

# 2019 Outreach Request for Qualification (RFQ) Information Session

02/27/2019

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Human Services Department



City of Seattle

# Session Agenda

- Introduction
- Background
- Timeline
- HSD Theory of Change
- Investment Area and Program Requirements
- Submission Instructions
- Review and Rating Process
- Tips
- Appeal Process
- Q & A



# Introduction

- This 2019 Outreach RFQ is a closed, expedited funding process for and is only being made available to agencies who previously applied for Outreach and Engagement funding through the 2017 Homeless Investments Request for Proposal (RFP), and met minimum qualifications during application review, and/or agencies currently funded by HSD to provide Outreach services.
- Approximately \$244,400 is available through the City General Fund
- Funding awards will be made for the period of April 15, 2019-December 31, 2019



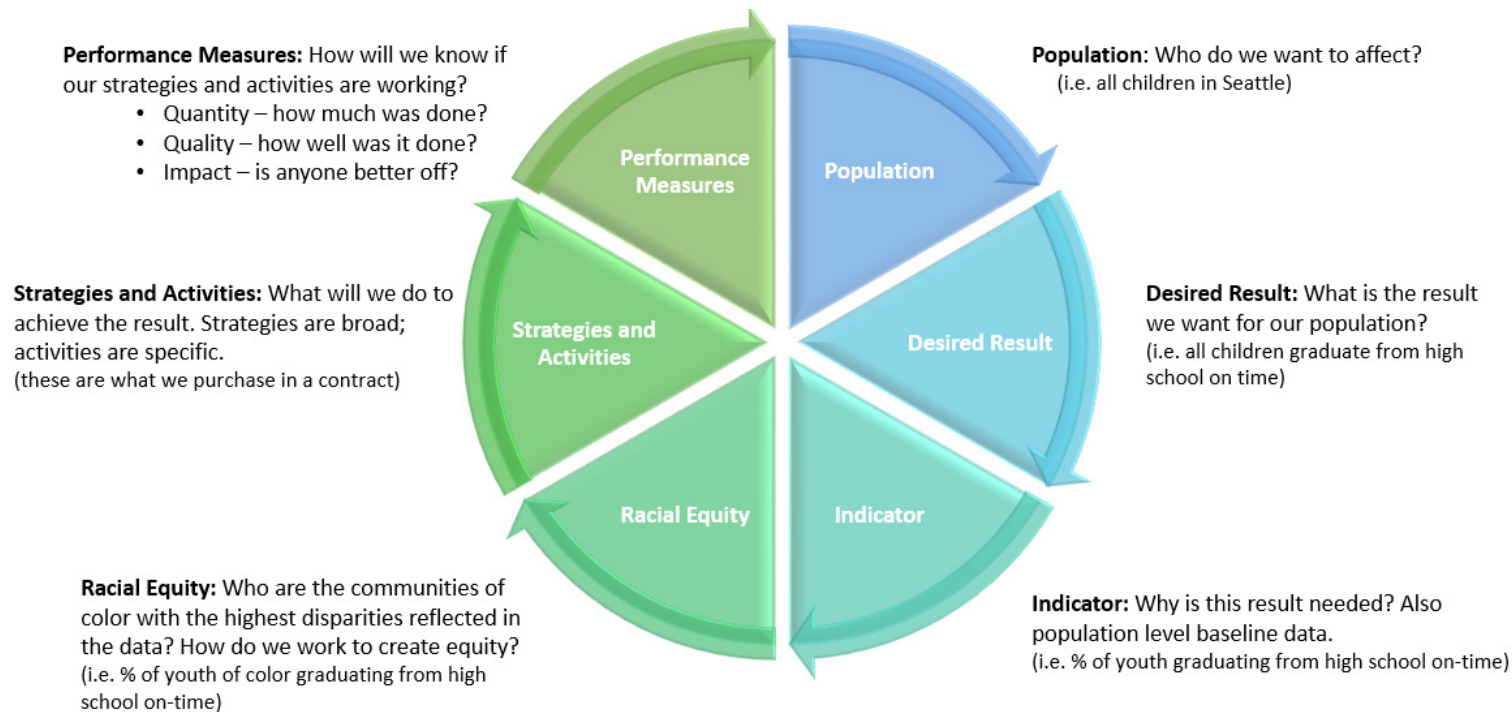
## Timeline

<b>Funding Opportunity Released</b>	<b>Monday, February 25, 2019</b>
<b><u>Information Session 1*</u></b>	<p>Wednesday, February 27, 2019            9:30 – 10:30 a.m.  <u>Seattle Municipal Tower</u>            19<sup>th</sup> Floor (room 1940)</p>
<b>Online Information Session (SKYPE) 2*</b>	<p>Friday, March 1, 2019            10:00 – 11:00 a.m.            Log-in information will be provided to agencies via an Outlook appointment.</p>
<b>Last Day to Submit Questions</b>	Wednesday, March 6, 2019
<b>Application Deadline</b>	Tuesday, March 12, 2019 by 4:00 p.m.
<b>Clarifying Questions, if needed</b>	Wednesday, March 20, 2019
<b>Planned Award Notification</b>	Monday, April 1, 2019
<b>Contract Start Date</b>	Monday, April 15, 2019



# HSD Theory of Change

Uses Results-Based Accountability and leads with race



# Program Requirements (pg. 4)

- Service/Program Model
- Client Eligibility
- Populations
- Service Components
- Key Staff
- Performance Measures
- Participant Data and Reporting



# Client Eligibility (pg. 4)

- People living unsheltered in Seattle
- Located in one of the three identified neighborhoods:  
First Hill, Capitol Hill, Chinatown-International District



# Population (pg. 5)

- 2017 Homeless Investments RFP documents available on the [HSD Funding Opportunities Webpage](#)
  - Theory of Change
  - Priority Population
  - Focus Populations
- “By percentages, Blacks and African Americans have the highest disparity of those experiencing homelessness.”

*\*2016 Census data, 2015 HMIS data. Blacks and African Americans comprise 6.2% of the population of King County and represent 41% of the homeless population.*





# Service/Program Model (pg. 4)

Outreach services are defined as efforts to approach and engage someone with the objective of developing a relationship of trust and connecting that person with resources.

Services may include addressing a person's survival needs, providing health and other education, facilitating access to available services such as diversion or emergency shelter, and establishing ongoing, trusting relationships.



# Service/Program Model (pg. 5)

- In addition to outreach directly to people who are homeless, the staff person will serve as the point of contact for neighbors, including businesses, who are interested in maintaining or creating safe and vibrant communities and generating solutions to homelessness.
- Successful applicants will be required to participate in meetings and trainings alongside other outreach providers to further develop the City of Seattle outreach continuum. This learning community will share best practices, learn from one another, and network.



# Service/Program Model

(2017 Homeless Investments RFP Appendix D)

## 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.

<b>Population</b>	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).
<b>Eligibility Requirements</b>	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.



## Key Staff (pg. 5 )

- The Outreach investment will result in contracts for one to three total providers of outreach services and up to three full-time outreach staff to serve the three identified neighborhoods.
- 2017 Homeless Investments RFP Appendix D for reference



# Performance Measures (pg. 6)

- HSD expects outreach services to transition people from homelessness to housing by contracting for the performance commitments below:
  - # Households receive outreach
  - 60% Households receive a referral to emergency shelter or an authorized encampment



# Submission Instructions (pg. 8)

- Applications due on Tuesday, March 12, 2019 by 4:00 p.m.
- Mail or hand deliver to:
  - Seattle Human Services Department
  - Request for Qualification Response – 2019 Outreach
  - ATTN: Jess Chow**
  - 700 Fifth Ave, Suite 5800
  - P.O. Box 34215
  - Seattle, WA 98124-4215



# Submission Instructions (pg. 8)

- Applications due on Tuesday, March 12, 2019 by 4:00 p.m.
- Online at: <http://web6.seattle.gov/hsd/rfi/index.aspx>.
- **No faxed or e-mailed submissions**
- Applications must be complete and on-time



# HSD Online Submission System (pg. 8)

- The system is NOT an online Application – no saving
- You may upload files up to a maximum of 100 MB
- Acceptable file types include: .pdf .doc .docx .rtf .xls .xlsx
- There are required fields to be completed. ***Ensure you allow sufficient time to complete the steps in order to submit your application by the deadline.***
- The system automatically sends a confirmation to all e-mail addresses you enter.





# Complete Applications (pg. 9)

Late applications will not be accepted. **HSD is not responsible for ensuring that applications are received by the deadline.**

Applications must include:

- Application Cover Sheet with a physical signature
- Narrative Responses (10-page limit)
- Proposed Program Budget and Proposed Personnel Detail Budget forms (12 months)
- Current Board of Directors roster
- Minutes from last three Board of Directors meetings



## Fiscal Documents (pg. 10)

- Agencies for which we have current financial and insurance documents will not be required to resubmit
- Agencies for which we have incomplete or no financial and/or insurance documents will be notified by the Coordinator and required to submit ALL requested documents within 4 business days from the date of written request
- Financial and Insurance documentation that may be requested are listed in Section III. of the Application



## Rating Criteria (pg. 10)

Category	Points
A. Program Design Description	22 points
B. Commitment to Racial Equity and Person-Centered Care	22 points
C. Budget	6 points
Total	50 points



# Review and Rating Summary (pg. 7)

- Applications submitted
- Rating committee reviews complete applications
- Fiscal review
- Final recommendations to HSD Director
- Agency and public announcement



# Tips

- Follow the required format defined in the Guidelines
- Be specific, detailed, and concise
- Answer all questions and in the context of your proposed program
- Submit an accurate budget; double check your numbers
- Write a budget narrative



## Tips (continued)

- Have someone else read your application before submitting
- Use the application submission checklist
- Review the Online Submission Assistance Page for helpful information: <http://web6.seattle.gov/hsd/rfi/help.aspx>
- ***E-mail questions by the Q&A deadline Wednesday, March 6, 2019: Jess Chow at [jess.chow@seattle.gov](mailto:jess.chow@seattle.gov)***



# Appeal Process

## (HSD Funding Opportunities)

- Applicants have the right to protest or appeal certain decisions in the award process
- Grounds for Appeals:
  - Violation of policies outlined in the Funding Process Manual
  - Violation of policies or failure to adhere to guidelines or published criteria and/or procedures established in the funding opportunity



# Appeal Process Cont.

## Appeals Deadlines:

- Appeals must be received within four (4) business days from the date of written application status (award/denial)
- A written decision by the HSD Director will be made within four (4) business days of the receipt of the appeal. The HSD Director's decision is final.

No contracts resulting from the solicitation will be executed until the appeal process has closed. An appeal may not prevent HSD from issuing an interim contract for services to meet important client needs.





# Questions?

- Questions & Answers posted on RFQ website
- Only written answers are official
- Contact Jess Chow at [jess.chow@seattle.gov](mailto:jess.chow@seattle.gov) with questions prior to March 6, 2019
- Any issues and/or questions about the online submission system, contact Mari Sugiyama, Funding Policy and Process Advisor, at (206) 684-0130 or [mari.sugiyama@seattle.gov](mailto:mari.sugiyama@seattle.gov)

