



Department of Human Services (DHS) Contracting Process

September 27, 2024



Office of
Children and Families
CITY OF PHILADELPHIA

Department of Human Services

Scope of DHS Contracts

Total of 256 Contracts to include:

- Diversionary Services
- Prevention Services
- Out of School Time
- Safe Spaces
- Case Management Services
- In Home Services
- Kinship and Foster Care Placement
- Residential Placement
- IT





RFP Process

- Most DHS contracts are originated via the RFP Process
- Timeline- approximately 6 months
- **Steps:**
 - Assessment and identification of need
 - DHS writes the RFP
 - Consultation with OEO around MWDBE participation ranges for service
 - Posting of the RFP on eContract Philly
 - Review of the written proposals submitted by applicants
 - Oral Presentations by providers with the DHS leadership team*
 - Site Visit (if applicable) *
 - Selection of provider and posting on eContract Philly
 - Award letter to sent to Providers
 - Contract conformance process begins

*Additional steps that may be unique to DHS



Conformance Workflow (timelines approximate)

- OEO Review – 1-2 days
- Department review – less than 1 day
- Procurement review – 3 -7 days
- Law review – 1 week
- External review (provider for signature) – 1-2 weeks
- Budget Verification – Budget Bureau – 1 day
- Approve as to Form (law) – 2 days
- Initial Certification – 3 days
- Final Certification – 2 days
- Finance Review (CAO) – 3 days
- Department Signs Contract – 1 day
- Conformance – less than 1 day

Total Conformance Time is approximately 44 days



Contract Renewals

April	May	June
<ul style="list-style-type: none">• DHS is notified by PA DHS of approved funding (inclusive of state and federal funding)• Award Letter and Document Checklist sent to providers• Providers begin gathering necessary documents, proof of insurance, OEO, etc.• Initiate process in ACIS (Automated Contract Information System)	<ul style="list-style-type: none">• DHS types contracts for review by Law Department*• Law Department reviews the contracts and finalizes General Provisions	<ul style="list-style-type: none">• DHS receives notification of approved city funding and new index codes• Approved funding + General Provisions + provider documents = ability to route in ACIS.

*Additional step that may be unique to DHS



Non-profit exemption

Necessary to allow DHS to procure critical safety services expeditiously, and to minimize disruptions to children, youth and families

Two Primary Reasons:

1. Initially selected via RFP and then renewals are not rebid, i.e. Community Umbrella Agencies, Kinship and Foster Care Providers, etc.

- Continuity of social workers to prevent disruptions in services and the traumatization of changes in placement
- Change in social workers and services extends length of time of Child Welfare and JJS involvement

2. No RFP, utilized non-profit exemption

- Blended funding with Community Behavioral Health (CBH) for children and youth in need of Psychiatric Residential Treatment (PRTF) and mental health supports
- Reduce trauma of children and youth by placing with kin. Most are out of state providers and DHS enters into a contract so that the provider can assess the safety of the child/youth and provide services to the family



Monitoring and Evaluation

- DHS has an extensive monitoring and evaluation process:
 - Review over 2,000 families receiving services through Community Umbrella Agencies (CUAs) that comprise an annual scorecard
 - Foster and Congregate Care Scorecard
 - Community Based Providers Evaluation
 - Quality Visitation Reviews- telephone calls to parents, kinship and foster parents
 - Random Visitation Verification Process
 - Inquiry about the quality of case management services, interventions received, assessment, and engagement in case in case planning



Thank you



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