**SECTION I**

**Introduction:**

The City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified nonprofit or government providers (Applicants) to provide Permanent Supportive Housing (PSH) and/or Transitional Housing (TH) to clients of the Downtown Austin Community Court (DACC) Intensive Case Management (ICM) program. Applicants should have successful experience providing the proposed service(s) and/or working with the target population. Agencies with experience serving the target population that seek to create a new program, or that have a successful program that could benefit the target populations are encouraged to apply.

The proposed service(s) shall target individuals enrolled in the DACC’s ICM program and referrals into the proposed service(s) will come solely and directly from DACC ICM staff.

The Austin City Council has directed that all programs funded through this competitive solicitation be consistent with the priority outcomes of the Austin Strategic Direction 2023. Most notably the priority outcomes listed under Economic Opportunity & Affordability; Safety; Health & Environment; and Government That Works For All. The Austin Strategic Direction 2023 can be found at:

<https://assets.austintexas.gov/financeonline/downloads/Austin-Strategic-Direction_2023_webfinal.pdf>

Additionally, all programs funded through this competitive solicitation should be consistent with other community plans, if any, in which the proposed service(s) would fall under.

**Purpose**:

The purpose of this competitive solicitation is to establish grant agreements with one or multiple qualified nonprofit or government entities for Permanent Supportive Housing and/or Transitional Housing with the objective of assisting the DACC ICM staff in successfully meeting the short-, intermediate-, and long-term needs of their clients. Services that are eligible for funding in this RFA include:

* Transitional Housing (including sober living home)
* Permanent Housing (including financial assistance to obtain and maintain housing)

**Funding and Timeline:**

Up to $250,000 in total funding is available for an initial seven-month program period beginning March 1, 2020 through September 30, 2020, with up to four 12-month extension options not to exceed $500,000 per extension option, for a total grant period not to exceed 55 months and total funding not to exceed $2,250,000 (contingent on Council approval of funding during future budget processes). It is anticipated that the funding will be awarded to one or multiple Applicants. The initial month of the program period beginning March 1, 2020 will be used to establish staffing, supplies, and/or program infrastructure, and access to services for clients will begin April 1, 2020.  Potential Applicants may submit an application to provide services as one agency or through a collaboration, but there may be only one agency as the lead Applicant.

**SECTION II**

**Application:**

Please provide a response in the boxes provided for each item below. **It is preferable to be repetitive rather than to leave an item incomplete as evaluation preference can only be awarded based on the response to the item being evaluated.**

**ELIGIBLE APPLICANTS**

No points are assigned to this section, but a response is required for each items below.

**ITEM** **1.1**: Please provide a brief description of the Applicant (agency applying for this solicitation). (*250 word limit*)

**Response to Item 1.1**

**Applicants must meet all of the following criteria to be eligible for a grant award through this solicitation process.**

1. Applicants shall be a nonprofit or government entity that can legally contract with the City of Austin (City)
2. City policy does not permit entering into an agreement with an entity that owes taxes to the City.
3. The Applicant 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.
4. Applicants shall be able to meet the City’s insurance requirements for social services grantees. See the insurance requirements in Section 0400 of the RFA.
5. The Applicant’s Board of Directors shall:
   1. Have specific terms delineated by a beginning and ending date
   2. Meet in person a minimum of four times per fiscal year
6. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and/or providing the proposed service(s) to clients.

**ITEM 1.2:** Describe how the Applicant meets criteria a-d listed above (please note that a copy of the Board of Directors bylaws & roster, the most recently filed IRS Form 990 or 990 EZ, current & previous fiscal year budget, and Board of Directors minutes are required documents as discussed in Section 0600 – Response Preparation Instructions and Evaluation Factors of this application). (*200 word limit*)

**Response to Item 1.2**

**ITEM 1.3:** Provide the following contact information for the person in your organization authorized to negotiate Agreement terms and render binding decisions on Agreement matters.

1. Name
2. Email address
3. Mailing address
4. Telephone number

**Response to Item 1.3**

**PART I – PROGRAM OVERVIEW & STRATEGY Total points: 80**

**BACKGROUND:**

DACC was established by the City in 1999 as one of the first community courts in the nation and the first in Texas. It is charged with adjudicating “quality of life” offenses committed in the downtown Austin area. DACC is a problem-solving court that seeks to administer justice equitably and compassionately to foster trust and accountability, and to utilize a client-centered and housing-focused intensive case management model to help individuals experiencing homelessness achieve long-term stability. Toward that end, DACC is comprised of both a traditional court staff and a staff of licensed clinical social workers.  DACC also funds and manages social service contracts for housing-focused support services the DACC ICM staff use to provide wraparound supports to help resolve their clients’ housing crises and connect individuals experiencing homelessness to safe, stable, long-term housing.

Austin is one of many communities across the country that receives grant money from the U.S. Department of Housing and Urban Development (HUD). HUD encourages communities to develop homeless coalitions to allow agencies to collaborate on solutions to addressing homelessness and as part of this collaboration agencies are expected to use the Homeless Management Information System (HMIS) to track service delivery and use of services by homeless clients. As a partner of Austin’s homeless coalition under the umbrella of Ending Community Homelessness Coalition (ECHO), DACC participates in the use of HMIS and the successful applicant under this RFA will be required to participate as well.

**PROGRAM STRATEGIES & TARGET POPULATION:**

The Applicant proposing services may include expanding existing services or implementing new services. Potential Applicants may submit an application to provide services as one agency or through a collaboration, but one agency must be designated as the lead Applicant.

The target population is single adult men and women who have experienced or are experiencing homelessness and present themselves to the DACC ICM staff where it is determined that a referral to the successful Applicant would be beneficial in assisting the client to transition from homeless to housing The demographics of clients will vary so the successful Applicant must be flexible based on the needs of each client. Historically, DACC ICM clients:

* Are high users of public services such as homeless shelters, EMS, hospital emergency rooms, Austin State Hospital, jails, and courts;
* Have a history of substance abuse that is periodically disabling;
* Have a persistent mental illness that is periodically disabling;
* Have ongoing physical health issues that present barriers to employment; and
* Have a criminal history ranging from Class C misdemeanors to felonies

The successful Applicant will demonstrate experience with clients in one or more of the following areas:

* Transitional Housing (including sober living home)
* Permanent Housing (including financial assistance to obtain and maintain housing)
* Supplementing housing services with wraparound supports such as case management, behavioral health treatment, day programming, enrichment activities, and other supports to assist a client to maintain housing

**PROGRAM STRATEGY:**

**ITEM 1.4:** Describe how the service(s) are provided, and the activities and content of proposed services, including how they are delivered, by whom, the average client/case load per staff and other relevant information that clearly illustrates service provision processes. (*600 word limit*)

**Response to Item 1.4**

**ITEM 1.5:** Describe the duration of services for clients, including average service duration per client, any duration limits on services for clients, and how the duration of services supports program goals. (*200 word limit*)

**Response to Item 1.5**

**ITEM 1.6:** Describe the termination or discharge process for clients. (*150 word limit*)

**Response to Item 1.6**

**ITEM 1.7:** Describe any barriers and/or challenges your agency may encounter implementing the proposed services and how your agency will overcome them. (*200 word limit*)

**Response to Item 1.7**

**ITEM 1.8:** Describe successful experience within the last three (3) years providing services identical or similar to those proposed in this application. If proposing new services, describe relevant experience or expertise within your agency that you anticipate will help the program succeed. (*150 word limit*)

**Response to Item 1.8**

**POPULATION(S) SERVED:**

**ITEM 1.9:** If the target population(s) is similar to your current service population, please provide a description of your experience and success working with this population. (*200 word limit*)

**Response to Item 1.9**

**ITEM 1.10:** If the target population(s) is different from your current service population, describe the modifications and new strategies you will implement to serve the new target population(s). (*200 word limit*)

**Response to Item 1.10**

**ITEM 1.11:** Describe any barriers and/or challenges the target population(s) may encounter accessing the proposed services and how these barriers and challenges will be mitigated. *Evaluation preference will be given to programs that can demonstrate how they will successfully serve sex offenders.* (*200 word limit*)

**Response to Item 1.11**

**ITEM 1.12:** Describe how the Applicant’s policies and practices will align with the following National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care (<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=2&lvlid=53>) to ensure cultural and language differences are not a barrier to receiving immigration legal services. (*200 word limit*)

1. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
2. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
3. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
4. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

*Agencies are encouraged to implement all 15 CLAS Standards listed on the website identified in the previous sentence but no additional points will be given for doing so.*

**Response to Item 1.12**

**DATA MANAGEMENT AND PROGRAM EVALUATION:**

**ITEM 1.13:** Describe past successes and challenges with data management and reporting, including past experience using an electronic data system. (*200 word limit*)

**Response to Item 1.13**

**ITEM 1.14:** Describe how data are used for identifying problems in strategies, service delivery, and expenditures, and how that information is used to improve practices and program effectiveness. (*200 word limit*)

**Response to Item 1.14**

**AGREEMENT TERMS AND CONDITIONS**

**ITEM 1.15:** Downtown Austin Community Court uses a standard boilerplate agreement for social service grants in addition to negotiated work statements, budgets, performance measures, and other contract exhibits that are specific to each program. Please review all portions of Section 0710 – Standard Agreement Boiler, andconfirm that your organization will be able to comply with all terms and conditions included in the document. Please also describe any previous successful experience you have with managing agreements with similar requirements. (*100 word limit*)

**Response to Item 1.15**

**STAFFING PLAN:**

**ITEM 1.16:** Describe the overall staffing plan to accomplish activities including project leadership, reporting responsibilities, and daily program operations. (*300 word limit*)

**Response to Item 1.16**

**ITEM 1.17:** Using Section 0645 – Program Staff Positions and Time, list each applicable staff member by title and the percentage of each position’s time to be spent on the program. Provide any additional context in the box provided below. (*100 word limit*)

**Response to Item 1.17**

**ITEM 1.18:** In addition to completing Section 0645, please provide position descriptions, qualifications, and/or certifications required for staff members in your agency that work directly with clients in the space provided below. Applicants may attach up to 20 additional pages that includes staff resumes and/or job descriptions as supplemental documentation for this item. (*150 word limit*)

**Response to Item 1.18**

**OUTCOMES & OUTPUTS:**

Downtown Austin Community Court measures outcomes as part of social services grant agreements to track performance and results for clients. The following table provides an example of the format expected for program outcomes.

|  |  |
| --- | --- |
| **OUTCOME EXAMPLE** | **Total Program Annual Goal** |
| **Proposed Outcome Measure** |  |
| Number of DACC clients successfully completing substance use treatment program (numerator) | 42 |
| Number of DACC clients exiting substance use treatment program (denominator) | 65 |
| **Percent of individuals successfully completing substance use treatment program** (outcome rate) | **64.6 %** |

Due to the nature of the services included in this program, there will likely be a need for a short-term and long-term outcome.

**ITEM 1.19:** Please propose a **short-term outcome** in the table below, and provide additional context that explains why this proposed measure is the best fit for proposed program(s). Please also briefly describe how data for the proposed measure will be collected, tracked, and analyzed. Short-term outcome provided should be per 12-month agreement period. (*250 word limit*)

|  |  |
| --- | --- |
| **Total Program Performance – OUTCOME** | **Total Program Goal** |
| **Proposed Outcome Measure** |  |
| **(numerator)** | **#** |
| **(denominator)** | **#** |
| **(outcome rate)** | **%** |

**Additional information for Item 1.19**

**ITEM 1.20:** Please propose a **long-term** **outcome** in the table below, and provide additional context that explains why this proposed measure is the best fit for proposed program(s). Please also briefly describe how data for the proposed measure will be collected, tracked, and analyzed. Long-term outcome provided should be per 12-month agreement period. (*250 word limit*)

|  |  |
| --- | --- |
| **Total Program Performance – OUTCOME** | **Total Program Annual Goal** |
| **Proposed Outcome Measure** |  |
| **(numerator)** | **#** |
| **(denominator)** | **#** |
| **(outcome rate)** | **%** |

**Additional information for Item 1.20**

**All successful Applicants will also be required to track the following high-level output:**

*Output: Number of unduplicated clients served per 12-month agreement period*.

**ITEM 1.21:** Please provide a proposed goal for the number of unduplicated clients served per 12-month agreement period as well as any additional context. The annual goal should be based on past performance experience, budgeted program costs, and/or best estimates.

(*100 word limit*)

**Response to Item 1.21**

**CONNECTION TO AUSTIN STRATEGIC DIRECTION 2023:**

Strategic Direction 2023 is inspired by Imagine Austin, which flourished from an extensive community engagement process that laid out a 30-year vision for our community. (View the Imagine Austin Dashboard, highlighting its eight Priority Programs and related indicators, at [www.austintexas.gov/imagineaustin/indicators](http://www.austintexas.gov/imagineaustin/indicators))

The Applicant shall indicate how the proposed program strategy/strategies in this application correspond to the Austin Strategic Direction 2023 vision statement **and** one or more of its 6 strategic outcomes.

**The Austin Strategic Direction 2023 vision statement states (from Imagine Austin):**

*“Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its citizens, and where the necessities of life are affordable and accessible to all.”*

Strategic Direction 2023 strategic outcomes, as they relate to the Downtown Austin Community Court, are as follows:

**Economic Opportunity & Affordability**: Having economic opportunities and resources that enable us to thrive in our community.

**Safety**: Being safe in our home, at work, and in our community.

**Health & Environment**: Enjoying a sustainable environment and a healthy life, physically and mentally.

**Government That Works For All**: Believing that city government works effectively and collaboratively for all of us—that it is equitable, ethical and innovative.

**ITEM 1.22:** Describe how the proposed program strategy/strategies correspond to the Austin Strategic Direction 2023 vision statement **and** one or more of its 6 strategic outcomes. (*150 word limit*)

**Response to 1.22**

**CONNECTION TO AUSTIN’S ACTION PLAN TO END HOMELESSNESS:**

The Austin City Council passed Resolution 20180426-030 endorsing Austin’s Plan to End Homelessness, which is available here: <https://www.austintexas.gov/edims/document.cfm?id=297137>.

This plan outlines five System Components that work together to end homelessness for individuals and families in Austin/Travis County and make the community stronger for all. These system components include:

1. Outreach and Shelter
2. Housing & Support Services
3. Addressing Disparities
4. System Effectiveness
5. Community Commitment

Within each of these components, there are objectives including vision, current strategies, current challenges, proposed actions, and desired outcomes.

**ITEM 1.23:** Please identify at least one **Objective** that aligns with your proposed program, describe how your program is the same or similar to the **Proposed Actions** for that objective, and indicate the anticipated impact of your program related to the **Desired Outcomes** for your identified objective. (200 word limit)

**Response to Item 1.23**

**Part II – Cost Effectiveness Total points: 20**

It is required that Applicants complete Section 0650 – Program Budget and Narrative prior to responding to the items in this section of the application.

Applicants shall also provide responses to the following items to describe the budget necessary to accomplish the proposed program strategy/strategies. The application will be evaluated on how well it addresses **all** of the following items:

**BUDGET:**

**ITEM 2.1:** Provide the total amount of annual City funding requested and a summary description of the budget justification for the program strategy/strategies. All expenses should be identifiable, reasonable, and necessary. Please note that Applicants must use Section 0650 – Program Budget and Narrative to provide the required budget information for funding necessary per 12-month agreement period. (*200 word limit*)

**Response to Item 2.1**

**ITEM 2.2:** Using Section 0650 – Program Budget and Narrative, provide an overview of all funding sources annually the Applicant will use for the proposed project. Please provide additional context for the funding sources below. (*100 word limit*)

**Response to Item 2.2**

**COST PER CLIENT:**

**ITEM 2.3:** Provide the average cost per client from all funding sources for the entire proposed program based on anticipated annual expenses, and additional context to explain why this is an appropriate amount to achieve the level of services proposed in this agreement. The response should include clients served by all funding sources including the requested City funding.

Please note that an agency may have multiple programs, and this section is requesting the cost per client only for the proposed program in this application. (*150 word limit*)

Cost per client = Total program funding (City funding requested & all other funding sources)

Total clients served by program

**Response to Item 2.3**

**SOCIAL IMPACT & RETURN ON INVESTMENT:**

**ITEM 2.4:** Describe the social impact and/or return on investment for clients and/or the community resulting from the proposed services. Social impact and return on investment refer to the proposed program’s positive impact on social, financial, environmental, and/or quality of life factors for clients and/or the community. (*150 word limit*)

**Response to Item 2.4**

**Part III – Bonus Evaluation Points Total points: Up to 25**

1. **Healthy Service Environment**

**Maximum 10 points**

A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Applicants will be awarded the point values indicated below for having implemented **or** agreeing to implement prior to 4/01/19 any or all of the four (4) Healthy Service Environment policies with a maximum award of 10 points for all four (4) policies described below.

* Tobacco-free Campus (**3 points**) - Applicant has established and is enforcing a tobacco-free worksite policy and has developed initiatives and programming that promotes tobacco-free living. A tobacco-free campus policy states:
  + Use of tobacco products of any kind, including e-cigarettes and vaporizers, are not permitted on any property owned, leased, or rented by the organization (indoors and outdoors). This also includes parking areas and company cars. The policy applies to all employees, subcontractors, temporary workers, and visitors.
* Mother-Friendly Workplace (**3 points**) - Applicant actively promotes and supports breastfeeding by employees and maintains a written worksite lactation support policy that is regularly communicated to employees. The policy includes:
  + employer provides work schedule flexibility, including scheduling breaks and work patterns to provide time for expression of milk;
  + the provision of accessible locations allowing privacy;
  + access nearby to a clean, safe water source and a sink for washing hands and rinsing out any needed breast-pumping equipment; and
  + access to hygienic storage alternatives in the workplace for the mother’s breast milk (may include the allowance of personal coolers onsite).
* Employee Wellness Initiative (**3 points**) - The Applicant has a comprehensive Employee Wellness Initiative in place that promotes nutrition, physical activity, tobacco-free living, and the mental health of employees. The initiative encompasses healthy changes to the physical worksite environment as well as formal, written health promotion policies, programs or benefits impacting all employees. The initiative is promoted through educational and issue awareness efforts by the Applicant, signage and a supportive company culture, championed by leadership.
* Violence Prevention Policy (**1 point**) - The Applicant is committed to providing a safe environment for working and conducting business. The Applicant will not tolerate or ignore behaviors that are threatening or violent in nature. The Applicant has a procedure to provide guidance for identifying and reporting threats and workplace violence.

**ITEM 3.1:** If applicable, describe how the Applicant **has implemented** one or more of the Healthy Service Environment policies outlined above. *Applicant must include the approved and signed policy/policies as an attachment to the application in order to be awarded the evaluation points associated with each policy*. (*300 word limit*)

**Response to Item 3.1**

**ITEM 3.2:** If applicable, describe how the Applicant **plans to implement** one or more of the Healthy Service Environment policies outlined above. Include the key personnel, by position title only, responsible for ensuring implementation and include a high-level implementation timeline with key implementation milestones.

Technical assistance is available from the City of Austin Public Health Department – Chronic Disease Prevention and Control Program to assist Applicants in planning and implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760. (*300 word limit*)

**Response to Item 3.2**

1. **Interview with the Austin Homelessness Advisory Council:**

**Maximum 15 points**

The Austin Homelessness Advisory Council (AHAC), previously named the Austin Homelessness Advisory Committee, is a group of approximately 15 individuals with lived experience with homelessness in Austin. AHAC is facilitated and administratively supported by DACC and meets on a biweekly basis to provide input on processes, programs, and practices impacting and serving individuals experiencing homelessness.

The City will score proposals based on the items listed above. The City may select a “short list” of Applicants based on those scores. Short listed Applicants may be invited to provide a presentation to AHAC and the City as a general overview of the proposed program with some specific questions about the program structure.

Applicants selected to participate in the AHAC interviews may be eligible for up to 15 bonus points on their Application scores. Interviews will be 10-15 minutes in length, and will be conducted during business hours on Tuesday, January 21st. Applicants selected for interviews with AHAC will be notified by noon on Friday, January 17th of their scheduled time slot, the meeting location, and any specific questions that should be addressed during the presentation in addition to a general overview.

**ITEM 3.3:** Please indicate whether a representative from your organization will be available to provide a presentation during business hours on Tuesday, January 21st if your Application is selected for this part of the solicitation process. (50 word limit)

**Response to Item 3.3**

**ADDITIONAL INFORMATION:**

**Proposal Acceptance Period:** All responses are valid for a period of one hundred and eighty (180) calendar days subsequent to the RFA closing date unless a longer acceptance period is offered in the response.

**Proprietary Information:**  All material submitted to the City becomes public property and is subject to Texas Open Records Act upon receipt. If a respondent does not desire proprietary or confidential information in the submission to be disclosed, each page must be identified and marked proprietary or confidential at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary or confidential information will result in all unmarked sections being deemed non-proprietary or non-confidential and available upon public request.

**Application Preparation Costs:** All costs directly or indirectly related to preparation of a response to the RFA or any oral presentation required to supplement and/or clarify an offer which may be required by the City shall be the sole responsibility of the Applicant.

**Compliance:** The Applicant agrees to compliance with terms of this RFA and with all applicable rules and regulations of Federal, State, and Local governing entities

**Contract Adjustments:** The City of Austin reserves the right to adjust the agreement amount or scope of work over the contract period based on community needs, Applicant’s ability to expend funds in a timely manner or any other factor. When the City determines adjustments need to be made, the City will provide at least a 90-day notice to the Grantee.