



Rapid Rehousing Case Management

# REQUEST FOR PROPOSALS

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## **Background**

In 2016 the Lancaster County Coalition to End Homelessness (LCCEH) consolidated all available Housing and Urban Development (HUD) Continuum of Care (CoC) Rapid Re-Housing (RRH) funding into one project that would be capable of flexibly serving all households in the Lancaster City and County CoC geographic area experiencing Category 1 or 4 homelessness that qualified for the RRH intervention. RRH is a Housing First intervention with a primary focus of moving households into housing quickly without preconditions. Currently we have three (3) providers focused on providing services in the city of Lancaster one (1) in Elizabethtown and one (1) in Paradise. Since the program began, we have maintained a waiting list for services that averages 100- 125 households. By releasing a specific RFP for RRH Case Management services, we hope to address the RRH service system needs in new and innovative ways and improve participants experience and time waiting in the current program.

## **Eligible Applicants**

Under the CoC Program interim rule, eligible applicants consist of nonprofit organizations, State and local governments, instrumentalities of local governments, and public housing agencies. For-profit entities are not eligible to apply for grants or to be Sub-recipients of grant funds distributed through this RFP. ***Collaborative applications between multiple service providers are welcome and encouraged.***

## **Funding Availability**

Resources available for this RFP are approximately **\$261,000** per year (personnel costs, benefits and directly related expenses and a maximum of 7% of total requested in administration expenses) funded by a combination of CoC, ESG, CDBG, United Way and HSBG-HAP funds. Awards to providers under this RFP will renew yearly for three years, based on funding availability, at which time a new RFP will be released at the LCCEH Governance Board's discretion. Applicants awarded funding through this RFP will also be awarded corresponding direct financial assistance to provide security deposits, first/last month's rent and ongoing subsidy amounts for a maximum of 24 months for each eligible household served.

## **What is RRH?**

Rapid re-housing is an intervention designed to help individuals and families quickly exit homelessness and return to permanent housing. Rapid re-housing assistance is offered without preconditions — like employment, income, absence of criminal record, or sobriety — and the resources and services provided are tailored to the unique needs of the household.

## **What does a RRH Case Manager do?**

RRH Case Managers work with individuals and families experiencing *Category 1: Literal Homelessness and Category 4: Individuals and families Fleeing/ Attempting to Flee DV in the PA 510 Lancaster City and County geographic areas*. RRH Case Managers will at minimum:

- Help individuals and families experiencing homelessness assess various permanent housing options based on their unique needs, preferences, and financial resources.
  - Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
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- In conjunction with the Housing Locator, help individuals and families manage appropriate lease agreements with landlords.
- Make appropriate and time-limited services and supports available to families and individuals to allow them to stabilize quickly in permanent housing.
- Monitor participants' housing stability and be available to resolve crises, at a minimum during the time rapid re-housing financial assistance is provided.
- Connect program participants with resources that help them improve their safety and well-being and achieve their long-term goals. This includes providing or ensuring that the household has access to resources related to benefits, employment and community-based services (if needed/appropriate) so that they can sustain rent payments independently when rental assistance ends.
- Ensure that housing stabilization services are mobile and meet clients in their location of choice.
- Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary. Other than basic, program-related case management that is required by statute or regulation, participation in services can not be required to receive rapid re-housing assistance

**Proposal Content**

Proposals must be comprehensive, complete and succinct. The more clearly you describe the project, the better your application will be understood. Please complete the Program Design section within this PDF and include it with your proposal. Do not attach other materials such as cover letters, annual reports, newsletters, brochures, and general letters of support. Only attach specific supporting documentation to your application.

**Description of Organization**

Describe your agency's structure, specific areas of focus, length of time in service, number of staff, average number of clients served, services provided, and other information that would help to characterize the agency. Provide the address of the main office (for legal purposes) and the address of the office that will manage the project.

**Insurance**

The offeror shall agree to maintain in full force and effect during the term of the contract:

- Professional liability insurance in the minimum amounts of \$1,000,000 per occurrence and \$3,000,000 aggregate for any Contractor employee providing the Services;
- Commercial general liability insurance, including personal injury blanket contractual liability and broad form property damage, with minimum limits of \$1,000,000 per claim or occurrence and \$3,000,000 annual aggregate;
- Employers' liability insurance with a minimum aggregate limit per occurrence of \$1,000,000, which extends to Contractor employees providing the Services;
- Workers' Compensation insurance at statutory limits for each person assigned by Contractor under this Agreement, including Employer's Liability limits of not less than \$100,000 per occurrence and \$500,000 aggregate.

Yes                      No

If yes, please provide a scanned copy of your policy along with your application.

***Program Design***

Please answer the following questions about your proposed program design:

- 1) How will you ensure that RRH services are fair, equitable and provided consistently throughout Lancaster County?

2) How will you ensure that services will be provided equitably to all county residents based on need determined by VI-SPDAT scores and applying the approved LCCEH Prioritization Policy?

3) How will you ensure that your program enrolls people according to the CoCwide prioritization policy and by-name list?

4) How will your program partner with Community Housing Solutions (CHS), the LCCEH's housing search program?

5) How will you address the roles and boundaries of housing case management?



6) How does your proposal focus on housing stabilization and develop partnerships with other organizations to address non-housing stability needs of program participants?

7) How will your program establish partnerships with other community organizations?

8) How will your program leverage services and programs of other community organizations?

9) How will you ensure Homeless Management Information System (HMIS) data quality, integrity and consistency?

10) How will your program ensure that it is consistent with the LCCEH HMIS Data Quality Plan, the [CoC Interim Rule](#) and by the Approved PA 510 Policies and Procedures? *(see attachments)*

11) How will your program address/manage the LCCEH's outcome and performance measure requirements? *(see Policies and Standards document for details)*

12) How will your program contribute to or manage the LCCEH RRH project as one coordinated team?

13) How will your program address and organize participant caseloads?



14) How will your program address the best practice of “progressive engagement” for program participants?

15) How will your participants be oriented to the RRH program?

16) How will your program ensure RRH CM team members help each other to keep the RRH process moving and effective CoC-wide?

17) How will your program address “document readiness of participants” so that additional waiting time for participants is avoided?

18) How will your program address potential time delays for program enrollment and maintain a prioritized service queue?

**Program Outcomes**

Below are some of the current program’s outcomes for the 2017 calendar year. Please address how you will improve or maintain the current statistics.

Average # of days Enrollment -> Move-In	Households
7 days or less	103
8 to 14 days	7
15 to 21 days	13
22 to 30 days	17
31 to 60 days	31
61 to 180 days	37
181 to 365 days	3
366 to 730 days (1-2 Yrs)	0

Average # of days in Program	
Leavers:	Stayers:
Mean: 114	121
Median: 88	73

Average days on Waitlist	
Mean:	Median
55	21

**Organization Budget.**

Provide a copy of your agencies’ overall budget and a cost effective, accurate and feasible budget for your proposed program/services. **Note: Please break down your proposed fee/unit cost to separate actual CM costs and administrative costs (max 7% of amount of funding requested)**

**Work Plan.**

Provide a work plan that highlights the steps and timelines for hiring staff and taking all other necessary steps for beginning implementation of service including the integration of current participants into your program.

**Submission Due Date:**

An electronic copy of the proposal must be submitted no later than **12:00pm on June 12, 2018** to: Jody Heinrich [jheinrich2@lghealth.org](mailto:jheinrich2@lghealth.org). Please submit questions regarding this RFP Jen Koppel [jkoppel2@lghealth.org](mailto:jkoppel2@lghealth.org) and Jody Heinrich [jheinrich2@lghealth.org](mailto:jheinrich2@lghealth.org). All questions will be compiled and will be answered at the 5/14 Mandatory Bidder’s Meeting.

**Proposal Review:**

The LCCEH reserves the right to contact an applicant for clarification of the submitted proposal and to reject any or all submitted proposals. All proposals submitted in response to this RFP will be reviewed by the LCCEH Governance Board and funding recommendations will be made by this group.

**Process Timeline:**

Date	Activity
5/1/2018	RFP released
5/10/2018 12 noon	Questions submission deadline
5/14/2018	Mandatory Bidders Mtg. 8:30a-10:30a, 630 Janet Ave, Rm B107
6/12/2018	Proposals Due by 12p.m.
7/1/2018 (estimated)	Funding decisions released

# ATTACHMENTS

Click here for the current  
[Interim Rule](#)

