



Seattle
Human Services

2021

***Expanding Neighborhood-Specific Outreach
Expedited Request for Qualifications (RFQ)***

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2021
Expanding Neighborhood-Specific Outreach
Expedited RFQ

GUIDELINES

I. Introduction

The Homeless Strategy & Investment (HSI) Division of the City of Seattle Human Services Department (HSD) is seeking applications from Outreach & Engagement partners to provide neighborhood-specific street outreach to homeless individuals in West Seattle, Delridge, South Park, and Rainier Valley, Lake City and Northwest Seattle. This expedited Request for Qualifications (RFQ) is competitive and open to HSI funded homeless outreach programs that meet the standard [HSD Agency Minimum Eligibility Requirements](#) and any additional requirements outlined in Section IV of the Guidelines. This funding process will add seven full-time equivalent (FTE), geographically-specific outreach positions to the outreach continuum. Positions will be distributed as follows:

- 3.0 FTEs covering West Seattle, Delridge, South Park, and Rainier Valley vicinities
- 2.0 FTEs covering Lake City vicinity
- 2.0 FTEs covering Northwest Seattle vicinity

\$768,000 is available to be distributed through this expedited RFQ from the following source:

Fund Sources	RFQ Amount
<i>HSD General Fund HOM-004-C-001</i>	\$768,000
Total	\$768,000

HSD intends to fund between one and seven proposals for the remainder of the 2021 calendar year. Total funding would reflect the number of FTEs awarded, not to exceed approximately \$109,000 per FTE. Funding would include staffing costs as well as indirect services.

This expedited RFQ is a closed process for homeless outreach and engagement programs with existing Seattle Human Services Department contracts. In this funding process HSD seeks to contract with providers who represent Black, Indigenous and People of Color (BIPOC), BIPOC communities and people with lived experience of homelessness.

All materials and updates to this expedited RFQ are available on [HSD's Funding Opportunities webpage](#). HSD will not provide individual notice of changes, and applicants are responsible for regularly checking the web page for any updates, clarifications, or amendments. HSD will have no responsibility or obligation to pay any costs incurred by any applicant in preparing a response to this funding opportunity or in complying with any subsequent request by HSD for information or participation throughout the evaluation and selection process.

Questions about the *2021 Expanding Neighborhood-Specific Outreach Expedited RFQ* may be sent to Michelle Smith, Planning and Development Specialist at michelle.smith@seattle.gov. The last day to submit questions will be Tuesday, February 23, 2021 at 4:00 P.M. Questions and responses will be posted on [HSD's Funding Opportunities webpage](#) in the RFQ Materials section by Wednesday, February 24, 2021 at 4:00 pm.

II. Timeline

Funding Opportunity Released	Thursday 2/18/21
Information Session (Participation is recommended but not required)	<p>Friday, 2/19/21 Time 2:00-4:00 PM https://seattle.webex.com/seattle/j.php?MTID=m69d933cf88a382ce2bf9040b42c75529 Join by meeting number Meeting number (access code): 187 095 1377 Meeting password: hJmMp3yrM93</p> <p>Tap to join from a mobile device (attendees only) +1-206-207-1700,1870951377## United States Toll (Seattle) +1-408-418-9388,1870951377## United States Toll</p> <p>Join by phone +1-206-207-1700 United States Toll (Seattle) +1-408-418-9388 United States Toll</p>
Last Day to Submit Questions	Tuesday 2/23/21 4:00 pm
Application Deadline (electronic only)	Thursday, 2/25/21 4:00pm
Planned Award Notification	Monday, 3/1/21 5:00pm
Estimated Contract Start Date	Monday, 3/1/2021

*Please contact expedited RFQ coordinator for accommodation requests: Michelle Smith, michelle.smith@seattle.gov.

HSD reserves the right to change any dates in this expedited RFQ timeline. All changes will be updated on <http://www.seattle.gov/humanservices/funding-and-reports/funding-opportunities>

III. Investment Area Background & Program Requirements

This \$768,000 investment will provide seven new Full Time Equivalent (FTEs) for homelessness outreach and engagement services using a neighborhood-specific approach in which outreach workers develop relationships with unsheltered individuals over an extended period. To the degree possible, the neighborhood outreach workers providing services through this contract should reflect the communities to be served, including Black, Indigenous, and People of Color (BIPOC) individuals who have lived experience of homelessness. Outreach workers providing services through this contract should also have or, or be provided, trainings related to serving individuals with mental and behavioral health and substance use disorders.

The outreach workers funded by this RFQ will conduct proactive outreach and engagement; build trusting relationships with people who are unsheltered; work with unsheltered individuals to develop plans to access housing and stabilize; assess eligibility for and facilitate connections to housing and other services; and support community health and safety. In addition to performing general outreach, activities under this contract will also include partnering with the HOPE Team to support individuals at City-identified high-priority sites to access shelter, housing, or other living arrangements of the individuals' choosing (see Attachment 4 titled *Encampment Strategies 2021 Outreach Contracts*). To the degree possible, neighborhood outreach workers will provide problem-solving, education, and information to businesses, Business Improvement Associations (BIAs), and community members in the neighborhoods where they are active.

A. Overview of Investment Area

Outreach services are coordinated, person-centered interactions that bring services directly to people experiencing homelessness, including individuals in RVs or vehicles. The goal of outreach and engagement is to create a pathway to permanent housing and other necessary supports. The number of FTE assigned to the specified geographic locations and neighborhoods are designed to meet known coverage gaps in City-wide outreach services. Three FTEs would cover West Seattle, Delridge, South Park, and the Rainier Valley; two FTEs would cover the Lake City area; and two FTEs would cover Northwest Seattle.

B. Service/Program Model

Service/program model for this RFQ mirrors 2021 outreach contract language (**See Attachment 3**)

C. Criteria for Eligible Clients

Eligible clients are individuals who are living unsheltered in the City of Seattle, including individuals who are living in RVs or vehicles.

D. Priority Population and Focus Population

Priority populations are identified as a group (or groups) comprising a specific demographic (seniors, youth, families, etc.) or having a specific issue in common (homelessness, mental health, violence involved, etc.).

Focus populations are identified as specific racial or ethnic groups within the priority population and with data showing the highest disparities in the investment area. Priority populations and focus populations for this funding are based on HSD's results-based accountability framework and ensures that the department's investments are dedicated to addressing disparities in the population.

Priority and focus populations for this investment opportunity include:

- Individuals experiencing unsheltered homelessness, including individuals residing in RVs or vehicles.
- Black, Indigenous, People of Color (BIPOC) experiencing unsheltered homelessness.
- People experiencing barriers to services due to behavioral health and substance use disorders.

Applicants should demonstrate an intention and plan to address disparities associated with the priority and focus populations.

E. Expected Performance Commitments

Performance commitments under this funding opportunity will align with performance commitments in the program's forthcoming 2021 HSD outreach contract. Until 2021 contracts are executed the performance commitments will mirror programs' existing 2020 contracts.

In addition to the standard HSD requirements found on the [HSD Funding Opportunities Webpage](#), applicant agencies must meet the following criteria:

FTE's awarded under this funding opportunity will be expected to provide services within the neighborhood or geographic region for which they are funded, as well as adhere to the data collecting and reporting requirements listed in the program's forthcoming 2021 HSD outreach contract. Until 2021 contracts are executed the performance commitments will mirror programs' existing 2020 contracts.



Seattle Human Services

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](#) 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.

I. Submission Instructions & Deadline

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](#). 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.

II. Format Instructions

- A. 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.
- B. 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.
- C. 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.

III. Proposal Narrative & Rating Criteria

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.

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

2. 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)**

3. 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)**
4. 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)**
5. 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.

Total = 100 points

IV. Completed Application Requirements

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](#) (SAM) registration in good standing.

V. List of Attachments & Related Materials

- 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](#)?

- 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.



**City of Seattle
Human Services Department**

**2021 Expanding Neighborhood-Specific Outreach RFQ
Application Cover Sheet**

1. Applicant Agency:

2. Agency Executive Director:

3. Agency Primary Contact

Name:

Title:

Address:

Email:

Phone #:

4. Organization Type

Non-Profit

For Profit

Public Agency

Other (Specify):

5. Federal Tax ID or EIN:

6. DUNS

Number:

7. WA Business License Number:

8. Proposed Program Name:

9. Funding Amount Requested:

10. Partner Agency (if applicable):

Contact Name:

Title:

Address:

Email:

Phone Number:

Description of partner agency proposed activities:

Signature of partner agency representative: _____ Date: _____

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: _____

Homeless Housing Project Model

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.

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	<p><u>Assessment and Service Provision Competency:</u></p> <ul style="list-style-type: none"> • 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 <p><u>Housing System Competency:</u></p> <ul style="list-style-type: none"> • 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

	<p><u>Behavioral and Physical Health Competency:</u></p> <ul style="list-style-type: none"> • 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 <p><u>Training, Supervision and Safety Competency:</u></p> <ul style="list-style-type: none"> • 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. <p><u>Cultural Competency:</u> 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.</p>
<p>HSD Performance Indicators (Performance targets and minimum standards)</p>	<p>Service Level Targets/Minimum Standards:</p> <p>System performance measures may include:</p> <ul style="list-style-type: none"> • 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. <p>Providers may also be required, depending on project objectives, to measure:</p> <ul style="list-style-type: none"> • 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.

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.