



Grays Harbor County
Public Health and Social Services Department
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July 8, 2020

Request for Proposals for Cold-Weather Shelter Programs

Introduction

Grays Harbor County has issued a “Request for Proposals” to interested and qualified agencies. Applicants must provide a proposal and budget that covers how their agency will provide the noted deliverables for one or both of the two available program areas:

- *Temporary Low Barrier Emergency Shelter for the cold weather season*

Funding Available: \$80,000 total for the period October 1, 2020 – March 31, 2021*

**Maximum budget per program area is an estimate only. The County reserves the rights to reject any proposal that is incomplete or does not meet the requisite qualifications or to recommend contract amounts less than the maximum budget.*

New Programming Description	Maximum Funding Available	Specific Considerations	Deliverable(s)
<i>Temporary Low Barrier Emergency Shelter program during the cold weather season</i>	Up to \$80,000*	<ul style="list-style-type: none"> • Program will be designed to provide immediate, emergency, temporary shelter during cold weather events • Program will follow “Consolidated Homeless Grant Guidelines” published and updated by the Department of Commerce • Program policies, procedures, tools and practices will enforce low barrier access to shelter 	<ul style="list-style-type: none"> • Operate temporary, low barrier emergency shelter during the cold weather season with capacity to serve at least 25 literally homeless clients • At least 50% of clients served exit to <i>positive destinations</i> as measured by HUD (see page 5) • Goal: SAFETY and ENGAGEMENT

The RFP is intended for applicants with the necessary capacity and experience to successfully deliver services to individuals who are unsheltered in a way that aligns with the *2019-2024 Grays Harbor Plan to Address Unmet Housing needs* and Department of Commerce’s “Consolidated Homeless Grant Guidelines.” **Available funds must not supplant existing programs or**

services but provide new and/or expanded services. The RFP will open **July 8th, 2020 and all proposals are due by 4:30 p.m. August 10th, 2020.**

The County reserves the rights to recommend contract amounts less than the maximum budget and to reject any proposal that is non-responsive to this Request for Proposals. This RFP does not obligate the County to pay any costs incurred by respondents in the preparation and submission of their proposal. Furthermore, the RFP does not obligate the County to accept or contract for any expressed or implied services.

Successful applicants will work with Grays Harbor County staff to negotiate formal contracts with specific deliverables, timelines, and outcomes. The County will be responsible for monitoring all recipients of Housing funds to ensure alignment with fund requirements and contract deliverables.

Eligible Applicants

- Applicants must be a local government, housing authority, behavioral health organization, registered nonprofit with 501(c)(3) status, or federally recognized Indian Tribe
- Applicants must have adequate foundational capacity including administrative infrastructure and ability to manage grant on a reimbursement basis and manage funding over the course of the grant term
- Applicant has or will obtain General Liability Insurance with limits not less than \$1,000,000 per occurrence, \$2,000,000 General Aggregate
- Applicant shall maintain automobile insurance in an amount not less than \$1,000,000 combined single limit for each accident.
- Ability to use the Homelessness Management Information System (HMIS) for data management
- Agreement to participate in Grays Harbor's Coordinated Entry system
- Ability to receive and incorporate ongoing updates, tools, and best practices from the Department of Commerce and Grays Harbor County Public Health and Social Services

Program Description

This Request for Proposals is for the operation of low-barrier emergency shelter(s) based on a low barrier, Housing First model that focuses on assisting unsheltered households to move to permanent housing. The County is seeking proposals for programs that would provide temporary, low barrier shelter during the cold weather season.

Low barrier emergency shelters are facilities (lodging) that provide safe, temporary shelter for the homeless population in general or specific segments of the homeless population (i.e. men, women, families, individuals fleeing domestic violence).

For the purposes of this program the cold weather season will be defined as November 1st, 2020-March 31, 2021. **Programs must operate throughout the cold weather season and at a minimum must be available ALL nights during which the temperatures drops to or below 35 degrees Fahrenheit as recorded by the National Weather Service.**

The goal of a low barrier emergency shelter program is to provide safety and ensure a household's experience with homelessness is as brief as possible. They are designed to serve individuals who may otherwise not be able to access existing shelter facilities due to extensive

behavioral health challenges, medical issues, or other barriers. Therefore, the length of a client's stay should be short-term, and on a "drop-in" basis that allows households to enter and exit on an irregular or nightly basis.

This request is an opportunity for local homeless housing providers to partner with local governments, the business community, non-profit organizations, the faith-based community, and other community groups who are interested in supporting chronically homeless individuals in our community. The hope is that the new or expanded shelter services will be achieved through the pairing of County grant funding and partnerships with the public, private, faith-based, and community-based sectors.

Program Elements

The proposed program will meet the following criteria which are based on evidence-based practices for emergency shelter programs:

- Adheres to Housing First principles (or has a plan in place to incorporate Housing First components as soon as feasible in the future):
 - Access to a program is not contingent on sobriety, minimum income requirements, lack of criminal record, completion of treatment, participation in services or other unnecessary conditions.
 - Support services are available but voluntary, client-driven, individualized, and flexible
 - Services are informed by a harm-reduction philosophy that recognizes that drug and alcohol use are a part of some clients' lives. Clients are engaged in non-judgmental communication regarding drug and alcohol use and are offered education regarding how to avoid risky behaviors and engage in safer practices.
- At a minimum, the proposed program will meet the following criteria which are based on evidence-based practices for low-barrier emergency shelter programs:
 - ADA accessibility
 - Allows couples and families to stay together
 - Accommodates service and companion animals
 - Does not discriminate based on protected classes
 - Sobriety* and treatment are voluntary
 - Does not exclude people with criminal convictions, poor credit, or eviction histories
 - Does not require documentation of identification, custody, or citizenship
 - Does not turn away clients because of a lack of income or the appearance of an unwillingness to participate in services or employment

**Note: Low-barrier shelters may establish requirements that limit the use of drugs and alcohol in common or shared areas of the facility. In addition, facilities may establish behavioral expectations that limit disruptive or violent behavior resulting from intoxication. However, the requirement to abstain completely from alcohol or drug use is not a component of low-barrier facilities.*

- Hours of operation: At a minimum, shelter will be available overnight, beginning no later than 9 p.m. and ending no sooner than 7 a.m. each day.
- Utilizes strong partnerships with community organizations that deal frequently with chronically homeless individuals (i.e. homeless outreach programs, law enforcement, mental health providers, hospitals) in order to identify and target potential shelter clients

- Selected applicant will make reasonable efforts to communicate with community partners and/or clients directly about shelter services, criteria, and how to access so that information is available to potential shelter clients

Scope of Work

The description outlined in the Program Description and Program Elements sections identifies the key program elements and services the selected applicant should provide. Applicants should consider this description when developing their proposals. However, applicants may suggest modifications and/or additions that will in their estimation make the program more feasible or effective. In addition, applicants should indicate if they will be able to offer all the required program components to potential clients. If not, applicants should describe what level of service they will be able to provide while also maintaining the highest level of program quality.

Partnerships and Collaborations

The establishment of community collaborations and partnerships (both formal and informal) are a critical and required component of the program. Applicants are encouraged to plan creatively to utilize existing community resources to provide program services. Applicants must be able to demonstrate partnerships with existing services to maximize the use of existing resources, avoid duplication of services, and expand options for those served. In particular, partnerships to identify potential clients (i.e. homeless outreach programs, law enforcement) and to increase referrals/access to support services for physical health, trauma support, mental health treatment, and substance abuse treatment are required. Additional partnerships to assist with meeting basic client needs (i.e. government benefit applications, transportation, clothing, and toiletries) are also encouraged.

Performance Metrics

The selected applicant will work with County staff to develop a program evaluation plan that, at a minimum, includes the following performance targets:

- At least 50% of program participants will exit to positive outcomes as referenced at <https://files.hudexchange.info/resources/documents/System-Performance-Measure-7-Housing-Destination-Summary.pdf>.

Additional performance targets and metrics may also be used.

Calendar/Timeline*:

All dates and timelines are estimates and subject to change. The County reserves the right to revise the timeline as needed.

Application Process	Date
Issue RFP	July 8, 2020
Proposals Due	August 10, 2020 by 4:30 p.m.
Subcommittee Workshop	August 2020
Agency Oral Presentations	August 2020
Recommendations provided to Board of County Commissioners for review and approval	September 10, 2020
Agency Contract Development Process	September, 2020
Contract period	October 2020 – April 2021

Applications may be submitted via e-mail, mail, or in person at:

Grays Harbor County Public Health and Social Services
Attn: Curtis Steinhauer
2109 Sumner Avenue
Aberdeen, WA 98520
csteinhauer@co.grays-harbor.wa.us

Applications and related materials must be received no later than **August 10, 2020 at 4:30 p.m.** to be considered. The applicant assumes full responsibility for the delivery method chosen. Applications must be clearly marked with HOUSING APPLICATION.

Any questions related to this application must be directed to:

Curtis Steinhauer, Housing Resource Coordinator
E-mail: csteinhauer@co.grays-harbor.wa
Phone: 360-500-4064

The County will respond to all questions submitted in writing to Housing Resource Coordinator within three business days. The County will post questions and answers on their website at www.healthygh.org/directory/housing.

Application process, instructions, and evaluation:

Evaluation Process

- County staff will review all submitted proposals to confirm they have met threshold criteria
- A subcommittee including ad hoc members from the Housing Executive Committee not submitting a proposal in response to the RFP will review all proposals that meet the threshold criteria using evaluation framework outlined in RFP
- The subcommittee may hear presentations or host Q & A forums with applicants to get additional contextual information or answer questions that emerge from review
- Subcommittee makes recommendations to PHSS staff
- PHSS review recommendations and submit final result of RFP process to Board of County Commissioners for review and approval
- Apparently successful bidders will work with PHSS to draft and finalize contracts that outline scope of work, budget, and deliverables – to be monitored by PHSS

REQUIRED Proposal Narrative:

Grays Harbor County is requesting proposals from eligible entities to provide low barrier emergency shelter programming utilizing local Homeless Housing funds for the contract period **October 1, 2020 – March 31, 2021.** Please respond to the following areas of interest and submit to Grays Harbor County Housing staff to be considered:

Proposal Questions (20 points)

1. Program Name
2. Agency/organization Name

3. Program areas your agency is responding to (*temporary low barrier cold weather shelter, permanent low barrier shelter, or both*)
4. Primary contact(s) contact information including telephone number(s), e-mail, and mailing address
5. Total funds requested
6. Provide a general description of your program, target population, and time limits on services (if any)
7. Describe how many people will be served in the five-month cold weather season
8. What special populations, if any is your program designed to serve?
9. How will your program work with Grays Harbor's Coordinated Entry system to accept referrals and/or connect clients with CE?
10. Facility description:
 - a. Where is the facility located?
 - b. Describe the number of housing units in your facility, the types of units available (i.e. dorm rooms, private rooms, private apartments), the general layout of the building, and any other special features or amenities (i.e. laundry, on-site storage, pet-friendly.)
 - c. Is the facility building owned or leased by your agency?
 - d. How many new or enhanced shelter beds will your program create as a result of this RFP?
 - e. How soon will the new or enhanced beds/services be operational?
 - f. Is the facility ADA compliant? If not describe how you will upgrade the facility to meet ADA requirements and/or accommodate clients with disabilities within the facility.
 - g. Will the location of the facility raise any concerns or issues with neighboring businesses or property owners? If so, please describe how you will work with your neighbors to address the issues proactively
 - h. Describe your facility management approach to ensuring safety and security within the facility
11. Program hours:
 - a. What hours will the facility be staffed?
 - b. Are participants allowed to enter and leave the facility as needed or is there a curfew in place?
 - c. What time of the day will participants be able to enter the facility? How late may they stay in the morning?
12. Support services:
 - a. What supportive services are offered and how frequently are they offered?
 - b. How does your program support participants in the goal of transitioning to permanent housing?
 - c. Describe how clients will meet their hygiene, laundry, and nutritional needs while participating in the program

Readiness to Proceed (10 points)

1. Describe the actions taken and actions to be taken, including but not limited to staffing, training, developing project operating procedures, and coordination with other relevant service providers to prepare for an early and successful start of the project.

2. Describe the projected timeline of major steps related to project implementation, evaluation, and continuous quality improvement.
3. Describe the experience of the organization in undertaking similar activities or – including experience with the population to be served and the type of services to be provided.
4. Describe the experience of staff proposed to operate the project OR the standards the organization will use in recruiting/hiring for positions in the project.

Commitment to Housing First & Low Barrier Principles (10 points):

1. What criteria must participants meet before receiving services?
2. What would cause your agency to deny someone entry into this program?
3. What project rules do participants have to follow and what happens if a participant does not follow the rules?
4. If someone is asked to leave the program, what steps does your program take to make sure they don't exit to homelessness? Can a household who has been asked to leave your program return at another time?
5. How does your agency ensure that services are voluntary while keeping participants engaged to promote housing stability?

Program Staffing & Commitment to Housing-Focused Services (15 points):

1. Describe the staffing structure for the program:
 - a. List each program staff position including job title and FTE status.
 - b. Does your program utilize resident staffing (i.e. clients who perform staff duties in exchange for room/board) or volunteer staffing? If so, indicate the number of residents or volunteers employed, the total number of resident or volunteer hours per week/month and describe your agency's policy for managing these staff members.
2. What is the ratio of direct-service staff to participants and how does that ratio support program outcomes?
3. What qualifications are most important to your agency when hiring direct service staff? How do these qualifications prepare staff to serve your program participants?

Program Partnerships (15 points):

1. Identify and describe partnerships or collaborations that would be leveraged to support the program. Identify the partner organizations and describe the specific services they would provide. Outline if you already have formal partnerships in place, or if not, describe how you would approach building and maintaining partnerships. If applicable, include copies of partnership agreements, letters of intent to partner or memorandums of understanding.
2. If you are proposing a new program and/or facility, what resources do you need from the Grays Harbor County Housing Executive Committee, Housing Coalition, or other community partners to successfully launch and operate the program?

Program Performance Evaluation (10 points):

1. Describe how you plan to collect and track evaluation performance outcomes.
2. Describe how you plan to utilize the Homelessness Management Information System (HMIS).

3. How does your program ask for and incorporate participant feedback about services into your program design and policies/procedures? Please provide specific examples.
4. How does your program assist the County in maintaining and increasing overall system performance measures:
 - a. High percentage of high acuity clients enrolled in services
 - b. High percentage of exits to permanent housing
 - c. Low percentage of returns to homelessness after being served

Budgeting (20 points):

Note: In addition to the questions below please complete an “Estimated Budget” form and include it as an attachment to your narrative.

1. Describe how the program will be sustained long-term. How will you support the program after grant funds are expended or if your agency is not awarded funding?
2. Describe how your agency is seeking diverse funding streams to support and leverage requested funding.

All applicants must also meet the following:

- (1) Submit a complete application by the deadline.
- (2) The proposed activities meet County eligibility requirements.
- (3) The grant request is reasonable based upon the proposed scope.
- (4) A review of their latest Independent Audit reveals no major findings unaddressed. (Evidence of agency’s adequate capacity determined by the applicant’s response to the Audit findings) and the receipt of the summary pages of the applicant’s most recent Audit.
- (5) For applicants with current County Homeless Housing contracts, the latest Monitoring report reveals no major findings unaddressed. *(Applicants who currently have County Homeless Housing Program contracts must also include the latest monitoring report and, if appropriate, evidence of actions to clear findings or evidence findings have been cleared by the County).*
- (7) The project and the applicant meet or will meet the County’s contracting threshold requirements as listed above.
- (8) To demonstrate organizational capacity, if an applicant is currently operating County Homeless Housing funded project(s), the most recently reported performance scores for those contracts must not be substantially below the state benchmark performance scores.
- (9) The applicant has submitted all items listed below under “Proposal Components.”

Proposal Components

The following are the required documents for proposals to be submitted to Housing Coordinator, Curtis Steinhauer.

- A complete narrative proposal that addresses all questions under all areas of interest and “Estimated Budget” including all estimated revenue and expenditures to deliver proposed services.
- The Summary Pages of the most recently completed Independent Audit Letter showing significant findings and issues and, as appropriate, evidence of adequate responses to findings and issues identified.
- Applicants who currently have County Homeless Housing funded contracts must send a copy of the latest County monitoring report and, if appropriate, evidence of actions to clear findings (or evidence the County has cleared the findings).

**REQUIRED: LOW BARRIER SHELTER
ESTIMATED BUDGET**
October 1, 2020 – March 31, 2021

APPLICANT:

PROJECT NAME AND TYPE:

Proposed Activities	Request from Grays Harbor County	Other funds (amount and list funding source)	Total Budget
1. Lease or Rent Payments			
2. Facility utilities			
3. Facility Maintenance			
4. Janitorial/Security			
5. Essential facility equipment (bedding, food, etc.)			
6. Transportation			
7. Facility insurance			
8. Staffing			
9. Supportive services			
10. Flexible funding to overcome client barriers			
11. Grant Request (Subtotal lines 1 through 10)			
13. Administrative Costs (Up to 10% of line 14)			
14. Total Request (Total lines 14 & 15)			

Please submit any budget narrative/specific calculations you feel necessary to explain any of the budget figures included.

NOTES:

- The original Grant Period is 6 months. Applicants awarded funds can expect to receive a GHC contract in September 2020.
- The maximum project grant request per project is \$80,000
- The maximum budget for Administrative Costs is 10% of the Grant Request (line #15).
- Applicants awarded contracts in the competition are renewable on an annual basis pending performance and compliance review, along with all other existing renewing grants in the County.

- Capital costs (acquisition, construction and rehabilitation) are not eligible activities in the 2020-21 Low Barrier Shelter RFP