City of Albany
Request for Proposals (RFP)
Homeless Outreach and Engagement Program

Release Date: May 13, 2013
Response Due Date: June 5, 2013 by 12:00 Noon
Proposals should be emailed to Isabelle Leduc at ileduc@albanyca.org
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City of Albany Homeless Outreach and Engagement Program

I. Introduction

The following provides general information and instructions for applying for funds from the City of Albany for the provision of a Homeless Outreach and Engagement Program to persons who are homeless on the Albany Waterfront and other areas of the City. This document contains the requirements that all applicants must satisfy and/or complete.

The City of Albany is seeking proposals from individual agencies, consortium of agencies and governmental agencies to provide a comprehensive Outreach and Engagement Program to homeless persons on the Albany Bulb and other areas of the City. The City is seeking to commence the program as soon as is practical upon completion of the selection process, which is anticipated to be June 17, 2013. The term of the contract is for a period of three (3) months. Interest and ability to provide services beyond three months if desired by the City should be indicated in the proposal.

It is widely recognized that homelessness is not due to just a lack of shelter; it also involves a variety of unmet needs and underlying economic, physical, and social challenges. The ongoing issue of homeless individuals in Albany, particularly at the Albany Bulb requires a collaborative approach to both assess the specific needs of people who are homeless and to find appropriate housing and service solutions to end their homelessness.

Agency must have working relationship with a broad spectrum of emergency services agencies, social services agencies, health services agencies, housing, providers (permanent, transitional, and shelter housing) needed by people who are homeless.
II. Scope of Service

Homelessness is a complex social issue, and as such, the approach must be multi-faceted, multi-disciplinary, and integrated. Therefore, this RFP seeks an individual agency, consortium of agencies or governmental agency that, as a team and/or through linkage/referral agreements, will provide services and activities for a City of Albany Homeless Outreach and Engagement Program. It is expected that the provision of services will occur seamlessly. Applicants must demonstrate how their proposed program will adhere to this structure and how, if the proposed program consists of a consortium of agencies, services will be coordinated amongst agencies. If a single agency can handle all of the applicable service provision responsibilities, it is eligible to apply alone.

All programs will be required to participate in the County’s Homeless Management Information System (HMIS). HMIS requires the entry of client-level data into a centralized, web-based system as well as compliance with all applicable confidentiality and data security protocols. Funded agencies will be required to create monthly reports for the City directly out of HMIS.

Funded programs are expected to have an outcome oriented approach with a strong emphasis on concrete, measurable results. It will not be enough to simply say that activities will be conducted. Rather, funded agencies will be expected to demonstrate the impact these activities have on their clients.

It is expected that the funded programs will coordinate with the County and other programs provided by other public and private nonprofit agencies as appropriate, to avoid duplication and to more effectively and efficiently utilize resources. Agencies will also need to coordinate with City staff from the Departments of Community Development, Community Services, Police, Fire and others as needed in order to more effectively outreach to homeless persons and address concerns.

Program staff may also be expected to attend meetings with residents, City representatives, businesses, or other persons as appropriate in an effort to address concerns.
Successful proposals will demonstrate how the agency or consortium of agencies plan to seamlessly provide, either directly or through partnerships/direct referrals (a warm handoff) the following:

- Provide mobile outreach services to homeless individuals and families at the Albany Bulb
- Begin and maintain engagement with target population
- Provide outreach, information and referrals, and harm reduction services such as food, water/coffee, blankets, socks and tents to homeless individuals
- Administer short needs assessment to determine factors that will affect next steps in housing procedures
- Begin housing processes in a housing first modality including collaboration with housing and service agencies
- Emergency shelter (May include shelter beds, hotel rooms, or other housing as appropriate)
- Direct transportation to shelter and other services
- Must be willing to work collaboratively with volunteers who have been providing some level of support to homeless individuals at the Bulb.
- Provide regular outcome reports and program statistics to the City.

III. General Eligibility Requirement

At a minimum, all applicants must meet the following threshold requirements:

- Be a public entity or non-profit organization 501 (c)(3)
- Have experience providing outreach and other supportive services to homeless persons, including case management and housing resources.
- Have experience and the ability to work with community members, businesses, and other persons or agencies.
- Have a strong emphasis on concrete, measurable outcomes that address how the services provided will contribute to reducing homelessness and be a step towards the goal of ending homelessness in Albany.
• Must be credit worthy and have the financial capacity to administer the program and its fiscal requirements.
• Must adhere to the insurance requirements as indicated in Attachment A, Exhibit B Insurance

IV. Overview of Eligible Outreach and Engagement Activities

Eligible activities are those provided to homeless individuals at the Albany Bulb or in other parts of the City of Albany. Eligible outreach and engagement services are activities to locate, identify, and build relationships with homeless individuals for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs and may include:

• Staff salaries related to carrying out outreach and engagement services
  Initial assessment of physical, psychological and housing needs and eligibility
• Providing crisis counseling and intervention
• Addressing urgent physical needs
• Actively connecting and providing information and referral
• Engagement with homeless individuals by outreach workers
• Emergency shelter (may include shelter beds, hotel rooms, or other housing as appropriate)
• Direct transportation to shelter and other services (such as through the use of a van)
• Linkages and referrals to services and benefits provided by other nonprofits and government agencies (for example, mental health, substance abuse treatment benefits or employment training)
• Travel by outreach workers, social workers, medical professionals or other service providers during the provision of eligible outreach and engagement services
• Cost of a participant’s travel on public transit
• Mileage allowance for outreach workers to visit participants
• Purchasing or leasing a vehicle for use in conducting outreach activities, including the cost of gas, insurance, taxes and maintenance of the vehicle
• Costs of staff to accompany or assist participants to use public transportation.

V. Proposal Content Requirements

1. Project Summary: In this section provide a brief summary containing highlights of your proposal’s approach. Please describe the overall structure of your program including where services will be located. Identify the lead agency as well as all other entities that will provide services funded including the services each agency will provide, a brief description of relevant agency experience, and the program’s staffing.

2. Program Description: Please provide a detailed description of your proposed program. Include responses to the following questions in your answer:
   a. How you envision clients progressing through your program and between provider agencies
   b. Your strategic approach to outreach and engagement of homeless persons
   c. How your proposed program will contribute to the goal of ending homelessness
   d. How you will connect clients to all services they need. Please provide a list of agencies to which program participants will likely be referred and what services those agencies provide. Include how you plan to transport persons engaged through the outreach to shelter or other services as appropriate
   e. When you will be ready to commence services and attach a timeline

3. Organizational Capacity and Experience: Please describe your experience in providing services similar to those described in the RFP. For any of staff members who will provide services under this proposal, provide organizational chart, resumes and or job descriptions. Explain how oversight and supervision will occur. Please indicate your interest and
ability to continue providing services beyond three months, if desired by the City.

4. **Project Budget:** Please provide a monthly budget and narrative to explain or justify the amount entered for each budget item.

5. **References:** Please provide three references that can speak to the agency’s ability to successfully implement the proposed project.

**VI. General Information**

1. The City of Albany reserves the exclusive right on its selection of a consultant.
2. All proposals submitted will be subject to public records law.
3. The City reserves the right to cancel or reissue the RFP or revise the timeline at any time.
4. The City reserves the right to reject any and all proposals and to waive minor irregularities in the proposal process. The City may accept any proposal if such action is believed to be in the best interest of the City.
5. The City is not liable for any cost incurred by the proposer prior to execution of a contract.
6. The project team shall be approved by the City of Albany. The City must approve any changes in the project team.
7. The City reserves the right to negotiate final terms with the selected agency.
8. The contract for the project will conform to the City’s standard contract.

**VII. Questions during proposal period**

All questions should be directed to Isabelle Leduc at ileduc@albanyca.org or (510) 559-7226.

**VIII. Submittal of Proposal**

Proposal must be received by June 5, 2013 at 12:00 PM

Proposal must be emailed to: Isabelle Leduc at ileduc@albanyca.org