HUMAN SERVICES FUNDING

Grant Application
FY 2023-24

Agency Review
APPLICATION INFORMATION

Policies & Procedures and
Request for Proposal

Funding Process Schedule

WHEN	ACTION
November 10, 2022	Pre-Application Grant & Technical Training via ZOOM, 3:00-5:00 pm Organizations interested in applying for funds should attend this orientation. New agencies (not funded in the previous year) must attend. If you have a scheduling conflict OR were unable to attend training please contact TCC. Contact: Kim_VanNimwegen@tempe.gov or 480.858.2300 for Zoom invite or more information.
November 11, 2022	Application opens in ZoomGrants
December 9, 2022	Application due in ZoomGrants before 4:00pm, Arizona time (late proposals will not be accepted)
March 6-10 & March 20–24, 2023	Agency Interviews (may be held in-person or via Zoom)
May 2023	Recommendations presented to Tempe City Council at a Work Study Session
June 2023	City of Tempe final budget approval
July 1, 2023	Agencies are officially notified of City allocations

Background

For over 38 years, Tempe Community Council (TCC) has managed and administered the allocation of human services dollars by the City of Tempe (COT) to local nonprofit human services organizations. Resources are allocated to the organizations through a volunteer, citizen-based review process titled, "Agency Review."

Agency Review funds come from the COT General Revenue Fund, and through the Together Tempe program via the City of Tempe water bill customer voluntary donation option, and direct donations through Tempe Community Council. Total funds allocated are approximately $1.2 million to Valley-wide agencies serving Tempe clients.

Purpose

The COT through TCC, initiates the Request for Proposals (RFP) to solicit applications from human services agencies serving Tempe clients. The goal of Agency Review is to assist and make recommendations to the Tempe City Council in establishing criteria for City funding of human services programs. Final funding decisions are legally that of the Tempe City Council.

Funding Priorities

In 2021, TCC contracted with a consultant, Corona Insights, to conduct a comprehensive assessment of human service needs in Tempe and to identify action steps that TCC and its partners can take to meet existing unmet needs. The results of this process, along with other community input and considerations, help to determine the prioritization for funding moving forward.

In the Tempe Community Council 2021 Comprehensive Tempe Human Services Community Needs Assessment report, the need for increased mental health access and services was rated as a top action area for attention for the next five years.

Other supporting indicators from this survey response include:

- 46% of surveyed residents had a day when their mental health was NOT good in the past month, yet only 8% of those surveyed were getting the help they needed to access mental health care.

- 45% of service providers said their organizations are over capacity to help more residents address alcohol or drug abuse, while 36% have ability to serve more people.

- 37% of service providers said their organizations are over capacity to help more residents access mental health care, while 47% can serve more.

- Mentally ill residents are arguably the worst-served vulnerable population in Tempe; 38% of service providers believe Tempe's mentally ill residents are served "not so well" or "not well at all," higher than other populations tested.

- The focus group discussion highlighted that mental healthcare should be addressed by a broader population than licensed therapists or professionals. Peer support programs can be used throughout the crisis system to encourage individuals to seek or continue to get the mental health care and services they need.

- Mental health problems and awareness was a notable outcome of COVID: 26% of service providers mentioned mental health problems when describing COVID's impact on the people they serve.

- 11% of service providers said mental health was the greatest community-wide challenge, when considering the number of people effected and the severity of the challenge. This was more common than most other challenges, but far less common than housing. A lack of knowledge about available resources is a key mental health care problem, according to providers and experts.

According to the **World Health Organization**, of the 1 billion people around the world currently experiencing a mental disorder, more than 80% are without any form of quality, affordable care. Additionally, millions die every year from alcohol abuse and one person dies every 40 seconds by suicide. And with the COVID-19 pandemic's effect on mental health, there has never been a more important time than now to address mental health conditions.

We recognize that many of our long-time and current agency partners do not provide mental and behavioral programs (or activities) as their primary program offering; however, we believe that most of our current partners are providing mental and behavioral health services or are practicing wholistic services and partnerships already, that provide support for mental health and well-being.

Many agencies do provide mental health and well-being supportive services, but haven't been asked to directly name those activities, partnerships, or outcomes, in previous year's applications.

This year, the City of Tempe Human Service application, administered by TCC, asks agencies to describe the work they do to address mental health outcomes, in both direct and indirect ways. This information will improve the understanding of mental health support services that partners already have in place, and this information may help us to see where there are gaps in services.

A new application question is added this year which asks all applicants about how their proposed program addresses positive mental health and/or behavioral health outcomes and how these outcomes are measured.

This application question response requires providing a narrative and one outcome measure.
This question will be worth 10 points (out of a possible 40).

Application Question: Describe how the proposed program directly or indirectly promotes healthy mental health or behavioral health outcomes for the participant/s. Include the following details:

- Describe the service provided (Examples: Change in mental health status, including symptom change, response, remission, relapse, and recurrence, comorbid physical health conditions, substance use problems, developmental disorders, other mental health problems, mortality, socialization skills and behavior, functional status, quality of life, service utilization (e.g., visits, hospitalizations). (4 points)

- Cite best practice used. (1 point)

- Does your service provide or collaborate with others to provide assessment, diagnosis, treatment, or counseling services? (1 point)

- What are the credentials of staff providing these services? (1 point)

- How will this change be measured? (1 point)

- How does the organization support the well-being and mental health of your frontline staff? (1 point)

- Provide one outcome measurement using the following template (1 point):

  ____ (#) and ____ (%) of _____ (Participant type: families, youth) will _____ (Direction of change: increase, improve, modify) their _____ (Type of change: knowledge, attitude, condition) of/towards _____ (Area of change: employment, food security).

For the purpose of answering the application questions the following definitions and examples are provided.

Mental Health: Mental health encompasses emotional, psychological, and social well-being. It influences cognition, perception, and behavior. It also determines how an individual handles stress, interpersonal relationships, and decision-making. Mental health includes subjective well-being, perceived self-efficacy, autonomy, competence, intergenerational dependence, and self-actualization of one's intellectual and emotional potential, among others. From the perspectives of positive psychology or holism, mental health may include an individual's ability to enjoy life and to create a balance between life activities and efforts to achieve psychological resilience.

Outcome Measure: An outcome measure in mental health care can be defined as a tool used to measure the effect on a person's mental health as a result of health care intervention, plus any additional extra-therapeutic influences. Specifically, outcome measures are quantitative indicators used at two or more points in time: baseline, post-intervention, discharge, or follow-ups.

Examples of types of programs (not all inclusive):

- Access to Care - These projects focus on access to outpatient mental health services and integrated healthcare services, mobile outreach, and transportation services.

- Co-occurring Psychiatric and Substance Use Disorders - These projects focus on meeting identified inpatient, outpatient, and crisis response needs of individuals with co-occurring mental health issues and substance use disorders.

- Crisis and Forensic Services - These projects represent collaborative efforts to develop and enhance coordinated care, mental health deputy response, and continuity of care related to jail release approaches across community crisis and first responder systems of care.

- Peer Support Services - These projects include recovery-focused clubhouses, peer support services, and educational training to develop peer providers within community service delivery structures.

- School-Based and Early Intervention - These projects focus on prevention and intervention, school-based response, and at-risk screening and identification of first episode psychosis in young adults.

Category of Services

The program category refers to those services to which your program most closely aligns. It identifies where your program falls on a spectrum of services, from crisis, to stability, and self-sufficiency. We are aware that some programs may operate on the full continuum, but ONLY one category must be selected. These categories are defined for this purpose in this way:

- Crisis - Investments for Moving Clients Out of Immediate Crisis - May include, but are not limited to, programs providing basic needs, such as provision of food; water; clothing; crisis shelter; detoxification treatments; etc.

- Stability - Investments for Establishing Stability for Clients - Clients' basic needs are met, and program is moving them to greater functioning. May include, but not limited to, rental and utility assistance; case management; counseling; transitional housing; substance abuse prevention education; etc.

- Self-Sufficiency - Investments for Maintaining Self-Sufficiency for Clients - May include, but not limited to, programs for: prevention; special populations; counseling; mentoring; youth development; foster care and adoption education; childcare; benefits assistance; in-home care; volunteer opportunities; home-delivered meals; congregate meals; etc.

TCC/COT Strategic Plan

TCC works in close collaboration with the COT Human Services Department. The programs and services offered by the City can be found on their website (tempe.gov/government/human-services). Programs funded through these unrestricted funds should be supporting, enhancing, or augmenting services being provided through the COT Human Services Department. A collective impact approach and collaboration is valued and is a primary goal in making funding recommendations.

TCC/COT Performance Measure

Tempe City Council Strategic Priority 3.10 - Ensure that agencies who receive human service grants from the City, achieve their performance goals related to homelessness, children and youth, domestic and sexual violence, working poor, older adults, and individuals with disabilities.

Minimum Agency Qualifications

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

- Be a 501(c)(3) health and human service organization status

- Serve 100% Tempe residents with funds received from the City of Tempe

TCC defines "human services" as programs/services for clients who are economically disadvantaged or become economically challenged through unexpected life circumstances. The COT funds a broad array of services to help Tempe residents achieve their highest level of self-sufficiency and healthy lives.

Programs being funded must follow this City of Tempe guideline:

> *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.*

Proposal Requirements

Human services agencies are invited to submit a proposal via ZoomGrants detailing measurable goals and objectives of the program that advance the human services needs that the program is intended to address.

Note: Organizations may apply for more than one program grant

Pre-proposal Conference/Technical Assistance

All prospective agencies are encouraged to attend the technical assistance workshop held on November 10, 2022, from 3:00–5:00 pm via Zoom. If unable to attend, agencies are to contact the TCC Community Impact Manager Kim Van Nimwegen for a link to the recorded training session.

Submission of Proposals

The deadline to submit proposals into the **ZoomGrants** system is Friday, December 9, 2022, BEFORE 4:00 PM Arizona time. Late proposals will not be accepted.

Late Clause

Applications uploaded and received by the ZoomGrants system 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 December 9, 2022. (Note: Agencies that wait until minutes before 4:00pm to submit their proposal run the risk of being held in an electronic queue and may not be submitted on time.)

Period of Performance

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about July 1, 2023, and to end on or about June 30, 2024. Contract renewals or extensions, if any, shall be at the sole discretion of the Tempe City Council.

Evaluation

To allocate funds appropriately, members of the volunteer citizen-based review panel will evaluate and score applications based upon how the program will serve human services 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 (bi-racial, indigenous, people of color, gender identity, disabilities, sexual identity, or sexual orientation)
- How program(s) addresses the City of Tempe's priorities for human service funds
- The program's delivery and accessibility to clients
- How service(s) addresses a critical human service need in Tempe
- If service(s) are in an appropriate location
- If program(s) serve a significant number of Tempe clients respective to the service offered
- If the program(s) addresses a high priority need as identified in the 2021 Comprehensive Tempe Human Services Community Needs Assessment Survey
- 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
- Collaboration and coordination with other organizations
- Budget
- Reasonableness of budget-given program objectives
- Leveraging of City/other funds
- Program demonstrates broad financial support Interviews (see below)

Documentation
Below is a list of required documents for all agencies to review and complete (found under the DOCUMENTS TAB in ZoomGrants). Some documents are for review only; others are templates with fillable fields, which are to be completed and uploaded. They are as follows:

For Review

- Agency Review Policy and Procedures

Templates to be Downloaded, Completed and Uploaded

- List of Assurances
- Certification Form (make sure to check appropriate boxes within the document)
- Board Information Form
- Financial Review Worksheet (990)
- Additional Documents for All Agencies to Upload to the DOCUMENTS Tab (there are no templates, use your own design)
- 501(c)(3) Letter or Letter of Exempt Status
- Management Letter/Auditor Recommendations (upload most recent)
- IRS Form 990 (upload most recent)
- Balance Sheet
- Photo of Services - a photo that represents your agency serving their primary population or service. If you include a success story, photos related to the story are best. Please note the following needs related to photos submitted:

- Single photos – not in a collage format. Multiple separate photos are welcome.
- Are in an image file format, i.e., .png, .jpg, etc. Some PDF versions work - direct image files are preferred.
- Photos submitted will be considered available for use by TCC to publish in social media, reports and documents related to human services funded programs and services.

Applicants Requesting More Than $10,000

- Agency Budget (REQUIRED) (This is an addition to the Program Budget located in the BUDGET tab of the application.)

Interviews

Each year all applicants will be interviewed as part of the Agency Review process. The agency interview is a component of the overall ranking of agency proposals. TCC values our community volunteers and all our agency partners, and as such, we adhere to the interview schedule. Therefore, should an agency not attend the interview, the interview cannot be rescheduled, and the agency will receive zero points for the interview component of the overall ranking of agency proposals. (Rare and extenuating circumstances, e.g., interviewees are in an accident on the way to the interview, may be considered.) Likewise, agencies that are tardy to the interview will not be provided additional time than that already allocated.

Agencies will receive a list of Agency Review questions prior to the scheduled interview. Agencies will want to carefully review the questions and based on those questions, have the proper agency personnel available at the interview to respond to the provided questions. This is your agency's opportunity to respond to the questions raised in your written proposal. Interviews may be virtual at TCC's discretion.

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 to Proposers

After award recommendations have been determined, the agency is notified by email that they have/have not received funding for the fiscal year. 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, fund type and volunteer comments from the citizen review panel or a link to the full program booklet.

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 via ZoomGrants.

Reporting Guidelines

All awarded human services agencies are required are required to complete online quarterly reports which must be completed and submitted using the ZoomGrants website. 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.

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, as needed.

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 City 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 this Request for Proposal

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all who attended the Pre-Application training and will be on the Tempe Community Council website.

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.

For More Information

Kim Van Nimwegen, MSW
Community Impact Manager

Connecting those in need with those who care

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Appendix: A

Ending Homelessness Performance Measure Guidance

For agencies seeking funding for programs addressing homelessness in 2023–24 there is additional application guidance. Funding proposals for homelessness must address one or more of these homelessness subset populations:

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

For these subset populations, their program should align with either:
- Crisis
- Stability
- Self-sufficiency

In addition to housing outcome measurements and other measurements you may have traditionally used for grants with TCC, you are asked to measure and report from the following list of outcomes/indicators.

Not all measurements are required for every program, however within each program type, agencies should be able to measure each element.

Program Types

Data Requirement: Prevention
# of unduplicated individuals served
# of rental assists
# of units of transportation assistance
# of utility assists
$ amount of transportation assistance
$ amount mortgage/foreclosure prevention assistance
$ amount rental assistance
$ amount utility assistance
# of mortgage/foreclosure prevention assists
# of individuals/families who increase income

Data Requirement: Emergency Shelter/Transitional Housing
# of unduplicated individuals served
# of bed nights
Average length of stay
# of unduplicated individuals case managed
# of unknown exits
# of positive exits
# 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 who earn a post-secondary degree
# of individuals/families who increase income

Those agencies that support vulnerable families and individuals by providing emergency food and nutrition benefits:

Data Requirement: Increase Access to Nutrition Benefits
# of unduplicated individuals screened for eligibility for nutrition programs (WIC and/or SNAP)
# of unduplicated individuals enrolled into nutrition programs (WIC and/or SNAP)
# of individuals enrolled into WIC
# of individuals enrolled into SNAP

OR

Data Requirement: Increase Access to Unprepared Meals
# of unduplicated individuals receiving emergency food
# of meals supplied to individuals

OR

Data Requirement: Increase Access to Prepared Meals
# of congregate meals
# of home delivered meals
# of other meals served (not including congregate and/or home delivered)

OR

Data Requirement: Workforce Development
# of unduplicated individuals served
# of individuals/families who increase income
#/% of individuals who complete a job training program
#/% of individuals who complete certification/licensing requirements for employment
#/% of individuals who obtained employment
#/% of individuals who earn a post-secondary degree

OR

Data Requirement: Financial Tools/Products
# of unduplicated individuals served
# of individuals/families who increase income
# of individuals/families who decrease debt
# of individuals/families who increase savings
#/% of individuals/families who achieve at least on key outcome measure

Appendix: B

Performance Measures

Purpose
Performance measures show the community the value of your services, clearly and succinctly communicate your impact, and can be used for future funding requests to show program effectiveness.

Definitions: Goals, Outcomes, and Indicators
- <u>Goal</u> - An aspirational "big picture" statement about what you hope to achieve with this program.
- <u>Outcomes</u> - A specific statement about the changes you expect to make in pursuit of this goal and how many people you intend to reach in the fiscal year.
- <u>Indicators</u> - The way that an outcome can be measured which indicates success towards the outcome. There may be multiple indicators per outcome.

Developing Outcomes
Outcome measures must include ALL the following components:
- # of Tempe participants expected to achieve this outcome
- % of Tempe participants expected to achieve this outcome
- Type of participants
- Direction of change
- Type of change
- Area of change

___ (#) and ___ (%) of _____ (Participant type: families, youth) will _____ (Direction of change: increase, improve, modify) their _____ (Type of change: knowledge, attitude, condition) of/towards _____ (Area of change: employment, food security)

Developing Indicators
Indicators are written in the same format as outcome statements but focus on <u>how</u> you will measure the progress on the outcome. They are the most direct evidence of your program's success. An indicator should be more specific than the outcome by demonstrating the <u>specific data collected that will define success</u> and the <u>method of data collection</u>. For example, if an outcome focuses on improving health, the indicator should specify what aspect of health (e.g., cessation of smoking, disease rates, regular exercise) and how that aspect will be measured (e.g., self-report, survey data). There are often multiple indicators for one outcome statement.

Example A (Simple)
- <u>Goal</u>: provide safe and nutritious meals and a welcoming environment for our guests.
- <u>Outcome</u>: 100% or 300 homeless individuals will have increased access to nutritious meals.
- <u>Indicator</u>: by July 2021, 100% or 300 homeless individuals will be served at the nightly meal service as measured by attendance records.

Example B (Complex)
- <u>Goal</u>: increase self-confidence, academic outcomes, and school retention rates among at-risk Tempe youth.
- <u>Outcome</u>: 90% or 65 youth will have increased exposure to positive behavior supporting activities to improve their attitude toward risky behaviors.
- <u>Indicator 1</u>: 1 month following the intervention, 90% or 65 youth will have maintained or increased their total score on the Youth Outcome Survey (YOS), which measures attitudes towards risky behaviors including drug use, physical violence, unprotected sex, and alcohol use.
- <u>Indicator 2</u>: 85% or 61 youth will report involvement in at least 1 extracurricular activity or personal

interest, as measured by self-report during one-on-one youth interviews at least 2 months following entry into the program.

If you are interested in learning more about creating a logic model to determine your outcomes and indicators, please visit the following resources:

- A Guide to Developing an Outcome Logic Model and Measurement Plan
- Logic Model: A Beginner's Guide
- Templates, Examples