DFSS Homeless Services Division: Interim Shelter for Families – Strong Case Management and Services

March 12, 2019

Agenda:

1) Review of DFSS Strategic Framework
2) Overview of Interim Shelter for Families RFP
3) Key dates & deadlines
4) Questions & Answers Session

We are working to translate the Strategic Framework into results-focused RFPs and contracts

Phase 1: Strategic Framework Development

Phase 2: Strategic Contracting

July 2016 – November 2017

Setting and operationalizing priorities and outcome goals internally

- Measure, report on, and refresh goals
- Make data-driven decisions that align funding and programs with priorities
- Cultivate opportunities for greater collaboration across DFSS

November 2017 – December 2018

Engaging delegates to improve services and outcomes in line with Phase 1 goals

- Conduct more robust planning for RFPs
- Develop RFPs and contracts focused on outcome goals
- Actively manage contracts to drive continuous improvement

DFSS made changes to our RFPs, selection criteria, and application questions for this CDGA cycle

We want to use RFPs/contracts as critical tools to:

- Ensure outcomes continue to be at the center of our work
- Develop a shared understanding of priorities for and how we will track improvement
- Support two-way communication between DFSS and delegates about best practices, high-quality services, and the needs of those we serve

As a result, we've adjusted the structure & content of our RFPs and application questions to:

- Shift focus from activities to goals
- Align DFSS priorities with selection criteria and application questions
- Pose questions that provide the most relevant information for decision-making

Overview of high-level changes DFSS made

Refreshed RFPs articulate what we want to achieve together rather than focusing on activities alone

Selection criteria updated to reflect our focus on results and best practices

New application questions to help DFSS make more informed decisions

Outcome goals

Program information

Framework for improvement

1 **Strength of proposed program**

2 **Program performance, outcomes, and quality**

3 **Organizational capacity**

4 **Reasonable costs, budget justification, and leverage of funds**

Example questions

"What are the challenges and critical needs facing your intended client population?"

"Describe the evidence base and/or best practices that support the proposed program..."

"Please tell us about 1-2 times your agency made a programmatic or organizational change based on data collected."

Within Homeless Services, we implemented additional changes to our RFPs and application process while continuing to emphasize important priorities for the entire homeless services system
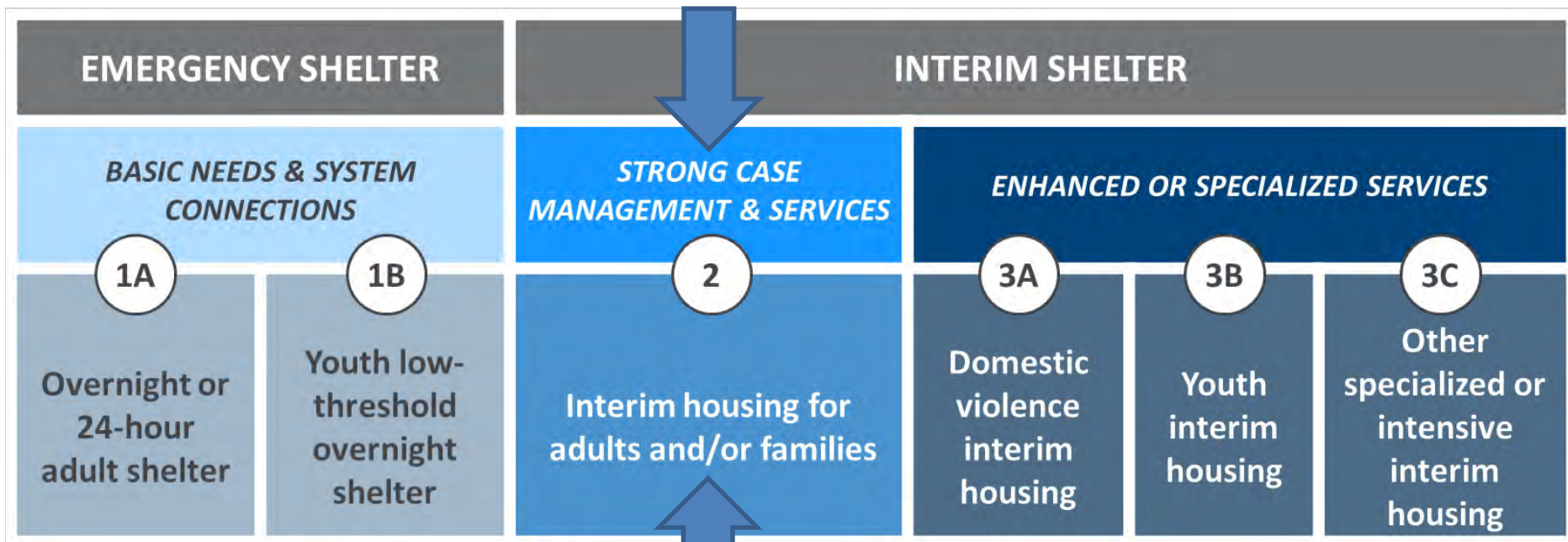
- Align with Chicago Plan 2.0 and Continuum of Care program models
- Advance the core values of Chicago's Homeless Services Continuum, incl.:
  - Housing first approach
  - Harm-reduction strategies/policies
  - Trauma-informed systems of care
  - Importance of relationship-building
  - Respect for cultural competence and non-discriminatory practices
  - Flexible, program participant-driven and strengths-based service delivery (i.e., self-determination)
  - Developmentally appropriate services (i.e., families, youth)
  - Use of evidence-based practices
- Maintain overall system capacity (e.g., beds) and ensure there is a continuum of services that can respond to the scale and variety of needs
- Support continued implementation of and improved coordination around the Coordinated Entry System system-wide
- Encourage partnerships, collaboration, and coordination

Shelter RFP: *Overview*

Goal	Provide a safe, accessible place to stay for those experiencing homelessness and move them towards and into appropriate and stable permanent housing
Service overview	DFSS seeks to fund shelter services that can meet the needs of families experiencing homelessness in Chicago. While shelters may provide different services at different intensity levels, all shelters should connect homeless households with appropriate housing options as well as other services and community resources that will help them obtain or maintain housing (incl. building income and addressing a variety of physical, mental, emotional, and other needs). One of three major types of shelters with increasing service intensity and shelter amenity levels: • <u>Interim shelter with strong case management</u>: above + case management designed to move clients quickly into housing and connections to broader array of services
Target pop.	Literally homeless households: families with children
Key perf. metrics (subset)	• % and # of participants exiting shelter to permanent (or more stable) housing: overall and at time intervals of within 120 days, 180 days, and 270 days • # and % of households assessed for CES • # and % of households that return to homelessness
Other division priorities	• Deep, active focus on continuous improvement given poor overall performance for shelter system • Speed up and increase flow through the shelter system via strategies including stronger diversion, creative housing solutions, and working with long-stayer population • Gain greater clarity about variation in services offered to improve support, coordination, referrals

Shelter RFP: *Application categories*

Application approach: INTERIM SHELTER FOR FAMILIES

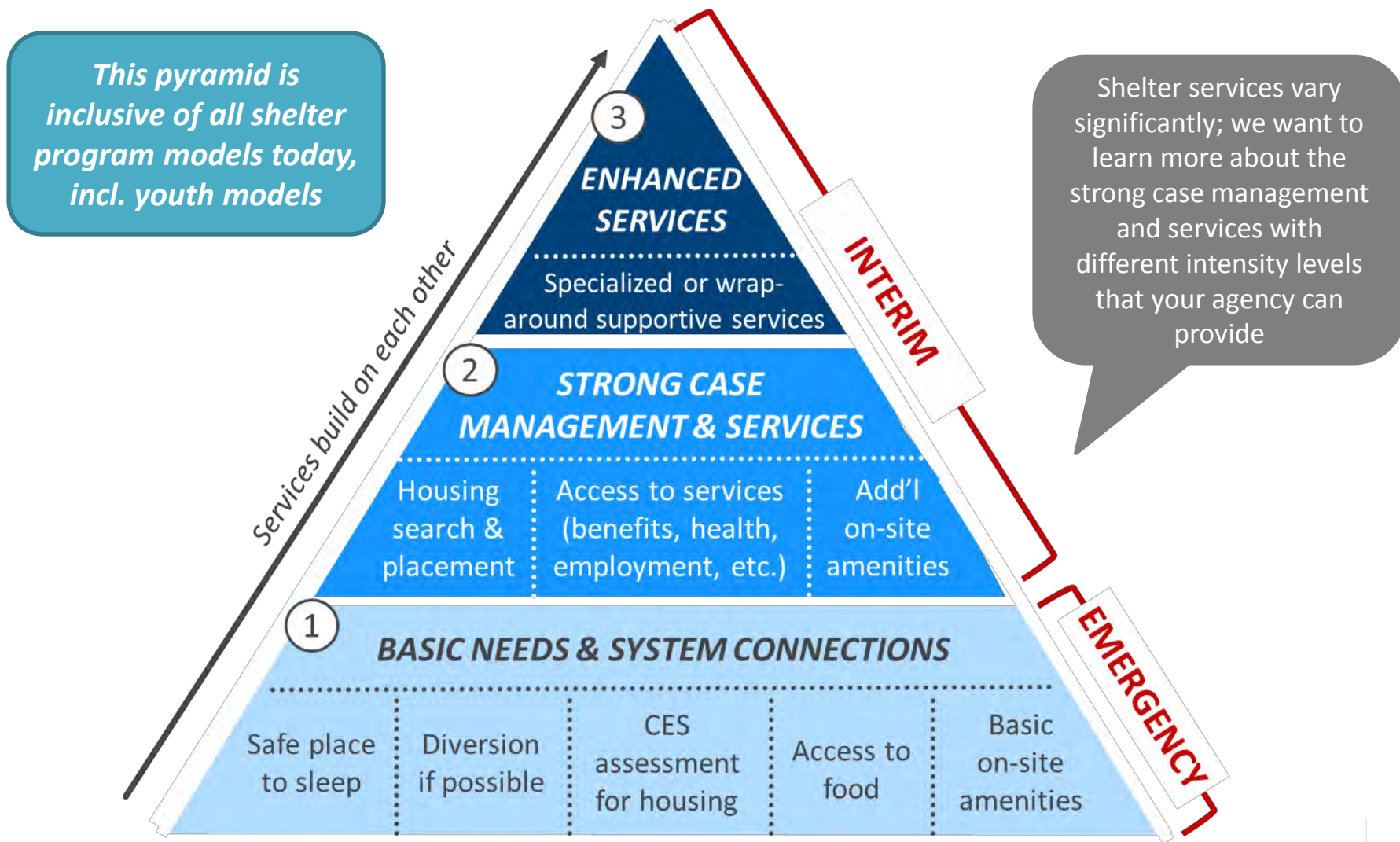| EMERGENCY SHELTER		INTERIM SHELTER			
BASIC NEEDS & SYSTEM CONNECTIONS		STRONG CASE MANAGEMENT & SERVICES	ENHANCED OR SPECIALIZED SERVICES		
1A	1B	2	3A	3B	3C
Overnight or 24-hour adult shelter	Youth low-threshold overnight shelter	Interim housing for adults and/or families	Domestic violence interim housing	Youth interim housing	Other specialized or intensive interim housing

Goals of this RFP

DFSS Homeless Division seeks applications for Interim Shelter for Families with the following 2 goals in mind:

1) **add 50-60 beds to the current homeless bed system**

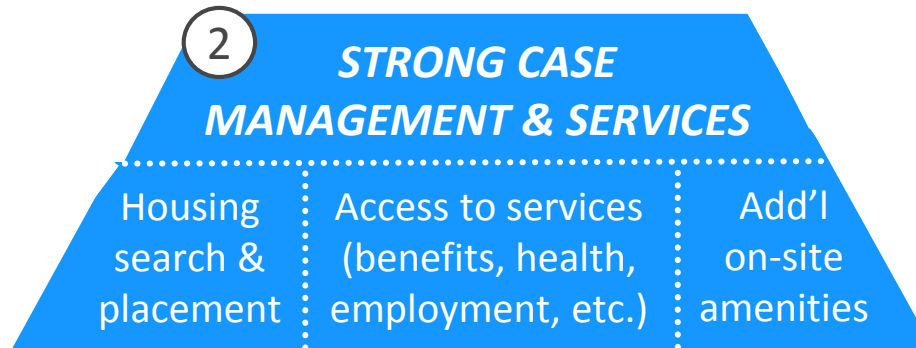2) **provide strong case management and services**

Our main objective is to provide a safe, accessible place to stay for those experiencing homelessness and to move them towards and into appropriate and stable permanent housing.

Shelter RFP: *Service array*

In 2018, DFSS funded an array of different shelter services in different program models and intensity levels to ensure we assemble the right portfolio of shelter services across the city. We seek more information about the nature of services you can provide using the below framework:

This pyramid is inclusive of all shelter program models today, incl. youth models

Shelter services vary significantly; we want to learn more about the strong case management and services with different intensity levels that your agency can provide

Services build on each other

③ **ENHANCED SERVICES**
Specialized or wrap-around supportive services

INTERIM

② **STRONG CASE MANAGEMENT & SERVICES**

| Housing search & placement | Access to services (benefits, health, employment, etc.) | Add'l on-site amenities |

① **BASIC NEEDS & SYSTEM CONNECTIONS**

| Safe place to sleep | Diversion if possible | CES assessment for housing | Access to food | Basic on-site amenities |

EMERGENCY

Shelter RFP: *Service array*

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       ②  STRONG CASE
          MANAGEMENT & SERVICES
    ┌──────────┬──────────────────┬──────────┐
    │ Housing  │ Access to services│ Add'l    │
    │ search & │ (benefits, health,│ on-site  │
    │ placement│ employment, etc.) │ amenities│
    └──────────┴──────────────────┴──────────┘
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- Most interim shelters today should fit this description

- Primary goal of quickly moving households into appropriate and stable permanent housing

- Build on the elements of basic needs and system connections, and provide services needed to re-housing clients as quickly as possible

- 24-hour with assigned bunks/beds and broader range of amenities (e.g., shower, storage, laundry)

- High-quality case management focused on housing placement and increasing income

  o Direct provision or linkages to other services incl. benefits screening, physical and mental health services, substance abuse treatment, employment/job readiness, care/education for children

  o Aligned with best practices (individual, strengths-based, goal-setting, patient & consistent support), delivered in a coordinated, client-centered manner (incl. connections once housed)

- Interested in creative approaches to diversion and housing solutions

Programmatic RFPs with more changes:

We are seeking agencies capable of delivering on this program and have made more significant changes to the RFP (including structural, submission requirements, and information we're asking you to speak to in your applications)

- Shelter RFP *(overarching RFP with new framing, need to submit ART reports)*

For this RFP, we're asking you to submit ART reports based on HMIS data as evidence of past performance

Providers currently administering these projects...	.... will be assessed using data from this ART report summary tab...	...as part of their application for the following RFP
Interim Housing	Interim	Shelter RFP

**Reporting period of January 1, 2018 – December 31, 2018**

Key indicators include:
- % of the households who left the project that exited to permanent housing (overall within 180 days, and within 120 days)
- % of households without income at entry that obtained employment
- % of households without source of non-cash benefits at entry that obtained non-cash benefits through mainstream resources
- % of households that maintained or increased their income through cash benefits, earned income, or a combination of both
- Bed utilization

A detailed instruction guide will help you pull the right data

Key steps

- Pull one report for each project
- Consult the client and household source data in the report for accuracy
- Review performance metrics in relevant tab

Summary - Interim | Summary - PHwSS | Summary - Youth TH | Summary - PSH | Summary - SH
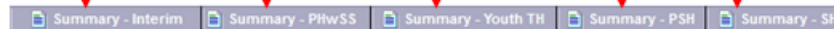
- Once data is accurate, submit excel and PDF copies of your reports as attachments for relevant app. question in eProcurement
- You will be given the opportunity to share any context/caveats we should consider when we review the data
- All Chicago HMIS help desk is available to answer technical related questions

https://hmis.allchicago.org/hc/en-us/articles/360000507663

Shelter RFP: *Other key program requirements*

All shelter services must reflect the Chicago CoC's core values…

- Housing first approach
- Harm reduction
- Trauma-informed care
- Respect for cultural competencies and non-discriminatory practices
- Use of evidence-based practices
- Recognition of the importance of relationship building
- Developmentally-appropriate services for youth and children

… and adhere to DFSS / CoC program requirements including but not limited to:

- Practice family preservation
- Use of HMIS and tracking exit/entry into program
- Written policies and procedures for intake, grievance, conflict resolution
- Compliance with HEARTH act
- Confidentiality of client records
- Participation in PIT counts and DFSS shelter bed clearinghouse

All requirements and regulations will be incorporated in contracts

Advice for applicants

- **Start early** since a few components may be new to you
  - Read updated RFP narratives, selection criteria, and application questions closely to make sure you're prepared to respond to changes
  - Register and create your iSupplier account ASAP (note that you can now submit multiple applications for a single RFP under one e-mail address; this glitch has been fixed!)

- **Take advantage of the resources** available to you including reaching out to Homeless Services with questions, reviewing info on DFSS CDGA website, HMIS helpdesk and City eProcurement support

- Read RFP in advance and **identify your application approach**

- Review application questions and **make sure you fully answer all questions**
  - Don't forget the 4,000 character limit for answer text fields
  - Use spell check and don't forget to attach required attachments

- **Don't wait until the last moment:** submit 24-48 hours in advance of the deadline
  - Avoid the rush and potential mishaps by submitting early: <u>late applications won't be accepted</u>
  - You can "submit" your application and amend it later up until the due date of March 26 at 12noon

Key dates and deadlines

Reach out to Tami Cole with your clarifying questions about RFP and applications **before March 26**
tami.cole@cityofchicago.org or 312-746-8610

Reach out to Julia Talbot with your clarifying questions about the technical aspects of responding to this RFP **before March 26**
Julia.Talbot@cityofchicago.org or 312-743-1679

- **Applications due** on **March 26, 2019 at 12 noon**

- **Contract Term begins on April 15, 2019**

Resources available to you

Additional information from DFSS

Visit our CDGA info website for application, webinar, etc.:
https://eprocurement.cityofchicago.org/OA_HTML/OA.jsp?OAFunc=PON_ABSTRACT_PAGE&PON_NEGOTIATION_STATUS=ACTIVE

Support on eProcurement system

If you need technical assistance, call the OBM eProcurement hotline at 312-744-0358 or e-mail at OBMGMU@cityofchicago.org

For questions on registration, e-mail eProcurementsupport@cityofchicago.org

Training materials including documents and videos are available here:
https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html

RESPONDENTS MUST SUBMIT AN APPLICATION FOR THE REQUEST FOR PROPOSAL VIA ePROCUREMENT

Questions
and
Answers

Thank you!