Request for Proposals for Community Outreach and Support Services During and After the Trials Related to the Killing of George Floyd

Name of Applicant Organization: **Restoration Inc.**
Organization Address: **2015 Lowry Ave N Minneapolis MN 55411**
Organization Telephone Number: **312 447 4060**
Contact Person Name and Title: **Connie Rhodes - Executive Director**
Contact Person Telephone Number: **312 447 4060**
Contact Person Email address: [begintherestoration@gmail.com](mailto:begintherestoration@gmail.com)
Geographic Area for services (South, North, or citywide): **Citywide**

Total Amount Requested: $___**173,025.00**

Proposal Checklist:
___x___ Completed cover sheet
___x___ Project narrative (maximum 10 pages)
___x___ Attachment D – Budget & Narrative
B. Project Narrative - Your narrative should be no more than a maximum of ten (10) pages in length, single-spaced using 12-point font. The proposal cover sheet and budget will not be counted toward the page limit. Please respond to these questions in your narrative:

1. Organizational capacity
   a. What makes your organization able to do this work? In your answer, please include the following:
      i. Describe organization’s procedure and policies for responsible financial management. What procedures and practices (i.e. internal controls, accounting standards or rules) does your organization have in place to ensure financial responsibility

Since 2014, Restoration Incorporated has served the City of Minneapolis with integrity and fiscal accountability. Our agency has been awarded grants from several City of Minneapolis departments including Community Planning & Economic Development (CPED), Minneapolis Health Department (YVP, Healthy Start, BluePrint Approved Institute) and ReCast/Race and Equity Division. During this time, Restoration Incorporated has proven our fiscal responsibility - meeting all of the City’s fiscal responsibility standards, completing programmatic deliverables and performing evaluation requirements in a timely manner. Restoration Inc. currently manages a grant of over $125,000.00 through the Ramsey County Healing Streets gun violence prevention initiative. We have met every criteria, and we continue to provide monthly invoices in a timely manner as well as weekly updates to the grant manager.

Restoration Incorporated uses Virtual Case Manager, an innovative cloud based software to accurately collect client demographic data, services, hours and corresponding client expenses. Likewise, we will use Submittable, an accounting software system to effectively manage financial reporting, monitor and track program success, streamline financial processes and ensure the overall integrity of our grants. We contract with an Black-owned and operated data collection and evaluation firm, Uniquely Yours Consulting. Finally we have a dedicated finance team to maintain records, produce reports, engage with the software systems and provide checks and balances. They also work with our executive director to communicate with the grant managers.

   ii. Describe your experience hiring/contracting with and managing large numbers of staff, volunteers, and/or subcontractors. Restoration Inc.'s Executive Director as well as its Board of Directors oversees every aspect of hiring staff, volunteers, interns and contractors. We value our reputation of integrity and expect no less from everyone we collaborate with. We have invested in outside proprietary systems that conduct background information on all applicants.
iii. What parts of the “Administrative Expectations” section of the RFP 3 (Attachment B – Scope of Services, Section 4 Expected Activities) document are already part of your organization’s processes, if any? Which items in that section would be new to your organization, if any?

b. How many staff/volunteers/contractors will your organization be able to manage as Outreach Workers, in total? **32**

i. Your organization may be asked to create and manage schedules (e.g., one shift per day for multiple days, or multiple shifts per day for multiple days). On average, how many Outreach Workers would your organization be able to activate for a single six-hour shift? (Actual shift lengths may vary). **8**

ii. Your organization may be asked to activate Outreach Workers rapidly to respond to events. That activation may occur at any time of day or night. How quickly could you mobilize a team of 8-10 Outreach Workers (Actual number of Outreach Workers may vary). Restoration Incorporated will have **8 Outreach Workers on standby using the on call human resources schedule approach in near community hot spots.** Using paging technology used by medical dispatchers, Restoration Incorporated will mobilize Outreach Workers within minutes of the city’s need for activation. Because our Outreach Workers will be members of the community in which they serve, they will be on the ground at the identified requested location in 30 minutes or less.

iii. **How many total Outreach Workers would your organization be able to activate for an all-hands activation? 32**

iv. Besides Outreach Workers, what other staff/volunteers/contractors from your organization would be involved in this work? What would their roles be?

Restoration Inc. currently has a network of staff and volunteers that we utilize in the day to day operation of our services. The volunteer administration staff ensures all emails and phone calls are addressed in a timely manner. These volunteers also help in the set up of activities including ensuring clients arrive safely to our offices for meetings and healing circles and mentoring.

Also, we have I/T support on call to assist with any tech issues that may arise in regard to our case management systems. We will continue to utilize staff who process payroll through world reknown ADP HR. Lastly, our executive assistant
researches and initiates ongoing relevant training courses that keep our staff well informed and highly skilled in the areas of trauma informed outreach workers.

c. Does your organization already have the necessary insurance coverage for Outreach Workers? Yes Per standard City contracting practices, the City will not be responsible for insuring Outreach Workers (i.e., workers compensation insurance, liability insurance, and auto insurance). Selected agencies will be expected to ensure the insurance they have covers all situations that may arise. Restoration Incorporated currently carries the aforementioned insurance for its programs Ten Toes Down Trauma Response Teams which is under which outreach workers would be.

2. Relevant organizational experience

Restoration Inc currently heads the Healing Streets grant thru Ramsey County. In that capacity, staff and volunteers proactively engage with the victims and families affected by gun violence. We conduct community vigils, provide resource referrals, conduct grief work led by our certified circle keepers, counseling led by our trauma informed MSW social workers and therapy led by trained counselors. We continue to actively engage with clients on a weekly basis in person as well as by phone, all of which is tracked in our virtual case management database and forwarded to our grant managers on a regular basis. Our key staff have managed street outreach and violence intervention teams in their previous positions with experience expanding over 20 years.

a. Please address the following if your organization’s existing work includes one or more of 1) positive, proactive and responsive outreach and community engagement; Restoration Inc, is positively engaged with the community in North Minneapolis by operating a memorial garden located at 1316 James ave N that provides vegetables, herbs and fruits. Residents are able to partake of these items at no cost. In addition, the garden has a section where people are encouraged to sit and meditate. Residents are welcome to paint the name of any loved one they have lost as a way of memorializing and honoring them. The response from the community in regard to the Healing Garden has been overwhelmingly positive and we are excited to not only be continuing the garden initiative but expanding it in 2021.

2) supporting two-way communication between community and the City;

We have several processes in place that keep us organized and able to provide data and feedback in real time. Our virtual case management system captures client demographics and details services rendered i.e rental assistance, groceries, counseling etc. 3) informal de-escalation, mediation, and conflict resolution;

Restoration Inc practices all the above as we provide services to our clients, we support our clients through art therapy, counseling, grief work, referral to additional
resources and professionals as needed including behavioral health 4) sharing information about existing City resources and other community resources and supports and helping community members access those resources when appropriate. If your organization's work does not include that work, skip to 2b.

   i. Describe your current work under items 1-4 above. **We work with trauma victims including victims of gun violence, domestic violence and community based violence using indigenous and cultural healing methods, AEDP modality and other evidence based strategies for helping trauma victims. We work out of our offices, remotely on Zoom and in person in the community using COVID 19 safety Protocol.**

   ii. Where do you currently do that work? **Minneapolis, St. Louis Park, Brooklyn Center, Saint Paul and Ramsey County.**

   iii. Is there a specific geographic area of focus or population of focus? **Minneapolis City Wide**

   iv. Do members of your proposed Outreach Team have training that would be relevant for this work? **Yes**

   v. If members of your proposed Outreach Team do not already have training relevant for this work, how will you train them? **Those on our expanded outreach team will receive additional trauma informed and culturally responsive training. All outreach team members will receive 80 hours of comprehensive street outreach trainings including the following workshops: Narrative Medicine, Motivational Interviewing, Engaging Hard to Reach Youth, 8-hour online STAR-Lite Training: Learning Strategies for Trauma Awareness and Resilience for Cultural Competence, Racial Justice Healing, and Equity, STOP the Bleed, and 32 hour restorative justice/peace circle model training. Restoration Inc will also engage in capacity building and relevant seminars by the African American Behavioral Health Center of Excellence.**

   vi. What are the strengths of your current approach that would help you succeed in this work? **Restoration Inc. uses a public health approach which creates a framework that will help us succeed at this work. Our agency is also in the unique position of being able to provide our clients with both proactive and reactive services. Using best practices for street outreach, we connect with survivors (and perpetrators) of gun violence and their families. We offer conflict resolution, time tested violence intervention strategies, trauma response modalities, life coaching and grief work. Since each of our staff and volunteers has strong ties to the communities in Minneapolis, we are well-respected and not intimidated when engaging with residents citywide. We also offer healing circles in combination with one on one mentoring which has been proven to successfully de-escalate potential and real-time crises.**
b. Please address the following if your organization’s existing work does not include one or more of 1) positive, proactive and responsive outreach and community engagement; 2) supporting two-way communication between community and the City; 3) informal de-escalation, mediation, and conflict resolution; and 4) sharing information about existing City resources and community resources and supports and helping community members access those resources when appropriate. If your organization includes that work and you answered 2a, **skip 2b.**

   i. Which of the activities would be new to your organization?
   
   ii. What are the reasons you think these activities would be a good fit for your organization?

   c. What else makes your organization qualified to do this work? In your answer, please include the following:

   i. Your or your proposed Outreach Team’s experience serving Minneapolis communities. This includes your work in the “north” or “south” geographic areas and your work with any specific neighborhoods, cultural communities, or other groups that may be considered as a community. Please name any specific neighborhoods and/or communities that are a focus of your current programming.

   Our agency is qualified to do this work because of our proven impact, experience, training, commitment and passion. We understand trauma, its affects and the correlation between community violence and structural violence and racialized trauma. We view violence as a public health epidemic. Restoration Inc has extensive training in the evidence-based public health approach to youth violence. Restoration Incorporated staff has experience of over 30 years of working in the area of youth violence prevention, community safety, community healing and trauma informed practices. Our agency has over 7 years serving Minneapolis residents specifically. Over half of our staff have lived and served in Minneapolis for 25+ years. Many have turned their lives around now serving as credible messengers. We are from the communities we serve and have life experiences that mirror the community.

   We have worked in all of the neighborhoods/communities that this RFP mentions in Minneapolis either as a project leader, support staff or program volunteer. Our staff has a history of creating impact in the community from working in North Minneapolis, Cedar Riverside, Little Earth and East Phillips neighborhood. Moreover, this work aligns with our mission. Our mission is to help restore hope to youth, individuals, families and communities that are impacted by life’s challenges, trauma and community violence using faith based and restorative practices.

   ii. Any relevant existing community partnerships or collaborations your organization plans to involve in this work.

   Restoration Inc. is proud of the strong partnerships and collaborations we have established with many other organizations that are doing dynamic work throughout Minneapolis. We foster these relationships carefully because we are keenly aware
that shifting the paradigm of these marginalized communities cannot be done in a silo. We plan to expressly work with Innovative SOULutions, SubZero Collective, Emerge and BrothersEmpowered. Each of these organizations has roots in the community and a history of positive impact.

iii. A description of why and how you believe you have trust and credibility with the community. d. It is critical that the organizations doing this work have trust and credibility in the communities where they will be working. What can you tell us that you believe demonstrates your trust and credibility in the communities you would be serving? Restoration Inc staff, volunteers and collaborative organizations listed above are comprised of individuals with many years of living and working in every area Minneapolis. We each have the respect of community members which has been earned by following through on commitments, being transparent and building trust by listening to the residents as opposed to merely telling them what we feel is best for them. Many have turned their lives around now serving as credible messengers. We are from the communities we serve and have life experiences that mirror the community.

Restoration Inc. has held several community outreach events in Minneapolis, Northside in particular, where we provided back to school supplies, household needs, food, and one on one healing services. We held these events consistently on an annual basis and as a result, we have established a positive rapport with our neighbors and fellow Minneapolis residents.

3. Activities

a. Do you propose to complete work under this RFP in the “north,” “south,” or “citywide” geographic area? (see Attachment B – Scope of Services, Section 3 Project Areas for more information). City-wide

b. Based on your understanding of Minneapolis communities and your anticipation of needs for community support during and after the upcoming trials, please describe the specific activities you would do to help keep residents safe, informed, and connected to resources as appropriate?

We believe the residents need and deserve a safe space to be heard. To that end, we will prioritize operating with a COVID-19 safety protocol including temperature checks, distributing face masks and hand sanitizer and honoring social distancing requirements. Our goal in this area is to help keep foster COVID-19 safety protocol even in large crowds like community demonstrations and protests. We will offer a wide variety of activities that support the needs of the community including both proactive and reactive community engagement, healing activities, conflict and restorative justice circles and journaling opportunities. In addition to our credible messenssenger ie our street outreach team, our staff includes mental health
professionals, MSW social workers and grief counselors ready to provide one on one support. In addition our staff has over 30 years of combined frontline experience in both mental and behavioral health services. Our teams will offer informal counseling, de-escalation, mediation, and conflict resolution services. We also will offer art therapy and relaxation breathing techniques to anyone affected by the trauma before and after the killing of Mr. George Floyd and the trial for the former officers involved in his death. These types of services will occur both on site in the community near our large, blue trauma response tent and in highly mobile spaces created by our outreach teams. These teams of outreach workers also help keep the community safe, informed, and connected to resources. In doing so, we will conduct both positive proactive and reactive support and community engagement. This will help support overall community healing. In addition, it promotes two-way communication between the community and the City sharing information about existing City resources. Our team will assist residents in accessing those resources.

Ensure documentation of any safety issues impacting Outreach Workers or community members encountered by Outreach Workers on shift and communicate them to the City. Execute and manage contracts or employment agreements with Outreach Workers who have strong relationships with community and the skills and training to complete the outlined work. Provide outreach coverage schedules regularly to the City and Outreach Workers. Create plans for rapid response activation of Outreach Workers and communicate those plans to the City and Outreach Workers. Provide regular, timely payments to Outreach Workers for all undisputed hours. Ensure programmatic documentation and reporting expectations are met. This may include:

- Ensuring shift reporting forms are completed for each shift.
- Submitting regular progress reports detailing output measures (e.g. number of shifts/hours worked) and narrative summary (e.g. successes and accomplishments, challenges, community feedback, etc.).
- Participating in qualitative interviews with City staff about their work as requested.
- Allowing City staff to shadow teams as they perform their work as requested.

Participate in planning, development, and ongoing progress meetings with City and City-identified partners as needed. Ensure that all Outreach Workers c. How would you successfully provide those activities? In your answer, please describe the following:

i. A staffing pattern and schedules, if appropriate. **The staffing pattern and schedules would be as follows.** Four Teams of 8 on-call outreach workers working 4 on 4 off shifts for 12 hours each. 8 am to 8 pm and 8 pm to 8:00 am. This kind of on call staffing will provide Minneapolis with 24 hour coverage from needed while giving the staff flexibility and longer recuperation time. Staff could also hold
additional jobs with this scheduling practice. These teams will remain ON CALL until activation happens, waiting off site at home or within 30 minutes travel time to community hub. Each outreach worker commits to and is available to answer a call and be present at the dispatched location within 30 minutes of the call. During the on call hours the rate will be $2.50 per hour. Once activated the rate of pay increases substantially to $31.00 per hour. Once activated, the minimum pay is for 4 hours at $31.00 per hour.

ii. Structure of activities

During times of activation, if deemed needed, our big blue trauma response tent would be planted in the community with two staff to provide trauma reducing, healing services and city and other resources for the community. A team of outreach workers wearing identifiable clothing will work with community residents in their homes on the streets in playgrounds etc. providing a vast array of healing, trauma informed, deescalation services. The activities will change based on the specific needs of the community at the time of engagement.

iii. Who would be responsible for overseeing activities?

Each team has its own Team Manager and Connie Rhodes would oversee all teams and their managers.

What is their current role and what capacity do they have to take on this additional work? Connie is the Exec. Director and managers are currently in leadership roles while working in the community.

iv. Who would be responsible for performing the activities? Are they employees, contractors, or volunteers?

Outreach Workers will be a combination paid staff, contractors and trained volunteers

v. What other details do we need to know to understand how you would successfully complete the activities? We are innovative and effective. We have a proven track record of violence intervention outcomes.

d. Why do you believe those activities would be effective? Evidence can come from your own program data, information gathered from needs assessments, community/resident/participant feedback, media sources, or other sources. We have seen the effectiveness of our approach of engaging community members, utilizing individuals who have made positive, effective changes in their lives as well as professionals with expertise in their fields. We are confident Restoration Inc will be able to shift the paradigm of violence in Minneapolis to one of cooperation and respect. Our data is the science behind our belief.

e. What do you expect the challenges of this work to be and how do you plan to overcome them? Challenges will be the low pay for times when the outreach workers
are not activated. To overcome that we plan on creating buyin to the power of being an agent of change and by offering non monetary incentives.

C. Budget Spreadsheet and Narrative - A budget template is included as Attachment D – Budget Template. You can use your own budget format if you prefer. If you choose to use your own format, please ensure it includes sufficient detail, including individual line items for each type of expense, calculations for requested amounts, and separate line items for each personnel cost.

**Attachment D – Budget Template Instructions:**

**Add rows under sections as needed**

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<th>PERSONNEL</th>
<th>Role on project</th>
<th>Base salary, hourly rate, or annual wage (amount paid without considering taxes, benefits, etc.)</th>
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**TOTAL DIRECT LABOR COST FOR PROJECT (BASE RATE+LABOR OVERHEAD)**

**OTHER DIRECT EXPENSES** [categories below may be modified as needed; add or relabel rows as needed]

- Supplies: $35,020
- Mileage at the standard IRS rate of $.56 per mile
- Other (specify)
- Other (specify)

**TOTAL OTHER EXPENSES**: $35,020

**TOTAL DIRECT COSTS (sum of Total Personnel, Total Other Expenses, and Total Contractual)**: $171,025.00

**ADMINISTRATIVE COSTS** (not to exceed 15% of Total Direct Costs): $2,000