

Clear Path, The Atlanta Continuum of
Care Coordinated Entry System
REQUEST FOR PROPOSALS

Partners for HOME

818 Pollard Blvd SW

Atlanta, Georgia

30312

Section I. Schedule

A. Release Date of Request for Proposal (RFP)

December 19, 2017

B. Instruction for Submitting Written Questions

Please submit all questions, in writing, by 5:00 PM Eastern Standard Time on January 5, 2018, in order to ensure a response.

Submit to: aswilliams@partnersforhome.org. Questions submitted by the deadline will be responded to directly, and will also be posted on the Partners for HOME website, as an FAQ.

C. Due Date/Time and Instructions for Submission of Full Proposal

Applicants must submit all application materials electronically in Microsoft Word or PDF format including all attachments. Narrative submission must be in Arial font, font size 11, single spaced, with one-inch margins, and should not exceed 5 pages. **Late submissions will not be accepted.**

Due Date/Time: January 16, 2018, 5:00 PM Eastern Standard Time

Submit by email to: aswilliams@partnersforhome.org

Section II. Introduction and Overview

Partners for HOME (PfH) is seeking proposals to increase staffing capacity within the Coordinated Entry System (CES) to assess and prioritize housing based on the vulnerability of individuals and/or families experiencing homelessness in the City of Atlanta and to work in close partnership with the PfH Coordinated Entry staff and the Gateway Center which currently serves as the Coordinated Access Point (CAP) to expand CAP services to designated locations throughout the city.

The Coordinated Entry System (CES) is a model adopted to streamline the process for individuals experiencing homelessness who are in need of housing. The CES prioritizes those individuals and households with the most intensive service needs and housing barriers (e.g. chronically homeless households and households with multiple episodes of homelessness) using the HUD definition of Chronic Homelessness – as an individual or family with a disabling condition who has been continuously homeless for a year or more or with at least four episodes in the past three years to total 12 months or more.

Partners for HOME will fund one agency \$165,000 for a one year grant period, with the potential for

- \$140,000 to be allocated to build dedicated staff capacity
- \$25,000 in unrestricted funds to support the work in the CES.

A . Services and Expectations of this RFP

1. Provide three (3) FTEs to provide CAP services on a rotating schedule at locations identified by the Coordinated Entry Planning and Implementation Committee. The staffing includes:
 - a) One (1) FTE Assessor
 - b) Two (2) FTE Navigators
2. Partners for HOME's Coordinated Entry team will be intricately involved in providing oversight and support to the coordinated entry system. As such, PFH has the following expectations regarding its involvement in the start-up and ongoing operations of this project, including but not limited to:
 - a) Participation and input into the hiring process of the CES team funded by this project
 - b) Provide PFH oversight to the staff providing CAP services in collaboration with awarded agency.
3. Maintain a flexible, fair, and easily accessible path to assessment and referral to the appropriate housing intervention in partnership with PfH and the agencies of the Continuum of Care.
4. Serve any individual or family experiencing homelessness.
5. Provide assessment, navigation, and referrals to individuals and families experiencing homelessness including:
 - a) VI-SPDAT 2.0 and an assessment of current client needs
 - b) Navigators are expected to work closely with clients to obtain documents needed for permanent housing solution such as Identification, birth certificate, social security card, etc. This may include escorting clients as needed to assist them with obtaining these items.
 - c) Referral to emergency shelter
 - d) Ongoing and consistent contact with client to ensure connection to housing match and continuity of care
 - e) Serve as the point of contact for CE staff and housing providers to ensure client is connected to housing solution
 - f) Use the designated tool (VI-SPDAT 2.0 individuals, family or young adults) to prioritize individuals and families for housing
 - g) Follow protocol established within the Coordinated Entry System for referral to housing interventions
 - h) Input all data into the Client Track HMIS system in a timely and accurate manner
 - i) Provide monthly reports to Partners for HOME Coordinated Entry Manager on number of clients assessed, number referred to services (shelter, RR, employment services), number of successful referrals and number of clients successfully placed in PSH
6. Adhere to the most up to date version of the Atlanta Homeless Continuum of Care Policies and Procedures Manual for Coordinated Entry and the CoC Standards of Care.
7. Participate in the CoC and the Coordinated Entry Planning and Implementation Committee.

B. Program Evaluation

Organization Infrastructure and Staff experience	25 points
Program Implementation	30 points
Program Outcomes	10 points
Data Quality and Client-Track HMIS Participation	10 points
Cultural Competency	15 points
Program Budget	10 points
Bonus Opportunity	10 points

Section III: Proposal Content and Narrative

The following information should be addressed in the proposal, which should not exceed five pages:

1. **Organization Infrastructure and Staff Experience (25 points)**
 - a) Describe organization's experience and past performance in providing assessment and housing case management services to individuals and families experiencing homelessness, including "hard to serve" and chronically homeless persons who may not be willing to seek out services on their own. Include how organization works to ensure services are provided from a trauma informed perspective.
 - b) Describe organization's participation and experience in the Coordinated Entry System, to date.
 - c) Describe why organization is interested in providing Central Access Point services.
2. **Program Implementation (30 points)**
 - a) Describe organization's commitment to the Housing First philosophy, including steps taken to implement and use Housing First, and other evidence based practice models, in program operations, in order to ensure homeless people have a safe place to reside without requiring compliance with service, treatment, or medication.
 - b) Provide a job description for the two different positions that will be providing CAP services. Experience providing outreach, assessment, and case management services "hard to serve" homeless individuals is required.
 - c) Briefly describe how organization will provide services, and with which other organizations partnerships exist or will be formed.
 - d) Describe how the program will work to reduce the length of time that clients are homeless before they are permanently housed (the HEARTH Act requires reducing the length of time that people spend homeless or in temporary housing programs) and how it will work to prevent residents' return to homelessness.
 - e) List the other services and programs the organization provides that will complement the goals and outcomes of this project.
 - f) Provide the date on which the organization will be able to launch and implement this program and begin using the grant. Preference will be given to programs that can launch within 30 days of grant agreement. Include a timeline to illustrate implementation plan.
3. **Program Outcomes**
 - a) Estimate the number of individuals to be assessed through the Coordinated Entry process per month.
 - b) Estimate the number of individuals that will be connected to a housing solution per month.

4. **Data Quality and ClientTrack HMIS Participation (10 points)**
 - a) Describe current use of Client Track, the designated HMIS system for the Atlanta CoC.
 - b) Points will also be awarded based on HMIS reports for the organization pulled by Partners for HOME staff.

5. **Cultural Competency (15 points)**
 - a) Describe organization's cultural competency. Include experience in serving 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 extremely low-income; and who self-identify as lesbian, gay, bisexual, transgender, or gender nonconforming.
 - b) Describe the diversity of board and staff. Include what efforts have been made to ensure inclusionary recruitment practices. Attach agency's' nondiscrimination policy for clients and staff/board.
 - c) Describe how organization will ensure that staff meets the needs of clients with particular sensitivity toward clients' varied cultural and life experiences.
 - d) Describe how homeless or formerly homeless persons are involved in the decision making process at organization.
 - e) Describe organization's plan for compliance with the American with Disabilities Act including inclusion of individuals with service animals.

6. **Operational and Program Budget (10 points)**
 - a) Provide an annual organizational operating budget and a detailed proposed project budget and project budget narrative.
 - b) Attach most recent audited financial statements.

7. **Bonus Points Opportunity (10 points)**

Organizations that can provide after-hours staffing, evenings and weekends, and/or telephone triaging, in any capacity, will be awarded up to 10 bonus points.

 - a) Describe any current experience in providing after-hours staffing and/or telephone triaging.
 - b) Provide detailed explanation of any plan to include such coverage.