



Rochester  
Public Library

More Than You Think

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Patricia Uttaro, Director | 585-428-8045 | [Patricia.Uttaro@libraryweb.org](mailto:Patricia.Uttaro@libraryweb.org)

October 12, 2023

Dear Prospective Vendor:

The Rochester Public Library (RPL) seeks scheduled and/or on-call family crisis services to support the expansion of a Family Resource Center at the Central Library of Rochester and Monroe County's Children's Center.

We are seeking proposals from providers qualified and experienced in providing family crisis support services. The vendors will have direct contact with children and their families, and/or library personnel providing connections and resource access. The scope of work shall be at minimum supervised by qualified licensed Social Workers.

Attached is detail of the proposed program and desired deliverables for submitting a proposal. The process will be overseen by a team of RPL administration, staff and other library representatives.

The attached is to guide both the RPL's and your expectations for the proposal and consulting process if you consider the submission of a proposal and hourly rate schedule. We are very open to meeting with interested parties to discuss and inform the development of solid proposals and to ensure the best buildout of our Family Resource Center. Please contact me for more information if you are interested in this project.

Sincerely,

Patricia Uttaro, Director  
Rochester Public Library

#### Attachments

Xc: Brie Harrison, Finance Director  
Jennifer Smathers, Associate Director  
Tonia Burton, Children's Services Consultant

# RPL Family Crisis Support Services

## Proposal Overview

### Introduction

The Rochester Public Library (RPL) seeks a vendor to support the expansion of a Family Resource Center at the Central Library of Rochester and Monroe County's Children's Center to provide scheduled and/or on-call family crisis services. Services would include referrals to strengthen individual and family supports (inclusive of behavioral health care, concrete supports such as clothing and infant care, housing and social services). Site providers shall be supervised by a licensed social worker. The RPL and vendor will develop plans for expansion of Family Resource Center services ensuring that referrals are family-driven, community-based, linguistically and culturally competent. The vendor shall maintain necessary and appropriate client information to support continued crisis stabilization and for anonymized reporting purposes to the RPL.

### RPL Information – Current Children's Services

The Central Children's Center on the second floor of the Bausch & Lomb library building provides a collection of materials for caregivers and children from infancy through sixth grade, including books, audio recording, video games, magazines, and educational kits. The Center provides individual assistance to children and the adults who work with them in locating and selecting materials to answer their informational, educational, and recreational needs. The Center also presents programs and activities aimed at enriching children's lives and encourages their use of books and libraries.

The RPL reaches young patrons in several ways: directly, when they visit the library with family or friends, or in groups with their school class, scout or recreation group; and indirectly, through the adults who work with them, parents, teachers, community librarians, etc. A significant component of the Children's Room activity is assisting those adults who influence children's lives. The Children's Center also houses the Rochester Public Library *Raising A Reader* program. *Raising A Reader* is an important early literacy program that elevates family and community engagement and teaches skills that prepare children for school and form the foundation of all learning throughout life.

Children's Center staff are composed of four children's librarians, three library assistants, two literacy aides, and a clerk. The staff work closely with other children's services staff throughout the system as well as many community organizations offering childcare and preschool services, as well as city schools and charter schools.

### Family Resource Center

The RPL has continued to develop the Central Library Children's Center as a Family Resource Center, where families can access formal and informal supports to promote their health and well-being. The Center currently provides play groups, classes, parent skill training, school readiness programs and access to other services in the Central Library including job training, health services access, substance abuse prevention, mental health services, and tax filing services. Our long-term goals include expanding the Family Resource Center to offer access to housing support, crisis intervention services and concrete supports such as food and clothing banks, utility support and transportation. Our vision is to be a one-stop shop for children and parents that address all [Five Protective Factors](#)<sup>™</sup> (Parental Resilience; Social Connections;

Concrete Support in Times of Need; Knowledge of Parenting and Child Development; Social and Emotional Competence of Children).

The RPL recognizes that the Central Library does not have the capacity, currently, to provide a full array of family strengthening services. The intent of this initiative is to grow capacity while meeting families and partners where they are. The RPL will provide and fund training, technical assistance, and capacity building for Children's Center staff, and will coordinate the availability of staff to provide connections to the selected vendor(s) at RPL branch locations that do not have that capacity.

The RPL and vendor(s) selected will collaborate to develop comprehensive performance monitoring and outcome evaluation tools, strategies and reports that will be maintained by both RPL and vendor(s). Performance monitoring and evaluation will be ongoing, iterative, and responsive to the evolving needs of families, community and funding streams.

### **Funding**

Up to \$50,000 will be available across an anticipated two-year contract to support billable hours of service as on-call and/or scheduled basis. This will be on a Term Professional Services Agreement by the RPL, to be authorized by our Board of Trustees. It is intended that monthly invoicing would occur under the Agreement based on either direct service hourly rate or blended service rate as negotiated during the proposal review process.

### **Family Definitions**

Throughout this RFP, any reference to family is defined broadly to include at least one adult and one child who are biologically, emotionally, or legally related. Families raising children may consist of one parent, two parents, grandparents, foster parents, legal guardians, or other adults providing care and support to the child. Any reference to parent refers to a child's adult primary caregiver(s).

### **Scope of Services**

- Provision of vendor staff at selected and consistent times/dates at the RPL Children's Center, and/or provision of contact number where vendor staff can arrive onsite for client services within 15 minutes. Services would occur Monday-Friday within RPL [hours of operation](#).
- Maintenance of detailed resource spreadsheets of providers available in Monroe County that includes mental health, rent assistance, food pantries, and other necessities;
- Resource sharing with RPL to keep information as updated as possible; collaboration with onsite support services (Library Resource Outreach Center, CASH, etc.) to provide;
- Communication via phone and email with families to service needs; usage of phone-based (call with PIN) translation service to communicate with families in their native language, as well as locating resources in their native language; and
- Connects with community resources and other providers to enhance service-delivery to families.

### **RPL Responsibilities**

- Specific RPL staff site contacts and Family Resource Center leadership team;
- Meeting and workspace (private and client-facing) at the Central Library;

- Maintain concrete supports supplies for distribution (limited to food vouchers, gift cards, youth and adult basic clothing/undergarments, and diapers); and
- First contact with families and engagement with Family Resource Center activities.

### **Project Timeline**

It is anticipated that City Council approval of a Term Services Agreement, with hourly rate structure and not-to-exceed dollar limit, would be submitted no later than December 2023. It is desired to begin services by February 2024. The RPL anticipates a two-year initial agreement with potential for amendment and continuation of services for an additional two-years.

**Proposals are due by November 17, 2023; electronic submission to Patty Uttaro ([patricia.uttaro@libraryweb.org](mailto:patricia.uttaro@libraryweb.org)) by this date is preferred.**

### **Questions**

Questions regarding the proposal can be submitted in writing to the RPL (email preferred - [patricia.uttaro@libraryweb.org](mailto:patricia.uttaro@libraryweb.org)) by October 27<sup>th</sup>. Responses to questions will be compiled and shared with all agencies submitting inquiries.

### **Vendor Requirements**

- Proposed vendors must be a Public Agency or 501(c)3 designated non-profit or faith-based agency in operation for at least the past three (3) years.
- Vendor provides youth and/or family social services in the community.
- Vendor must maintain adequate insurance coverage (see Insurance).
- Vendor has willingness to participate in a shared data system (potentially Unite US but open to negotiation) for tracking referrals and supports.

### **Proposal Content Requests**

Please include the following:

- Provide a description of the provider's experience, with specific experience in family crisis counseling or family crisis support.
- Describe your service history (social worker services, youth/students/families, years of experience, etc.).
- Based on the description of services, recommend whether a scheduled on-site, on-call or hybrid approach for services would be most beneficial to serve Family Resource Center attendees.
- Provide resumes of the staff(s) to be assigned to work with RPL, including their areas of expertise, years of experience, and licensure.
- Exclusions or exceptions – Note any parts of the proposal that are beyond the consultant's expertise, are cost prohibitive, or better handled by RPL administration/staff.
- Provide a listing of Hourly Rates for site staff, supervisory staff, other staff (training, quality control, administration) that may be billing as part of the services, any estimated supplies (at cost), and any other associated costs.
- Letters of support or reference from other agencies are encouraged but not required.

### **Proposal Evaluation**

An internal RPL team shall evaluate proposals based on the following:

- Vendors demonstration of understanding the service description requirements

- Vendor's demonstration of experience with family engagement, trauma informed care, Community resources and ability to collaborate with other agencies
- Vendor's demonstration of experience with child welfare-involved youth and coaching and skill building to effect positive outcomes for youth and families
- Vendor's Rate Proposal, including hourly rates of staff that would be assigned to services; and
- Vendor's completeness of response to this RFP.

The RPL reserves the right to select a consultant based directly on the proposal, to ask for clarification in the proposal or to negotiate further with the proposed scope of work submitted. The RPL also reserves the right to reject the proposal and to solicit request for proposal(s) from other firms or individuals. The RPL is not responsible for any cost incurred in the development of the proposal.

### **Non-Exclusive Agreement**

Prospective vendors understand that this is not an exclusive agreement, and the RPL shall have the right to negotiate with and enter into agreements with others providing the same or similar services to those provided by provider.

### **Clearances**

All provider staff members, who will work with RPL patrons/clients, must have all required Federal and State Criminal and Child Abuse clearances in effect during the duration of this agreement. Original documentation of these clearances must be maintained by the vendor, with copies as requested by the RPL. Provider(s) agree to comply with the provisions of Act 168 of 2014, Employment History Review Law and, to the extent applicable, Act 126 of 2012, Child Abuse Recognition and Reporting Training.

### **Insurance**

The RPL will require the provider, at the provider's expense, to provide professional liability, general liability, and workers compensation insurance as required in the general conditions of these specifications and to name the City of Rochester and RPL as an additional insured. Providers are required to provide a copy of a certificate of liability insurance to prior to commencement of services.

### **Confidentiality/Privacy**

To the extent that the work under a future Term Services Agreement requires the Vendor to have access to Personally Identifiable Information ("PII") the vendor shall, after receipt thereof, treat such PII as confidential and safeguard such information from unauthorized use and disclosure. If vendor becomes aware of or should reasonably have been aware of a breach of PII, Provider shall notify the RPL within two (2) business days. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule, and other applicable laws relating to the security and confidentiality of protected health information.