



## REQUEST FOR APPLICATION:

Issued July 21, 2017

**The United Way of Stanislaus County requests written applications from those organizations eligible and qualified to participate as a subcontracted Housing Assessment Team (HAT) for the Homelessness Outreach and Engagement Center in Stanislaus County.**

### OVERVIEW

The Outreach and Engagement Center (OEC) is scheduled to launch August 1, 2017 and will serve as a physical entry point and service hub for the County's homelessness services system providing access and referrals to a wide-range of services in one location. The OEC is part of countywide Coordinated Entry System (CES) that will improve access to housing, supportive services and community supports. Coordinated Entry (CE) is a consistent, community wide process to match people experiencing homelessness or at-risk of homelessness to community resources that are the best fit for their situation. The process helps prioritize housing and homeless assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner. The process also provides information about service needs and gaps to help plan assistance and identify needed resources in our community.

A Housing Assessment Team will support the implementation of Coordinated Entry at the OEC, and provide housing assessments and connection to supportive services for people experiencing homelessness or at-risk of homelessness. The OEC is a first substantive step in implementing the multiple strategies of a Coordinated Access System, and provides a unique access point because of the "one-stop shop" model, centralizing housing screening and assessments, and direct referrals to essential supportive services such as healthcare, behavioral health treatment, housing and community/peer supports. This facility will allow for the co-location of the following initial services: 1) Centralized Homelessness Outreach and Engagement, 2) Housing Assessments and Navigation, 3) Homelessness Support Services Referrals, 4) Homelessness Court Outreach and Navigation, 5) Multiple partners will co-locate their services, connecting individuals to their services as appropriate.

### SCOPE OF SERVICES

#### Who will this program serve?

- People experiencing homelessness
- People at-risk of homelessness

#### Housing Assessment Team Potential Staffing Structure

- One (1) Housing Assessment Team Coordinator (Manager/Supervisor)

- Two (2) Housing Assessment Team Navigators (Case Manager)
- One (1) Housing Assessment Team Administrative Support (Front Office Staff)

**Scope of Services include but are not limited to the following:**

- Front-line staff at the Outreach & Engagement Center
- Conduct comprehensive assessments
- Collect all necessary documentation needed to support assistance
- Find housing interventions for eligible participants and identify permanent housing options for program participants
- Connect participants with eligible supportive services that are best fit for the individual or family
- Collaborate and coordinate with multi-sector community partners and service providers to maximize participant outcomes and goals
- Document and maintain up-to-date information on services provided to participants in the Homeless Management Information System (HMIS) and hard copy case records
- Support implementation of the Coordinated Entry System to be launched January 2017 includes:
  - Housing Assessments: The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) has been selected as the assessment tool for the Stanislaus Coordinated Entry System. While all entry points into the Stanislaus Coordinated Entry System will be completing VI-SPDATs with clients, the HAT will serve as additional assessment staffing, completing VI-SPDATs and entering paper VI-SPDATs into HMIS as needed.
  - Housing Preparation Services: For clients at the top of the Community Queue in HMIS (i.e., those with the highest VI-SPDAT scores), the HAT Provider will offer housing preparation services to assist clients with navigating the homelessness community system of care. Housing Preparation Services will include, at a minimum, acquiring identification documents, completing housing applications, and completing supportive and subsidized housing paperwork.
  - Diversion: The HAT Provider will develop and maintain a list of diversion resources available in Stanislaus County, to be used by all provider agencies serving as entry points into the Stanislaus Coordinated Entry System. In addition, the HAT Provider will refer clients to available mainstream resources.

## ELIGIBILITY

Eligible respondents must:

- Currently have and maintain a current tax-deductible status as a non-profit charitable organization under appropriate legislation of both the United States of America and the State of California during the entire contract period.
- Currently have and maintain responsible management by upholding a volunteer Board of Directors of at least seven (7) members, broadly representing its membership and the community at large.
- Conduct an annual audit of the organizations finances.

## BUDGET

\$200,000

The selected contractor will be expected to have the capacity to operate the stated project on a contract reimbursed basis. It will be the contractor's responsibly to track all expenditures related to this project. The contractor will be expected to submit supporting documentation for all expenses for each invoice submitted.

## Program Period

July 1, 2017 – June 30, 2018

## TIMELINE FOR REQUEST FOR APPLICATION

ACTIVITY	DATE	DESCRIPTION
Release of the Request for Application (RFA)	July 20, 2017	Release of RFA
	August 3, 2017	Applications Due no later than 4:30 PM
Selection	August 7 - 17, 2017	Review of Applications & HAT Provider Selected
	Week of August 21, 2017	Notification of all Applicants
Contracting, Planning, & Staff Development	August 21 - September 22, 2017	Secure Program Contracted Service Provider, Program Planning, and Staff Development
Full launch of Housing Assessment Team	September 25, 2017	Full Launch of HAT & OEC open to the Public

## PROCESS FOR SUBMITTING APPLICATIONS

Responding organizations are to submit **Eight (8)** copies of their application to:

United Way of Stanislaus County  
Attn: Estrella Garcia  
422 McHenry Ave  
Modesto, CA

## CONTENTS OF APPLICATION/REQUESTED INFORMATION

Incomplete applications may be rejected for failing to meet threshold requirements. There is no page limit on responses, however, please be as succinct as possible. Successful applications will include the following:

1. **Experience:** Describe the characteristics and qualifications of the applicant that will be operating and managing the delivery of services. Please describe the applicant's qualifications relating to the requirements described herein.
2. **Scope of Services:** Describe the operational and service delivery program and the expected outcome. Please provide a detailed description of your approach for each category of service outlined under the "Scope of Services" section.
3. **Organization and Staffing:** Describe the organization and personnel that will work on this project. Include names of key staff that will work on this project, as well as staff resumes and/or job descriptions.
4. **Project Work Plan:** Provide a project work plan for all tasks required to launch and implement services. Include estimated timelines and resources needed for each phase. The work plan should detail the activities for July 1, 2017 to June 30, 2018.
5. **Project Budget:** Provide a project budget that includes projected expenses based on the scope of work outlined in this RFA. Respondents may include **no more than 10%** of administrative costs in the proposed budget. Include a budget justification. Budgets will be reviewed for completeness, reasonableness, and alignment with the budget described in this RFA.
6. **Community Capacity:** Describe the organization's ability and experience to network and collaborate with other organizations. Provide examples.
7. **Supporting Documentation:** Each respondent is to include a current 501(C)(3) determination letter, W-9 statement, Board of Directors Roster, and audited financial statement.

## SELECTION PROCESS

All application submissions will be reviewed based upon their responsiveness to this RFA and the experience and qualifications of the proposed subcontractor. Applicants may be asked to participate in subsequent interviews or to provide additional material. The selection of the subcontractor is expected during the weeks of August 7 – 17, 2017.

## AFTER SUBMISSION OF APPLICATION

An application received after the date and time indicated above will not be accepted. Failure to comply with any part of this request may result in rejection of the application as non-responsive. United Way of Stanislaus County will not accept any amendments, clarifications, revisions or alterations after the application due date unless the changes are requested by United Way of Stanislaus County.

## REJECTION/MODIFICATION OF SUBMISSIONS

The United Way of Stanislaus County reserve the right to reject any or all submissions, or any part of any submission, received and to negotiate with any or all prospective contractors on modifications to the submission or contract at the United Way of Stanislaus County discretion.

## COSTS OF PREPARING OWNERSHIP OF APPLICATIONS

Costs for developing the applications are solely the responsibility of the applicants. United Way of Stanislaus County will not provide reimbursement for such costs. The application documents shall become the property of United Way of Stanislaus County upon submission.

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