RFP # 2023-001 ARPA Homelessness Prevention Evaluation Rubric		
Section Description	**Question Criteria**	**Points**
Part I: Fiscal and Administrative Capacity		
Agency verifies that they meet Offeror Minimum Qualifications in C – Scope of Work and provides background information.	Agency Information (Questions 1-6): Agency provides information about agency background and capacity.	No points awarded, but Offeror must complete all questions.
Part II: Scored Proposal		
Successful applicants will answer all parts of all questions. If a question or part of a question does not apply, applicants should answer N/A rather than leave a field blank. When criteria indicate that "preference is given" that indicates items that are preferred, but not required, and earn additional points. **Attachments may be appropriate to respond to questions where indicated. All attachments should be directly responsive to the prompt. Attachments that are not requested within Form 2 - RFP Proposal will not be considered during application review. The purpose of attachments is to support the narrative response included in Form 2 - RFP Proposal.**		
Section 1: Experience and Cultural Competence **A) Past performance demonstrates agency/program ability to meet targets and make a positive impact on the community** **B) Agency has demonstrated experience in reaching diverse communities** **C) Agency demonstrates that their agency and programs practice culturally and linguistically appropriate services and advance racial equity.**	Agency Experience & Performance (Questions 7-8): Offerors must demonstrate that they, members of their board, or leadership staff have experience delivering the same or similar high-quality services in Austin/Travis County for a minimum of 2 years, with past performance supporting this assertion.	2
	Agency Operations (Questions 9-11): Offerors will demonstrate agency capacity to implement and maintain effective data and operational practices. Offerors will describe strategies that promote tenure, reduce staff attrition, and support staff living costs. Offerors will describe effective use of or plan for implementing the use of HMIS. Offerors will also describe and give examples of how data has been used, or will be used, to identify issues and improve program effectiveness in program design, service delivery, expenditures, and in addressing equity. Effective responses will address all parts of each question.	3
	Principles of Service Delivery (Questions 12-17): Offerors must demonstrate that they currently operate their organization or are capable of operating in a way that aligns with the Principles of Service Delivery identified in C – Scope of Work. Successful applicants will incorporate Trauma-Informed Practices into all levels of service, express an understanding of and plan to utilize effective progressive engagement, collaborate with other service providers to improve the Homelessness Response System, work closely with people with lived experience of homelessness to inform program design, and describe a robust referral system that effectively connects participants to services to assist with meeting basic needs and working towards long-term housing stability.	5
	Cultural Competence & Racial Equity (Questions 18-20): Offerors should demonstrate how the Agency operates at all levels with an applied Equity lens toward the goal of anti-racist organizational structure and programs. Successful applicants will be able to describe experience or concrete plans on set timelines related to serving diverse populations. An Equity Self-Assessment should include specific, concrete actions on set timelines to demonstrate each stage of Racial Equity Self-Assessment Item implementation. A Language Access Plan in draft or final form should be included and should address how the agency will conduct	5

	programming in an accessible way to effectively serve clients who primarily speak languages other than English.	
	points total	**15**
Section 2: Program Design **A) Program design is realistic, uses data effectively, demonstrates that it will provide crucial services in a culturally competent way to population of focus or community** **B) Service Delivery strategies and methods are explained, description of implementation is realistic, and demonstrate how services will be provided effectively and appropriately**	Program Work Statement: Offerors must describe capacity to coordinate, implement, and operate effective service delivery in alignment with the requirements outlined in C – Scope of Work.	
	Program Goals and Objectives (Question 21): Successful offerors will provide a complete and organized overview of program's goals, objectives, and definition of program success aligned with the Scope of Work. The summary should provide a clear idea of the program's intended impact.	5
	Program Clients Served (Question 22): Offerors will identify the intended clients to be served and any subpopulations who will be prioritized in service provision. Preference will be given through additional points to programs that will serve a broad range of people at risk of homelessness and will not prioritize or exclusively serve subpopulations.	5
	Assessment (Question 23): Offerors will describe a process for assessing clients for both eligibility and program compatibility to receive homelessness prevention services. Competitive Offerors will describe the local data, national best practices, and emerging research utilized in the tool's creation. Successful Offerors will describe clear criteria and share a final or draft assessment tool, or concrete plans for developing a tool.	10
	Outreach (Question 24): Successful Offerors will describe an outreach strategy for reaching populations likely to be at risk of experiencing homelessness and providing them with knowledge of and access to program services. Offerors will describe the strategy to include targeted outreach to local census tracks with high percentages of evictions and poverty.	5
	Program Services & Delivery, Program Accessibility, & Evidence-Based Practices (Question 25-27): Offerors must describe the full scope of the proposed homelessness prevention program services, including supportive services, program activities and financial assistance, and collaborative structures, if applicable. Offerors will explain how they address both policy and practical barriers to services and ensure accessibility, and offerors will clearly identify how the program operations will resolve a participant's immediate housing crisis and prevent near-term episodes of homelessness after services end. Successful Offerors will detail how programs incorporate evidence-based practices, including citations of relevant research, and standards of practice, as appropriate, grounded in the expectations and goals outlined within the Scope of Work.	20
	Service Coordination & Planning with Other Agencies (Question 28): Offerors must describe how the proposed services will coordinate with other agencies to connect individuals and households to stabilization resources and services not provided by the offeror. Successful applicants will name specific partners, what services they provide, and identify if the collaboration is enshrined through an MOU for services or a general referral.	5
	Points total	**50**
Section 3: Data Informed Program Management **A) Agency demonstrates that they will use data to evaluate and improve**	Performance Measures (Question 29): Offerors must answer all required parts of question and enter N/A in areas that do not apply to this proposal. Successful applicants will clearly describe how data for each measure will be calculated, and how they have used past experience and/or other data to estimate annual goal(s).	10

their programmming, increase racial equity and their program's impact on the community		
	points total	**10**
Section 4: Cost Effectiveness Organization capacity and cost effectiveness is demonstrated through efficient staffing plan that reaches the maximum number of clients who will show successful outcomes. **A) Program Staffing and Time** **B) Program Budget and Funding Summary**	Program Staffing & Time (Questions 30-33): Offerors will provide a plan that includes adequate staff numbers to provide the services proposed, adequate support structures to ensure staff effectiveness, and appropriate training and minimum qualifications to ensure high quality service provision. Preference will be given through additional points to plans that include positions and personnel which include people with experiences and racial backgrounds that align with the population being served. The program staffing forms should be complete and calculations should be correct and in alignment with the staffing plan provided.	5
	Program Budget & Funding Summary (Questions 34-37 and Form 3): Offerors must complete and attach Form 3 – Program Budget and Funding Summary. Successful applicants will ensure that calculations are accurate, detailed, and specific narratives and cost methodology are included for every line item. Amount totals should match other areas of the application. Successful offerors will provide a budget justification that includes how the Offeror has determined that the requested amount is appropriate to ensure effectiveness and quality of the services proposed. Successful applicants will account for the services proposed, as well as the reasonable operational support costs associated with managing a City of Austin award.	5
	Cost Effectiveness (Questions 38-40): Offerors must explain how the requested budget expresses consideration for efficiency and avoids unnecessary spending to prioritize quality services to clients. Offerors are encouraged to consider compensation strategies that promote tenure and livable wages. Responses should align with information provided in other areas of the proposal and reflect accurate calculations. Successful applicants will provide a clear explanation for how the calculated cost per client ensures quality services at the level described in the proposal for as many clients as possible within the funding parameters. Any household "caps" should be fully explained and supported by research or market data cited in the response.	10
	Number of individuals served/ total budget = Cost Analysis	5
	points total	25
	TOTAL POINTS AVAILABLE	**100**