

CESH Bidders' Conference

July 28, 2020, 1:00 – 2:30 pm
Conducted Remotely



Agenda

Welcome and Introductions

Background and overview

CESH RFP details

Responses to submitted questions

Additional Q & A



How to ask a question

- Submit your question in the chat box
- Raise your hand to be called on to speak via computer
- Time will be reserved for phone-in users



Timeline

Request for Proposal Announced	Wednesday, July 1, 2020
Final date questions will be accepted	Friday, July 24, 2020
	Submit electronically to homelessprogram@cchealth.org
Mandatory Bidders' Conference (remote session)	Tuesday, July 28, 1:00–2:30 PM
Questions and Answers published	Friday, July 31, 2020
Response Submission Deadline	Friday August 14, 2020, by 5:00 PM
<i>No response will be accepted after this date and time.</i>	Submit electronically to homelessprogram@cchealth.org .
Notification of Awards	September 2020
Anticipated date of contract	October 1, 2020 – September 30, 2022



Goals and priorities

- Up to \$539,611 has been allocated to fund the operation of emergency housing interventions through Contra Costa County's allocation of CESH funds for two years beginning on October 1, 2020 with an expected end date of September 30, 2022.
- Interventions have been prioritized by the Council on Homelessness and include:
 - outreach
 - shelters/day shelters
 - prevention, and diversion (Rapid Resolution).
- Funding is for expansion of services and cannot be used to supplant funding of existing services.
- Capital expenditures are not eligible.



Component of CES

This project is a component of, and will operate with, the Contra Costa County homeless Continuum of Care (CoC) and Coordinated Entry System (CES)



Application components

- Respondent's experience providing emergency housing interventions for the target population;
- Description of organizational capacity;
- Outline of service delivery including staffing and mode of delivery;
- Timeframe for operation;
- Outcomes and a plan for evaluating the success of the program;
- Budget and budget justification;
- Appendices with corporate profiles and resumes/job descriptions and copies of applicable policies and procedures.



Community Priorities

Contra Costa's Council on Homelessness has prioritized certain services. Responders addressing lower priority service area(s) are encouraged to explain why such service area should be selected, e.g., change in local need, response to COVID-19.



Priorities

- **Expanding Rapid Resolution (Shelter Diversion)**: Homelessness diversion programs are intended to quickly support people who are initially attempting to access shelter by helping them quickly regain stability in other permanent housing. Rapid Resolution is an approach to shelter diversion that engages individuals and families in creative problem-solving conversations via short-term intensive case management and offers financial services and other resources, including mediation, consultation, assistance, and linkages.
- Rapid Resolution services are integrated into Contra Costa's coordinated entry system; proposed projects should either be offered through an existing access point in the CES, or propose to offer this service through a program that would be integrated into the CES and would significantly impact persons entering or already in the system of care.
- Service costs may include: housing search and placement; housing stability case management; mediation; legal services; and credit repair. Direct financial assistance costs may include: rental application fees; security deposits; last month's rent; utility deposits; utility payments; moving costs; and emergency transfer costs. Direct financial assistance costs may also be made available from H3's Housing Security Fund (HSF) flexible housing pool.



Priorities

- **Increasing Emergency Shelter Beds:** Emergency shelter, navigation centers, and interim housing provide immediate access to temporary shelter, meeting basic needs like food, clothing, and hygiene, and quickly connecting individuals to housing and other mainstream services. Emergency Shelter is defined as any facility, the primary purpose of which is to provide a temporary shelter for an individual or family experiencing homelessness, and does not require occupants to sign leases or occupancy agreements.
- Proposed projects must commit to participate in Contra Costa's Coordinated Entry System to the extent possible for the project type.
- Service costs may include: case management; child care; education services; employment assistance and job training; outpatient health services; legal services; life skills training; mental health services; substance abuse treatment services, transportation; and shelter operations.
- Responders who currently operate emergency shelters may consider possible improvements, such as: expanding services and/or operational hours to meet the demonstrated need; eliminating rules or expectations that could be perceived to be unreasonable or punitive; accommodating self-defined groups of families; creating safe arrangements for pets within the shelter; providing safe storage for possessions; or increasing case management to create quick connections to permanent housing or housing navigation services.



Priorities

- **Expanding Outreach:** Outreach programs engage and provide services to people living in places not meant for human habitation. Outreach provides in-the-field engagement with people experiencing unsheltered homelessness, offering assessments, benefits eligibility screening and enrollment, linkages to services, and Emergency Shelter and Warming Center placement.
- Service costs may include: engagement; case management; emergency health services; emergency mental health services; transportation; and services for special populations (e.g., youth).
- Responders are encouraged to propose outreach programs that thoughtfully and respectfully engage unsheltered individuals and assess them via the Coordinated Entry System (CES), and connect clients with emergency shelter, housing, and other critical services.



Priorities

- **Expanding Prevention:** Prevention refers to supports for individuals or households at imminent risk (within 14 days) of homelessness. Homelessness prevention programs are intended to quickly support people who are at imminent risk of homelessness by helping them quickly regain stability in their current housing. Prevention activities include housing relocation and stabilization services and short- and/or medium-term rental assistance necessary to prevent an individual or family from becoming homeless.
- Prevention services are integrated into Contra Costa's coordinated entry system; proposed projects should either be offered through an existing access point in the CES, or propose to offer this service through a program that would be integrated into the CES and would significantly impact persons entering or already in the system of care.
- Service costs may include: housing search and placement; housing stability case management; mediation; legal services; and credit repair. Financial assistance costs may include: rental application fees; security deposits; last month's rent; utility deposits; utility payments; moving costs; and emergency transfer costs.
- Responders with prevention projects should note that homelessness prevention is not an eligible use of the Housing Security Fund, and thus any financial assistance proposed must leverage funding from other sources.



Monitoring and evaluation

- Successful projects must:
 - Collect and timely document participant data and services delivered into the County's Homeless Management Information System (HMIS)
 - Provide H3 with requested data from the HMIS and/or systems in accordance with HCD guidelines each quarter.
 - Administer their activities consistent with Housing First principles and statute
 - Participate in coordinated entry
 - Track and achieve collective system performance measures



Application Components

Each respondent must submit a response in the following order with documents as described (unless otherwise noted).

- A. Cover Sheet (1-page), completed and signed by Agency Executive Director
- B. Program Description/Executive Summary (1-page)
- C. Statement of Qualifications (12-pages)
 - Characteristics and Qualifications of Responder (4-pages)
 - Program Design, Implementation and Evaluation Plan (5-pages)
 - Budget Template and Budget Justification (3-pages)
- D. Appendices (no page limit)



Scoring

A panel of RFP reviewers will score each proposal. A maximum of 100 points for each proposal is possible using the following scoring:

- Characteristics and Qualifications of Responder 30 Points
- Program Design, Implementation and Evaluation Plan 55 Points
- Budget and Justification 15 Points

In order to be considered for an award, the proposal must have a minimum score of 80 points.

Based on overall scores, RFP reviewers will recommend selection and funding of the responder to *potentially* provide services using the County's CESH funding. Funding for this contract will be contingent upon review and approval from the Health, Housing, and Homeless Services Director, as well as availability of funds.



Application submission

All responders shall submit one (1) electronic copy of their response. The electronic copy must be a single PDF in alignment with the Response Instructions contained in this RFP. Electronic copies of proposals in PDF format should be emailed to the following: Contra Costa Health, Housing and Homeless Services, homelessprogram@cchealth.org.

Electronic submission of proposals to the above email addresses are due by **5:00 PM on Friday, August 14, 2020**. Late proposals will not be accepted and will not be reviewed. There will be no exceptions.



Previously Submitted Q&A

On page 4, the RFP mentions a corporate profile should be submitted as an appendix. But on page 16, the RFP states, “If the responder agency utilizes a fiscal agent, please provide a corporate profile.” Since we do not use a fiscal agent, do we need to submit a corporate profile?

- Yes, all Responders must submit a corporate profile. If the provider utilizes a fiscal agent, then the corporate profile shall be of that entity.

On page 18, the RFP states that we should fill out our budget using the budget template provided in the RFP. I do not see a budget template in the RFP document. Can you point me to where I can get the template?

- The budget template is available for download on our website available [here](#).



Previously Submitted Q&A

Is there an initial understanding of how much Housing Security Fund is available for Rapid Resolution?

- Responders are encouraged to base their budget on the available CESH RFP award to provide services for their project. The budget and estimate will be evaluated based on the competitive ability of Responders to provide services using the CESH RFP award. To the extent that additional funds would be required, Responders shall outline the amount requested from the Housing Security Fund and base this budget on the estimated number of households to be served and their estimated needs in accordance with the eligible uses outlined in the Housing Security Fund Policies and Procedures. Any estimates for additional amounts from the Housing Security Fund will be considered requests only and does not guarantee funding in the requested amount or any amount from the Housing Security Fund. Use of the Housing Security Fund will be negotiated upon award based on project type, budget, and proposed uses.

Will Housing Security Funds come out of the total CESH funding amount or are they considered completely separate funds?

- For projects with access to the Housing Security Fund, those dollars are in addition to the amount available through this CESH RFP. Responders are encouraged to base their budget on the available CESH RFP award to provide services for their project; however, responders may include estimates of need for additional dollars from the Housing Security Fund in their budget worksheet and budget justification. Please also see question no. 3 for more information regarding the Housing Security Fund.



Previously Submitted Q&A

Will programs applying for prevention projects be able to access the Housing Security Fund?

- Rapid Resolution programs are eligible for Housing Security Fund dollars; however, Prevention programs are not an eligible use of Housing Security Funds based on the Housing Security Funds Policies and Procedures.

How should applicants proposing prevention and diversion projects plan to use the RFP award (i.e., for staffing or operations and expect use of the Housing Security Fund for prevention and diversion services)?

- Applicants should submit competitive applications and budgets. The intent of the RFP is not to provide merely funds for staffing or operations of prevention and diversion services. There should be a competitive budget that includes use of the project award for the prevention and diversion services proposed. Use of the Housing Security Fund is subject to available funding, community and consumer need, Housing Security Fund Policies and Procedures, and will be subject to additional negotiation with H3.



Previously Submitted Q&A

Can you give examples about different types of leverage that you are hoping to see?

- Responders are encouraged to use a wide variety of local, state, federal, and philanthropic funds available as appropriate for their project and permissible under the requirements of such respective funding source(s).

Page 6, regarding "Expanding Rapid Resolution"--can information regarding current rapid resolution provider/s, number of people/households served during an average month/quarter/year (whatever period is easiest), to what extent this meets identified need in the County, and to what extent demand for service has increased recently ?

- Contra Costa County currently has one Rapid Resolution provider with access to the Housing Security Fund to provide problem solving with resources. This year, the county has scaled Rapid Resolution by training all providers in problem solving conversations. The county is looking to provide additional Rapid Resolution options and is anticipating additional need in this service area due to the changing economy.



Previously Submitted Q&A

What has the history been, of mobile hygiene services being available to the homeless in the County? What has gone well, and where are the greatest needs?

- Responders are encouraged to review available annual reports, strategic plans, system maps, and Continuum of Care priorities to familiarize themselves with past projects and community-identified needs. Responders may use other sources of information to justify potential gaps in services. In addition, Responders are encouraged to get involved with the Contra Costa homeless system of care and participate in community meetings to familiarize themselves of the services available within the system.

How well does providing mobile hygiene (mobile showers, laundry services, and case management to link the unhoused with key services like medical assistance, job info, or housing info) fit into priority #3, Expanding Outreach?

- Effective outreach can take many forms, but Responders are encouraged to propose outreach programs that thoughtfully and respectfully engage unsheltered individuals and assess them via the Coordinated Entry System (CES), and connect clients with emergency shelter, housing, and other critical services. Please see page 7 of the RFP for further description of priority area.



Previously Submitted Q&A

Page 7, regarding "Increasing Emergency Shelter Beds"--can you confirm that the cost of meals related to the shelter services are an allowable budget item?

- The cost of meals are an allowable operating cost budget item .

Also, "pets" are referenced in this section--is this term meant to include all animal companions which are not service animals under the ADA definition, or some other working definition of "pet?"

- "Pets" include any allowable companion under the ADA definition along with any other pets that are permissible under the provider program pet policy.

Page 10, regarding the 7 system performance measures, can H3 clarify which measures are considered relevant for each of the different eligible service types, or should respondents either determine relevant measures for their proposal type, or address each measure within the 4 page narrative for section C, even if it does not appear relevant? (For example, it seems unlikely that a Rapid Resolution program would have much effect on system-wide employment or income growth for homeless persons, but a respondent would not want to waste valuable page space just to say this.)

- Responders are encouraged to submit answers to any RFP prompts as they see fit to best explain their project, budget and otherwise provide a complete and competitive proposal.



Previously Submitted Q&A

Page 12, regarding the Mandatory Bidders' Teleconference--will additional questions be allowed as part of the teleconference?

- Additional questions are permitted at the Bidders' Teleconference. All questions and answers from the Teleconference will be published.

Page 15, regarding submission deadline--if a respondent submits a proposal before the deadline, and then finds they want to revise the proposal and submits the revised proposal before the deadline, how should they identify which proposal they wish to be reviewed? Or will H3 automatically review only the last submitted version?

- Responders are expected to submit only the final version of their proposal. H3 will determine on a case-by-case basis whether to accept non-substantive edits to a submitted proposal if submitted before the deadline.

Page 16, Response Outline item c)1)--are parts a. and b. worth up to 5 points each, or is the combined answer for a. and b. worth up to 10 points?

- The combined answer for 1a. and 1b. are worth up to 10 points.



Previously Submitted Q&A

Page 17, Under 1) "The proposed program type", this section states that "H3 reserves the right to adjust prioritization based on community need and Responder justification." Given the rapidly changing conditions due to COVID-19 and worsening economic conditions, if adjustments should be made, how will H3 go about this? Who will make such a decision? If made before the submission deadline, will there simply be a published RFP amendment (with or without a time extension)? If adjustment is needed after the submission deadline, how will the public and respondents know this, and would there be an opportunity to revise proposals in light of the priority adjustments? What will panel members know or be told about the conditions under which various sheltering options might or might not be allowable during the foreseeable future of COVID-19 pandemic?

- H3 does not anticipate a change from the prioritization as the services areas identified in the RFP are still relevant to the community needs.

Page 18, regarding 2) Leverage--If leverage at 100% is recommended, but not required, and this section [Proposal Outline e) Budget and Justification, Item 2) Leverage] is not scored, how will the panel "evaluate" the proposal based on the relevance, timeliness, and level of leveraged funds committed to the project and how will this evaluation factor into the overall objective scoring rubric?

- While leverage is not a scoring factor in and of itself, documentation of leverage may be a consideration as part of a program's competitive budget as described in 2(e)(1) on page 18 of the RFP.

Previously Submitted Q&A

Page 18, regarding Appendices--in addition to the items listed specifically here, can you confirm that appendices can also include documentation about leverage and documentation related to Housing First adherence?

- Yes, documentation related to Housing First adherence and documentation of leverage may be submitted as part of the appendices.

Page 19, regarding Evaluation Criteria, e) the RFP requests references. How many would H3 like?

- Please do not include references in your initial proposal. Responders will be contacted for references as needed with additional clarification on any restrictions that may arise from the composition of the Review Panel.

What qualifies as homelessness prevention?

- It is important to distinguish between homelessness prevention and eviction prevention. Prevention activities include those activities described in 24 CFR Part 576.103. Please also refer to priority description on page 7 of the RFP. Prevention projects will be evaluated based on suitability and relevance to the specific community needs within the Contra Costa County homeless system of care.



Previously Submitted Q&A

Can applicants apply for more than one use of the funding?

- Yes, Responders may propose services in more than one service category; however, a full and complete separate proposal must be submitted for each service. Combined proposals will not be considered.

Can applicants apply for the entire pot of funding?

- Yes



Additional Questions?

