

Exhibit C – RFP SCOPE OF WORK

I. Introduction

Austin Public Health (APH) seeks proposals in response to this Request for Proposals (RFP) from qualified nonprofit organizations or government entities (Offerors) for the provision of Housing Stabilization programs, including Permanent Supportive Housing, Rapid Rehousing, Landlord Outreach and Incentives, Housing Navigation, and Move-In Assistance for individuals and households experiencing homelessness.

Offerors may apply for more than one program area (e.g., permanent supportive housing, rapid rehousing and/or supportive services only). Offerors must submit unique proposals for each program you are applying for.

Austin Public Health is releasing three solicitations as part of our homeless response strategy. Each solicitation will focus on a different component of the Homeless Response System. Below is the solicitation schedule, which is subject to change:

Request for Proposals	Project Types	Timeline
1. Housing Stabilization Programs	<ul style="list-style-type: none"> • Permanent Supportive Housing • Rapid Rehousing • Supportive Services 	Currently Open
2. Crisis Response	<ul style="list-style-type: none"> • Emergency Shelter • Street Outreach 	March 2022
3. Capacity Building and Other Supportive Services	<ul style="list-style-type: none"> • Workforce Development • Behavioral Health • Substance Misuse • Benefits Access • Capacity Building • Employment Services 	May 2022

II. Background & Purpose of Funding

The City of Austin is deeply committed to ending homelessness and has worked with community partners to assemble and coordinate investments across the Homeless Response System.

In the Spring of 2021, leaders from the City of Austin participated in the Summit to Address Unsheltered Homelessness in Austin (“Summit”), working closely with a wide variety of stakeholders to develop a community-wide implementation strategy to significantly reduce the unsheltered homeless population in Austin. Summit participants included individuals with lived experience, social service providers, social justice advocates, local governments, local philanthropies, and issue area experts. The Summit resulted in an ambitious three-year community-wide investment plan to:

- (a) house an additional 3,000 people

- (b) create 1,300 new affordable housing units
- (c) strengthen our Homeless Response System

The Summit investment strategy calls for \$515 million from public and private sources to fully implement the three-year plan. To date, over \$400 million has been committed and/or is anticipated toward this goal. Of this amount, the City has pledged over \$200 million from a variety of sources, including the American Rescue Plan Act (ARPA), Emergency Solutions Grant (ESG), the City of Austin General Funds, the Housing Trust Fund, and proceeds from the 2018 General Obligation Bond for affordable housing. APH anticipates a series of solicitations over the coming months to commit resources across a wide variety of program areas.

To aid in the planning process and expansion of the Homeless Response System, the City seeks to understand the needs of Offerors serving individuals experiencing homelessness in Austin/Travis County. Through this RFP, the City provides an opportunity for Offerors to describe their need for capacity building within their organization and/or program. In **Question 9** of the unscored section of “Form 2 - RFP Application” Offerors are encouraged to describe the resources and activities which could strengthen their skills, abilities, and processes to provide Housing Stabilization and Supportive Services Only programs.

Solicitation Objectives:

The objectives of this funding are to:

- 1. Fund Housing Stabilization Programs**, which includes Permanent Supportive Housing and Rapid Rehousing, inclusive of Housing Navigation, Landlord Outreach and Incentives, and Move-In Assistance Supportive Services.
Offerors proposing Rapid Rehousing or Permanent Supportive Housing programs must provide minimum program components listed in their respective service category.
- 2. Fund Supportive Services Only Programs**, which includes stand-alone Landlord Outreach and Incentives, Housing Navigation, and Move-In Assistance.
Supportive Services Only Programs must support permanent supportive housing (PSH), rapid rehousing (RRH), and/or joint-transitional housing-rapid rehousing (TH-RRH).

III. Funding and Timeline

Department: Austin Public Health

Services Solicited: Housing Stabilization Programs and Supportive Services Only Programs

Available Funding: \$53,113,910 total available through the following funding sources: City of Austin General Funds, Federal Funds through the American Rescue Plan Act (ARPA), or Federal Funds through the Emergency Solutions Grant (ESG).

Austin Public Health will determine the appropriate funding source for each awardee.

City of Austin General Funds: \$8,043,910, which is allocated as follows:

- \$2,854,519 for Rapid Rehousing
- \$2,614,224 for Permanent Supportive Housing

- The remaining General Funds (GF) will be allocated across Housing Stabilization programs depending on the outcome of this solicitation

Number of Agreements and Contract Term: APH anticipates awarding up to 15 agreements for an initial term of 12 months, beginning October 1, 2022, with up to four 12-month extension options. Funding is contingent upon City of Austin Council Budget approval, agreement performance and contract compliance.

Minimum Request: \$250,000 is the minimum amount that may be requested for use of General Funds.

ARPA Federal Funds: \$45,000,000, which is allocated as follows:

- \$38,000,000 for Rapid Rehousing, of which:
 - \$6,000,000 is reserved for programs serving individuals referred via the Housing-Focused Encampment Assistance Link (“HEAL”) Initiative
- \$2,500,000 for Housing Navigation Services
- \$2,000,000 for Landlord Outreach and Incentives
- \$2,500,000 for Move-In Assistance

Number of Agreements and Contract Term: APH anticipates awarding up to 34 agreements for an initial term of 15 months, beginning July 1, 2022, with up to two 12-month extension options. Funding is contingent upon agreement performance and contract compliance.

Minimum Request: \$500,000 is the minimum amount that may be requested for use of ARPA Funds.

Emergency Solutions Grant (ESG) Federal Funds: \$70,000 for Rapid Rehousing Services. The final amount is contingent upon ESG award made by the Department of Housing and Urban Development (HUD).

Number of Agreements and Contract Term: APH anticipates awarding 1 agreement for an initial term of 12 months, beginning October 1, 2022, with up to four 12-month extension options. Funding is contingent upon Federal budget approval, agreement performance and contract compliance.

Minimum Request: \$70,000 is the minimum amount that may be requested for use of ESG Funds.

Awarded programs will be structured as a reimbursable-based agreement. This is an agreement where an agency is reimbursed for expenses incurred and paid through the provision of adequate supporting documentation that verifies the expenses.

Housing Stabilization RFP Timeline¹

Date	Action
January 31, 2022	RFP Release
February 1, 2022, at 1:30pm (CST)	Pre-Bid Meeting via Teams
February 4, 2022, at 8:30am (CST)	Pre-Bid Meeting via Teams
February 16, 2022, by 3:00pm (CST)	Threshold Pre-Application Deadline. Threshold Pre-Applications must be submitted electronically via PartnerGrants
March 9, 2022, by 3:00pm (CST)	Proposal submission Deadline. Proposals must be submitted electronically via PartnerGrants
Mid-April 2022	Selection Notifications
April – June 2022	Newly awarded agreement negotiation period
July 1, 2022	Implementation period begins for ARPA agreements
October 1, 2022	Implementation period begins for GF and EGS agreements

IV. Principals of Service Delivery

- A. Awarded agencies must comply with the Austin/Travis County Continuum of Care (CoC) Written Standards, including the Written Standards for Coordinated Entry, as approved by the Homeless Response System Leadership Council. Where the finalized Scope of Work conflicts with the Written Standards for Program Delivery, the APH Contract Work Statement Document, finalized between APH staff and the Offeror if awarded, will take priority and all other parts of the Written Standards for Program Delivery apply.
- B. The City of Austin seeks service providers with a strong understanding of the needs of individuals experiencing homelessness and a demonstrated history of client-centered care and culturally competent service delivery.
- C. The City of Austin may award additional points to proposed programs that accept referrals from the Coordinated Entry System without establishing any additional subpopulation requirements or priorities.
- D. Successful Offerors are expected to adhere to the following principles of service delivery. Additional information is found in Section VII: Additional Resources:
 - 1) Housing First principles of service delivery and program design
 - 2) Ongoing, robust case management available to all clients
 - 3) Use of evidence-based practices such as Progressive Engagement, Critical Time Intervention, Motivational Interviewing, Trauma-Informed Care, and Harm Reduction

¹ Timeline is subject to change based on APH organizational and administrative capacity.

- 4) Proactive engagement with property management to address potential lease violations
 - 5) Ongoing data monitoring and quality improvement efforts to reduce time from referral to housing, promote housing stability, and promote high likelihood of exits from services to positive exit destinations
 - 6) To the maximum extent practicable, individuals and families with lived experience of homelessness are meaningfully involved, through employment, volunteer opportunities, or otherwise, in the design and management of contracted services
 - 7) Compliance with the Violence Against Women Act
- E. The City of Austin is committed to addressing the disproportional impacts of homelessness and poverty on marginalized communities. All recipients of Austin Public Health funding are expected to design projects with input from individuals with lived experience and ensure equitable access and outcomes in project performance.
- F. Offerors must make every effort to ensure participants do not receive duplication of services or assistance from different funding sources, though participants can receive assistance from various sources if duplication of services is avoided. For example, a Continuum of Care (CoC)-funded RRH project participant may receive ARPA-funded Housing Navigation services from a third-party so long as they do not receive Housing Navigation services or activities from the CoC project as well. Participants must record all service delivery and service delivery costs in the Homeless Management Information System (HMIS).
- G. The City of Austin recommends offerors follow Strategic Direction measure EOA.C.3 and pay at least a livable wage to all staff working on the program.²

V. Services Solicited

Service Definitions and Eligible Activities:

The list below includes all services and activities for which funding is allowed under this RFP. Note that a service or activity may be allowable under one program component and not another.

If the applicant includes additional activities, the applicant must state the cost for these activities and how the activity will increase participant housing stabilization, maintain project cost-effectiveness, and the methodology for determining the requested amount.

- 1) **Outreach and Engagement:** to actively be in the community to identify, engage, and enroll referred individuals experiencing homelessness into Housing Stabilization programs.
- 2) **Housing Stability Case Management:** to directly assist program participants in overcoming immediate barriers to obtain and maintain stable housing, as well as

² [EOA.C.3 - Dollars-per-hour wage that an individual must earn to support a family in Austin | Open Data | City of Austin Texas](#)

assessing, arranging, coordinating, and monitoring the delivery of other services in the community, to connect individuals to public benefits, and to secure needed identification and documentation.

- 3) **Employment Assistance:** to assist individuals in securing employment, acquiring skills, and/or increasing earning potential. Such activities include employment screening, assessment, or testing; structured job skills and job-seeking skills; training and tutoring, including literacy training and pre-vocational training; books and instructional material; counseling or job coaching; and referral to community resources.
- 4) **Peer Support:** to employ and train persons with lived experiences of homelessness or housing instability to provide support to participants enrolled in permanent housing programs.
- 5) **SSI/SSDI Outreach, Access, and Recovery (SOAR):** to apply for and enroll individuals in benefits.
- 6) **Financial Assistance:** may include:
 - Rental assistance including rental arrears and ongoing rental assistance to units leased to the participants so long as the unit meets rent reasonability as outlined in 24 CFR 982.507 and passes Habitability Standards as outlined in 24 CFR 576.403(c)
 - Security Deposits, including double deposits
 - Utility expenses including arrears, deposits, and ongoing utility expenses
 - Application fees, deposits, and first and last months' rent if required
 - Transportation assistance, including bus passes
 - Child-care vouchers
 - Emergency food assistance
 - Medical Copays, medicine
- 7) **Mental Health Services:**
 - Outpatient mental health services
 - Crisis interventions
 - Counseling
 - Individual, family, or group therapy sessions
 - The prescription of psychotropic medications
 - Combinations of therapeutic approaches to address multiple problems when provided by a licensed professional
- 8) **Coordination of Medical Care by:**
 - Assisting individuals to understand their health needs
 - Assisting individuals to obtain and utilize appropriate medical treatment
 - Coordinating medication management
 - Coordinating non-cosmetic dental care

- 9) **Substance Misuse Treatment Services:** to coordinate and support program participants through intake and assessment, outpatient treatment, group and individual counseling, and drug testing. Inpatient detoxification and other inpatient drug or alcohol treatment are ineligible.

- 10) **Transportation Assistance:** to assist participants to travel to and from medical care, employment, child-care, or other eligible essential services facilities and to view units.

- 11) **Housing Navigation:** services, including staff, and activities necessary to assist Housing Stabilization program participants in locating and obtaining suitable permanent housing, including the following:
 - Development of an action plan for locating housing
 - Assessment of housing barriers, needs, and preferences, including reports of a participant's previous criminal or credit history
 - Housing search assistance, including housing option identification
 - Outreach with housing owners and management team
 - Support for rental application fees and completing and understanding leases

- 12) **Landlord Outreach and Incentives:** services, including staff, and activities reasonable and necessary to increase the number of permanent housing units available to Housing Stabilization programs (RRH, PSH, Joint TH-RRH) participants, such as the following:
 - Working with landlords to increase the general supply of available units to future tenants
 - Housing Match Coordination – Costs associated with pairing a participant with an available housing unit within the project's portfolio
 - Unit Payment – A payment to a landlord for unit repairs to ensure a unit is able to meet habitability standards
 - Hold / Vacancy Fees – Payments, may be used to “hold” a unit
 - Leasing incentives payments – A signing bonus payment to a landlord

- 13) **Move-in costs:** Costs associated with moving and outfitting permanent housing with basic living supplies, such as the following:
 - Cookware, dishes, utensils
 - Cleaning products and tools
 - Hygiene products
 - Towels for kitchen and bathroom use
 - Sheets, blankets, and pillows
 - Curtains, blinds

- 14) **HMIS costs and HMIS entry:** including HMIS user licenses and needed equipment and training required to contribute data to the HMIS system

A. PERMANENT SUPPORTIVE HOUSING

Permanent Supportive Housing (PSH) projects are designed to provide housing stability for vulnerable, chronically homeless individuals and households. Components of the project include ongoing rental subsidy and intensive supportive services. PSH projects can be implemented through a project-based model (all units are in a single building), a scattered site approach (individual units are located across the community), or a hybrid of the two (clusters of units may exist in larger developments). Intensive supportive services focus on addressing issues that most impact housing stability. However, an individual or household's participation in services is not mandatory and is client-directed.

Service Delivery Components: PSH proposals must include or identify alternative sources of the following:

- Outreach and Engagement
- Housing Stability Case Management: Permanent Housing Projects will provide housing stability case management throughout the duration of the Housing Navigation
- Mental Health Services
- Coordination of Medical Care
- Housing Navigation
- Landlord Outreach and Incentives
- Move-in costs
- HMIS costs and HMIS entry

Proposals may also choose to include any of the following:

- SSI/SSDI Outreach, Access, and Recovery (SOAR)
- Financial Assistance
- Substance Misuse Treatment Services
- Transportation Assistance
- Employment Assistance
- Peer Support

Household Eligibility:

- 1) Households experiencing Homelessness as defined by Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 which amended and authorized the McKinney – Vento Homeless Assistance Act 42 USC 11302 Sec. 103, and
- 2) Households who meet the definition of Chronic Homelessness as defined in 24 CFR 578.

Program participants must be obtained from referrals from Coordinated Entry.

Best Practices: APH promotes the adoption of quality practices as defined in the CSH's [Supportive Housing Quality Toolkit](#). Offerors are encouraged to review the materials included in the toolkit when designing their project and proposal.

Duration of Assistance: Participation in Permanent Supportive Housing programs is not time limited. Eligible participants can receive ongoing rental assistance, direct client assistance, and

supportive services. However, all projects must maintain a Move-On Policy to support participants that no longer desire the intensity of services provided in PSH programs. More information on the development of Move-On or Moving-On Policy can be found [on the HUD Exchange website](#).

B. RAPID REHOUSING

Rapid Rehousing (RRH) projects are designed to provide flexible programming that will expedite a household's ability to stabilize in market-rate or affordable housing through time-limited rental assistance and case management. The objective of the Rapid Rehousing program is to assist households experiencing homelessness to secure and maintain permanent housing to exit homelessness as quickly as possible.

RRH proposals may indicate a willingness to participate in the Housing-Focused Encampment Assistance Link (HEAL) Initiative, which prioritizes individuals experiencing unsheltered homelessness in locations with the highest health and safety risks. These individuals are offered access to bridge shelter and direct enrollment in a housing stabilization program, such as Rapid Rehousing or Permanent Supportive Housing. APH is seeking Offerors to provide RRH services for individuals linked to the HEAL Initiative. If selected for award to operate a HEAL RRH project the project will receive referrals of HEAL Initiative households through the Coordinated Entry System.

Service Delivery Components: RRH Proposals must include or identify from an alternate source or agency:

- Housing Stability Case Management
- Outreach and Engagement
- Financial Assistance
- HMIS Entry
- Housing Navigation
- Landlord Outreach and Incentives
- Move-in Assistance

Proposals may also choose to include any of the following:

- Employment Assistance
- Peer Support
- Transportation Assistance
- SSI/SSDI Outreach, Access, and Recovery (SOAR)
- Mental Health Services
- Coordination of Medical Care
- Substance Misuse Treatment Services

Household Eligibility: Households experiencing Homelessness as defined by Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 which amended and authorized the McKinney – Vento Homeless Assistance Act 42 USC 11302 Sec. 103.

Program participants must be obtained from referrals from Coordinated Entry.

Best Practices: Applicants are encouraged to review the materials included in the NAEH Rapid Rehousing Toolkit when considering their project design and proposal.

Duration of Assistance: Eligible participants can receive rental assistance for up to 24 months. Recognizing the utilization of Progressive Engagement, RRH projects should only provide participants with the minimum amount of monthly rental assistance and services/case management to maintain maximum housing stability. Doing so allows for financial and staff resources to be provided to as many households as possible. Few households will require the allowable 24 months of rental assistance, with data indicating most recipients need no more than between 10–14 months of assistance. Participants can continue to receive direct client assistance and supportive services, such as case management, for up to 3 months after rental assistance ends.

Proposals must identify the methodology for determining the amount of rental assistance requested in the Rental Assistance budget line item in Form 3 – Budget and Narrative Funding Summary, ensuring sufficient funds to provide all participants with sufficient rental assistance for the duration of their enrollment, guided by the average 10–14 months of rental assistance.

Pay for Performance Pilot Program – Rapid Rehousing

As part of the City of Austin’s commitment to results-oriented contracting, APH seeks to actively and regularly collaborate with providers to enhance contract management, improve results, and adjust service delivery and policy based on data learnings and trends.

APH is introducing a bonus-only Pay for Performance Pilot which will be implemented in all Rapid Rehousing agreements awarded through this solicitation from either General Fund or ARPA.

Performance measures will be analyzed with awardees during the life of the agreement and may ultimately be tied to monetary “bonus” incentives. The potential for “bonus” incentives will be finalized with awardees during the negotiation process but will not exceed either 10% of the overall contract budget or \$50,000, whichever is the lesser amount.

Potential performance measures and indicators will be identified across engagement, outcome, operational, and equity measures based on the priorities of APH, the community, and the homeless response system. As part of the contracting process, APH will work closely with providers to ensure that measures align with current reporting requirements and information systems (including those required in the RFP Application section).

C. LANDLORD OUTREACH AND INCENTIVES

Landlord Outreach (LLO) and Incentives programs will recruit and maintain relationships with property owners to increase and maintain a stock of housing units available to households participating in Housing Stabilization programs (PSH, RRH, Joint TH-RRH).

Offerors will comply with the Landlord Outreach and Incentives limitations and maximum amounts that will be determined by the Homeless Strategy Division of APH.

Service Delivery Components: LLO and Incentives proposals must include or identify to increase the number of permanent housing units available to Housing Stabilization programs (RRH, PSH, Joint TH-RRH) participants, such as the following alternative sources of:

- Working with landlords to increase the general supply of available units to future tenants
- Housing Match Coordination – Costs associated with pairing a participant with an available housing unit within the project’s portfolio.
- Unit Payment – A payment to a landlord for unit repairs to ensure a unit is able to meet habitability standards
- Hold / Vacancy Fees – Payments, may be used to “hold” a unit
- Leasing incentives payments – A signing bonus payment to a landlord

Household Eligibility: Once units have been identified, households are eligible if they are already enrolled in a Housing Stabilization program (PSH, RRH, or Joint TH-RRH) regardless of funding source.

Service Prioritization: PSH or RRH projects including this activity as part of their proposal must reflect the Landlord Outreach services to meet the needs of proposed PSH or RRH program participants. Stand-alone Social Service Only project proposals must include methodology for accessing referrals from the Homeless Response System and prioritizing participants for services.

Duration of Assistance: Recipients are expected to recruit and maintain relationships with property owners for the duration of the agreement.

D. HOUSING NAVIGATION

Housing Navigation will assist participants enrolled in Housing Stabilization programs (PSH, RRH, or Joint TH-RRH) to transition from literal homelessness to permanent housing by assisting in the following activities: identifying housing barriers, identifying prospective housing options, completing housing applications, completing letters of support, transportation to relevant appointments, coordinating move-in activities, and negotiating move-in costs.

Service Delivery Components: Housing Navigation proposals must include or identify alternative sources of:

- Assisting with appeals or requests for reasonable accommodations.
- Development of an action plan for locating housing
- Assessment of housing barriers, needs, and preferences including reports of a participant's previous criminal or credit history to address
- Housing search assistance, including housing option identification
- Outreach with housing owners and management team
- Support for rental application fees and completing and understanding leases
- Support for transportation costs, including transporting participants to view units

Household Eligibility: Households enrolled in Housing Stabilization program (PSH, RRH, or Joint TH-RRH) regardless of funding source.

Service Prioritization: PSH or RRH projects including this activity as part of their proposal must reflect Housing Navigation services to meet the needs of proposed PSH or RRH program participants. Stand-alone Social Service Only project proposals must include methodology for accessing referrals from the Homeless Response System and prioritizing participants for services.

Duration of Assistance: Participants will exit from Housing Navigation services upon successful move-in to permanent housing as documented by the participant's Housing Stabilization program.

E. MOVE-IN ASSISTANCE

Move-In Assistance programs will provide participants enrolled in Housing Stabilization programs (PSH, RRH, or Joint TH-RRH) rapid exit to permanent housing and diversion programs with furnishings and supplies for acquired housing.

Service Delivery Components: Costs associated with moving and outfitting permanent housing with basic living supplies.

Household Eligibility: Households enrolled in Housing Stabilization programs (PSH, RRH, or Joint TH-RRH) regardless of funding source.

Service Prioritization: PSH or RRH projects including this activity as part of their proposal must reflect Move-in Assistance to meet the needs of proposed PSH or RRH program participants. Stand-alone Social Service Only project proposals must include methodology for accessing referrals from the Homeless Response System and prioritizing participants for services.

Duration of Assistance: Participants will exit from Move-In Assistance upon completion of the service.

VI. Data Collection and Reporting Requirements

Offerors must comply with the following data requirements:

- A. Organizations receiving funding from the city for homelessness prevention and homeless intervention services are required to utilize the local HMIS to track and report client information and program services for individuals who are experiencing homelessness.
- B. Organizations are required to adhere to all requirements of HMIS data submission, Coordinated Assessment (CA), CoC and related regulatory requirements. Full information on metric assessment and logic can be found in the [CoC APR and ESG CAPER HMIS Programming Specifications](#).
- C. Organizations are required to assist individuals with the collection of documentation to determine eligibility for both project participation and rental subsidy assistance, including appeals of rejection of eligibility, if applicable.
- D. Performance measures shall align with the City's Austin Strategic Direction 2023 indicators for homelessness and HUD's System Performance Measures. APH staff will work with recipient staff to develop and track meaningful, measurable performance measures.

I. Additional Resources

- [The Ending Community Homelessness Coalition \(ECHO\)'s Action Plan](#) includes recommendations from ECHO and the Bloomberg iTeam.
- The [National Alliance to End Homelessness](#), and other community partners and stakeholders.

- The Austin / Travis County Continuum of Care [Written Standards for Program Delivery](#) ; [Written Standards for Coordinated Entry](#);
- [Austin Strategic Direction 2023 \(SD2023\)](#) informs the City of Austin’s 6 pillars and direction for 5 years.
- The [Summit to Address Unsheltered Homelessness in Austin](#) is a working document of the city’s plan presented in March 2021.
- The Barbara Poppe and Associates Report of July 2020, [Investing for Results: Priorities and Recommendations for a Systems Approach to End Homelessness](#), provides consultant recommendations for the City of Austin’s plan to end homelessness.
- [ECHO’s Addressing Racial Disparities in Austin / Travis County](#) reported on September 9, 2019, provides an overview and analysis of racial disparities in Austin/Travis County.
- SAMHSA’s [Assertive Community Treatment](#) is a toolkit of evidence-based practices of customized, community-based services for people living with mental illness disorders.
- National Coalition for the Homeless defines [Trauma-Informed Care](#) for homeless services as a structure that emphasizes understanding, compassion, and responding to the effects of all types of trauma.
- [Trauma-informed, The Trauma Toolkit](#)
- [Critical Time Intervention](#) is a time-limited case management model designed for people experiencing homelessness with mental illness after a discharge from hospitals, shelters, prisons, and other institutions.
- SAMHSA’s [Client Centered Approach to Homeless Services and Behavioral Health](#) provides definitions and suggested services for agencies providing services to people experiencing homelessness and behavioral health disorders.
- Partnership for Opening Door’s [summit on integrating employment and housing strategies to prevent and end homelessness](#).
- [Progressive Engagement provides](#) information on a person-centered approach to ending someone’s homelessness.

II. Application Evaluation

Applications meeting the minimum requirements for threshold review will be evaluated according to the established criteria. The criteria are the objective standards that the Evaluation Team will use to evaluate the strengths and weaknesses of the applications.

A total of 100 points may be awarded to the application. All applications will be evaluated as to how the proposed program aligns with the goals of this RFP and whether each question has been adequately addressed.

RFP #2022 – 001 Homeless Housing Stabilization Services Evaluation Rubric		
Form 1: Offer Sheet	Offerors must print, sign, scan and upload signed forms.	No points, but Offeror must submit signed form
Form 2: RFP Application		
Part 1: Fiscal and Administrative Capacity	Agency Information Registration with SAM.gov	No points awarded, but Offeror must pass threshold defined in Offeror Minimum

		Qualifications below.
Part 2: Scored Application		
Section 1: Experience and Cultural Competence	Agency experience and performance Cultural competence and racial equity Alignment with CLAS standards	20 points total
Section 2: Program Design	Program type Client eligibility Program milestones Work Statement Principles of service delivery Performance metrics APH priorities	45 points total
Section 3: Data Informed Program Management	Data management and process	10 points total
Section 4: Cost Effectiveness	Program staffing and time Program budget and funding summary	15 points
Form 3: Budget and Narrative	Number of households proposed/ total budget = Cost Analysis	10 points
		Total: 100 points
Form 4: COA Certifications and Disclosures	Offerors must print, sign, scan and upload signed forms	No points, but Offeror must submit signed form

III. Offeror Minimum Qualifications

All Offerors must meet the threshold qualification before for funding considerations:

- Offeror shall be a governmental agency or non-profit able to conduct business in the State of Texas, and legally contract with Austin Public Health and the U.S. Department of Housing and Urban Development (HUD).
- Offeror must have submitted all applicable tax returns to the IRS and the State of Texas (e.g., Form 990 or 990-EZ and state and federal payroll tax filings); submitted all required payroll taxes; and does not owe past due taxes to the City.
- Offeror shall be eligible to legally contract with the City of Austin and not debarred from contracting according to SAM.gov and City Debarment information.
- Offeror shall be registered with SAM.gov in order to be able to receive funding from the Federal government.
- The Offeror and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

- Offeror shall have the ability to meet Austin Public Health’s Social Services Insurance Requirements (reference Form B).
- Offeror must have an active Board of Directors that meets regularly (at least four times per year) and reviews program performance, financial performance, and annually approves the agency budget.
- Offeror shall have proven experience complying with local, state and federal funding requirements, including programmatic and demographic reporting, segregation of funds, client de-duplication, etc. Previous experience administering homeless services or federal funding is preferred, but not required.

Agencies, board of directors or leadership staff applying must have:

- A minimum of two years established, successful experience providing services to the homeless populations that may include providing prevention, rapid rehousing, permanent supportive housing services, case management, or housing search and location.
- For federal funding, an agency must provide for the participation of not less than one individual with lived experience of homelessness on the board of directors or other equivalent policy making entity of the agency.

IV. Application Format and Submission Requirements

See Form B - Standard Solicitation Provisions and Instructions for full instructions.

The Application must be submitted in the [Partnergrants database](#). No late submissions will be accepted. Responses should be included for each question.

Please note: Only name your uploaded documents with letters and numbers. To reduce possible submission and/or review delays, please ensure any attached file from your local drive DOES NOT contain any special characters. Letters and numbers are acceptable.

Partnergrants Registration

Since APH is only accepting applications in Partnergrants, all Offerors must do the following to register in Partnergrants:

1. Confirm that their organization is a registered vendor with the City of Austin.
 - To find the City of Austin Vendor Number please visit [Austin Finance Online](#) and search for the organization’s legal name.
 - To register to become a potential City of Austin vendor, go to [Austin Finance Online](#) to register.
2. Be a registered user in the Partnergrants system. The applications will be submitted through this web-based system.
3. [To register, visit Partnergrants](#) and click on “Register Here.”

Note that the organization’s City of Austin Vendor number is required to complete registration in Partnergrants.