

**2021**

**Expanding Neighborhood-Specific Outreach**

**Expedited RFQ**

**Application**

**Instructions and Materials**

This Application Instructions and Materials packet contains information and materials for respondents applying for the *2021 Expanding Neighborhood-Specific Outreach Expedited Request for Qualification* (RFQ). The RFQ Guidelines is a separate document that provides background on HSD’s guiding principles and results-based accountability framework, and an overview of the RFQ program requirements. [HSD’s Funding Opportunities webpage](http://www.seattle.gov/humanservices/funding-and-reports/funding-opportunities) provides additional information on proprietary and confidential information; agency eligibility; data collection and reporting; contracting; appeals; expectations for culturally responsive services and the process for selecting successful applications.

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| 1. **Submission Instructions & Deadline**
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**Completed application packets are due by 4:00 p.m. PST on Thursday February 25, 2021.** Applications must be submitted through the [HSD Online Submission System](http://web6.seattle.gov/hsd/rfi/index.aspx). No faxed, e-mailed, or mailed applications will be accepted.

HSD advises uploading application documents several hours prior to the deadline in case you encounter an issue with your internet connectivity which impacts your ability to upload documents. HSD is not responsible for ensuring that applications are received by the deadline. Please note that this expedited RFQ process will not have an appeal process for late submissions or incomplete applications.

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| 1. **Format Instructions**
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1. Applications will be rated only on the information requested and outlined in this funding opportunity, including any clarifying information requested by HSD. Do not include a cover letter, brochures, or letters of support. Applications that do not follow the required format may be deemed ineligible and may **not** be rated.
2. The application should be typed, or word processed on double-sided, letter-sized (8 ½ x 11-inch) sheets. Please use one-inch margins, single spacing, and minimum size 11-point font. Two pages maximum.
3. Organize the application according to the section headings that follow in Section III. For the narrative questions, please include section titles and question numbers. Do not rewrite the questions for specific elements of each question.

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| 1. **Proposal Narrative & Rating Criteria**
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Write a narrative response to section A. Answer each question completely according to the questions. Do not exceed a total of 2 pages for section A.

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| **Narrative Questions** |
| * **Program Design Description *(100 points total)***
	1. Indicate which neighborhoods you intend to serve with funds from this RFQ and how many FTEs you intend to dedicate to each**. (No points)**
* West Seattle, Delridge, South Park, and Rainier Valley vicinities
	+ 1
	+ 2
	+ 3
* Lake City vicinity
	+ 1
	+ 2
* Northwest Seattle vicinity
	+ 1
	+ 2
	1. Partnering with another currently funded outreach program to serve an area or areas is possible under this RFQ. The partnership should enhance the qualities and success of both programs and enhance the programs abilities to provide high-quality services to individuals experiencing homelessness.

Is this application part of a partnership application?* Yes
* No

If Yes, explain the details of the partnership, how it enhances the qualities of both programs, and how it supports the smaller program (if applicable) to be successful under this RFQ**. (No Points)** * 1. For each geographic area selected above describe the characteristics of the neighborhood/s, the characteristics of the housed and unhoused communities in the area, and why your program is the best program to provide outreach services in that community. **(45 points)**
	2. Neighborhood outreach workers providing services through this RFQ should ideally reflect the communities to be served, including Black, Indigenous, and People of Color (BIPOC), and individuals who have lived experience of homelessness. Ideal candidates should also have specific training related to serving individuals with mental health and/or substance use disorders. Please describe your plan to staff positions funded through this RFQ, including recruitment strategies and criteria that will be used to hire outreach staff with these specific qualifications and lived experience. **(45 points)**
	3. If selected for funds under this RFQ describe your agency’s process timeline for quickly hiring staff and having them trained to serve the neighborhoods assigned to you? **(10 Points)**

***Rating Criteria – A strong application meets all of the criteria listed below.**** Questions 1-5: Applicant answered all questions completely.
* Question 2: If a partnership is proposed, applicant clearly outlines the nature of the collaboration, how it will enhance the services and success of both programs as well as the quality of services provided under this RFQ. Applicant’s rationale seems logical and the proposal seems equitable for both programs.
* Question 3: For each geographic area where FTEs are requested the applicant described the characteristics of the neighborhood/s, the characteristics of the housed and unhoused communities in the area, and why their program is the best program to provide outreach services in that community. Information on neighborhoods and communities is detailed and accurate. Rationale for the program’s selection is logical given the community information provided.
* Question 4: Applicant clearly outlines the program’s strategies for recruiting and hiring outreach workers that reflect the communities to be served, including Black, Indigenous, and People of Color (BIPOC), individuals who have lived experience of homelessness, and individuals who have training on serving individuals with mental health and/or substance use disorders.
* Question 5: The applicant has outlined a reasonable plan to build staff capacity under this RFQ in a short period of time.
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| **Total = 100 points** |

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| 1. **Completed Application Requirements**
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**AT APPLICATION SUBMITTAL**

To be considered Complete, your application packet must include the following items, or the application may be deemed incomplete and may not be rated:

1. A completed and signed two-page Application Cover Sheet (Attachment 2).
2. A completed Narrative response (see Sections II & III for instructions).
3. If you are proposing a significant collaboration with another agency, attach a signed letter of intent or collaboration from that agency’s Director or other authorized representative.

**AFTER MINIMUM ELIGIBILITY SCREENING AND DETERMINATION OF A COMPLETED APPLICATION**

If HSD does not already have them on file, any or all of the following documents may be requested after applications have been determined eligible for review and rating. Agencies have four (4) business days from the date of written request to provide requested documents to the RFQ coordinator: Michelle Smith michelle.smith@seattle.gov.

1. A copy of the agency’s current fiscal year’s financial statements reports, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency’s CFO, Finance Officer, or Board Treasurer.
2. A copy of the agency’s most recent audit report.
3. A copy of the agency’s most recent fiscal year-ending Form 990 report.
4. A current certificate of commercial liability insurance. Note: if selected to receive funding, the agency’s insurance must conform to MASA requirements at the start of the contract.
5. Proof of Federal [System for Award Management](https://www.sam.gov/SAM/) (SAM) registration in good standing.

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| 1. **List of Attachments & Related Materials**
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Attachment 1: Application Checklist

Attachment 2: Application Cover Sheet

Attachment 3: Homeless Housing Project Model: Outreach & Engagement

Attachment 4: Encampment Strategies 2021 Outreach Contracts

**2021 Expanding Neighborhood-Specific Outreach Expedited RFQ**

**Application Checklist**

This checklist is to help you ensure your application is complete prior to submission. Please do not submit this form with your application.

**Have you….**

**Read and understood the following additional documents found on the** [Funding Opportunities Webpage](http://www.seattle.gov/humanservices/funding-and-reports/funding-opportunities)**?**

[ ]  Proprietary and Confidential Information

[ ]  HSD Agency Minimum Eligibility Requirements

[ ]  HSD Client Data and Program Reporting Requirements

[ ]  HSD Contracting Requirements

[ ]  HSD Fiscal Sponsor Requirements

[ ]  HSD Funding Opportunity Selection Process

[ ]  HSD Appeal Process

[ ]  HSD Commitment to Funding Culturally Responsive Services

[ ]  HSD Guiding Principles

[ ]  HSD Master Agency Services Agreement Sample

[ ] **Completed and signed the 2-page Application Cover Sheet (Attachment 2)?\***

* If your application names specific partner agencies, representatives from these agencies must also sign the application cover sheet.
* If your application names a fiscal sponsor, authorized representatives from this agency must have read and understood the HSD Fiscal Sponsor Requirements document and must sign the application cover sheet.

[ ]  **Completed each section of the Narrative response?**

* Must not exceed 2 pages (8 ½ x 11), single spaced, double-sided, size 11 font, with 1-inch margins.

A completed narrative response addresses all the following:

[ ]  **Program Design Description (100%)**

* + *There should be a separate section for each service component you have selected. To avoid repeating yourself, it is acceptable to refer to a previous service component where appropriate (e.g. “same as previous component”).*

If you are proposing a significant collaboration with another agency, have you attached a signed letter of intent from that agency’s Director or other authorized representative?\*

**\****These documents do not count against the 2-page limit for the proposal narrative section.*

All applications are due to the City of Seattle Human Services Department by **4:00 p.m. PST on Thursday, February 25, 2021.**  Application packets received after this deadline will not be considered.

See Section I for submission instructions.

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**City of Seattle**

**Human Services Department**

**2021 Expanding Neighborhood-Specific Outreach RFQ**

**Application Cover Sheet**

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| 1. Applicant Agency:
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| 1. Agency Executive Director:
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| 1. Agency Primary Contact
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|  | Name: |       | Title: |       |
|  | Address: |       |
|  | Email: |       |
|  | Phone #: |       |
| 1. Organization Type
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|  | [ ]  Non-Profit | [ ]  For Profit | [ ]  Public Agency | [ ]  Other (Specify):       |
| 1. Federal Tax ID or EIN:
 |       | 1. DUNS Number:
 |       |
| 1. WA Business License Number:
 |       |
| 1. Proposed Program Name:
 |       |
| 1. Funding Amount Requested:
 |       |
| 1. Partner Agency (if applicable):
 |       |
|  | Contact Name: |       | Title: |       |
|  | Address: |       |
|  | Email: |       | Phone Number: |       |
|  | Description of partner agency proposed activities:       |
|  | Signature of partner agency representative: Date: |
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| **Authorized physical signature of applicant/lead organization**  |
| *To the best of my knowledge and belief, all information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all contractual obligations if the applicant is awarded funding.* |
|  Name and Title of Authorized Representative:  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  Signature of Authorized Representative:  |  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date:  | \_\_\_\_\_\_\_\_\_\_ |
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**Homeless Housing Project Model**

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| **Outreach & Engagement**  |

Outreach & Engagement services are coordinated, person centered, and persistent, bringing services directly to the people experiencing homelessness who might not seek out services and connecting them to permanent housing and necessary supports.

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| **Population** | Outreach and Engagement services will support families, individuals, youth, and young adults who are experiencing homelessness. The focus is on those living unsheltered (street-based) and youth and young adults (housing navigators).  |
| **Eligibility Requirements** | Eligibility for street-based outreach includes people living unsheltered in Seattle. Eligibility for Youth/Young Adult Housing Navigators includes homeless young adults, including young parents, who request a CEA housing assessment; ages 17.5 to 24; literally homeless (non-housing), in shelter, or within 14 days to eviction. |
| **Eligible Use of Funds** | Eligible costs vary, but primarily include meeting immediate needs (ex. transportation, food assistance), connections with supportive services (ex. documentation replacement), and placement into housing (ex. diversion, move-in costs).  |
| **Recommended Staff Roles and Staffing Levels** | Staffing ratio needs to support relationship development and housing-focused services. Case management services should be tailored to meet the needs of people where they are, both their level of need and geographically. The role of the outreach staff is to develop relationships, engage in creative solutions to identify housing opportunities, and support movement to stable housing.  |
| **Core Components/Best Practices** | Assessment and Service Provision Competency: * Able to establish a trusting relationship with the individual experiencing homelessness
* Qualified to conduct and document a reliable needs assessment which includes: behavioral health; substance use, treatment status, and harm reduction measures; physical health; disability; housing; employment; household composition; and geographic considerations
* Establish connections to community services that meet their needs, including providing intensive and ongoing support to navigate processes and systems that are often complex
* Dedicate adequate resources to ensure staff can walk with participants through the referral process, as needed, including following up on referrals to confirm a successful connection and ensure the participant is receiving appropriate services.
* Secure shelter/housing services based on what the participant wants, without prerequisites such as sobriety, project completion, or medication compliance

Housing System Competency: * Ability to access the housing system in order to support participants to exit homelessness
* Housing First: Coordinated Entry for All (CEA); By Name List coordination efforts; low barrier shelters; sanctioned encampments; motels; diversion funds
* Housing navigation/Case management services
* Flexible funds

Behavioral and Physical Health Competency: * Directly refer participants to licensed behavioral health and/or physical health care services, verify services are provided either where the individual resides or at the behavioral health provider’s location, and coordinate care with any existing provider working with the individual.
* Trained in harm reduction practices including: providing information on rights related to drug overdose (e.g. Good Samaritan Law); drug treatment options, including Medication Assisted Treatment (Buprenorphine and Methadone); and focusing on minimizing physical, social, and legal harms. Street based outreach project staff should have additional training on safe needle exchange & disposal and carrying, using, and training others to use Narcan.
* Execute harm reduction practices where needed and in accordance with the standards set forth by the National Health Care for the Homeless Council

Training, Supervision and Safety Competency: * Trained in best practices, including: Engaging in person centered approach, trauma informed care, motivational interviewing, skill based assessments, stages of change/engagement; Clarity general training, Coordinated Entry for All (CEA) housing assessor training, and Diversion.
* Perform duties in pairs to practice adequate safety and backup for outreach workers when providing street-based services, DMHPs, and WSDOT.
* Trained in self-care practices related to secondary trauma and burn out.

Cultural Competency: A provider must have a policy for how they will work with the following groups in compliance with City non-discrimination laws and racial equity principles: Those affected by domestic violence; physical disabilities; intellectual disabilities; LGBTQIA community and resources; immigrants/refugees.  |
| **HSD Performance Indicators (Performance targets and minimum standards)** | Service Level Targets/Minimum Standards:System performance measures may include: * Moving people into shelter, transitional, or permanent housing
* Completing, or confirming the completion of, a Coordinated Entry for All assessment
* Linking people to outpatient mental health, and physical health treatment, (e.g., confirmed attendance at a clinical visit).
* Supporting participants, once in housing, with six months of aftercare support.

Providers may also be required, depending on project objectives, to measure:* Syringe distribution
* Narcan training and distribution
* Referrals to medically assisted treatment (MAT) and other substance use treatment
* Placement in employment
* Obtaining IDs
* Securing financial assistance, such as public benefits
* Participant-centered goal setting related to physical or behavioral health.
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 Attachment 4

**Encampment Strategies**

**2021 Outreach Contracts**

*In addition to performing self-directed outreach, City-funded outreach providers must participate in HOPE Team guided encampment strategies.*

The HOPE Team will request providers provide services at encampments considered high priority for the City. High priority encampments are those that are creating significant hazards, impacting critical infrastructure, impacting construction or maintenance areas, or impacting park or business access. High-priority encampments may also include locations where an individual’s wellbeing is in-question and the individual may need services.

High priority encampments may be one individual or many, and may include tents, structures, bedrolls, or RVs.

Outreach strategies to address high priority encampments may include:

* Supporting individuals to access shelter or housing resources.
* Supporting individuals in moving to another location of their choosing. Note, the City will not identify appropriate or inappropriate alternate locations for individuals remaining outdoors.
* Support in keeping one side of a sidewalk completely clear of encampments for full pedestrian passage.
* Support in keeping a sidewalk partially passable and free from belongings.
* Supporting an individual or encampment in managing belongings and trash
* Supporting an individual or encampment in managing behavioral impacts on surrounding neighborhood.
* Checking on an individual’s welfare
* Supporting individuals by sharing fire risk mitigation information
* Assessing general needs at a site to inform broader outreach strategies and service needs
* Being present onsite or nearby on the day of a scheduled MDAR removal to connect individuals to services or supports.

Note: High priority encampments may be subject to MDAR removal if the site’s impacts cannot be remedied by outreach strategies alone.