

**Request for Proposals (RFP) for Permanent Supportive Housing Services
Issued September 22, 2016**

INTRODUCTION

The City of Winston-Salem (City) is seeking proposals for an agency to be responsible for provision of Permanent Supportive Housing Services to households that are formerly homeless living with a disability and are currently residing in independent housing. Proposals are due by **5:00 p.m., October 14, 2016.**

PURPOSE

CenterPoint Human Services merged with Cardinal Innovations Healthcare of Kannapolis, North Carolina effective July 1, 2016. Due to the merger, CenterPoint transferred two Continuum of Care (CoC) grants to the City of Winston-Salem, based on approval of the U.S. Department of Housing and Urban Development (HUD). The City seeks an agency to be a subrecipient of HUD grant funds and provide services to the participants in the Permanent Supportive Housing (PSH) programs funded under these two grants.

The program was formerly known as the “Shelter Plus Care Program” and now is under the Permanent Supportive Housing category of Continuum of Care grants. Permanent supportive housing (PSH) means permanent housing in which supportive services are provided to assist individuals with a disability experiencing homelessness and enabling them to live independently. PSH can only provide assistance to individuals and families with disabilities in which one adult or child has a disability. Supportive services must be made available to meet the needs of the program participants.

The funds available for the position come from the grant, which also provide rental assistance for the program participants. Referrals of persons with a disability experiencing homelessness are conducted by the Community Intake Center of the Winston-Salem/Forsyth County Continuum of Care. The agency that receives referrals from CIC then refers eligible clients to the Housing Authority of Winston-Salem (HAWS) to start the application process, and HAWS administers the rental assistance provided through the grants.

FUNDS AVAILABLE

Up to \$40,392 in Continuum of Care Homeless Assistance funding from HUD is available for one full-time equivalent position for the year beginning July 1, 2016 and ending June 30, 2017. The amount that has been requested from HUD for the subsequent year is \$38,183. Renewal of funding is subject to an annual competitive application to the City for submission to HUD.

SCOPE OF WORK

The agency selected to receive funding must commit to:

- Provide housing stabilization services in permanent supportive housing for homeless persons
- Enter and maintain participant data in the Homeless Management Information System (HMIS), including sharing data with other agencies participating in HMIS
- Provide cash or in-kind matching funds

The position initially will serve an existing tenant caseload of approximately 54 households (2 grants with approximately 35 and 19 households, respectively). Caseloads may vary depending upon available rental assistance funds, demand and other factors. As turnover occurs, new households will enter the program.

Examples of duties of the position are listed below:

- Conduct intake of applicants and determine eligibility based on chronic homeless status, including collecting documentation of homelessness and disability status
- Refer eligible households to the Housing Authority of Winston-Salem
- Connect housing participants to local resources (i.e. job training, SSI benefits) and other service providers based on individual needs; actively assist participants in engaging with service providers
- Conduct regular follow-up with participants and provide case support
- Maintain contact with community service providers responsible for supporting individuals and their families in affordable housing
- Enter initial and interim participant data into the Homeless Management Information System (HMIS)
- Develop and maintain client files
- Educate participants on housing stability resources
- Provide or arrange educational sessions for participants on housekeeping and budgeting
- Educate clients on tenant and landlord rights and responsibilities
- Follow-up with landlords to check for any concerns or issues with clients
- Perform related tasks as assigned
- Follow up with HAWS as needed, for example if payment issues arise or when individuals desire to move to another unit
- Participate in monitoring visits by the City or HUD

APPLICATION AND SELECTION PROCEDURE

This RFP, which includes the application form, is available on the City's website at [this link](#). A Word version of the application form also is available. The Winston-Salem/Forsyth County Continuum of Care Rating Panel will review proposals and make a recommendation to the City for selection of an agency to provide the requested services. Applications will be scored on a 100 point basis. To apply, submit one hard copy of the proposal and any attachments to:

By Mail:

Ms. Mellin L. Parker
Planning Sr. Project Supervisor
Community and Business Development
Department
City of Winston-Salem
P. O. Box 2511
Winston-Salem, NC 27102-2511

By Delivery:

Ms. Mellin Parker
Planning Sr. Project Supervisor
Community and Business Development
City of Winston-Salem
Bryce A. Stuart Municipal Building
100 East First Street (Corner of Church Street)
Winston-Salem, NC 27102-2511

In addition to hard copy submission, please email the completed proposal to timw@cityofws.org.
Please direct any questions to Mellin Parker at (336) 734-1310 or mellinp@cityofws.org or Tim
West at (336) 734-1305 or timw@cityofws.org.

**Appendix A:
Threshold Criteria for Proposals**

I. Criteria for Continuum of Care Grant Participation

- a) Must have documentation of having served HUD-eligible homeless persons or families, through activities that are eligible under the CoC Interim Rule, during the twelve months prior to the deadline stated in the Request for Proposals
- b) Must propose an eligible activity for an eligible homeless population, pursuant to HUD requirements
- c) Must be an eligible contractor for federal funds per <https://www.sam.gov/>, must have a current tax exempt status as verified by the IRS and must not owe any overdue tax debts, as documented on IRS 990 submissions to the IRS
- d) Must not propose to use HUD funds to supplant current funding
- e) Must identify matching funds prior to application submission
- f) Must provide the information listed below in Section II and must have satisfactory organizational status, experience and capacity to submit, implement and operate the proposed project, as determined by the City of Winston-Salem

II. Information on Organizational Status Sponsors of CoC projects must provide the most current versions of the following items to the City for review, unless the organization has already submitted them to the City:

- a) Signed authorization to apply for CoC Funding
- b) Most recent IRS 990, as submitted to the IRS
- c) Most recent audit report and auditor's management letter
- d) By-Laws
- e) Articles of Incorporation
- f) IRS 501(c)3 designation letter (status in place for at least one year prior to application deadline)
- g) Current Board roster
- h) Copies of budgets for last year, current year and next year (if available)
- i) Copies of Code of Conduct, Personnel Policies, Procurement Policies, and Accounting Procedures for the Organization (as applicable)

**Exhibit B: Contents of Proposal
Permanent Supportive Housing Services**

1. Provide a transmittal letter on agency letterhead, signed by a person authorized to submit the proposal.
2. Describe how the proposed services and your agency's mission are consistent.
3. Describe the characteristics of the populations currently served by your agency, including the types of disabilities served and the numbers of persons with disabilities who are served.
4. HUD allows the program to serve only persons coming from emergency shelters or the streets. Please describe the extent to which your agency has served and now serves this population.
5. Please describe current and/or recent collaborative initiatives with other agencies, with special emphasis on how your agency's staff has worked as part of a multi-agency team. Describe how the proposed position(s) will work as part of a team in collaboration with staff from other agencies.
6. Describe your agency's experience with the coordinated intake and assessment process for homeless persons in Winston-Salem/Forsyth County.
7. Describe how your agency's staff connects clients to mainstream resources, including Medicaid, food stamps, child care and other services.
8. Describe the experience of your agency in providing services to homeless persons after they move into permanent housing.
9. Describe the case management model proposed to be used and the services to be provided.
10. Describe how you will ensure employment of qualified staff. Please include a job description which includes qualifications for the position. Submit an organizational chart showing how the proposed position will fit into your agency's structure.
11. Describe the Housing First approach and how your agency uses it, including whether or not your agency already operates a CoC-funded Housing First program. Include information on any of your agency's requirements related to sobriety and participation in services as conditions of remaining in a housing program. If there are none, please state so.
12. Describe your agency's experience helping people to find housing; also describe experience building working relationships with landlords.
13. Describe your agency's experience with the Homeless Management Information System, including the number of users, number of client records and years of experience.

14. If your agency currently operates a similar program or positions, indicate the performance results for the most recent 12 months, including (1) the number and percentage of participants retaining permanent housing and (2) the number and percentage of adults increasing total income while in the program.
15. Describe the experience of your agency in working with the Housing Authority of the City of Winston-Salem. Include types of activities, years of experience working together and populations served.
16. If your agency currently provides case management to disabled, homeless persons placed in permanent supportive housing, how is it funded?
17. Describe how your organization has the capacity and resources to conduct the proposed project.
18. Please include information on resources available to ensure that staff funded under the grant may travel to conduct visits to clients in their homes.
19. Describe your agency's financial capacity to provide cash flow for the project and receive reimbursement from the City.
20. Match of at least 25% of the HUD funds is required and can be cash or in-kind. In the table below, list matching funds to be provided by your agency. The total amount should not be less than 25% of the funds requested from HUD.

<i>Description of Cash or In-Kind Matching Activity</i>	<i>Source of Matching Funds</i>	<i>Amount of Matching Funds</i>
<i>Example: Case Management</i>	<i>Example: foundation funds</i>	<i>Example: \$20,000</i>
TOTALS		

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21. Budget—Funds Requested

Please complete the following table to show funds requested.

Job Title:	
Hours Per Week:	
Annual Salary/Wage	
Annual Fringe	
Other costs: (list)	
TOTAL REQUESTED	

22. By position, list the amount of existing PSH caseload your agency is currently serving.

23. Describe the average target numbers of households and persons the proposed position will serve at a point in time:

Households with Only Adults		Households with Adults and Children		Totals	
# Households	# Persons	# Households	# Persons	# Households	# Persons

24. Please describe the number of PSH cases handled by your agency that will remain unserved after the requested funding is provided, if any.

25. If the requested funding is provided, what will be the average caseload at a point in time for all PSH programs at your agency?