, informational, cultural and recreational use. Library staff training is critical in order for staff to continue to meet the expectations of library users. The Library System must develop partnerships with other community agencies and community and professional groups in order to provide a full spectrum of services. The support of the Friends of the Newport News Public Library, individual and corporate donors, as well as other alternate funding sources, will be needed in order to fulfill the mission of the Library System. The establishment of a Newport News Public Library System Foundation is integral to future funding of library efforts and services.

Our Core Values

In order to achieve the mission and vision of the Library System:

- We value all the residents of our community and the strength of their diversity.
- We value free and equitable access to information and resources, as well as the right to privacy.
- We value literacy.
- We value excellence in customer service.
- We value our staff and their skills.
- We value responsible stewardship of the Library System's resources.
- We value the partnerships developed to increase opportunities for our patrons and staff.

Our Strategies

- Excellence in service
- Excellence in collections and resources
- Excellence in programs and outreach services
- Excellence in the provision of state-of-the-art facilities, resources, technology, and infrastructure, which results in a wide range of positive library experiences
- Excellence in marketing, public relations, advertising, and development.

See Web Site at <http://www.nngov.com/library>

UNITED WAY OF THE VIRGINIA PENINSULA

United Way of the Virginia Peninsula
739 Thimble Shoals Blvd. Suite 400
Newport News, VA 23606
Office: 757-873-9328
Fax: 757-873-9329
www.uwvp.org

President/CEO: Ty Joubert

United Way of the Virginia Peninsula is a local, volunteer-driven non-profit organization that improves lives and our community by bringing people and resources together to create lasting, positive change. United Way funds health and human service programs which benefit the lives of citizens in Hampton, Newport News and Poquoson, and the counties of Gloucester, Mathews and York. All programs fall within four critical impact areas: Building Self Sufficiency, Improving Health & Wellness Investing in Children & Youth and Responding to Basic Needs. United Way funds First Call- a 24/7 Information & Referral line for health and human service agencies, an annual Day of Caring- a community wide volunteer effort, and engages in various strategic partnerships to create greater community impact.

NEWPORT NEWS REDEVELOPMENT AND HOUSING AUTHORITY (NNRHA)

See Web Site at <http://www.nnrha.com>

EXECUTIVE STAFF

