



RFP #HSH2019-113 – Housing and Services for Youth Experiencing Homelessness (AMENDED)

RFP Questions and Answers

Issued January 29th, 2019 and Amended January 31, 2019

Proposals Due February 15th, 2019 at 12:00PM

PROPOSAL SUBMISSION REQUIREMENTS

- 1. Question Can the proposal for the HIV Specialty Services component be combined with the Transitional Housing component, when the two services are co-located?**

Answer Yes. Please see page 22 of the RFP Amended on January 31, 2019.

- 2. Question In Appendix 1: Proposal Template, should proposers use their organizational headquarters address, or the program/office address?**

Answer Please use the organizational address.

- 3. Question Does the proposal submission need to be signed by the agency CEO/ED, or can it be done by any authorized signer?**

Answer Each organization has its own signature authority rules. Please submit proposals signed by an individual authorized to submit proposals on behalf of your agency.

- 4. Question If overseeing a building with both tenants and transitional participants, should proposers apply for funding under the Transitional Housing component? Will the outcomes/reporting requirements be the same for both types of residents?**

Answer In this case, proposers should apply under the Transitional Housing component. Please also see pages 18 through 20 of the RFP Amended on January 31, 2019, which include the Objectives for these services.

- 5. Question Should proposal submissions be single or double spaced?**

Answer HSH recommends single spacing so that the page limits may be maximized. Please use Appendix 1: Proposal Template to submit proposals.

FUNDING & PROPOSED BUDGET

- 6. Question Do proposers submit a budget for actual costs, or for the costs that are necessary to try and meet outcomes? Would HSH prefer that proposers complete the budget pages with actual amounts regardless of funds available? Or would HSH prefer proposers to speak to total costs in the budget narrative and complete budget pages according to current contract amounts?**

Answer The funding available for each program component is fixed. If a proposal is submitted over the amount available, HSH will only award the available amount. Per Controller guidelines, provider fundraising may be necessary to cover

additional expenses.

7. Question Despite using other revenue sources for operating expenses, some proposers still do not have adequate shelter coverage at night for the issues clients present, which can result in youth being turned away. Additionally, some proposers may not have adequate staffing to provide aftercare services to meet demand. Is HSH interested in knowing what additional revenue would be needed for to need demand and for optimal outcomes?

Answer HSH intends to obtain services as outlined in the RFP Amended on January 31, 2019 within the allocations for each service component. Proposers have an opportunity to discuss challenges and ways to mitigate those challenges in their proposal response.

8. Question On page 4 of the RFP, the estimated amount available for Support Services in Permanent Supportive Housing is listed as a single total of \$191,000, although there are currently two sites (864 Ellis and 1100 Ocean) where these services are provided. Is the \$191,000 estimate *per-site*, or is it for both sites combined? If it is for both sites combined, what is the split?

Answer The \$191,000 and all amounts listed on page 4 of the RFP Amended on January 31, 2019 are for the *entire* service component (e.g. two sites). They are not estimates of individual per-grant or per-site amounts. These are purposely combined as per-component totals because HSH will award and allocate based on the proposal merits, not necessarily by the existing program or site allocation of funds.

9. Question Is there a cap on the indirect percentage that a proposer may include in the budget?

Answer HSH does not currently have a cap on indirect rates for General Fund budgets. However, proposers should keep the rate reasonable and clear. For example, the type of costs included in the rate should be described in the Budget Narrative tab of Appendix 2: Budget Template Workbook.

10. Question For THP-Plus, is there an estimated monthly rate per youth?

HSH estimates the following monthly rates by placement type:

Placement Type	Rate
Host Placement	\$1,976
Scattered Site Placements	\$2,450
Single Sites	\$2,450

11. Question How many agreements are expected to be awarded for the Transitional Housing component?

Answer HSH expects to fund approximately 84 beds for Transitional Housing. The number of contract awards will depend on provider submissions.

SCOPE OF WORK

- 12. Question** What is the definition of “24-hour emergency response” for minor shelters and for transitional housing?
Answer Please refer to pages 10, 13, 15, and 17 of the RFP Amended on January 31, 2019.
- 13. Question** How many current THP-Plus slots are there?
Answer There are currently 70 THP-Plus slots.
- 14. Question** What is the expected staffing ratio for Transitional Housing?
Answer Staffing ratios should be sufficient to meet the service and outcome objectives outlined in the RFP Amended on January 31, 2019.
- 15. Question** How long will providers have to enter existing resident data into the ONE System?
Answer This is outside of the scope of this RFP. Providers will be notified of requirements and timelines for the ONE System by HSH as they become finalized.
- 16. Question** The THP-Plus population served is defined as youth aged 18 to 24, however under State AB12, youth aged 18 to 20 are put in a certified program. How does this affect the target 18 to 24 group?
Answer Please see page 8 of the RFP Amended on January 31, 2019, which states that all THP-Plus programs must comply with State requirements.
- 17. Question** Did the 21-day maximum stay for Emergency Shelter come from state licensing requirements? If state licensing requirements change does this change?
Answer The requirement is based on current State requirements.
- 18. Question** Can HSH please explain the rationale and justification for the expectation that 100 percent of Emergency Shelter exits (which average two to three nights) are to safe and stable housing? Programs where significant resources and lengths of stay are utilized to establish stabilization (e.g. Transitional and THP-Plus) have outcome goals of 70 percent and 65 percent, respectively.
Answer The 100 percent expectation for Emergency Shelters in this RFP was set because these shelters serve minors. There is a Homelessness Response System policy expectation that shelters be available for this vulnerable population.
- 19. Question** There are already existing youth shelter regulations that require incident reports be filed with Community Care Licensing. Every time a youth exits a shelter voluntarily, a missing person’s report must be filed with the local police, and police are often involved in drop-offs and follow-up of youth. Is there an opportunity to renegotiate during the contracting process the reporting requirements under City Communications and Policies (5.e. pg. 18) so that staff are not burdened with duplicative reporting processes?

Answer HSH is always open to reducing duplicative reporting requirements where appropriate.

20. Question On page 12 of the RFP in section 2.b.3, the first paragraph mentions weekly interactions with residents. Is this separate from the outreach expectation?

Answer Yes, this is separate from the outreach expectation.

21. Question One page 12 of the RFP in section 2.b.3, the second paragraph mentions attempting a monthly meaningful engagement and matching families with program services. Is mentioning families in the RFP simply a typo? Is outreaching for a case management meeting sufficient to meet the expectation in paragraph two?

Answer The passage should read “.....to assess strengths, skills and needs and match *youth* with program services most appropriate.....”

22. Question On page 13 in section 2.b.13, how long are aftercare services expected to be provided after a resident exits transitional housing? Should providers be building aftercare funding into the RFP budget?

Answer Aftercare is considered part of the services. Please refer to the Scope of Work, which begins on page 8 of the RFP Amended on January 31, 2019.

23. Question THP-Plus is coming out of Coordinated Entry. If youth are exiting foster care and want to avoid being on the street. Will they go into Coordinated Entry at that point even though they're technically not homeless yet?

Answer Yes, youth will go into Coordinated Entry at that point. Please refer to the Homelessness Response System language on page 7, section D of the RFP Amended on January 31, 2019 for more information on Coordinated Entry.

24. Question Some of these RFP requirements may not fit a provider's organizational mission. For example, there is a drop-in requirement in the Scope, but a provider may not currently provide a drop-in center. Is this going to be an issue with bidding? Some providers may not meet 100 percent of the RFP expectations without radically changing their mission.

Answer HSH cannot make this determination for organizations. HSH encourages Proposers to evaluate whether they are able to provide the required services as described within the RFP Amended on January 31, 2019.