



# Grays Harbor County Public Health and Social Services Department

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March 23<sup>th</sup>, 2022

## Request for Proposals for Hygiene Supports:

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### Introduction

Grays Harbor County has issued a request for proposals (“RFP”) to interested and qualified agencies to provide hygiene support services. Applicants must submit a narrative response to the questions at the end of this RFP, a new project application, and a budget. Programs to be funded through this request include:

- *Hygiene supports for Literally Homeless individuals.* These programs will be funded through the Washington State Department of Commerce’s (“Commerce”) Emergency Solutions Grant Coronavirus (“ESG CV”) and must comply with ESG CV Guidelines (“Guidelines”) including but not limited to guidelines requiring data collection and documentation (see page 7-8 of this RFP for example guidelines).

This RFP is intended for housing providers with the necessary capacity and experience to successfully deliver services to individuals who are literally homeless in a way that aligns with the Guidelines. This RFP opens **March 23<sup>rd</sup>, 2022 and all proposals are due no later than April 13<sup>th</sup> at 4:30 p.m.**

By submitting a response to this RFP, the applicant attests that the applicant has read the Guidelines in its entirety and understands the Guidelines, and that the applicant’s proposed program structure complies with the Guidelines.

Grays Harbor County reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the County to pay any costs incurred by the applicant in the preparation and submission of the applicant’s 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 agreements 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. Agreements may be structured to offer an opportunity to evaluate and revise as necessary after the initial twelve-month period of the agreement.

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

Grays Harbor County Public Health and Social Services  
Attn: Cassie Lentz  
2109 Sumner Avenue  
Aberdeen, WA 98520  
[clentz@co.grays-harbor.wa.us](mailto:clentz@co.grays-harbor.wa.us)

Applications and related materials must be received no later than **April 13th 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.

Questions related to this application may be directed to:

Cassie Lentz, Healthy Places Manager  
E-mail: [clentz@co.grays-harbor.wa.us](mailto:clentz@co.grays-harbor.wa.us)  
Phone: (360) 591-1732

### Key Local Homeless Housing Fund Values:

- ▶ County seeks to support homeless crisis response systems that efficiently reduce the number of people living outside and that, when scaled, appropriately can house all unsheltered people
- ▶ State-required performance metrics measure our ability to prioritize unsheltered clients, increase exits to permanent housing, and decrease returns to homelessness
- ▶ Investments are sustainable (annual spending  $\leq$  annual revenue)
- ▶ Fund of last resort, use all other resources before tapping local funds
- ▶ Whenever possible leverage existing funding sources to increase likelihood of positive outcomes
- ▶ Investments clearly align with community-driven Plan
- ▶ Investments are data driven with high return on investment

### Ongoing program funding available– *Up to \$50,000\* available for period (May 1, 2022– September 30, 2022)*

\*Estimated budget available

Reasonable administration support will be negotiated within awarded agency contracts

Within the budget for this RFP, there are sub-categories with specific budgets:

Program type	Description	Deliverables
Hygiene and Safety Supports for Literally Homeless individuals	<ul style="list-style-type: none"><li>• Program will be designed to provide safety and hygiene supports to literally homeless individuals including: hand washing stations, toilet access, showers, personal hygiene packs, laundry services, transportation services, etc.</li><li>• Programs will work to inform clients about permanent</li></ul>	<ul style="list-style-type: none"><li>• Improved access to safety and sanitation for literally homeless clients during the COVID-19 outbreak</li><li>• Improve awareness of availability of housing, Behavioral Health, and SUD services available in Grays Harbor County</li></ul>

		<p>services such as behavioral health services, supported employment, and SUD treatment options.</p> <ul style="list-style-type: none"> <li>• Program must be able to collect and document eligibility data for all participants utilizing hygiene and safety supports per funding guidelines</li> <li>• Agency will describe how they will receive, investigate, and respond to complaints or grievances related to use of the hygiene services</li> <li>• Agency will be required to adhere to written standards associated with grant funding (see attached written standards checklist)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Goal: SAFETY and ENGAGEMENT</b></li> </ul>
Total	<b>\$50,000</b>		

\*Maximum budget per program area is an estimate only. The County reserves the rights to reject any and all submittals or to recommend contract amounts less than the maximum budget.

### **Application process and instructions:**

Grays Harbor County is requesting proposals from eligible entities to perform homeless housing services utilizing State and local Homeless Housing funds for the approximate contract period **May 1, 2022 – September 30, 2022.** Please respond to the following areas of interest and submit to Grays Harbor County Housing staff to be considered.

#### **Part 1 – Threshold Criteria**

- Be in good standing with all of its grantors/funders and demonstrate sound financial practices
- Eligible entities include registered nonprofit organizations, behavioral health providers, government entities, and/or federally recognized Indian tribes
- Capacity to review ESG CV guidelines and apply all relevant guidance/requirements to all elements of program structure
- Ability to use HMIS (Homeless Management Information System) for data management
- Capacity to operate the program on a cost-reimbursement basis
- Fiscal management system compliant with government accounting systems
- Ability to comply with the insurance requirements of the contract

## **Part 2 - Scoring Criteria**

All proposals will be evaluated based on the following criteria:

- Project Prioritizes Based on Greatest Need/Vulnerability (0-20 points)
- Accessibility (0-20 points)
- Coordination with Local Providers and Mainstream Services (0-15 points)
- Leveraging (0-10 points)
- Readiness (0-10 points)
- Capacity (0-10 points)
- Soundness of Approach (0-15 points)

## **Part 3: Proposal Components**

**The following are the required documents for proposals to be submitted to Healthy Places Division Manager, Cassie Lentz.**

1. A cover letter attesting to/documenting compliance with stated Threshold Criteria (Page 3)
2. A completed Application including narrative response to “Scoring Criteria” and Project Budget with expenses clearly categorized and clear time period of budget
3. 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.

# Project Application

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Applicant \_\_\_\_\_

Name of Project \_\_\_\_\_

Primary Contact/Telephone/E-mail \_\_\_\_\_

Other Major Partners/roles \_\_\_\_\_

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Project Type (please select all that apply):

- Hygiene Supports for Literally Homeless Individuals

Description of the Project(s):

**(1) Project Prioritizes Based on Greatest Need/Vulnerability (0-20 points)**

All projects will receive points on how well they describe the severity of need of the population they propose to serve and how they will prioritize the most vulnerable populations. To receive full points, applicants must clearly describe:

- How the location of services will provide access to the most vulnerable populations.
- Identify the specialized needs of vulnerable populations they will serve such as unaccompanied youth, families with children, Veterans, survivors of domestic violence, and chronic homeless persons.

**(2) Accessibility (0-20 points)**

Applicants will receive points based on the extent to which the project will follow an accessible model that works to minimize clients who may be “screened out” of services. To receive full points, the applicant must describe:

- How clients will access this programs services.
- What client behaviors/history would result in termination or denial of services?

**(3) Coordination with Local Providers and Mainstream Services (0-15 points)**

Applicants will receive points based on the extent to which the project leverages mainstream and/or local resources for supportive services.

- Applicants may receive up to 5 points for demonstrating that the project will utilize partnerships with existing local service providers to enhance the range of and access to additional resources that promote housing stability and positive grant outcomes. Optional services through such partnerships may include but are not limited to: home visitation, job training, substance abuse treatment, financial literacy, life skills education, mental

health services, etc. Applicants can also describe the service partnerships that exist within its own organization, especially in communities without other local providers to offer these services.

**(4) Leveraging (0-10 points)**

Applicants may receive points based on the extent to which the project will leverage additional resources to develop a comprehensive project that meets the needs of people experiencing homelessness and ensure successful project outcomes.

**(5) Readiness (0-10 points)**

Applicants will receive points based upon the extent of the project's readiness to proceed. The score will be based on the following.

- Narrative describing the actions taken and actions to be taken, including but not limited to staffing, training, developing project operating procedures, coordination or negotiation with landlords (if appropriate), and any steps involved in the development of the housing resource - to prepare for an early and successful start of the project.
- Projected timeline of major steps, indicating the number of months between each step beginning from the execution of a County contract to beginning enrollment to full enrollment.

**(6) Capacity (0-10 points)**

Applicants will receive points based on the extent to which the applicant's experience is relevant to the type of participants to be served and the type of housing proposed. If the applicant does not have current capacity for its proposed project, but plans to build that capacity by the project's start date, it must clearly demonstrate how it will build that capacity in its application. Capacity includes:

- Overall experience of the organization.
- Experience of the organization in undertaking similar activities - including experience with the population to be served and the type of housing and services to be provided.
- Experience of staff proposed to operate the project OR the standards the organization will use in recruiting/hiring for positions in the project.

**(7) Soundness of Approach (0-15 points)**

Applications will be scored based upon the description of the project and its proposed outcomes. Outcomes proposed will be considered based on the appropriateness of proposed best practices and activities that would result in their achievement.

- Description of project model
- Use data to demonstrate performance of similar projects serving same populations in the community or elsewhere
- Description of the major outcomes to be achieved through the project (use annualized data/outcomes as a timeframe where appropriate)
- Description of major steps that will be taken to achieve the proposed outcomes

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ESG Street Outreach language from ESG CV Guidelines:

### **3.1 Street Outreach**

Street Outreach meets the immediate needs of households experiencing unsheltered homelessness by connecting them with emergency shelter, housing, and/or critical health services. ESG-CV funds may be used for costs of providing essential services necessary to reach out to unsheltered homeless households and connect them with emergency shelter, housing, or 3 Allowable Interventions Page | 11 critical services. For the purposes of this section, the term “unsheltered homeless” means individuals and families who qualify as homeless under paragraph (1)(i) of the “homeless” definition under 24 CFR §576.2: An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground. Street Outreach activities funded with ESG-CV must be consistent with CDC guidance related to street outreach and engaging people at increased risk of severe illness when contracting coronavirus, as well as established best practices. ESG-CV funding for street outreach to respond to COVID-19 may include providing masks, hand sanitizer, and soap to households experiencing unsheltered homelessness; outfitting staff with personal protective equipment; coordinating medical care and other support services; providing transportation for program participants to travel to and from medical care, and other needed services; hazard pay; and providing reasonable incentives to volunteers (e.g. cash or gift cards) who are helping to provide necessary services during the coronavirus outbreak.

#### **3.1.1 Hygiene Services**

ESG-CV funds may be used for costs of providing urgent, non-facility-based care to unsheltered households who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. To this end, funds may be used for portable hygiene services and the staffing, equipment, supplies and services to clean and maintain these facilities to support households experiencing unsheltered homelessness. Examples include handwashing stations and bathrooms (e.g. porta potties), shower trucks with soap and shampoo, and laundry services including mobile laundry trucks. 3.1.2 Street Outreach Policies

**3.1.2.1 Maintenance of Effort Requirement** If the grantee or subgrantee is a local government, ESG-CV funds cannot be used to replace the local government funds for street outreach and emergency shelter services during the immediately preceding 12-month period, unless HUD determines that the unit of general purpose local government is in a severe financial deficit (24 CFR 576.101(c)).

#### 5 Household Eligibility Component Eligibility Requirements

##### Street Outreach

- Category 1 – Literally Homeless OT
  - Category 4 – Fleeing/Attempting to Flee Domestic Violence (where the individual or family also meets the criteria for Category 1)
- AND Individuals and families must be living on the streets (or other places not meant for human habitation) an

RFP for Emergency Solutions Grant Projects

5.1 Documentation of Housing Status Lead/subgrantees must verify, describe and document eligible housing status prior to program entry. See required ESG-CV Household Eligibility – Prevention and ESG Household Eligibility – Rapid ReHousing forms for documentation requirements. All ESG-CV forms can be found on the Commerce website: ESG-CV Forms. 5.2 Documentation of Income Eligibility Documentation of income eligibility is required prior to program entry for Homelessness Prevention. Documentation of income eligibility is not required until eligibility recertification for households served with Rapid Re-housing assistance. Income is money that is paid to, or on behalf of, the head of household or spouse (even if temporarily absent) or to any other household member 18 years or older. (Persons fleeing domestic violence do not have to report the abuser’s income.) Income also includes all amounts which are anticipated to be received from a source outside the family during the 12- month period following admission or annual reexamination effective date. When determining the annual income of an individual or family, the grantee must use the standard for calculating annual income under 24 CFR §5.609. An income eligibility calculator can be found on the HUD Exchange. Income inclusions and exclusions are listed in the Electronic Code of Federal Regulations, Page | 25 www.ecfr.gov, Title 24 – Housing and Urban Development: Subtitle A 0-99: Part 5: Subpart F: Section 5.609 Annual Income.

**7.4 HMIS Lead/subgrantees providing direct service must enter client data into the Homeless Management Information System (HMIS) for all ESG-CV funded projects in accordance with the most current HMIS Data Standards and the ESG Program HMIS Manual.** This chart is not an exhaustive list of prior living situations and that participants must still meet the eligibility criteria set forth in this manual and the regulations. 7.4.1 Data Quality Projects are required to provide quality data to the best of their ability. Maintaining good data quality is important for effective program evaluation. Data quality has four elements: completeness, timeliness, accuracy, and consistency. 7.4.1.1 Completeness Completeness of data is measured by the percentage of incomplete fields in required data elements. Agencies are expected to collect first name, last name, date of birth, race, and ethnicity from clients that give consent on the HMIS consent form. Agencies will never require a client to provide this information even if they have consented, but should gather it to the best of their ability. All clients, consenting and non-consenting, must have complete prior living situation and exit destination data. Examples of incomplete entries: \*Only measured for consenting clients. Expected completeness measures: For non-Victim Service providers: Name\*, Social Security Number\* and Date of Birth should have an error rate below 15-20%. Race\*, Ethnicity\* and Gender should have an error rate below 5%. \*Only measured for consenting clients. 7.4.1.2 Timeliness Client data should be entered into HMIS as close to the date of collection as possible. Entering data as soon as possible supports data quality by avoiding backlogs of pending data and allowing near real time analysis and reporting. Projects must enter/update project client/household data in HMIS within 14 calendar days following the date of project enrollment/exit. Counties not using the State HMIS (data integration counties), must work with the HMIS Manager to provide full CSV exports every six months. When Commerce is able to accept monthly imports, Counties must upload data to the State’s HMIS using XML or CSV schema compliant with current HUD HMIS Data Standards. Uploads must occur no later than the 30th calendar day following the end of each month. Counties not able to export and upload data to the State HMIS using an approved format must use the State HMIS for direct data entry. Incomplete Entries Data Element Incomplete if... Name\* [Quality of Name] field contains Partial, Street name, or Code name, Client doesn’t know, Client refused or Data not collected; or [First Name] or [Last Name] is missing. Date of Birth\* [Quality of DOB] field contains Approximate, Partial DOB reported, Client doesn't know, Client refused or Data not collected; or [Date of Birth] is missing. Race\* [Race] field contains Client doesn't know, Client refused, Data not collected, or is missing. Ethnicity\* [Ethnicity] field contains Client doesn't know, Client refused, Data not collected, or is missing. Prior Living Situation [Prior Living Situation] is client doesn't know, client refused, data not collected, or is missing. Destination [Destination] is Client doesn't know, Client refused, No exit interview completed, Data not collected, or is missing. Page | 39 7.4.1.3 Accuracy Data entered into HMIS must reflect the real situation of the client/household as closely as possible. Accurate data is necessary to ensure any project reporting fairly represents the work of the project and each client’s story. Examples of data accuracy: Elements of Data



Accuracy Date of Birth and Project Start Date Ensure the two are not the same dates. Prior Living Situation data elements Ensure responses for Prior living situation, Length of stay in prior living situation, Approximate date homelessness started, Number of times the client has experienced homelessness in the last 3 years, and Number of months experiencing homelessness in the last 3 years do not conflict with each other. Disabling Condition Ensure the Yes/No answer does not conflict with the specific types of disabling conditions. Health Insurance Ensure the Yes/No answer does not conflict with the specific types of health insurance. Monthly Income Ensure the Yes/No answer does not conflict with the specific sources of monthly income. Non-Cash Benefits Ensure the Yes/No answer does not conflict with the specific sources of non-cash benefits. Relationship to Head of Household Ensure there is only one Head of Household for any given household (including clients served individually) and that this element is entered and accurate for all household members. Veteran Status Ensure individuals under 18 years of age are not identified as veterans. Project Population Specifics Ensure that projects only serving individuals only enroll individuals and not multi-person households. Ensure that projects only serving families with children only enroll families with children. Ensure that projects only serving clients of a specific age range only enroll clients of that age range. 7.4.1.4 Consistency Consistent data helps ensure that any reporting generated by a project is understood. Data consistency is important for effectively communicating the processes and outcomes of a project. All data will be collected, entered, and stored in accordance with the Agency Partner Agreement. All data elements and responses will be entered per the HUD data Standards Manual. To avoid inconsistency, agencies should use language on intake forms that closely matches the elements Page | 40 and responses in HMIS. Clients who refuse consent must be made anonymous per Department of Commerce Guidance and the consent refused client entry guide. 7.5 Consent for Entry of Personal Identifying Information 7.5.1 Identified Records ) Personally identifying information (PII)<sup>1</sup> must not be entered into HMIS unless all adult household members have provided informed consent. ) Informed consent must be documented with a signed copy of the Client Release of Information and Informed Consent Form in the client file. If electronic consent has been received, a copy does not need to be printed for the client file but must be available in HMIS. If telephonic consent has been received, complete the consent form the first time the household is seen in person. 7.5.2 Anonymous Records The following types of records must be entered anonymously: ) Households in which one adult member does not provide informed consent for themselves or their dependents ) Households entering a domestic violence program or currently fleeing or in danger from a domestic violence, dating violence, sexual assault, human trafficking or a stalking situation ) Minors under the age of 13 with no parent or guardian available to consent to the minor's information in HMIS ) Households in programs which are required by funders to report HIV/AIDS status