



Request for Proposals

Human Services Congregate Shelter Expansion for the City of Tempe, Arizona

Proposals due July 7, 2021 before 4:00 PM



Human Services Congregate Shelter Expansion for the City of Tempe, Arizona

Request for Proposals (RFP)

Maximum Request: \$450,000

TIMELINE

Activity	Due Date
RFP Released	June 9, 2021
Proposals Due	Must be received no later than July 7, 2021 by 4:00 PM based on Arizona Time (Mountain Standard Time year-round) Proposals to be submitted electronically with a subject line Human Services Congregate Shelter Expansion RFP to: kim_vannlmwegen@tempe.gov
Notification of Award	July 16, 2021
Contract Award	July 16, 2021-June 30, 2022
Report Due	October 2021, January 2022, April 2022, July 2022

This Request for Proposal (RFP) does not commit Tempe Community Council to award any agreement. All dates are subject to change.

BACKGROUND AND INTRODUCTION

Tempe Community Council (“TCC”) was founded in 1972 and in 1976 became a 501(c)(3) nonprofit corporation committed to involving a broad base of volunteer citizens and staff in addressing immediate and long-term human service needs in the city of Tempe, Arizona.

As a nonpartisan organization, TCC works through a volunteer citizen board to: identify and plan for needed human service programs in the community, to mobilize and educate the community regarding human service issues and needs, to conduct a funding review and recommendation process, and to inspire the community to donate time and resources to address human service needs.

TCC and the City of Tempe (“COT”) government have had a formal partnership since 1985. Through this partnership, TCC acts as a resource to the COT on all issues relating to human service needs within Tempe.

BACKGROUND ISSUE ENDING HOMELESSNESS

Homelessness is a crisis nationally and regionally. Available data show consistent annual increases in the number of unsheltered individuals living in streets, cars and parks. Regionally, there has been an 83% increase in unsheltered homelessness from 2017 to 2020, according to the annual Point-in-Time (PIT) count. During that same time frame, Tempe has experienced a 96% increase in unsheltered individuals.

During the January 2020 count, there were 3,767 unsheltered individuals counted in Maricopa County, including 396 unsheltered individuals in Tempe. Meanwhile, available emergency shelter, transitional and rapid rehousing, and permanent supportive housing options during 2020 were almost at maximum capacity, according to the 2020 Housing Inventory Count (HIC) for Maricopa County:

- 2,293 emergency shelter spaces available; 94% utilization
- 2,955 transitional and rapid rehousing units available; 89% utilization
- 5,657 permanent supportive housing; 96% utilization

With the support of Mayor and Council, Tempe is known for its progressive response to addressing homelessness. Increases in resources for human services, police and community services have resulted in much progress. However, currently allocated federal, state and local resources are not sufficient to resolve homelessness at the desired pace. More specifically, individuals seeking assistance have limited local shelter options and many remain unsheltered while street outreach provides supports toward housing.

With rising numbers of homeless individuals, the ability to find safe shelter space is more important than ever to work on ending someone’s homelessness.

TCC is seeking the services of qualified nonprofit agencies serving Tempe clients to apply for shelter expansion, for homeless persons in Tempe. This is a one-time funding opportunity, for a maximum of \$450,000.

These funds have been secured through the COT general dollars for FY 2021-2022, as part of the cities commitment to ending homelessness in Tempe.

The COT, through TCC, initiates this Request for Proposals (RFP) to solicit applications from human services agencies serving Tempe clients. A panel of TCC Agency Review Volunteers will make recommendations to the Tempe City Council for funding of this homeless shelter expansion. Final funding decisions are legally that of the Tempe City Council. TCC and COT reserve the right to re-release or amend this RFP if applicant's proposals do not meet the desired outcomes.

SCOPE OF WORK

AGENCY AND PROGRAM QUALIFICATIONS

Nonprofit agencies serving Tempe clients are eligible to apply. Eligible human services organizations and programs must:

- Be a 501(c)(3) human service organization
- Serve 100% Tempe residents with funds received from the City of Tempe
- Serve homeless clients with congregate shelter and services
- Must follow all Centers for Disease Control and Prevention guidance for Homeless Service Providers around COVID-19 safety practices

These funds:

- May be used for existing space expansions to expand shelter capacity
- May be used for shelter operations
- May be used for Emergency and basic needs services for those residing in the shelter
- Are eligible for personnel and personnel training costs
- May be used for costs associated with moving shelter participants from shelter to permanent housing (e.g. Fees for securing documentation or certifications, work or education related assistance, transportation)
- May be used for shelter expansion within City of Tempe limits
- May ONLY be used for shelter expansion outside of city limits FOR PEOPLE HOMELESS IN TEMPE (e.g. spent the last night sleeping rough in Tempe, last permanent residence was in Tempe, COT referred by HOPE, Care 7 or another TCC partner agency)
- Funds **may not** be used to purchase land or buildings
- Funds may not be used for Rapid Rehousing costs
- Funds are not meant for shelter diversion costs (e.g. rental deposits, rental/utility arrears, or rent or utilities, or transportation to live with their families)

TCC defines "homeless" as the living situation of an individual or family who does not have stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.

TCC defines “congregate shelter” as shelter where members of different families/households reside within a common facility and share spaces such as dining areas, restrooms living/entertainment space, and sometimes sleeping areas.

This funding focuses specifically on emergency homeless shelters. Shelters are considered to be emergency shelters if they have all of the following characteristics:

- Most stays are less than three months in duration
- High annual turnover rate (for example, many clients use each bed over the course of a year)
- Provide crisis-based service for those experiencing homelessness, with few barriers to entry (for example, no cost to client, no referral or entry application necessary)

CORE COMPONENTS/BEST PRACTICES

Shelter is needed to resolve a person’s or family’s homelessness while providing for their basic needs. Every shelter should be housing-focused with an expectation that people will be working on permanent housing while safe in the shelter. Sheltering alone, is not the solution to homelessness, but during a pandemic, expansion of options for people to be safe – while ending their homelessness – is essential.

Emergency shelters are often where people experiencing economic shock first turn for support through a wide range of services.

Shelters must be low barrier, focus on assessment and triage to recovery and other services, and intentionally link to permanent housing resources so that people move through shelter to permanent housing quickly.

In addition, some level of amenities such as storage, showers, and laundry should be provided.

Rules are minimal and are designed to promote the physical and emotional safety of participants and staff in the least restrictive manner possible. When rules are not followed, participants are offered additional support to adjust their behavior and be successful in the program.

Participation in services is not required, but housing-focused services are provided, connecting participants with Coordinated Entry and alternative housing options as appropriate and assisting individuals with gathering needed documentation to assist with access to housing.

Note: No individual shall be excluded from participation in, denied the benefit of, subjected to discrimination under, or denied employment in the administration of or in connection with this agreement because of age, sex, race, color, religion, creed, marital status, familial status, sexual orientation, national origin, honorably discharged veteran or military status, the presence of any sensory,

mental or physical disability, or use of a service animal by a person with disabilities.

POPULATIONS SERVED

Agencies seeking funding must address one or more of these homelessness subset populations:

- Veterans
- Families
- Youth
- Chronically Homeless Individuals
- Older Adults
- Sexual and Domestic Violence Survivors

Programs should address:

- Crisis
- Should provide outreach to the community where shelter expansion will occur

RECOMMENDED STAFF ROLES

Case Managers should perform the following tasks (at minimum):

- Assess level and type of assistance client needs
- Collect data and report into the Maricopa County Homeless Management Information System (HMIS)
- Create Housing Stability Plan
- Assist with client/household budgeting
- Make connections and referrals
- Work directly with landlords
- Case Managers should be trauma-informed and engage in trauma-informed practices

DATA COLLECTION, PERFORMANCE MEASURE GUIDANCE AND REPORTING

Agencies must be able to collect and report participant-level demographic and service data as described in any resulting contract. Agencies must implement policies and procedures to ensure privacy and confidentiality of participant records for both paper files and electronic databases. Agencies must enter data and adhere to data quality procedures as stipulated in the Maricopa County Homeless Management Information System (HMIS) Standard Operating Procedures. As a condition of receiving funding, agencies will be required to report participant-level data, project services/activities, numbers of households assisted, and project outcomes utilizing HMIS. Direct data entry will be required in all cases.

Reports from HMIS will be required for final reporting.

The following or similar data elements should be recorded for reporting.

Data Requirement Emergency Shelter/Transitional Housing
of unduplicated individuals served
#of unduplicated families served
Basic demographic information of each individual
of bed nights
Average length of stay
of unduplicated individuals case managed
of unduplicated families case managed
of unknown exits
of positive exits to permanent housing (to safe, secure, and permanent housing)
of negative exits
of case managed unknown exits
of case managed positive exits
of case managed negative exits
#/% of individuals who complete a job training program
#/% of individuals who complete certification/licensing requirements for employment
#/% of individuals who obtained employment
of individuals/families who increase income

In addition, you will be asked in the application to provide additional primary performance measures.

HOW TO APPLY

SUBMISSION OF PROPOSALS

Complete the attached application and email to: kim_vannimwegen@tempe.gov

The deadline to submit applications is **Wednesday, July 7, by 4:00 PM Arizona time.** Late proposals will not be accepted.

LATE CLAUSE

Applications sent after the deadline date and time will be considered late and will not be rated, ranked or receive funding consideration. TCC is not responsible for proposals submitted late. It is the responsibility of each agency to submit proposals sufficiently ahead of time to be received BEFORE 4:00 pm, Arizona time, on July 7, 2021.

PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP will begin on or about July 16, 2021 and to end on or about June 30, 2022. Contract extensions, if any, shall be at the sole discretion of the Tempe City Council.

SELECTION PROCESS

EVALUATION

In order to allocate funds appropriately, members of the volunteer citizen-based review panel will evaluate and score applications based upon how the program will successfully expand congregate shelter service needs within the city of Tempe (TCC staff will monitor expenditures of grant funds). Proposals may be evaluated using the following criteria, but are not limited to:

Management

- Experience/expertise of executive director and/or staff
- Board members expertise and affiliation
- Agency experience and expertise
- Proposed program effectively works with community collaborators to deliver service(s)

Service

- How program(s) addresses equity for all (black, indigenous, Latinx, people of color, gender Identity, sexual identity or sexual orientation)
- How program(s) addresses the City of Tempe's priorities for homeless services
- The program's delivery and accessibility to clients
- If service(s) are in Tempe
- If program(s) serve a significant number of Tempe clients respective to the service offered
- If the program has documented positive collaboration with COT human services programs

Performance Outcomes

- Clear projected goals and measurable outcome objectives
- Program performance from previous year (if applicable)
- Collaboration and coordination with other organizations

Budget

- Reasonableness of budget-given program objectives
- Leveraging of City/other funds
- Program demonstrates broad financial support

CLARIFICATION OF PROPOSALS

During the evaluation of proposals, the City reserves the right to contact any or all proposers to request additional information for purposes of clarification of RFP responses; reject proposals which contain errors; or at its sole discretion, waive disqualifying errors or gain clarification of error or information.

SPECIAL MEETINGS

TCC reserves the right to interview any agency at any time regarding its organization and/or programs or if staff deems it would be beneficial to the citizen-based review panel.

NOTIFICATION OF AWARD & EXPECTATIONS

NOTIFICATION TO PROPOSERS

After award recommendations have been determined, the agency is notified by post that they have/have not received funding for the award. If the agency is funded, enclosed in the award letter is a Grant Summary Form (acting as a contract) which outlines the program, grant amount and fund type.

Human services awards are issued to agencies in four quarterly payments mailed to the agency in the first week of each fiscal quarter beginning in July. All agencies that receive human services funding are required to submit quarterly reports electronically.

REPORTING GUIDELINES

All awarded human services agencies are required to complete quarterly reports. Quarterly reports must be filed in a timely manner or disbursement of funds will be delayed. In cooperation with the City of Tempe, TCC reserves the right to delay quarterly disbursement. If a check is delayed, a three-week processing time could incur. HMIS reports will be required.

SITE VISITS/MONITORING

Agencies submitting proposals may be contacted by TCC's grant administrator for a site visit. There will be one site visit per agency as needed. Each agency will be informed of site visit requirements by the TCC grant administrator.

In addition, annual monitoring visits will be scheduled to provide on-site technical service, as well as to ensure compliance with all appropriate local/federal regulations.

OTHER CONSIDERATIONS

PRICE AND/OR COST ANALYSIS

The City of Tempe reserves the right to conduct a price and/or cost analysis to determine if the price is fair and reasonable. If only one responsive proposal is received, a detailed price and/or cost analysis may be requested of the single proposer. Proposers shall cooperate as needed with the City's efforts to perform said analyses.

AWARDS AT REDUCED FUNDING LEVEL

Agencies submitting successful proposals, but not funded at full budget request, are required to submit a revised program budget for the amount awarded.

APPEALS PROCEDURE

Any agency that feels aggrieved with this RFP may appeal to the TCC Agency Review procurement entity, Tempe Community Council's Community Impact Committee. An appeal must be filed within thirty (30) calendar days after the date of the issue of concern. An appeal shall be made in writing and include the agency's name, address and phone number, identification of the contract being appealed, a detailed statement of the factual grounds of the appeal, including copies of all relevant documents, and the form of remedy requested. An appeal is to be on the agency letterhead and signed by the agency or its authorized representative. The TCC Community Impact Committee will issue a written decision no later than thirty (30) calendar days after an appeal has been filed. The decision shall contain an explanation of the basis of the remedy.

REJECTION OF PROPOSALS

The COT reserves the right, at its sole and absolute discretion, to reject any and all proposals received without penalty and to not issue a contract as a result of this RFP.

REVISIONS TO THE RFP

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all who receive the RFP.

PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this competitive process shall become the property of the City of Tempe. All received proposals shall remain confidential until the award of contract recommendation has been filed with the Tempe City Clerk for Tempe City Council action. Thereafter, the proposals shall be deemed public records.

TCC CONTACT INFO & QUESTIONS

Kim Van Nimwegen, MSW
Community Impact Manager



TEMPE
Community
Council

Connecting those in need with those who care

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