

HEAP Request for Proposal

Project Application – Services

(80 Points Total)

8 pages maximum – Enter answers directly into this document

The Butte Countywide Homeless Continuum of Care are looking for services that are coordinated, person centered, and include persistent engagement to the people experiencing homelessness who might not seek out services and connect them to necessary supports.

Services for this RFP are defined as: Street outreach, health and safety education, criminal justice diversion programs, prevention services, navigation services, mobile medical units, shower or toilets, and operating support for short term or comprehensive homeless services.

1. PROJECT OVERVIEW AND POPULATION (UNSCORED)

1. Provide a general description of your services project, a description of the target population, and time limits on services (if any).
 - a. For any type of street-based outreach projects: What days of the week and hours of the day does your agency provide outreach? Does this cover weekend and/or evening hours? What geographic area does your project cover, and is this through a regular route or sporadic visits?
2. Describe how many people will be served each year and what percent of those will meet project outcomes.
3. What household types are eligible for this project?
You may check more than one box.
 - Families with children
 - Seniors (60+)
 - Single females
 - Single males
 - Young adults (18-24)
 - Youth (under 18)

4. What specific populations, if any, is this program designed to serve?

You may check more than one box.

- All populations
- LGBTQ
- People living with disabling health conditions
- People living with drug or alcohol addictions
- People living with mental illness
- Seniors (60+)
- Veterans and/or their families
- Young adults (18-24)
- Youth (under 18)
- Other

2. PROGRAM DESCRIPTION (28 POINTS)

Commitment to Housing First and Low-Barrier (16 Points)

1. What criteria must participants meet before receiving services?
2. What would cause your agency to deny someone entry into this project?
3. Why would someone experiencing homelessness want to participate in your project?
4. Describe how your project will establish meaningful relationships with people living unsheltered who may not want to engage in services.
5. Given limited resources, how will your agency prioritize households for participation in services?
6. How do you determine what level and type of services and/or financial assistance to offer Participants? How and when will the level, type, amount, and duration of services and/or financial assistance be re-evaluated?
7. If participants are not eligible for the service, what other kinds of referrals and/or services will you provide?
8. The BCHCoC wants to continue to increase access of our local homeless to local services. How will your project work with or enhance other services/ programs to ensure services are accessible every business day (Monday-Friday) of the month through at least December 31, 2020?

Commitment to Racial Equity (2 Points)

1. Describe how your agency will make sure that your project does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

Commitment to Housing-Focused Services (10 Points)

1. Describe the staffing model for your project.
 - a. What supportive services are offered and when?
 - b. What is the ratio of direct-service staff to participants and how does that ratio support high-quality service delivery?
2. Describe how your agency coordinates care for participants with other service providers, including follow-up to make sure referrals are successful.
3. What qualifications or qualities are most important to your agency when hiring direct-service staff? How do these prepare staff to serve your participants?
4. How does your project train and support staff around best practices in participant engagement and self-care?
5. How does your agency ask for and incorporate participant feedback about your agency's services into your project design, policies, and/or procedures? Please provide examples.

3. BUDGET (15 POINTS)

Must provide bids/quotes/proof of cost for physical equipment, software, hardware, land, buildings etc.

1. Complete the RFP budget proposal sheets. The costs in this budget should be for the project only, not your total agency budget.
2. Identify the person(s) responsible for overall financial management of the activity. Indicate how many years of experience they have managing this or similar programs.
3. In a budget narrative:
 - Explain how these funds will be used
 - Explain the timeline for expenditures of the funds
 - Identify other resources and amounts that will be in conjunction with the HEAP Funds, if applicable.
 - Describe how the funds tie back to the purpose of the HEAP funding.
 - Describe the method used to determine the costs listed on the budget

4. GOALS & OUTCOMES (25 POINTS)

1. Describe your projects desires goals and outcomes.
2. Describe how your project progresses the state and local homelessness goals/priorities
3. What is your anticipated Total Number of Unduplicated Participants:
 - a. Provide the total number of unduplicated participants that will be served by each proposed service, regardless of the number of activities in which they participate. Each participant should be counted only once for the year.
 - b. Describe your intended plan for monitoring and reporting out of your projections and outcomes on a quarterly basis.
4. Describe how you plan to assess customer or user satisfaction with your services?
 - a. How do you plan to use the information to assess and/or make any changes to the services being delivered?
5. Indicate what changes, if any, in operations your agency will experience in order to provide the services and how you plan to measure whether the changes occur or not (adding staff, adding service locations, adding data tracking capabilities, etc.).
6. Describe how your project will continue after June 30, 2021. If it will not, state reasons why.

5. PAST PERFORMANCE AND DATA COLLECTION (10 POINTS)

1. Describe your agency's experience in successfully conducting this type of service. Identify any skills, current services, or special accomplishments that demonstrate your capacity for success.
2. If this project has been funded by the Butte Countywide Homeless Continuum of Care in the past and did not meet its goals or expend its full allocation, please explain why the project should be funded again. If the project has been funded before, describe some of the primary accomplishments and challenges?
3. Please provide three references that can speak to your organization's ability to successfully implement and administer the proposed program.
4. Specify the method and calculation to be used to measure the agency's objective. Data collection methods include HMIS, surveys, focus groups, interviews, report cards, and pre- and post-tests. (If a survey, questionnaire, pre- or post-test will be used for outcomes, attach the applicable document to this application and discuss the frequency of collection).