

## Request for Qualifications

**Release Date: 12/19/22**

**Number: 22-12-19**

**Service Needed: Retreat Planning and Facilitation**

### **BACKGROUND**

Neighborhood House is one of the oldest social service agencies in the Puget Sound region and has a long history creating opportunities for people experience language, cultural, and systemic barriers to live longer, happier and healthier lives. Our mission is to build community and increase access to housing, health, education and economic opportunity. Last year, Neighborhood House served over 14,000 individuals of all ages living in Seattle and King County through direct services including: center based and home based early childhood education, youth development, family & social services, employment & adult education, housing stability, aging & disability services and community health.

One of Neighborhood House's strategic goals is to adopt a Whole Family Approach, which centers the client/family interests and aspirations. Neighborhood House operates over 30 different programs funded by a plethora of private, local, state, and federal grants. Our current organizational structure and culture reinforces a compliance rather than integration, innovation, collaboration or generative mind-set. Our current structure perpetuates siloes designed to value grant compliance and devalues service integration and collaboration. While several departments work cross agency, that is more the exception than the rule. Our programs and services are divided into two major departments:

- Child Development – which provides center based and home based early learning and family support
- Education and Community Services (ECS) – which provides youth development, employment, housing, citizenship, resource navigation, health outreach, and advocacy for clients not enrolled in our Child development programs.

In addition to our goal to adopt Whole Family Approach, the other two major goals include: changing oppressive systems that keep people in poverty; and growing mission aligned social entrepreneurship opportunities to generate unrestricted revenue that we can use to invest in our people and furthering our work.

### **GOAL**

We seek a process that centers equity as we look to change our organizational structure that will foster a data driven, trauma informed, Whole Family Approach. By the end of our process, Neighborhood House will have clearly articulated a new organizational structure, identified new systems and processes that need our attention, and next steps to achieve our goal of **one** Neighborhood House, working together to achieve our mission and vision.

## **SCOPE OF WORK**

Plan a process in collaboration with Neighborhood House leadership that aligns with [NH values](#), lifts voices of those most impacted by this change, and enables us to implement a Whole Family Approach to our work.

Collaborate with Neighborhood House leadership to interpret data to inform our planning retreat

Facilitate a multi-day (3 day) leadership retreat which will enable the team to engage in a process of defining the organizational structure and systems needed to:

- De-silo Child Development and Education and Community Services department to better serve our clients in an holistic, trauma informed, and equitable manner
- Institutionalizes cross program collaboration, communication, and service
- Unifies our intake/outreach process/teams
- Unifies our data strategy
- Define and implement a unified consistent, trauma informed standard of care
- Builds capacity for Executive Director to focus externally on fundraising, brand awareness, and systems change
- Defines how best to structure Mission Support (Finance, HR, IT, Dev, IDEA) to effectively support our Impact and System change work
- Builds capacity for Neighborhood House to fulfill our mission and vision, while supporting the health, wellbeing, and professional growth of our staff.

## **Timeline**

NH is has several opportunities for engaging staff and clients prior to our ideal leadership retreat timeframe.

Mid February 2023 - All staff Whole Family Approach day. By the end of this meeting, staff will be able to describe Whole Family Approach, how it differs from our current work, and why Whole family Approach is a more equitable, family centered way of fulfilling our mission.

Early March 2023 - Agency-wide customer satisfaction survey. Both on line, and over the phone outreach to clients that don't complete the online survey.



## **Late March 2023 – Leadership retreat facilitated by consultant**

We are open to other steps to help us achieve our goal, and look to the consultant to provide suggestions, tools, and questions.

### **QUALIFICATIONS**

Successful track record of assisting other non-profit organizations in facilitating an organizational change process

Strong equity analysis required

Experience with non-hierarchical organizational structures

Familiarity with Whole Family Approach, Human Services Value Curve desired, but not essential.

### **APPLICATION, TIMELINE AND BUDGET**

#### **Time Period**

Bidder should propose timeline, however, Neighborhood House desires the process to be completed by May 1, 2023. Neighborhood House reserves the right to re-bid services for any reason prior to this date and makes no promises regarding minimum levels of services or products that will be purchased through this RFQ.

#### **Evaluation Criteria**

- Meets Qualifications
- Record of past performance
- Availability
- Business Integrity
- Cost/Rate for Services

#### **Please submit**

- Approach, activities and timeline for this project
- Statement of qualifications
- References (name/phone/email) from three similar engagements
- Work samples
- Cost proposal (not to exceed \$20,000)
- Rate/hour for coaching and additional work outside of cost proposal or for work that extends beyond 5/1/23.

#### **Questions**

Nathan Buck, Director of Education and Community Services,  
[nathanb@nhwa.org](mailto:nathanb@nhwa.org).



**Submission Close Date: 1/15/23**

**Submissions To:** Email submissions to: [anhthun@nhwa.org](mailto:anhthun@nhwa.org) Anhthu Nguyen.

**Additional Requirements (if selected):** Neighborhood House may require any or all of the following: a written contract; proof of professional and/or general liability insurance; pass Background Checks, clear a check of the federal EPLS (Excluded Parties List System), proof of Washington State business license or comparable license from another state; other checks and reviews appropriate to the nature and scope of the engagement.