

## Atlanta Continuum of Care

### Introduction

Partners for HOME (“PfH”), on behalf of the Atlanta Continuum of Care, is releasing this ECHO Healing Center & Residences grant application to identify qualified nonprofit provider(s) to deliver Supportive Services and Site Manager services for the ECHO Healing Center & Residences project funded through HOME-ARP. Selected provider(s) will support HOME-ARP qualifying populations through non-congregate shelter operations, including clinical and behavioral health coordination, housing stabilization services, on-site operations management, and coordination of resident care and transitions to permanent housing. PfH is a nonprofit organization that serves as the Collaborative Applicant for the Atlanta Continuum of Care (CoC) — a Housing and Urban Development (HUD) program that promotes community-wide commitment to the goal of ending homelessness and provides funding for efforts by nonprofit providers and state and local governments to quickly rehouse people impacted by homelessness. Its mission is to coordinate a comprehensive crisis response system to end homelessness in the City of Atlanta. *Partners for HOME does not discriminate based on race, color, religion, gender, sexual orientation, national origin, age, or disabilities in hiring practices or service provision.*

### Project Overview

#### **ECHO Healing Center & Residences - Site Manager:**

This opportunity seeks an experienced nonprofit provider to serve as the Site Manager for the ECHO Healing Center & Residences, a non-congregate shelter program serving HOME-ARP qualifying populations in the City of Atlanta. Residents will reside in private units and are expected to stay an average of 3 to 9 months, with a strong focus on stabilization and transition to permanent housing.

The ECHO Healing Center & Residences is designed as a phased housing model that combines Non-Congregate Shelter (NCS) and future Permanent Supportive Housing (PSH) on a single campus. The property will initially operate as a 60-unit NCS program, with a planned future transition of a portion of the units to PSH in accordance with HOME-ARP requirements.

The selected provider will oversee day-to-day site operations and provide 24/7 on-site management to support a safe, stable, and trauma-informed living environment for residents. Responsibilities will include facility operations coordination, safety and security oversight, intake and discharge logistics, resident engagement, access control, meal service coordination, incident response, and coordination with the supportive services provider and external partners to support continuity of care and successful housing outcomes.

#### **Anticipated Award**

Respondents are expected to provide site management services for a 60-resident non-congregate shelter program during the initial grant year and should submit a budget proposal that reflects the staffing, operational, safety, meal service, and facility coordination needs necessary to support a safe, stable, and trauma-informed living environment. Providers should also demonstrate their ability to coordinate effectively with the supportive services provider and external partners to support resident stabilization and successful transitions to permanent housing.

## General Information

**This section will be reviewed by internal and external reviewers.**

This **Non-congregate Shelter Site Manager** funding opportunity is part of the Atlanta CoC homeless response plan. The following documents will be uploaded as part of the application:

- FY25 organizational budget
- Two years of audited financials *or* internal financial statements to include a State of Financial Position (Balance Sheet), Statement of Activities(Profit & Loss)
- Financial Policies and Procedures (organizations funded by PfH in the past 12 months do not need to submit)
- Data Quality Submission report for the period of Oct 1 - Dec 31, 2025

**\* 1. Organization and Contact Information.** Provide the information below for the application's point of contact.

Name of Organization

Organization Tax ID (EIN)

Organization Founding Year

Application Contact Name

Application Contact Email

### Threshold Section

**2. Nonprofit:** Is your organization a 501(c)(3) nonprofit organization? This is a required eligibility criterion for this funding opportunity.

Yes

No

\* 3. **Conflicts of Interest.** Does your agency have any conflicts of interest to disclose? If yes, please detail it here. If no, please enter N/A.

\* 4. **HMIS:** Will your organization use the homeless management information system ClientTrack for this project?

- We currently use ClientTrack and will use it for this project.
- We do not currently use ClientTrack but will use it for this project.
- We do not currently use ClientTrack and will not use it for this project.

## Experience Section (30 points total)

\* 5. **Length of Experience.** How long has the organization provided homeless services in the below CoCs?

Atlanta CoC	<input type="text"/>
Balance of State	<input type="text"/>
Cobb CoC	<input type="text"/>
DeKalb CoC	<input type="text"/>
Fulton CoC	<input type="text"/>
Other CoC (Please share name and years)	<input type="text"/>

6. **Subpopulation Experience.** Please check all subpopulations your agency has experience with:

- Domestic Violence
- Youth
- LGBTQ+
- Veterans
- Families
- Chronic

\* 7. **Team Contacts.** List the name and title of staff contacts in the following areas:

Administration (person responsible for organization management)

Finance (person responsible for grants management and submitting expenses)

Programs (person responsible for leading and managing project implementation)

Performance (person responsible for monitoring HMIS data, project outcomes and submitting performance reports)

\* 8. **Housing First.** Give a specific example of how your agency incorporates Housing First when working with clients. If your agency does not currently incorporate Housing First with clients, how will you incorporate this practice model in the proposed project? (1,000 character limit)

\* 9. **Cultural and Linguistic Competencies.** Give a specific example of how your agency incorporates cultural and linguistic competencies when working with clients. If your agency does not currently incorporate cultural and linguistic competencies with clients, how will you incorporate this practice model in the proposed project? (1,000 character limit)

\* 10. **Trauma-Informed Care.** Give a specific example of how your agency incorporates trauma-informed care when working with clients. If your agency does not currently incorporate trauma-informed care competencies with clients, how will you incorporate this practice model in the proposed project? (1,000 character limit)

\* 11. **Representation.** Give a specific example of how Black and Indigenous People of Color (BIPOC) inform decision-making of the organization. (1,000 character limit)

\* 12. **Representation.** What percentage of agency's Board, Leadership and Program Staff identify as a BIPOC?

Board

Staff Leadership

Program Staff

\* 13. **Lived Expertise.** Give a specific example of how persons with lived expertise (PLE) inform decision-making of the organization. (1,000 character limit)

\* 14. **Lived Expertise.** What percentage of the agency's Board, Leadership and Program Staff identify as PLE?

Board

Staff Leadership

Program Staff

\* 15. **Financial Management.** Describe your organization's ability to manage grant funds. Include software used to aid in isolating grant expenses and revenues as well as procedures for reporting financial updates to funders. (1,000 character limit)

\* 16. **Grant Management.** Has the Atlanta CoC previously funded your organization for a similar project?

Yes. Please answer questions 17 and 18 and write N/A for 19.

No. Please answer question 19.

17. **Grant Management.** If the Atlanta CoC **has previously** funded your organization for a similar project, please indicate the average number of days your financial draw submissions were late. **This may be verified.**

- 0 - 5 days late on average
- 6 - 15 days late on average
- 16 - 30 days late on average
- 31+ days on average

18. **Grant Management.** Explain any circumstances that contributed to late submissions and what steps have been taken to improve timeliness.

19. **Grant Management.** If the Atlanta CoC **has not** previously funded your organization for a similar project, please describe the processes, internal controls, or staff capacity you will use to ensure draw submissions are completed accurately and submitted on time.

\* 20. **Grant Management.** Has your organization previously lost funding from the Atlanta CoC? Please share details that led to the loss of funds. Also, detail if you have not lost funding. **This may be verified.**

\* 21. **Grant References.** Provide contact information for two funders who have awarded your agency a grant of a similar size to the amount you are requesting in this application. These references cannot be the Atlanta CoC. **This may be verified.**

Grantor 1 Name

Grantor 1 Point of Contact

Point of Contact 1 Email

Point of Contact 1 Phone

Amount of Grant 1

Purpose of Grant 1

Grantor 2 Name

Grantor 2 Point of Contact

Point of Contact 2 Email

Point of Contact 2 Phone

Amount of Grant 2

Purpose of Grant 2

## Project Details and Reporting

**This section references project components from the Atlanta CoC's Data Quality Plan. This section will be reviewed by internal and external reviewers.**

### Project Section (35 points total)

\* 22. **Site Manager.** Describe the agency's plan for implementing the program components listed below. Please provide a detailed explanation with examples of how your agency will:

1. Provide 24/7 on-site coverage to manage daily operations, respond to incidents, and maintain a safe and stable environment for residents.

2. Coordinate intake logistics and unit assignments, including preparing units for move-in, managing bed/unit availability, and facilitating smooth move-in and discharge processes in coordination with the supportive services provider.

3. Implement safety and security protocols, including incident response, de-escalation, and coordination with emergency services when necessary.

4. Enforce house rules and program policies in a consistent, trauma-informed manner to support a structured and respectful living environment.

5. Manage facility operations and maintenance coordination, including tracking work orders, ensuring cleanliness, and maintaining safe and habitable conditions across all units and common areas.

6. Oversee access control and visitor management, including monitoring entry/exit, managing keys or access systems, and enforcing guest policies.

7. Maintain front desk and administrative operations, including documentation of incidents, visitor logs, occupancy tracking, and daily operational records.

8. Monitor resident conduct and address conflicts, including responding to disputes, supporting de-escalation, and documenting and escalating issues as appropriate.

9. Coordinate closely with the supportive services provider, including regular communication to align on resident needs, support service delivery logistics, and ensure continuity of care.

10. Track and report on operational performance, including occupancy, unit turnover timelines, incident frequency, and other key operational indicators.

11. Coordinate on-site meal services, including meal planning, food preparation, food safety, and meal distribution for residents, where funding permits. Providers should describe their ability to operate a commercial kitchen and provide consistent, nutritious meals, including accommodations for dietary restrictions.

23. **Project Ramp Up.** How long will it take the agency to ramp up for this project after grant execution (e.g. hire and train staff, provide coverage for current staff, etc.)

- 1-30 days
- 31-60 days
- 61-90 days

\* 24. **Project Ramp Up.** Provide a detailed timeline of how the agency will ramp up after grant execution. Include details about filling vacant staff roles, training of new staff and staff coverage during the ramp up period.

\* 25. **Project Outcomes.** Describe the organization's internal processes for reaching the below project outcomes. Please provide a detailed explanation with examples of how your agency will reach the following goals:

1. 100% of intake and discharge logistics will be coordinated in a timely manner in partnership with the supportive services provider.

2. 95% of clients will be placed on an improvement plan, agreed upon by PfH, the site manager, and the supportive services provider, prior to any program exit for non-compliance.

3. Maintain documentation of all safety, access, and resident conduct-related incidents, including timely reporting in accordance with PfH requirements.

4. Ensure residents have access to three meals per day, where applicable.

5. Maintain compliance with all applicable food safety and sanitation standards.

6. Maintain a written meal plan reviewed at least quarterly, document food service operations, and ensure applicable staff maintain current food handler certifications in accordance with local and state requirements.

## Financials

**Please attach the following financial documents as part of your application. This section will be reviewed internally by the Partners for HOME Finance team.**

### Financial Review Section (35 points total)

\* 26. Upload your Board-approved, current fiscal year organization budget. **Name this document "Organization Budget."**

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

27. Upload the two most recent years of audited financials. **Name this document "Audited Financials."** If an audit was **not completed within the last two years**, please provide the most recent financial statements, including a Statement of Financial Position and a Statement of Activities.

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

28. **If Question 27 was not answered**, upload internal financial statements to include a Balance Sheet and Profit & Loss Statement if you do not have audited financials or a Statement of Financial Position and Statement of Activities. **Name this document "Internal Financials."**

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

\* 29. Upload your financial policies and procedures manual. **Name this document "Financial Policies and Procedures."**

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

\* 30. Please upload your **Site Manager** project budget using the provided budget template. The budget will serve as your agency's cost proposal and should reflect the proposed staffing structure, site operations, safety and security coverage, meal service coordination, facility coordination activities, and all other costs necessary to operate the 60-unit non-congregate shelter program during the initial grant year.

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen