



**Grays Harbor County Public Health**  
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September 21, 2022 [HealthyGH.org](http://HealthyGH.org)

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## Request for Proposals for Cold Weather Emergency Shelter Services

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### Introduction

Grays Harbor County has issued a Request for Proposals to interested and qualified agencies to provide cold weather emergency shelter services. Applicants must submit a narrative response, a new project application, and budget.

- Cold Weather Shelter for literally unsheltered clients during the cold weather season (November 2022-March 2023)

The 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 *2019-2024 Grays Harbor Plan to Address Homelessness and Department of Commerce's "Consolidated Homeless Grant Guidelines" and "Community Development Block Grant (CDBG CV) Guidelines"*. The RFP will open on **September 21, 2022 and all proposals are due by 4:30 p.m. on October 5, 2022**. Priority will be given to programs who can demonstrate capacity and procedures are in place to prioritize the most vulnerable clients and work alongside literally homeless clients to remove barriers and successfully help them obtain and maintain permanent housing.

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 respondents in the preparation and submission of their proposal. Furthermore, this 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.

## **Proposal Components**

**The following are the required documents for proposals to be submitted to Housing Program Coordinator, Natali Burgess.**

1. A cover letter attesting to/documenting compliance with stated Threshold Criteria (Page 4-5). Please also include contact information for all relevant staff for questions/follow-up.
2. A completed proposal including narrative response to “Scoring Criteria 1-5” and Project Budget (Item 6) 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.
4. 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).

## **Estimated Calendar/Timeline:**

<b>Application Process</b>	<b>Date</b>
<b>Issue RFP</b>	<b>September 21, 2022</b>
<b>Zoom webinar for possible applicants’ questions</b>	<b>September 28, 2022 from 10-11 a.m.</b>
<b>Questions Due</b>	<b>September 30, 2022</b>
<b>Proposals Due</b>	<b>October 5, 2022</b>
<b>Proposal Subcommittee Review (if applicable)</b>	<b>October, 2022</b>
<b>Recommendations provided to BOCC</b>	<b>October 11, 2022</b>
<b>Agency Contract Development Process</b>	<b>October, 2022</b>
<b>Service Start Date</b>	<b>November 1, 2022</b>

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

Grays Harbor County Public Health  
Attn: Natali Burgess  
2109 Sumner Avenue  
Aberdeen, WA 98520  
[natali.burgess@graysharbor.us](mailto:natali.burgess@graysharbor.us)

Applications and related materials must be received no later than **Wednesday, October 5<sup>th</sup>, 2022 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 - Proposals for Emergency Shelter Services.

Any questions related to this application may be directed to:

Natali Burgess, Housing Program Coordinator

E-mail: [natali.burgess@graysharbor.us](mailto:natali.burgess@graysharbor.us)

Phone: 360-500-4078

Cell: 360-660-5405

All questions must be submitted in writing prior to September 30, 2022 and questions and responses will be posted at [www.healthygh.org/directory/housing](http://www.healthygh.org/directory/housing).

**Program funding available– Up to \$590,000 available for period  
(November 1, 2022- April 30, 2023)**

Programming Description	Estimated Funding Available	Specific Considerations	Deliverable(s)
<p><b>Cold Weather Shelter for literally homeless individuals during the cold weather season</b></p>	<p><b>Total available \$370,000</b></p> <p><b>County may prioritize funding multiple sites up to \$120,000 per site</b></p>	<ul style="list-style-type: none"> <li>• Program will be designed to provide immediate, emergency, temporary shelter to literally homeless clients during the cold weather season</li> <li>• Program will follow the “Consolidated Homeless Grant Guidelines”, the “<i>Community Development Block Grant (CDBG CV) Guidelines</i>” published and updated by the Department of Commerce, the “Emergency Solutions Grant Coronavirus Guidelines” published and updated by the Department of Commerce and Department of Housing and Urban Development.</li> </ul>	<ul style="list-style-type: none"> <li>• Operate temporary, accessible emergency shelter during cold weather events with capacity to serve at least 15 literally homeless clients per site.</li> <li>• Average less than 10% vacancy on a monthly basis throughout the cold weather season. Minimize denial/termination of services whenever possible.</li> <li>• Demonstrate coordination with community partners and service providers to increase streamlined referrals to the shelter and clients to relevant services.</li> <li>• Goal: SAFETY and ENGAGEMENT</li> </ul>
<p><b>Hotel/Motel Voucher Program</b></p>	<p><b>\$220,000</b></p>	<ul style="list-style-type: none"> <li>• Program will be designed to quickly identify and engage literally homeless households for the purpose of quickly providing them temporary shelter via hotel/motel vouchers</li> <li>• Program will prioritize literally homeless families with children</li> <li>• Program will work to ensure services are available across all geographic regions of the County</li> <li>• Program will include policies and procedures outlining the screening process, eligibility criteria, program enrollment, communication/coordination with hotel owners and how available vouchers will be made available</li> <li>• Program will work to draft and facilitate a housing stability plan with all clients served more than 48 hours driven by client choice</li> <li>• Program will follow “Consolidated Homeless Grant Guidelines” published and updated by the Department of Commerce</li> </ul>	<ul style="list-style-type: none"> <li>• Assist literally homeless households with immediate emergency shelter via hotel/motel vouchers and stability planning</li> <li>• At least 50% of clients exit to permanent housing destinations</li> <li>• Goal: SAFETY and ENGAGEMENT</li> </ul>

		<ul style="list-style-type: none"> <li>Allowable expenses are hotel/motel vouchers, damage deposits, move-in costs, rental assistance, case management, supportive services, and up to 15% administration.</li> </ul>	
<b>Total</b>	<b>\$590,000</b>	<p>*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 Reasonable administration support will be negotiated within awarded agency contracts within the budget for this RFP, there are subcategories with specific budgets:</p>	

**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 ≤ 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

**Application process and instructions:**

Grays Harbor County is requesting proposals from eligible entities to perform homeless housing services utilizing Federal, State and/or local Homeless Housing funds for the service period **November 1, 2022 – March 31, 2023**. Please respond to the following areas of interest and submit to Grays Harbor County Housing staff to be considered.

**Part 1 – Threshold Criteria (Submit letter attesting provider meets Threshold Criteria)**

- Bidder has read and understands the RFP in full and agrees to comply with the terms of the RFP;
- Bidder is not debarred;

- Bidder provides the necessary personnel, equipment, and resources to provide services within 14 days of the projected start date;
  - Bidder understands and agrees that if the bidder fails to substantially provide services within such time, then the County may, at its sole discretion, award the contract to another bidder;
- 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, faith-based organizations\*, and/or federally recognized Indian tribes;
- Ability to use HMIS (Homeless Management Information System) for data management;
- Agreement to participation in Grays Harbor’s Coordinated Entry system;
- 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:
  - Professional Liability Errors, and Omissions Insurance (minimum \$3 million policy);
  - Worker’s Compensation Coverage
  - General Commercial Liability Insurance (minimum \$3 million policy)
  - Business Automobile Liability Insurance (minimum \$1 million policy)
  - Cyber Liability Insurance (minimum \$1 million policy)
  - The County reserves the right in its sole discretion to increase the insurance amounts in this RFP during the contract negotiation process.

*\*Faith-based organizations must be able to demonstrate they will not proselytize and/or require religious participation as contingency of any and all services.*

**Part 2: Scoring Criteria**

**1. Scope of Work (25 points)**

Grays Harbor County is seeking to invest in a continuum of emergency shelter services that prioritize safety and minimize negative health impacts of extreme weather in our community. These services should be available across the broad geographic region of our County and be inclusive of the needs of a variety of subpopulations of individuals experiencing homelessness. The County seeks to provide services that meet the basic needs of residents accessing services and quickly works to connect them to available and requested services to increase their stability and well-being. These services should be designed and implemented in coordination and collaboration with broad stakeholder engagement.

Providers shall submit a summary of proposed service model including number of shelter beds and/or hotel vouchers, target population, hours of operation, available services, and relevant shelter rules/policies.

To evaluate shelter operations and conduct continuous quality improvement timely and accurate data entry and reporting is critical.

- Provider shall submit, weekly and monthly reports with information on the number of current workers, clients and partners involved with the shelter;
- Provider shall enter client data into the Homelessness Management Information System in a timely manner and work to ensure records are as complete and accurate as possible

Providers shall submit a draft of shelter rules, policies, and procedures. DRAFT shall include the following areas including (but not limited to):

- Access to and referral to behavioral health services for shelter clients
  - **Priority will be given to providers who can demonstrate existing partnerships with behavioral health service providers and/or detailed plans to engage with these services to provide additional supports for clients and staff.**
- Rules/expectations for guests including check-in time, check-out time, curfew time (if applicable), behavior expectations inside of and in the vicinity of the shelter and/or hotel
- Identification of client needs and connection to relevant support services
- Denial and/or termination of services
- Grievance policy and procedure (for guests and/or community members) and how submitted grievances are collected, analyzed, and result in action
- Janitorial/garbage management and clean up inside and in the vicinity of the shelter and/or hotel
- Coordinating with law enforcement – at their request and/or request of the shelter provider
- Coordinating with behavioral health crisis services – at their request and/or request of the shelter provider
- Responding to medical emergencies inside and in vicinity of the shelter and/or hotel
- Determining and following appropriate fire code

## **2. Shelter Location and Model (15 points)**

For the location/space identified providers shall submit information about the selected and/or proposed location of cold weather shelter services. Requested criteria for acceptable shelter locations include:

- Proposed number of shelter beds and/or hotel vouchers at identified location
- Location is an appropriate use of space given the designated zoning code (and/or identify any additional requirements for use of space including conditional use permit, change of zoning, City Council review, etc.)
- Documentation of preliminary fire marshal review for proposed use of space

- Include any identified areas of concern that may need to be addressed before space is usable (i.e. fire suppression systems, maintenance/repair, occupancy number review, etc.)
- Outreach completed and/or outreach plan to engage neighboring residents and/or businesses about proposed use of space
- Outreach completed and/or outreach plan to engage relevant municipality about proposed use of space
- Advantages and/or needed mitigations for identified space (i.e. transportation, marketing, ADA compliance, incompatible services/businesses nearby, etc.)

Providers may submit proposals for a variety of shelter models including but not limited to:

- Congregate shelter
- Non-Congregate shelter (including tiny homes, pallet shelters, or other individualized shelter options)
- Hotel/motel vouchers

Providers will need to ensure proposal narrative and budget specifies which model(s) they intend to use and any staffing, program design, siting, budget, etc. components that may apply or be necessary.

### **3. Staffing requirements (15 points)**

The provider shall describe the proposed staffing model for cold weather shelter services including roles/scope of work for various staff to ensure adequate supports are in place for the proposed population as well as work to engage with other community services to increase stability and well-being for all clients.

The Provider shall develop and submit, a code of conduct policy for all staff. The policy must ensure all staff service clients with a high standard of professionalism, dignity, safety, service quality, and respect. The Provider shall submit policy that includes the minimum requirements:

- Training and Recruitment strategies, employee retention and vacancy strategies
- Position descriptions and staffing qualifications
- Organizational charts and management reporting system

The Provider shall ensure that criminal and/or financial background checks are completed for new hires and current employees. If professional volunteers are used, all permanent employee policies, recordkeeping, training, qualification, certification, and code of conduct requirements shall apply.

### **4. Monitoring and Security (15 points)**

The Provider shall ensure there is appropriate and comprehensive monitoring during all hours of shelter operations and before/after services if necessary to ensure client and



employee safety and reinforce shelter policies. The Provider shall ensure that monitors and/or security guards hired for the shelter shall be mentally alert and physically ready to operate and enforce shelter rules and regulations on the access and common areas, office(s), restrooms, parking areas and other areas that may apply. Monitors and security guards must be trained in the basics of harm reduction, trauma informed approaches to client engagement, racial equity and cultural responsiveness, including diverse cultures, to ensure appropriate interactions with diverse client populations.

## **5. Community Participation (15 points)**

An extra **key point** of action taken for this upcoming Cold Weather Shelter, by suggestion of community leaders and business owners, is focused on the County commitment in incorporating during the planning process and functionality of the shelter, various representatives of the community. Further speaking, Grays Harbor County will be launching a “Think Tank Committee”. The County agree with the need of key voices participating on the planning process and the creation of a guided “Think Tank” meeting, conducted by the County. The monthly meetings would incorporate community and agencies leaders, church leaders, businesses owners and public sector leaders. A list of participants will be provided by the next week and the County will be structuring who would like/needs to be just informed and who would like/needs to provide inputs on what pieces specifically. All providers of cold weather shelter services will be key stakeholders in these ongoing conversations.

The provider shall outline how they will receive and respond to community complaints about shelter services.

## **6. Budget (15 points)**

Provider will submit a detailed budget that includes proposed budget that includes:

- Administration
- Operations
  - Staffing
  - Rent/utilities of space
  - Hotel/motel vouchers
  - Professional services (garbage, security, etc.)
  - Other services (behavioral health, transportation, etc.)
  - Supplies/Equipment
  - Training/Travel

Any other relevant budget expenses.