



Seattle
Human Services

2024

**Street-Based Outreach
Services for Unsheltered Individuals
Request for Qualification (RFQ)**

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Funding Process Coordinator:

Nicole Donovan, Sr. Planner, Email: Nicole.Donovan@seattle.gov

GUIDELINES

INTRODUCTION

The [City of Seattle Human Services Department \(HSD\)](#), Homelessness Division, is seeking applications from qualified agencies to provide neighborhood and population-specific outreach using a team-based model to serve unsheltered individuals in seven neighborhoods throughout the City of Seattle. Qualified agencies will work together and with HSD to ensure a collaborative approach to outreach is employed.

The four outreach service areas that agencies may apply for include:

- Street-Based Care Coordination
- Vehicle Residency Outreach
- Behavioral/Mental Health Care Outreach
- Population-Specific Outreach

Approximately \$6,187,179.00 in City General Fund is available through this RFQ.

This Request for Qualification is competitive and open to any legally constituted entities meeting [HSD Agency Minimum Eligibility Requirements](#), and any additional requirements outlined in these guidelines. All materials and updates to the RFQ are available on [HSD's Funding Opportunities webpage](#). HSD will not provide individual notice of changes, and applicants are responsible for regularly checking the webpage for updates. HSD will not pay for any expense applicants may incur while they are preparing their application, providing information requested by HSD, or participating in the selection process.

FUNDING INFORMATION

Initial awards will be made for the contract period of January 2025 – December 2025. While it is the City's intention to renew agreements resulting from this funding opportunity on an annual basis through the 2028 program year, future funding will be contingent upon performance and funding availability.

NUMBER OF AWARDS

HSD intends to fund enough agencies to provide outreach services in each neighborhood to enhance the continuum of comprehensive, person-centered, and housing-first solutions for individuals who are unsheltered. Awards would include staffing costs as well as indirect services.

HSD expects to award the following:

- **Neighborhood-Specific Awards:** Up to three (3) awards **per** neighborhood in Seattle. *Neighborhoods are detailed on page six.* An agency(ies) may receive awards for multiple neighborhoods and/or to provide for one or more of the outreach service areas.
- **Population-Specific Awards:** One award per specific population, with the expectation that the agency will serve all seven neighborhoods, based on need and referrals from neighborhood outreach teams.

If you have any questions about the RFQ or would like to request an accommodation, please contact Funding Process Coordinator: Nicole Donovan, Senior Planner at Nicole.Donovan@seattle.gov.

TIMELINE*

Date	Time	Activity
Thursday, June 13, 2024		Funding Opportunity Released
Friday, June 21, 2024	10:00 a.m. PDT	Virtual Information Session: Information Session– Link to Microsoft Teams Meeting Meeting ID: 248 816 980 422 Passcode: YNfeAC Or Call In (audio only) +1 206-686-8357,,523593806# United States, Seattle Phone conference ID: 523 593 806# Email Nicole.Donovan@seattle.gov for technical assistance accessing the information session or request for accommodation.
Friday, June 28, 2024	5:00 p.m. PDT	Last Day to Submit Questions (via email only) Nicole.Donovan@seattle.gov
Friday, July 19, 2024	12:00 p.m. PDT	Applications Deadline (electronic submissions only) 1. HSD Online Submission System: http://web6.seattle.gov/hsd/rfi/index.aspx 2. Email: HSD_RFP_RFQ_Email_Submissions@seattle.gov
Monday, September 9, 2024		Planned Award Notification
Wednesday, January 1, 2025		New Contracts Start

*HSD reserves the right to change any dates in the expedited RFQ timeline.

Information Sessions

HSD will offer one information session, which will be recorded and made available on [HSD’s Funding Opportunities webpage](#). Any agency interested in learning more about this RFQ is encouraged to attend the session and ask questions. Attendance is not required. Only written responses to questions are considered official and will be posted on the webpage following the information session.

Clarifying Questions

In lieu of interviews, applicants may have the opportunity to respond to questions identified by the rating committee.

INVESTMENT AREA BACKGROUND AND PROGRAM REQUIREMENTS

A. Overview of Investment Area

The 2024 Point-in-Time Count found that there are 16,385 individuals experiencing homelessness in the Seattle/King County region.¹ Sixty percent of these individuals, or 9,810, are unsheltered and require immediate assistance to come indoors. The City's Unified Care Team's efforts exhibit success in meeting this challenge with HSD Regional Coordinators making 2,204 referrals to shelter in 2023. However, this work also shows that many individuals decline shelter, or have a history of not engaging, and require more intensive, prolonged outreach.

This RFQ will invest approximately \$6.2 million to select agencies who can provide specialized, intensive outreach services throughout Seattle neighborhoods. A citywide, team-based outreach model will be implemented with the goal of bringing unsheltered individuals indoors and supporting them on a path to permanent housing. This RFQ will build intentional collaboration with HSD Regional Coordinators and between selected agencies. Agencies may apply to serve a specific neighborhood or serve population-specific groups citywide. Regardless of assignment, all selected agencies will work together to collectively address the unmet needs of our unsheltered neighbors.

B. Service/Program Model

The Service/Program model outlined in this RFQ seeks to achieve this outreach strategy through two interventions: (a) Neighborhood-Specific and (b) Population-Specific Outreach. Agencies who apply for both interventions will dedicate staff to EACH activity to ensure both neighborhood coverage and as-needed population-specific support is available. Further details for each are provided below.

All agencies will be required to commit and indicate on Attachment 2 Application Coversheet that they:

- Are fully prepared to provide services according to program expectations.
- Will collaborate with the HSD Regional Coordinators and other organizations within the neighborhood outreach team to case conference specific individuals and assist with encampment draw down, when requested.
- Are prepared to respond to referred individuals from HSD Regional Coordinator or neighborhood outreach teams in all Seattle neighborhoods within 72 business hours.

Neighborhood-Specific

This RFQ will establish seven neighborhood outreach teams convened by HSD Regional Coordinators. Selected agencies will be assigned to a team(s) and be responsible for providing outreach within that specific geographic area(s). Outreach services offered by neighborhood outreach teams will include **street-based care coordination** to individuals living alone or in encampments, **vehicle residency outreach** for people living in RVs/cars, and **behavioral/mental health care outreach** for those with severe and persistent behavioral health issues.

Key requirements for the three Neighborhood-Specific Outreach Services are as follows:

- Deploy assigned staff daily (Monday through Friday) to engage unsheltered individuals in the assigned geographic area(s),
- Build trusting relationships, assess needs and match individuals to appropriate services. These include, but are not limited to, permanent housing, shelter, basic needs, document readiness, treatment and recovery services, physical and/or disability services, and vehicle assistance.
- Work directly with the HSD Regional Coordinator and other agencies assigned to the neighborhood outreach team to coordinate outreach services. This includes, but is not limited to, attending weekly

¹ King County Regional Homelessness Authority, *Point-In-Time Count 2024*, <https://kcrha.org/data-overview/king-county-point-in-time-count/>.

outreach meetings led by HSD Regional Coordinators and assisting in populating and addressing “By-Name” Lists for the neighborhood.²

- Upon receiving a referral from the HSD Regional Coordinator or other agencies assigned to the neighborhood outreach team, attempt to engage/contact the person or household referred within 72 business hours (attempting to meet the person at the location provided).
- Referred individual or household should be engaged regularly at a minimum of once a month.
- Exit the individual or household from services when they have fully transitioned and are stable in their permanent housing, are connected with a housing case manager at a shelter, ultimately decline services, or have not been engaged for six months or more.
- Along with the above requirements, specific outreach service area duties are as follows:
 - **Street-Based Care Coordination:** Directly refer individuals living alone or together in tents, encampments, or other places not meant for human habitation (aside from vehicles) to shelter and permanent housing.
 - **Vehicle Residency Outreach:** Directly refer individuals living in vehicles to shelter, safe lots, and/or permanent housing; provide vehicle repair/maintenance assistance; and/or ensure vehicles are mobile and parked legally.
 - **Behavioral and Mental Health:** Directly refer participants to licensed behavioral health and/or physical health care services, verify services are provided either where the individual resides or at the behavioral health provider’s location, and coordinate care with any existing provider working with the individual.

Applicants will apply for the neighborhood(s), # of FTEs they plan to provide, and indicate which of the four outreach service areas they will provide. Neighborhoods include (see district map for boundary lines):

- Neighborhood 1: Pioneer Square, West Seattle, SoDo, Georgetown, Duwamish Greenbelt
- Neighborhood 2: Beacon Hill, Rainier Beach, International District, Yesler Terrace, Cheasty Greenbelt
- Neighborhood 3: First Hill, Central District, Cal Anderson Park, Eastlake, Capitol Hill
- Neighborhood 4: Magnuson Park, University District, Ravenna, Laurelhurst, Sand Point
- Neighborhood 5: N Aurora- Bitterlake, Jackson Golf Course, Carkeek Park, Interurban Trail, Lake City
- Neighborhood 6: Ballard, Magnolia, Woodland Park Zoo, Phinney Ridge, Golden Gardens
- Neighborhood 7: Central Business District, South Lake Union, Belltown, Queen Anne

The City of Seattle may revise these initial neighborhoods at its discretion, especially to ensure coverage of all of Seattle, or shifting needs. The City of Seattle reserves the right to reserve funds to meet the coverage needs described above if applications do not meet the expected geographic or population-specific coverage needs of this RFQ.

Population-Specific:

Not all groups experience homelessness equally. Historical and systemic racism means that homelessness in Seattle continues to exhibit deep, racial inequities impacting our BIPOC communities. Black/African American and American Indian/Alaska Native communities make up 26% of unsheltered individuals but account for only 7% of the total County population. For other groups, the consequences of homelessness can be particularly significant. For instance, youth and young adults who experience unsheltered homelessness are at a higher risk of involvement in the juvenile justice system, substance use, mental health conditions and more.³

² A By-Name List is a data tool that identifies individuals by name and their specific needs, and enables more effective case planning, service matching, and housing placement for people experiencing homelessness. This tool will be used to collect real-time data as a way to assist resource coordination and planning for unsheltered individuals in each neighborhood. See <https://kcrha.org/resources/definitions/>.

³ Youth.gov, *Homelessness and Housing Instability*, <https://youth.gov/youth-topics/homelessness-and-housing-instability#:~:text=For%20example%2C%20youth%20who%20have,and%20meet%20the%20criteria%20for.>

To address these specific disparities, agencies will be selected to provide Population-Specific outreach services citywide, based on need and referrals from neighborhood outreach teams. A minimum of two FTEs are expected to respond to all City of Seattle neighborhoods where a referral is indicated. Specific populations include (a) Black/African American; Hispanic/Latino/Latinx; or American Indian/Indigenous/Alaska Natives who are unsheltered and (b) Unaccompanied youth and young adults who are 24 years or younger and unsheltered.

Key requirements for Population-Specific Agencies are as follows:

- Deploy assigned staff daily (Monday through Friday) to engage unsheltered individuals citywide.
- Build trusting relationships, assess needs, and match individuals to appropriate services. These include, but are not limited to, permanent housing, shelter, basic needs, treatment and recovery services, physical and/or disability services, and vehicle assistance.
- Upon referral from an HSD Regional Coordinator or neighborhood outreach team, attempt to engage/contact the person or household referred within 72 business hours (attempting to meet the person at the location provided).
- Attend weekly outreach meetings as applies, based on the location of people referred from the neighborhood outreach teams.
- Referred individual or household should be engaged regularly at a minimum of once a month.
- Exit the individual or household from services when they have fully transitioned and are stable in their permanent housing, are connected with a housing case manager at a shelter, ultimately decline services, or have not been engaged for six months or more.

C. Participant Eligibility Criteria

- Eligible individuals are people who are living unsheltered in the City of Seattle, including individuals who are living in RVs, vehicles or on the street.

D. Priority Population and Focus Population

Priority populations and *focus populations* for this funding are based on HSD's results-based accountability framework, as well as ensuring that the department's investments are dedicated to addressing disparities in the population experiencing homelessness.

1. Priority Populations

Priority populations are identified as a group (or groups) comprising a specific demographic (seniors, youth, families, etc.) or having a specific issue in common (homelessness, mental health, violence involved, etc.). Priority populations for this investment are:

- Individuals experiencing unsheltered homelessness, including individuals residing in RVs or vehicles.
- Unaccompanied Youth and Young Adults (24 and under) who are unsheltered.
- People experiencing barriers to services due to severe and persistent behavioral health issues.

2. Focus Populations

Focus populations are identified as specific racial or ethnic groups within the priority population and with data showing the highest disparities in the investment area. Given the aforementioned data, focus population(s) for this investment opportunity are:

- Black/African American
- Hispanic/Latino/Latinx
- American Indian/Indigenous/Alaska Native

Applicants may specialize in subgroups within the focus populations. Proposals that clearly describe a plan to address significant needs among other populations will also be considered. For more information regarding the data used to determine the priority and focus populations, please see HSD's Results Based Accountability and Theory of Change document on the [HSD Funding Opportunity webpage](#).

Applicants should demonstrate an intention and plan to address disparities associated with the priority and focus populations.

E. Expected Performance Commitments

HSD uses data to measure performance in three areas: quantity – how much service is being delivered, quality – how well is it being delivered, and impact – who is better off as a result. Performance measures will include but are not limited to the following:

Quantity:

- # of people referred to agency (overall and by referral source)
- # of people enrolled in outreach services
- # of referrals to services such as treatment and recovery services, legal assistance, vehicle assistance, income increase assistance, mental health treatment or services, physical health or/and disability services and supports, housing readiness, basic needs

Quality:

- % of referrals engaged within 72 business hours
- # and % of individuals who are having contacts at least once a month
- % of weekly meetings agency attends

Impact:

- % of people enrolled in shelter, housing or treatment
- % of people actively participating in outreach services

Agencies selected under this RFQ will be expected to adhere to the data collecting and reporting requirements listed below and in their forthcoming 2025 HSD Street-Based Outreach Services contract.

F. Description of Key Staff and Staffing Level

Selected agencies must have a training plan for all staff using evidence-based or promising approaches that includes, but is not limited to, person-centered approach, trauma informed care, motivational interviewing, skill-based assessments and harm reduction practices.

Agencies selected for behavioral/mental health outreach must have staff with a strong background in the field and/or have a mental health or chemical dependency practitioner certification. Such agencies' training plans should also use evidence-based or promising approaches to serving individuals with mental/behavioral health and substance use disorders.

Highly qualified agencies will have staff, structures, and supports that reflect the communities to be served through this award, including Black, Indigenous, and People of Color (BIPOC) individuals who have lived experience of homelessness. Highly qualified agencies will also demonstrate organization practices to solicit feedback from unsheltered individuals to inform and enhance service delivery.

G. Eligibility, Data, and Contracting Requirements:

In addition to the [HSD Agency Minimum Eligibility Requirements](#), agencies must also adhere the following criteria:

1. DATA COLLECTION AND EVALUATION:

Agencies selected through this process will provide extensive data primarily through the Homelessness Management Information System (HMIS), and monthly contract reporting. Reporting requirements are subject to change and are likely to require real-time data entry. Please ensure that technology required to provide real-time data entry is included in the application budget if current capacity is not available.

2. COORDINATION REQUIREMENTS

Agencies selected through this process will participate in weekly outreach meetings, assist in the development and addressing of By-Name lists, and coordinate with neighborhood outreach teams to meet the needs of the community of people who remain unsheltered.

3. FISCAL SPONSOR:

If you have a fiscal sponsor, provide a signed letter of agreement from the sponsor. The letter will not count toward the six-page limit. The HSD fiscal sponsor requirements can be found here:

https://www.seattle.gov/Documents/Departments/HumanServices/Funding/HSD-Fiscal-Sponsor-Requirements_v6_2021.pdf

For any questions, contact:

Funding Process Coordinator:

Nicole Donovan

Nicole.Donovan@seattle.gov

APPLICATION

HOW TO COMPLETE THE APPLICATION

Applications will be rated only on the information requested in this Request for Qualifications (RFQ) and may include any clarifying information requested by HSD. Answer each question completely. Do not include any materials not requested with your application. Submit applications via HSD Online Submissions System at <http://web6.seattle.gov/hsd/rfi/index.aspx> **OR** Email to HSD_RFP_RFQ_Email_Submissions@seattle.gov. Applications that do not follow the required format may lose points. **Complete application packets are due by 12:00 p.m. PST on Friday, July 19, 2024.**

Required format for written application:

- Typed and formatted to letter-size (8 ½ x 11-inch) document.
- One-inch margins, single spacing, and size 11-point font.
- Be no longer than six pages (requested attachments will not count towards the page limit).

When submitting documents, name them as following:

Document Type	Document Name
Narrative Response	Narrative
Attachment 2: Application Cover Sheet	Cover Sheet
Attachment 3: Proposal Budget	*Proposal Budget
Attachment 4: Proposal Personnel Detail Budget	*Personnel Detail Budget
Attachment 5: Summary of Proposed Staffing	*Proposed Staffing
Memorandum of Agreement from subcontracted agency	**Memorandum of Agreement
Letter of agreement from fiscal sponsor	**Letter of Agreement
Letter of collaboration from partner	**Letter of Collaboration
Start-up timeline	Start-up timeline

*Submit the Proposal Budget and Personnel Detail Budget in Excel.

**If applicable

The 2024 Street-Based Outreach Services for Unsheltered Individuals Request for Qualifications (RFQ) Guidelines is a separate document that provides background on HSD’s guiding principles and Results-Based Accountability framework, and an overview of the 2024 Street-Based Outreach Services for Unsheltered Individuals Request for Qualifications (RFQ) program requirements. [HSD’s Funding Opportunities webpage](#) provides additional information on proprietary and confidential information, agency eligibility, data collection and reporting, contracting, appeals, expectations for culturally responsive services, Theory of Change, and the process for selecting successful applications.

PROPOSAL NARRATIVE & RATING CRITERIA

Please complete sections A through D with narrative responses that fully answer each question. Do not exceed a total of six pages for sections A – D combined. Proposals will be evaluated against the rating criteria listed next to each section of questions. Highly rated proposals will describe how the applicant will meet **all** rating criteria.

APPLICATION QUESTIONS

A. PROGRAM DESCRIPTION:	RATING CRITERIA	POINTS: 35
<ol style="list-style-type: none"> 1. Applicants applying for neighborhood-specific AND/OR population-specific outreach, please complete Summary of Proposed Staffing (Attachment 5). This will not count toward the six-page narrative limit. 2. Identify the priority and focus population(s) your agency proposes to serve (see Section D in Funding Guidelines). Describe your understanding of the unique characteristics, experiences, and needs of these populations. 3. Describe how you will implement the selected outreach services to meet the program expectations in Attachment 6. Include when and where (locations, times, days of week, etc.) services will be delivered, and by whom, to conduct 30-40 hours of services a week per proposed FTE. Describe the specific activities your agency will utilize to achieve the required outcomes. 4. Share how your agency will work with other service providers to refer individuals to services and ensure they enroll in such services as intended to lift them out of homelessness. 5. If the proposal includes formal collaborations and/or partnerships, name the partners and explain their roles and responsibilities. Provide signed letters of intent, memorandums of agreement, etc. from any such partner. HSD reserves the right to contact any named partner organization. Partnership letters will not be counted toward the maximum page limit. (No Points) 	<ul style="list-style-type: none"> • Applicant indicates neighborhood, population, and number of FTEs according to each section. (No Points) • Applicant clearly demonstrates a strong connection to, understanding of, and likely success in serving the priority and/or focus population(s) identified. • Applicant presents a thorough overview of the program that aligns with Program Expectations. Responses should include detailed and credible descriptions of each service activity and evidence of likely success in meeting outcomes. • Applicant demonstrates excellent understanding of the service provider landscape and describes effective partnerships and collaborations that link people to services to improve their opportunities for housing. • Applicant submitted signed letters of intent from formal partners. (No Points) 	
B. CAPACITY AND EXPERIENCE:	RATING CRITERIA	POINTS: 35
<ol style="list-style-type: none"> 1. Describe, using examples and data (if available), your agency’s success providing outreach to unsheltered individuals. Include items such as: <ol style="list-style-type: none"> a) Experience engaging in person-centered approach, trauma informed care, motivational interviewing, skill-based assessments, stages of change/engagement. b) Receiving and responding to referrals for outreach. c) Housing First and By-Name List coordination efforts. d) Creating needs assessments, goal plans and effective connections to services for unsheltered individuals. e) Agency’s ability to address changes in funding, staffing, community needs, and developing and/or maintaining board or leadership support. 	<ul style="list-style-type: none"> • Applicant demonstrates the agency’s success for at least two years in delivering services in a person-centered, trauma informed manner; responding to referrals, assessing needs; and creating effective service connections aimed at achieving permanent housing, OR the applicant presents a clear and realistic description and timeline for launching a new service (for those providing the service for the first time). • The staffing plan demonstrates the agency has the necessary staff capacity and 	

<p>f) If your agency has no experience delivering the service, describe any related experience and a plan for rapid development of service capacity. Attach a start-up timeline.</p> <p>2. Provide a list of, and a brief job description for, all key personnel with a significant role in program coordination and service delivery. Complete the Proposed Personnel Detail Budget (Attachment 4). Budget worksheets will not count toward the 6-page narrative limit).</p> <p>3. Describe your plan for staff recruitment, training, supervision, and retention. Things to include:</p> <p>a) Training in harm reduction practices including providing information on rights related to drug overdose (e.g. Good Samaritan Law); drug treatment options, including Medication Assisted Treatment (Buprenorphine and Methadone); and focusing on minimizing physical, social, and legal harms. Street-based staff should have additional training on safe needle exchange & disposal and carrying, using, and training others to use Narcan.</p> <p>b) Training in self-care practices related to secondary trauma and burn out.</p> <p>4. Describe your organization’s experience with using HMIS or like required data systems. What is your technical capacity for tracking client information in the field? How do you utilize data to inform service delivery?</p>	<p>expertise needed to successfully deliver the services requested in this RFQ. If applying for behavioral/mental health outreach, staff must have a strong background in the field and/or have a mental health or chemical dependency practitioner certification.</p> <ul style="list-style-type: none"> • Applicant describes processes for maintaining quality staff and appropriate trainings for working with people who are unsheltered that matches the levels needed to run the program as described. • Applicant demonstrates an understanding of and capacity for HMIS data management and reporting, or similar systems.
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C. CULTURALLY RESPONSIVE SERVICES	RATING CRITERIA	POINTS: 20
<p>1. Describe your experience providing services to diverse groups, including BIPOC communities, immigrants and refugees, and low-income populations. If experience is limited, what steps will you take to provide culturally responsive services?</p> <p>2. Describe your strategy for ensuring cultural and linguistic responsive services are infused through your policies and practices.</p> <p>3. How will your program solicit and incorporate input from priority and focus populations into your outreach services? If possible, share example of your agency’s past efforts and success in achieving this.</p>	<ul style="list-style-type: none"> • Applicant demonstrates understanding and proven track record of culturally responsive services and describes how they are incorporated into service delivery, OR the applicant presents a clear and realistic description and timeline for providing culturally responsive services (for applicants with limited experience). • Applicant describes existing policies and strategies that demonstrate humility, respect, and appreciation for the cultural and linguistic characteristics of the priority population(s) and focus population(s). 	

	<ul style="list-style-type: none"> • Response indicates expertise in meaningfully engaging program participants for feedback on services to inform their program and the broader outreach program. Specific examples are provided.
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D. BUDGET AND LEVERAGING	RATING CRITERIA	POINTS: 10
<ol style="list-style-type: none"> 1. Complete the Proposed Program Budget (Attachment 3) Budget worksheets will not count toward the six-page narrative limit). The costs reflected in this budget should be for the service area only, not your total agency budget. 2. Describe how these funds will be used and identify other resources and amounts that will be used to support the clients served by this program. <ol style="list-style-type: none"> a. If requesting flexible funding, explain how you calculated the amount to request and what the anticipated funding is likely to be used on. 3. Describe your organization’s financial management system. How does your agency establish and maintain general accounting principles to ensure adequate administrative and accounting procedures and internal controls necessary to safeguard all funds that may be selected under the terms of this funding opportunity? Entities without such capabilities must establish a relationship with an agency to serve as fiscal agent. 4. Describe how your agency has the capability to meet program expenses in advance of reimbursement. If not, please describe the steps your agency will take to ensure this can be accomplished. 	<ul style="list-style-type: none"> • Budget is aligned with work plan and expenses tied directly to the proposed services. Costs are reasonable based on the proposed level of services and outcomes. • Applicant demonstrates financial stability and management capacity to secure funding for operations and plan and implement its proposed project. • Applicant has a fiscal management system or fiscal sponsor which maintains checks and balances and follows Generally Accepted Accounting Principles. • Agency has the ability to meet program expenses in advance of City reimbursement. 	

TOTAL	100 POINTS
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COMPLETED APPLICATION REQUIREMENTS

Application Submittal

The proposal **must** include:

- A completed and signed Application Cover Sheet (Attachment 2).
- A completed Narrative Response that is a maximum of six pages, not counting the budget and other documents.
- A completed Proposal Budget (Attachment 3), in Excel.
- A completed Proposal Personnel Detail Budget (Attachment 4), in Excel.
- A completed Summary of Proposal Staffing (Attachment 5).
- If** you are proposing to provide any new (for your agency) services, attach a start-up timeline for each service.
- Signed partnership letters and/or collaboration letters of intent.
- Completed applications are due by **Friday, July 19, 2024, at 12:00 p.m.** Pacific Standard Time.
- Proposals must be submitted through the HSD Online Submission System **OR** via email. No faxed or mailed proposals will be accepted. Allow ample time for uploading and confirmation receipt.

Subcontracting:

- If you are proposing a subcontract with another agency, attach a signed letter of commitment from that agency's Director or other authorized representative. The letter should clearly state the subcontractor's responsibilities and expectations, as well as in the narrative responses.

Fiscal Sponsorship:

- If you have a fiscal sponsor, attach a signed letter of agreement from that agency's Director or other authorized representative.

You may apply through **one** of the following methods only. Please note HSD will consider your latest submission as the final submission if there are multiple attempts in applying. Once your application has been submitted, you will receive a written confirmation:

- 1. Via HSD Online Submission System** (<http://web6.seattle.gov/hsd/rfi/index.aspx>). HSD advises uploading proposal documents several hours prior to the deadline in case you encounter an issue with your internet connectivity. HSD is not responsible for ensuring that applications are received by the deadline. If you encounter issues with the online submission system, please email Sola Plumacher at sola.plumacher@seattle.gov.

OR

- 2. Via Email [HSD RFP RFQ Email Submissions@seattle.gov](mailto:HSD_RFP_RFQ_Email_Submissions@seattle.gov)**. Email attachments are limited to 30 MB. **The subject heading must be titled: 2024 Street-Based Outreach Services for Unsheltered Individuals RFQ.** Any risks associated with submitting a proposal by email are borne by the applicant. Applicants will receive an email acknowledging receipt of their application.

HSD Proprietary and Confidential Information

The State of Washington's Public Records Act (Release/Disclosure of Public Records) Under Washington State Law (reference RCW Chapter 42.56, the Public Records Act) states that all materials received or created by the City of Seattle are considered public records. These records include but are not limited to: RFQ narrative

responses, budget worksheets, board rosters, other RFQ materials, including written/or electronic correspondence. In addition, HSD RFQ application materials are released to rating committee members and all rating committee members must sign and adhere to the Confidentiality and Conflict of Interest Statement. **Personal identifiable information entered on these materials is subject to the Washington Public Records Act and may be subject to disclosure to a third-party requestor.**

If funding is awarded, HSD will request copies of the following documents if they are not already on file.

1. The current fiscal year's financial statements, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer.
2. The most recent audit report.
3. The most recent fiscal year-ending Form 990 report.
4. A current certificate of commercial liability insurance (if awarded, the agency's insurance must conform to General Terms and Conditions requirements at the start of the contract).
5. Current verification of nonprofit status or evidence of incorporation or status as a legal entity. Your agency must have a federal tax identification number/employer identification number.
6. Proof of federally approved indirect rate, if applicable.

List of Attachments & Related Materials

- Attachment 1: Application Checklist
- Attachment 2: Application Cover Sheet
- Attachment 3: Proposed Program Budget
- Attachment 4: Proposed Personnel Detail Budget
- Attachment 5: Summary of Proposal Staffing
- Attachment 6: Program Expectations

Attachment 1 - Application Checklist

This checklist is to help you ensure your application is complete prior to submission. Please do not submit this form with your application.

HAVE YOU....

- Read and understood the following additional documents found on the [Funding Opportunities Webpage](#)?**
- HSD Agency Minimum Eligibility Requirements
- HSD Client Data and Program Reporting Requirements
- HSD Contracting Requirements
- HSD Fiscal Sponsor Requirements
- HSD Funding Opportunity Selection Process
- HSD Appeal Process
- HSD Commitment to Funding Culturally Responsive Services
- HSD Guiding Principles
- HSD General Terms and Conditions Sample
- HSD Street-Based Outreach Services Theory of Change
- Completed and signed the Application Cover Sheet (Attachment 2)? ***
- If your application names specific partner agencies, representatives from these agencies must also sign the application cover sheet.**
- If your application names a fiscal sponsor, authorized representatives from this agency must have read and understood the HSD Fiscal Sponsor Requirements document and must sign the application cover sheet.**
- Completed each section of the Application Questions?**
 - Must not exceed six pages (8 ½ x 11), single spaced, size 11 font, with 1-inch margins. Page count does not include the required forms and supporting documents requested in this funding opportunity.
- Completed the full Proposed Program Budget (Attachment 3)? ***
- Completed the full Proposed Personnel Detail Budget (attachment 4)? ***
- Completed the full Summary of Proposal Staffing (attachment 5)? ***
- If you are proposing to provide any new services (for your agency), have you attached a start-up timeline for each service, beginning date. ***
- If you are proposing a subcontract with another agency, attach a signed Memorandum of Agreement (MOA) from that agency's director or other authorized representative. ***
- If you are proposing a significant collaboration with another agency, have you attached a signed letter of intent from that agency's Director or other authorized representative? ***

**These documents do not count against the 6-page limit.*

All applications are due to the City of Seattle Human Services Department by **12:00 p.m. PST on Friday, July 19, 2024**. See Section I for submission instructions.

Attachment 2 - Application Cover Sheet

1. Applicant Agency:			
2. Agency Executive Director:			
3. Agency Primary Contact:			
Name:		Title:	
Address:			
Email:			
Phone #:			
4. Agency Type			
<input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify):			
5. Federal Tax ID or EIN:		6. DUNS Number:	
7. WA Business License Number:			
8. Proposed Program Name:			
9. Eligibility for Funding (Checking all boxes is required to be eligible for funding and will be contractually required. These are required expectations of the funded organizations):		<input type="checkbox"/> Our organization is fully prepared to provide services according to the care coordination program expectations in Attachment 6 <input type="checkbox"/> Our organization staff will collaborate with the HSD Regional Coordinators and other organizations to case conference specific individuals, and assist with encampment draw down, when requested. <input type="checkbox"/> Are prepared to respond to referred individuals from HSD Regional Coordinator or neighborhood outreach teams in all Seattle neighborhoods within 72 business hours.	
10. Proposed Services:		<input type="checkbox"/> Street-Based Care Coordination <input type="checkbox"/> Vehicle Residency Outreach <input type="checkbox"/> Behavioral/Mental Health Outreach <input type="checkbox"/> Population-Specific Outreach	
11. Funding Amount Requested:			
12. Staffing Plan proposed per neighborhood.		FTE in Neighborhood 1 FTE in Neighborhood 2 FTE in Neighborhood 3 FTE in Neighborhood 4 FTE in Neighborhood 5 FTE in Neighborhood 6 FTE in Neighborhood 7	

13. Provide a high- level (200 words or less) program description:

14. Partner Agency (if applicable):

Contact Name:

Title:

Address:

Email:

Phone Number:

Description of partner agency proposed activities:

15. Fiscal Sponsor (if applicable):

Contact Name:

Title:

Address:

Email:

Phone Number:

I have read and understood the Fiscal Sponsor Requirements document and will comply with all obligations if the applicant is awarded funding.

Signature of Fiscal Sponsor Representative: _____ Date: _____

Authorized physical signature of applicant/lead agency

To the best of my knowledge and belief, all the information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all the contractual obligations if the applicant is awarded funding. If awarded funding, I will submit financial documents within 4 business days of request or may forfeit awarded funds.

Name and Title of Authorized Representative: _____

Signature of Authorized Representative: _____ Date: _____

**Attachment 3 - Proposal Budget
January 1, 2025 – December 31, 2025**

Excel versions of the budget templates can be found on the application page of the [HSD Funding Opportunity Webpage](#)

Applicant Agency Name:					
Proposed Program Name:					
	Amount by Fund Source				
Item	Requested HSD Funding	Other ¹	Other ¹	Other ¹	Total Program
PERSONNEL SERVICES					
Salaries (Full- & Part-Time)	\$	\$	\$	\$	\$
Fringe Benefits	\$	\$	\$	\$	\$
SUBTOTAL - PERSONNEL SERVICES	\$	\$	\$	\$	\$
SUPPLIES, OTHER SERVICES & CHARGES					
Office Supplies (includes printing, postage, and general supplies. Does not include computer or technology expenses)	\$	\$	\$	\$	\$
Operating Supplies ² (includes computers, other technology expenses (not internet) and other expenses related to providing services)	\$	\$	\$	\$	\$
Rent	\$	\$	\$	\$	\$
Contractual Employment/Other Professional Services ³	\$	\$	\$	\$	\$
Travel (includes mileage, parking)	\$	\$	\$	\$	\$
Insurance	\$	\$	\$	\$	\$
Utilities (includes electric, internet, phone)	\$	\$	\$	\$	\$
Other Miscellaneous Expenses ⁴	\$	\$	\$	\$	\$
Indirect Facilities and Administration (F&A) Costs ⁵	\$	\$	\$	\$	\$
SUBTOTAL - SUPPLIES, OTHER SERVICES & CHARGES	\$	\$	\$	\$	\$
TOTAL EXPENDITURES	\$	\$	\$	\$	\$

¹ Identify specific funding sources included under the "Other" column(s) above:	
	\$
	\$
	\$
	\$
Total	\$

² Operating Expenses- Itemize below (Do not include Office Supplies):	
	\$
	\$
	\$
	\$
Total	\$

³ Contractual Employment/Other Professional Services	
	\$
	\$
	\$
	\$
Total	\$

⁴ Other Miscellaneous Expenses- Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁵ Indirect Facilities and Administration (F&A) Costs- Itemize below:	
	\$
	\$
	\$
	\$
Total	\$

⁵ Indirect Facilities and Administration (F&A) Costs: Those costs referred to as overhead costs, or administrative costs. These are actual costs incurred to conduct the normal business activities of an agency and are not readily identified with or directly charged to a program, making it difficult to precisely assess each user's share. Those indirect F&A expenses include:

- General Administration
- Departmental Administration
- Operation and Maintenance
- Building and Equipment Depreciation
- Non-Capitalized Interest

Does the agency have a federally approved rate?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
If yes, provide the rate.				

**Attachment 4 - Proposal Personnel Detail Budget
January 1, 2025 – December 31, 2025**

Excel versions of the budget templates can be found on the application page of the [HSD Funding Opportunity Webpage](#)

Applicant Agency Name:								
Proposed Program Name:								
Agency's Full-Time Equivalent (FTE) =		hours/week		Amount by Fund Source(s)				
Position Title	Staff Name	Hourly Rate	How many hours a week this funding will pay for	Requested HSD Funding	Other Fund Source	Other Fund Source	Other Fund Source	Total Program
								\$
								\$
								\$
								\$
								\$
								\$
Subtotal – Salaries & Wages				\$	\$	\$	\$	\$
Personnel Benefits:								
FICA								\$
Pensions/Retirement								\$
Industrial Insurance								\$
Health/Dental								\$
Unemployment Compensation								\$
Other Employee Benefits								\$
Subtotal – Personnel Benefits:				\$	\$	\$	\$	\$
TOTAL PERSONNEL COSTS (SALARIES & BENEFITS):				\$	\$	\$	\$	\$

Attachment 5- Summary of Proposed Staffing

Neighborhood-Specific	Population-Specific
<p>Indicate how many FTEs you intend to dedicate for each outreach service area and in which neighborhoods. See district map.</p> <p>Neighborhood 1 ___ Street-Based Care Coordinators (Minimum of 2) ___ Behavioral Health Outreach (Minimum of 1) ___ Vehicle Resident Outreach (Minimum of 1)</p> <p>Neighborhood 2 ___ Street-Based Care Coordinators (Minimum of 2) ___ Behavioral Health Outreach (Minimum of 1) ___ Vehicle Resident Outreach (Minimum of 1)</p> <p>Neighborhood 3 ___ Street-Based Care Coordinators (Minimum of 2) ___ Behavioral Health Outreach (Minimum of 1) ___ Vehicle Resident Outreach (Minimum of 1)</p> <p>Neighborhood 4 ___ Street-Based Care Coordinators (Minimum of 2) ___ Behavioral Health Outreach (Minimum of 1) ___ Vehicle Resident Outreach (Minimum of 1)</p> <p>Neighborhood 5 ___ Street-Based Care Coordinators (Minimum of 2) ___ Behavioral Health Outreach (Minimum of 1) ___ Vehicle Resident Outreach (Minimum of 1)</p> <p>Neighborhood 6 ___ Street-Based Care Coordinators (Minimum of 2) ___ Behavioral Health Outreach (Minimum of 1) ___ Vehicle Resident Outreach (Minimum of 1)</p> <p>Neighborhood 7 ___ Street-Based Care Coordinators (Minimum of 2) ___ Behavioral Health Outreach (Minimum of 1) ___ Vehicle Resident Outreach (Minimum of 1)</p>	<p>Indicate the number of dedicated FTEs your agency will provide to serve each specific population throughout the city of Seattle at identified sites.</p> <p>How many FTEs will serve unaccompanied Youth and Young Adults unsheltered at identified sites? (Minimum 2) ___ Number of FTEs</p> <p>How many FTEs will serve people who are Black and/or African American unsheltered at identified sites? (Minimum 2) ___ Number of FTEs</p> <p>How many FTEs will serve people who are Hispanic/Latino/Latinx unsheltered at identified sites? (Minimum 2) ___ Number of FTEs</p> <p>How many FTEs will serve people who are American Indian, Indigenous or Alaska Natives unsheltered at identified sites? (Minimum 2) ___ Number of FTEs</p>

Attachment 6 – Program Expectations

Street-based outreach services are person-centered with persistent engagement linking to and/or bringing services directly to the people who are unsheltered and who are not yet or cannot engage in the shelter and housing system. The purpose is to coordinate services to address barriers to shelter and housing in close connection with the person enrolled, and to eventually move them inside and closer to temporary or permanent housing that is appropriate and wanted.

Population	Outreach services will support people and households living outside in the City of Seattle.
Eligibility Requirements	<p>Eligibility for outreach services are:</p> <ul style="list-style-type: none"> • People or households who are living unsheltered in Seattle who typically decline shelter, have tried and are not successful in shelters, do not want to move indoors, or are not eligible for shelters.
Eligible Use of Funds	<p>Eligible costs vary, and are available for the following types of services: treatment and recovery; legal barriers; vehicle assistance; income assistance; mental health treatment or services; physical or disability services/supports; housing readiness; and basic food needs</p>
Program Expectations	<p>Key requirements for the three Neighborhood-Specific Outreach Services are as follows:</p> <ul style="list-style-type: none"> • Deploy assigned staff daily (Monday through Friday) to engage unsheltered individuals in the assigned geographic area(s), • Build trusting relationships, assess needs and match them to appropriate services. These include, but are not limited to, permanent housing, shelter, basic needs, document readiness, treatment and recovery services, physical and/or disability services, and vehicle assistance. • Work directly with the HSD Regional Coordinator and other agencies assigned to the neighborhood outreach team to coordinate outreach services. This includes, but is not limited to, attending weekly outreach meetings led by HSD Regional Coordinators, and assisting in populating and addressing “By Name” Lists. • Upon receiving a referral from the HSD Regional Coordinator or other agencies assigned to the neighborhood outreach team, attempt to engage/contact the person or household referred within 72 business hours (attempting to meet the person at the location provided). • Referred individual or household should be engaged regularly at a minimum of once a month. • Exit the individual or household from services when they have fully transitioned and are stable in their permanent housing, are connected with a housing case manager at a shelter, ultimately decline services, or have not been engaged for six months or more. • Along with the above requirements, specific outreach service area duties are as follows: <ul style="list-style-type: none"> ○ Street-Based Care Coordination: Directly refer individuals living alone or together in tents, encampments, or other places not meant for human habitation (aside from vehicles) to shelter and permanent housing. ○ Vehicle Residency Outreach: Directly refer individuals living in vehicles to shelter, safe lots, and/or permanent housing; provide vehicle repair/maintenance assistance; and/or ensure vehicles are mobile and parked legally.

	<ul style="list-style-type: none"> ○ Behavioral and Mental Health: Directly refer participants to licensed behavioral health and/or physical health care services, verify services are provided either where the individual resides or at the behavioral health provider’s location, and coordinate care with any existing provider working with the individual. <p>Population Specific Care Coordination (Youth/Young Adults, American Indian/Alaska Native; Black/African American; Hispanic/Latino):</p> <ul style="list-style-type: none"> ● Deploy assigned staff daily (Monday through Friday) to engage unsheltered individuals citywide. ● Build trusting relationships, assess needs, and match individuals to appropriate services. These include, but are not limited to, permanent housing, shelter, basic needs, treatment and recovery services, physical and/or disability services, and vehicle assistance. ● Upon referral from an HSD Regional Coordinator or neighborhood outreach team, attempt to engage/contact the person or household referred within 72 business hours (attempting to meet the person at the location provided). ● Attend weekly outreach meetings as applies, based on the location of people referred from the neighborhood outreach teams. ● Referred individual or household should be engaged regularly at a minimum of once a month. ● Exit the individual or household from services when they have fully transitioned and are stable in their permanent housing, are connected with a housing case manager at a shelter, ultimately decline services, or have not been engaged for six months or more.
<p>Key Staff and Staffing Level</p>	<p>Selected agencies must have a training plan for all staff using evidence-based or promising approaches that includes, but is not limited to, person-centered approach, trauma informed care, motivational interviewing, skill-based assessments and harm reduction practices.</p> <p>Agencies selected for behavioral/mental health outreach must have staff with a strong background in the field and/or have a mental health or chemical dependency practitioner certification. Such agencies’ training plans should also use evidence-based or promising approaches to serving individuals with mental/behavioral health and substance use disorders.</p> <p>Highly qualified agencies will have staff, structures, and supports that reflect the communities to be served through this award, including Black, Indigenous, and People of Color (BIPOC) individuals who have lived experience of homelessness. Highly qualified agencies will also demonstrate organization practices to solicit feedback from unsheltered individuals to inform and enhance service delivery.</p>

<p>HSD Performance Indicators</p>	<p>Quantity:</p> <ul style="list-style-type: none"> • # of people referred to agency (overall and by referral source) • # of people enrolled in outreach services • # of referrals to services such as treatment and recovery services, legal assistance, vehicle assistance, income increase assistance, mental health treatment or services, physical health or/and disability services and supports, housing readiness, basic needs 	<p>Quality:</p> <ul style="list-style-type: none"> • # and % of individuals who are having contacts at least once a month • % of referrals engaged within an average of 72 business hours • % of weekly meetings agency attends <p>Impact:</p> <ul style="list-style-type: none"> • % of people enroll in shelter, housing or treatment • % of people actively participating in outreach services
<p>Expected Types of Data</p>	<ul style="list-style-type: none"> • Demographic data by person (HMIS) • Exits from Care Coordination (HMIS/pending) • Referrals/enrollments in services indicated above (HMIS/pending) • Sites attended (pending) • Referrals to shelter live (HMIS/Housing Inventory/Coordinated Entry) 	