



CITY OF
ISSAQUAH
WASHINGTON

Parks & Community Services

301 Rainier Blvd. S | P.O. Box 1307

Issaquah, WA 98027

425-837-3300

issaquahwa.gov

Request for Proposals (RFP) Outreach and Case Management Services for Individuals Who Are Homeless

Proposal Due Date:

Friday, May 15, 2020 (4:00pm)

Submit Proposals To:

Monica Negrila, Human Services Coordinator,
City of Issaquah

Email: monican@issaquahwa.gov

RFP Questions:

Questions regarding the RFP may be submitted via email at monican@issaquahwa.gov. We will accept questions until Monday, May 11 at 1:00pm (Pacific). Responses will be provided on the City's website: <https://issaquahwa.gov/270/Grants>

Project Description

The City of Issaquah is seeking a Community Service organization to help provide Outreach and Case management services to individuals experiencing homelessness in Issaquah. This is a 2-year pilot project with outcome evaluation and assessment occurring at the end of each programmatic year. Approximately \$60,000/year is allocated towards funding this project.

Background

Historically, the City of Issaquah has provided support for various human service needs, both locally and regionally, including outreach services. In an effort to better align service needs locally, for the 2021-2022 Human Services funding cycle, the City has designated funds for a pilot project that supports a coordinated and collaborative community outreach service model with the outreach staff being embedded in the local community.

This Outreach and Case Management Project will provide an opportunity for the City to consider the effectiveness of this approach, as well as to take a more active role in local coordination and overall management of expectations, with consideration for an outcome-based approach to funding.

Community Needs

Homelessness is a regional concern with specific local needs. Issaquah's topography and geographical location creates unique challenges not only to accessing services available regionally, but for regional interventions to reach the Issaquah area.

For outreach services to be effective, contact and engagement with individuals experiencing homelessness must happen consistently, and adequate time must be allocated to build trust and to engage people in services and supports. The proposed Outreach and Case Management Project allows for a customized and individualized approach to match the local community needs.

Scope of Services

The City of Issaquah is looking to partner with an organization that can provide staff support for pro-active local outreach and case management services. The role of the Outreach and Case Management worker will be to provide support for individuals experiencing homelessness and for community service providers, as well as to help connect people to the services they need in order to make meaningful steps towards exiting homelessness and towards successful reintegration in society.

Objectives:

Provide Pro-active Outreach & Case Management services in the Issaquah community:

- Create meaningful contacts and connections with individuals experiencing homelessness.
- Engage people in services and maintain active contact with participants.
- Develop relationships with local service providers and community organizations and function as an integral part of the local community, acting as a subject matter expert and resource for community providers.
- Track data and outcome measures.
- Actively participate in ongoing evaluation and collaboration with city staff and community partners.

Outcomes:

The following quantitative and qualitative measures will be tracked during this project:

	Quantity	Quality
Effort	<p>How much did we do? <i>How much "outreach service" did we deliver?</i></p> <p>25-40 hours/week in Issaquah</p>	<p>How well did we do it? <i>How well did we deliver the outreach service?</i></p> <p>Embedded in the local community- direct support for PD, EFR, Library, Community Center, Senior Center, Meals Program, Court, etc.</p>
Effect	<p>Is it making a difference (#)? <i>How much change for the better did we produce?</i></p> <p># of people reached # of people engaged # of people in services # of people sheltered/housed # of people that maintained stability</p>	<p>Is it making a difference (%)? <i>What quality of change for the better did we produce?</i></p> <p>Ratio % of people reached/people engaged Ratio % of people engaged/ people successfully completing a target goal (job, treatment, legal, etc.) Ratio % of people engaged/ people sheltered/housed Ratio % of people that maintained stability</p>

Timeline and Budget

This is a 2-year pilot project with an annual allocation of approximately \$60,000/year. Proposals should describe the services the organization is able to commit to within the allocated budget.

Organization receiving funding in 2021 (year 1) may have the award renewed in 2022 (year 2). Continuation of funding for 2022 (year 2) is dependent upon the availability of funds and satisfactory contract performance in 2021.

Funding Criteria

In order to be considered for funding, agencies must:

1. Submit a complete application.
2. Be a 501(c)3 organization.
3. Meet the City’s insurance and business licensing requirements (please see sample contract for services).

4. Regularly track and submit required data for outcome evaluation.

Qualifications

The City seeks an organization who has demonstrated expertise in working with and meeting the needs of those most vulnerable in our community, and who understands the unique needs of individuals who are homeless. Experience working with and navigating the regional programs for the homeless, as well as knowledge of the local community needs, ability to coordinate with multiple stakeholders, and understand the needs of the diverse groups within the homeless population, are preferred. The City encourages candidates to think creatively and consider joint proposals that tap expertise in multiple areas or build upon existing projects that complement similar initiatives.

Selection Criteria

Proposals will be evaluated on the following criteria:

- Quality of the approach, clarity, rationale and feasibility.
- Organization's experience with projects of similar type.
- Project staff experience and expertise.
- Proposed project schedule and outcomes.
- Budget and value of proposed work and deliverables for dollars invested.

The City may conduct interviews and reference checks as a part of the evaluation process.

Proposals

Proposals should describe an effective approach to provide outreach and case management services for individuals who are homeless in Issaquah. The response should not exceed five pages (8 ½" x 11") – excluding the Cover Letter. Responses in an electronic PDF format are preferred. **Proposals should be submitted to the City of Issaquah no later than 4:00 pm on May 15, 2020.** Submissions may be sent via email to monican@issaquahwa.gov. Proposals should include at a minimum the following elements:

1. **Cover letter.** Include a cover letter expressing the organization's interest in the project, attesting to the accuracy of the proposal submittals and indicating the organization's ability to provide services. The cover letter must be signed by a senior representative of the company authorized to enter into contracts for such services.
2. **Approach.** Provide a detailed description of the approach to the project, including suggested activities and methodologies to be used when providing Outreach and Case Management services for individuals experiencing homelessness in Issaquah. Such activities may include: strategies to engage with individuals who are homeless with considerations to the unique needs of the diverse groups within the homeless community; plans for coordinating with shelter and housing providers, treatment providers, employment and educational programs, legal services, DSHS and other government entities; approaches to local coordination with community service

providers such as the Library, Senior Center, Community Center, local law enforcement, first responders and the Schools District; plans for tracking demographic, quantitative and qualitative data; use of evidenced based practices, if applicable; evaluation criteria and any other elements the organization may propose. Proposals should take into consideration the objectives identified in this Request for Proposals.

3. **Staffing.** Identify and describe project staff, qualifications and professional experience, along with proposed weekly time commitment towards this project (part-time or full-time, and estimated number of hours per week available for this project).
4. **Budget.** Please provide a simple project budget, describing staff rates and labor hour estimates. Identify staff benefits and administration costs, if applicable. Note in-kind supports if applicable, or if leveraging other existing resources is planned.
5. **Schedule.** Include a proposed annual project schedule, including key project tasks, deliverables, specific timelines and sequence. Please note if schedule and proposed deliverables for year #2 are different from deliverables for year #1.

RFP Timeline

March 16, 2020	Request for Proposals Released
May 15, 2020	Proposals Due at 4:00 PM
June - Sept 2020	Proposals Review, Preliminary Candidate Selection
Oct - Nov 2020	Applicants Notified
Jan 1, 2021	Contract Start Date

Waiver of Claims

Each organization, in submitting a response to the Request for Proposal, is deemed to have waived any claims for damage by reason of selection of another proposal and/or rejection of their proposal.

The RFP does not obligate the City to pay any cost incurred by respondents in the preparation and submission of a response. Additionally, the RFP does not obligate the City to accept or contract for any expressed or implied services. The City of Issaquah reserves the right to reject any and all submittals.

Contract Award

The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms. The City shall not be bound or in any way obligated until both parties have executed a Professional Services Agreement. All organizations that submitted a proposal will be notified in writing of the final contract award decision.