

Community Action Partnership of Solano, Joint Powers Authority

## Coordinated Entry Request for Proposals

### **SUBMISSION DEADLINES:**

<b>Request for Proposal Release:</b>	<b>02/24/17</b>
<b>Notice of Intent to Apply (5% of Score):</b>	<b>03/07/17 at 5 PM PST</b>
<b>Proposal Deadline:</b>	<b>03/15/17 at 3 PM PST</b>

**Submit Notice of Intent to Apply & Proposal by email  
to: [solano@homebaseccc.org](mailto:solano@homebaseccc.org)  
Late submissions will NOT be considered**

**Please Note: we reserve the right to recall this RFP at any time and release it or a revised version of it later should we feel it is necessary to meet the obligations of our contract with HUD.**

If you have any questions, please contact the RFP Coordinator:  
Jason Green-Lowe  
415-947-0100  
[solano@homebaseccc.org](mailto:solano@homebaseccc.org)

This RFP document is available electronically on CAP Solano JPA's website at LINK:  
<http://www.capsolanojpa.org/>

# OVERVIEW

## Who is Issuing the Request for Proposals?

The Community Action Partnership, Solano Joint Powers Authority (“CAP Solano JPA”) is the lead agency for Housing First Solano, the homeless Continuum of Care for Solano County. CAP Solano JPA is seeking proposals from nonprofit and governmental agencies to provide assessment and referral services under Housing First Solano’s Coordinated Entry System.

## What is Coordinated Entry?

Coordinated Entry provides a standardized approach to comprehensively assess the housing and service needs of homeless individuals and families and refer them to appropriate available resources that are needed to end their homelessness. It connects the community’s network of homelessness services and housing resources while streamlining, standardizing, and coordinating the current homelessness intake, assessment, and referral process. Homeless individuals and families as well as highly vulnerable individuals and families who are literally homeless are its principal users.

## What is the Budget for the Work?

- CAP Solano JPA intends to provide **\$80,000** in cash funding passed through from HUD per an MOU, which will be broken into two parts. The first part, \$72,727, must be used by the applicant to pay the salaries of **1.5 FTE** (“full-time equivalent”) staff. The second part, \$7,273, must be used to secure appropriate office space for those staff to work.
- CAP Solano JPA intends to provide approximately \$90,000 of in-kind leverage for the benefit of the applicant, including HMIS software, HMIS licenses, HMIS administration, training, and consulting services, Coordinated Entry System consulting services, and grant administration services.
- The ideal applicant will contribute up to **\$40,000 of the applicant’s own funding and/or in-kind resources** (a 50% match), which can be used to provide employee benefit packages, reimburse transportation costs, increase staff hours, or to otherwise improve Solano’s Coordinated Entry system. Applicants that cannot provide the full 50% match **are still eligible** to apply, but their applications will be somewhat less competitive.

## What is the Time Period for the Work?

The project is expected to start before the end of APRIL. The project may be renewed annually and funding may increase depending on project outcomes.

## Who is Eligible to Apply?

Nonprofit or governmental agencies are eligible to apply. An applicant may apply in partnership with one or more other organizations. Joint applications should submit an MOU reflecting the role of project partners, and specify funding for each organization in the detail budget.

## 1. PROJECT REQUIREMENTS

a. **Mandatory Activities.** The applicant must be willing to take responsibility for completing **all** of the following activities:

- Acquire and maintain current knowledge about provider programs and subpopulation needs throughout Solano County.
- Work in partnership with the CAP Solano JPA, Housing First Solano, the Cities of Benicia, Dixon, Fairfield, Rio Vista, Suisun, Vacaville, and Vallejo, and the County of Solano to ensure that the Coordinated Entry System is easily accessible to individuals seeking housing or services; and ensure that the system is advertised so that its availability is known to persons experiencing homelessness or at risk of homelessness.
- Use the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) to conduct client assessments from multiple locations across the CoC.
- Enter data into HMIS and ensure client privacy is maintained for data accessed from HMIS for assessment and referral services.
- Ensure that privacy, safety, and client choice in housing, services, and location are optimized through Coordinated Entry for individuals and families fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, including those who are seeking shelter or services from non-victim service providers. Confirm that data about these populations is not accessible to ordinary HMIS users, is appropriately segregated from other data (e.g., in a private database), and that any data released about this population is aggregate only.
- Produce and update by-name lists and facilitate case conferencing meetings for referrals of clients off the by-name list.
- Coordinate with the CAP Solano JPA, Housing First Solano, the Cities of Benicia, Dixon, Fairfield, Rio Vista, Suisun, Vacaville, and Vallejo, and the County of Solano to recruit more providers to participate in coordinated entry, particularly among the faith based community and those who serve families and youth.
- Attend all meetings of the Coordinated Entry Work Group and CoC General Membership and present progress reports as requested.
- Generate an annual report for the CoC Board and CAP Solano JPA outlining the contributions of the Coordinated Entry Agency.
- Complete and process CAP Solano JPA's tracking forms on a monthly basis. These forms may

relate to topics such as client income, client demographics, services provided, volunteer hours expended, client outcomes, and/or expenditure reports.

b. **Optional Activities.** The applicant is encouraged to take responsibility for completing some or all of the following activities:

- Work as a “housing locator” to initiate and develop relationships with landlords in or near Solano County who can be persuaded to rent appropriate housing to clients being referred by CAP Solano JPA’s Coordinated Entry system.
- Work as a “housing navigator” to identify and recommend specific properties that are a good match for a particular individual or household and to assist clients with the process of moving into those properties.
- Support CAP Solano JPA’s other subcontractors in designing and scheduling appropriate training sessions on Coordinated Entry by helping to identify topics on which Solano area providers would benefit from further education.
- Support CAP Solano JPA’s other subcontractors in ensuring affirmative compliance with fair housing laws, anti-discrimination laws, and equal access requirements by helping to promote and establish appropriate norms in the community.

c. **Staff.** The selected project sponsor shall fulfill the above responsibilities by retaining the following two staff positions, as required by the JPA’s contracted Coordinated Entry agreement (FY 2015) with the U.S. Department of Housing and Urban Development. Please refer to Appendix A for approved job descriptions.

1 FTE Coordinated Entry Specialist @ \$52,159/year + benefits:

- **Outreach Services.** Perform system access point assessments; facilitate client referrals to emergency shelter, housing, and services; and publicize and promote the availability of housing and/or services provided by Housing First Solano.
- **Assessment of Service Needs.** Identify and recommend system adjustments based on performance and demonstrated service gaps. Provide quantitative and qualitative feedback (including recommendations and insights) on the Coordinated Entry System.

0.5 FTE Housing Readiness Specialist/Case Manager @ \$20K/year + benefits

- **Case Management:** Use Coordinated Entry System to provide assessments of participant need for housing and services, monitor and evaluate participant progress, provide information and referrals to other providers, administer counseling, and develop individualized housing and service plans.
- **Housing/Counseling Services:** Provide credit counseling, assist individuals and families in understanding leases, secure utilities, and make moving arrangements. Prepare clients to move into housing by securing photo ID, credit history, rental history, etc.

d. **Memorandum of Understanding (MOU)**. The contracting process will follow selection of a proposal. The funding recipient must certify their acceptance of standard CAP Solano JPA contract terms and conditions. This will include reporting, reimbursement, and monitoring requirements. Please see **Appendix B** for a sample MOU.

## **2. NOTICE OF INTENT TO APPLY**

All applicants should file a Notice of Intent to Apply by emailing [solano@homebaseccc.org](mailto:solano@homebaseccc.org) with the subject line “[Your Agency Name] – Intent to Apply” by 3/7/17 at 5:00 PM PST. Timely, adequate completion of the Intent to Apply will be worth **5 points** toward the 100-point score of the overall application. Completion of the Intent to Apply will also give CAP Solano JAP an opportunity to provide potentially valuable feedback on the applicant’s overall approach prior to preparation and submission of the final application.

In the body of the email, please include:

- The name of the agency or agencies applying for the funding
- The name and contact information of the best person to talk to about the application
- A brief description of how the applicant will approach the project (100 words or less)
- A brief description of why the applicant is qualified for the project (100 words or less)

Note that if your Notice of Intent to Apply is late or missing, the only penalty is that you will lose up to 5 points on your application’s score. However, if your Application itself is late, then your Application will be automatically rejected.

## **3. PROPOSAL REQUIREMENTS**

All applicants should submit a formal proposal by emailing [solano@homebaseccc.org](mailto:solano@homebaseccc.org) with the subject line “[Your Agency Name] – Coordinated Entry Proposal” by 3/15/17 at 3:00 PM PST. The formal proposal will be worth **95 points** out of the 100 points available in the competition. (The other five points will be awarded based on the Notice of Intent to Apply). The formal proposal must address the following in no more than 8 pages:

**Section A: Interest (5 points).** Describe the special needs and challenges presented by chronically homeless and vulnerable homeless persons, and explain why your agency is interested in and committed to serving this population. Please link the project activities to the mission and vision of your organization.

**Section B: Organizational Experience (35 points).** This section shall address:

- **History of performance and compliance.** Describe your agency’s experience and past performance in providing screening, assessment, and referral services, especially to homeless persons with mental and physical disabilities. Include past performance on other HUD-funded projects (including CoC, ESG, HOPWA) or other government projects including outcome performance, compliance, and history of timely reporting.

- **Collaboration and Knowledge of Community Resources.** Discuss your organization's experience collaborating with other agencies in the CoC and knowledge of community referral resources.
- **Cultural Competency.** Describe your agency's cultural competence. Include experience in serving with cultural sensitivity people who are racially, ethnically and religiously diverse; who speak languages other than English; who have a range of physical and mental disabilities; who are Lesbian, Gay, Bisexual or Transgendered; who are Young Adults or Elderly; and who are extremely low-income. Describe the diversity of your board and staff, your agency's non-discrimination policies, and how you ensure that your staff meets the needs of clients with sensitivity toward clients' varied cultural and life experiences.
- **Housing First Approach.** Describe how you will utilize a "Housing First approach" in which assistance is offered and referrals made without requiring compliance with treatment or medication.

**Section C: Staff Qualifications and Experience (10 points).** Describe the experience of the person on staff who will provide staff supervision and management of project activities. Describe how skills and experience of existing staff will ensure success of the coordinated entry project including how staff have provided screening, assessment and referral services to homeless, disabled or other special needs populations in the past. Identify if existing staff will be assigned to this project or if staff will be recruited specifically for this project. Give a timeline for when staff will be available to implement project activities. Describe any training or staff development activities that would be conducted as part of this project. Attach a resume of the person who will provide supervision and the project staff, if staff have already been identified.

**Section D: HMIS Data Quality (5 points).** Confirm whether your organization currently uses HMIS. Describe protocols to ensure that client privacy is ensured in HMIS and that all data entered is complete and accurate. Finally, describe the organization's familiarity with the ServicePoint HMIS system.

**Section E: Implementation Plan (20 points).** This section shall address:

- **Timeline.** Include a timeline for project implementation including the hiring of staff, project evaluation, and benchmarks for project outcomes. Proposed process measures can be included as well as outcome measurements.
- **Access.** Explain how you will support CAP Solano JPA's emphasis on lowering barriers to access so as to ensure that the coordinated entry system is easily accessible to individuals seeking housing or services. Similarly, explain how you will support CAP Solano JPA's efforts to make sure that the system is well advertised so that its availability will be known to persons already experiencing homelessness.

- **Client Challenges.** Please give an example of how you would address a client who presents in a threatening or highly agitated state due to mental illness or active substance use, and how you would address clients who are extremely demanding and angry when the appropriate referral is not what they wanted.
- **Provider Challenges.** Please give an example of how you would address a provider who is upset about and/or refuses to comply with a coordinated entry policy on the grounds that the provider has been conducting its business in its customary manner for decades, and does not want to change its practices.

**Section F: Financial Capacity, Budget and Resources (15 points).** Please provide a budget that explains how you plan to utilize each of the following three resources:

- 1) The \$80,000 in cash HUD funding provided by CAP Solano JPA
- 2) The \$90,000 of in-kind leverage (described above) that can be made available by CAP Solano JPA
- 3) Up to \$40,000 in cash and/or in-kind match that your agency will contribute.

Please include enough detail in the budget to show us what your agency will “bring to the table” in enhancing the performance of this program including other sources of funds, CoC or ESG program activities, office space, operating costs, staff development, or related programs operated by your agency. Please indicate **both** the source of your match **and** how you plan to spend it. Note that CAP Solano JPA is **not** imposing any special restrictions on the source of your match – federal, state, local, private, and/or in-house sources can all be used to provide the requested match.

Maximum points will be awarded for a project that can demonstrate at least 50% of “value-added” resources towards the implementation of this project. If you cannot provide the full \$40,000 match, your application is **still eligible**, but you will not receive maximum points.

Please also provide a brief narrative explaining why your proposed budget is reasonable.

**Mandatory Attachments (5 points):** (not counted against your page limit)

- A signed and dated statement by your agency’s Executive Director stating, “I have reviewed this application, and I hereby certify that the information contained herein is true and accurate to the best of my knowledge.”
- Most recently completed financial audit for two fiscal years
- Proof of nonprofit status (501(c)3 letter)
- Resume(s) of Key Staff and/or the staff responsible for project oversight

#### **4. SUBMITTING YOUR APPLICATION**

- Format:** Please limit your written proposal to no more than eight pages. Attachments are not counted against the page limit. We prefer to receive applications in PDF format, but Microsoft Word format is also acceptable.
- Deadline:** The Notice of Intent to Apply is due on [3/7/17 at 5:00 pm]. If the Notice of Intent to Apply is late, you may submit it anyway, but you will lose up to 5 points. The main application **MUST** be received by [3/15/17 at 3:00 pm]. Late applications will be automatically rejected. There is zero-tolerance policy for late applications.
- Method:** Both the Notice of Intent to Apply and the main application **MUST** be submitted by email to [solano@homebaseccc.org](mailto:solano@homebaseccc.org). If you do not receive an e-mail confirmation of submitting your application, please call Jason Green-Lowe at 415-947-0100 or Genevieve Herreria at 415-788-7961 x 319. **DO NOT** submit proposals by mail, fax or hand delivery. Please put “Solano Coordinated Entry Submission and the Name of your Agency” in the subject line of your application e-mail. Please clearly label your e-mail with the full name of your agency or agencies, and with the contact information of the person at your agency who is responsible for the application. Please address the e-mail to Kathy Lawton-Caesar, Chair of the CAP Solano JPA.

#### **5. FURTHER RESOURCES**

For additional information about coordinated assessment systems, please refer to the following resources.

*Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (pp. 15, 30, 57):*  
[https://www.usich.gov/resources/uploads/asset\\_library/USICH\\_OpeningDoors\\_Amendment2015\\_FINAL.pdf](https://www.usich.gov/resources/uploads/asset_library/USICH_OpeningDoors_Amendment2015_FINAL.pdf)

*24 CFR 578.7: Homeless Emergency Assistance and Rapid Transition to Housing: Continuum of Care Program Interim Rule (Preamble and Regulation):*  
[https://www.hudexchange.info/resources/documents/CoCProgramInterimRule\\_FormattedVersion.pdf](https://www.hudexchange.info/resources/documents/CoCProgramInterimRule_FormattedVersion.pdf)

*CoC Program Toolkit – CoC Responsibilities and Duties – Coordinated Entry:*  
<https://www.hudexchange.info/programs/coc/toolkit/responsibilities-and-duties/>

*HUD Notice CPD-17-01: Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System:*  
<https://www.hudexchange.info/resource/5208/notice-establishing-additional-requirements-for-a-continuum-of-care-centralized-or-coordinated-assessment-system/>



## 6. TIMELINE

February 24, 2017:	RFP Release
March 7, 2017 at 5 PM PST:	Notice of Intent to Apply due to <a href="mailto:solano@homebaseccc.org">solano@homebaseccc.org</a>
March 15 at 3 PM PST:	RFP must be submitted to <a href="mailto:solano@homebaseccc.org">solano@homebaseccc.org</a>
By April 1, 2017:	Awards Announcement
TBD:	Contract Period Begins

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