

## City of Savannah

### STREET OUTREACH FOR PEOPLE EXPERIENCING HOMELESSNESS

#### REQUEST FOR PROPOSALS

##### **1.0 Broad Description of Project**

The City of Savannah seeks to establish an agreement with a Provider to offer a Street Outreach program, targeting individuals and families experiencing homelessness in Savannah, Georgia. The goal of the Street Outreach program is to expand the points of access to services for people experiencing homelessness and provide transportation services needed to increase the health, safety, and quality of life of these individuals and families. The program must include use of an assessment tool to determine individual and family needs to facilitate referrals and connection to services and transportation to and from services.

The Provider shall participate in coordinated service delivery system, in collaboration with existing outreach efforts underway throughout the Continuum of Care. Street Outreach services shall be designed to incorporate trauma-informed care principles and shall ensure individuals are linked to appropriate resources for assessment, treatment, and follow-up.

The Provider shall facilitate collaborations to ensure the proposed program is coordinated with other service providers to better meet the needs of individuals experiencing homelessness and to ensure the City's investment is used to leverage additional investments by public and private organizations in order to sustain the proposed program long-term.

##### **1.1 Eligible Applicants**

The Request for Proposals is limited to Savannah-Chatham County Continuum of Care (CoC) agencies and/or partner agencies providing services to individuals and families experiencing homelessness in the city limits of Savannah, Georgia. Agencies with demonstrated experience in street outreach and working with unsheltered individuals to facilitate connections to housing systems, homelessness services, public benefits, physical and mental health care, and other mainstream resources are encouraged to respond to this Street Outreach Request for Proposals.

##### **1.2 Scope of Services**

The purpose of the Street Outreach program is to engage individuals and families experiencing homelessness with the intent to facilitate connections and transportation to mainstream resources. The proposed programs and/or activities must benefit individuals and families experiencing homelessness in Savannah, Georgia. Multiple contracts may be awarded to successful proposers with the capacity to carry out the following:

- (1) Provide street-level outreach to include conducting continuous, consistent engagement with individuals and families experiencing unsheltered homelessness for the purpose of building relationships and providing immediate support, intervention, and connection to service providers. Street outreach efforts must be person-centered, trauma-informed, and culturally responsive.
  - (a) Street outreach efforts must engage with unsheltered individuals and families in a variety of settings, including encampments, areas with high concentrations of unsheltered individuals, substance use priority areas, etc.
  - (b) Street outreach efforts must be conducted between 6 a.m. – 5 p.m. during weekdays (and having a presence between 5 p.m. – 11 p.m. based on the specific outreach needs), and on weekends based on a rotation schedule defined by the Provider(s).
- (2) Establish effective and efficient communication channels with shelters, day service programs, physical and mental health care providers, homelessness service providers within the Continuum of Care, and other relevant organizations in the geographic area.
- (3) Provide public outreach awareness to inform the community and other service providers about the Street Outreach program.
- (4) Implement a standardized method of assessment used to assess the individual's and/or family's immediate needs, physical, mental and behavioral health, connection to family, safety, access to resources, issues of neglect or abuse, and other risk factors that impact their well-being. Maintain client confidentiality and privacy.
- (5) Ensure that no preconditions will be imposed to make a referral on behalf of the individual or family experiencing homelessness, including sobriety, minimum income requirements, absence of a criminal record, completion of treatment, participation in services, or other unnecessary conditions.
- (6) Provide transportation to and from point of contact to services needed.
- (7) Serve as a point of contact when individuals or families experiencing homelessness interact with police and mental health advocates.

### **1.3 Proposal Format**

Applicants are required to submit a narrative response to the following questions using the outline as it appears below. All responses must be labeled accordingly. Separate narrative responses must be submitted for each program proposed.

- (1) Applicant Experience:** Please describe your organization's experience and capability to provide the service being proposed. In your response, please include the following:
  - (a) Organization's mission.
  - (b) Organization's experience in addressing and prioritizing equity and inclusion in program and service delivery, governance, hiring practices, etc. Include relevant program data and statistics, staff and Board of Director's breakdown, and clients served.

- (c) Years of experience serving individuals and families experiencing homelessness, conducting street outreach, and working with unsheltered individuals to facilitate connections to mainstream resources.
- (d) Description of programs provided to individuals and families experiencing homelessness and locations where services are provided.
- (e) Other information that demonstrates your organization's capability and capacity to deliver the program being proposed.

**(2) Proposed Program:** Please provide a description of your proposed program and services. In your response, include the following:

- (a) Street Outreach Plan – Include a detailed description of outreach services and advocacy efforts to be provided and any evidence based/evidence-informed practices that will be implemented. Refer to the Scope of Services for requirements.
- (b) Public Awareness Plan – Include a detailed description of the plan to inform the community and other service providers about the Street Outreach program.
- (c) Eligibility Verification – Include a detailed description of how client eligibility will be determined and verified.
- (d) Assessment Tool – Include a detailed description of the assessment tool and how client needs will be determined, documented, and addressed.
- (e) Equity and Inclusion – Include a description of how the proposed program/services will address and incorporate equity and inclusive practices.
- (f) Transportation Plan – Include a detailed description of the proposed transportation method(s) to transport clients to and from homelessness services and other services. Include vehicle description, size/capacity, and availability.
- (g) Number Served – Include an approximate number of people to be served by the program.
- (h) Program Hours – The City desires for the program to be as accessible as possible. Identify specific locations, days and times street outreach services will be available.
- (i) Proposed Staffing Plan – Include staff names, title, relevant experience, role in the proposed program, number of hours per week, and reporting/supervision structure or organizational chart.
- (j) Partner Organizations – The City of Savannah encourages organizations to partner with each other to reach as many areas of the community as possible where assistance may be needed. NOTE: Partner agencies are subject to all program requirements related to the program component they manage including monitoring, record keeping, etc. Please describe any new or existing partnerships the Provider plans to pursue to assist with implementation of the program. Include a letter(s) of support from partner organizations, with proposed role(s) of partners and whether the relationship is/will be voluntary or paid. Identify the lead agency.

- (k) Data Collection and Evaluation – Include a detailed description of the methods that will be used to collect the information, including specific measurable goals to assess program outcomes on clients served and performance measures that will be utilized to assess effectiveness of the services proposed.
- (l) Program Timeline – Include a proposed timeline for administering the program.

**(3) Proposed Sustainability Plan:** The Provider shall ensure that the City’s investments are used to leverage additional investments/donations to the maximum extent possible to address the needs of individuals and families experiencing homelessness. Please describe the proposed sustainability plan that includes the following:

- (a) How the agency plans to maintain the program and services should the funding not be available in future years.
- (b) Additional funding sources identified for the continued operation of the Street Outreach program.
- (c) Specific strategies and a projected timeline to continue Street Outreach Services after the pilot year’s initial investment from the City of Savannah.
- (d) Specific services and activities to be continued, how many employees or volunteers will be needed, and how large (scale) the program will be.
- (e) Identify current and potential partners and other stakeholders needed to manage, operate, and sustain the selected services and activities.

**(4) Budget (Use budget template in Attachment B):** Provide a comprehensive itemized budget proposal. Include a detailed statement of hourly rates for all positions, fulltime employees dedicated to the proposed program, subcontracting and consulting agreements, equipment and supplies, reimbursable expenses, in-kind contributions, other funding sources, etc. The budget should clearly explain all costs related to the services provided. Total expenses should not exceed the total of all funding sources.

**1.4 Basis of Award**

Proposals will be evaluated by a Proposal Review Committee (Review Committee). The Review Committee reserves the right to conduct interviews of any or all proposers as it deems necessary. Scores will be based on the following categories:

<u>Category</u>	<u>Points</u>
Applicant Experience	20
Proposed Program	40
Proposed Sustainability Plan	10
Budget	30
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Total	100 Points

### **1.5 Proposal Deadline**

All proposals must be submitted in accordance with the instructions contained in this Request for Proposals. All requested information must be included at the time the proposal is submitted. Proposals must be submitted electronically to the City of Savannah, Human Services Department, no later than 5:00 p.m., June 30, 2022 at: [grants@savannahga.gov](mailto:grants@savannahga.gov). Late proposals will not be accepted.

For more information about this opportunity, see the Street Outreach Request for Proposals on the City's website at [www.savannahga.gov/humanservices](http://www.savannahga.gov/humanservices).

Attachment A: Proposal Certification

Organization:	
Address:	
City and Zip Code:	
Primary Contact:	
Contact Phone:	
Email:	
Funding Request:	\$
Approximate Number of Clients to be Served:	_____ Per Check One: Day <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year <input type="checkbox"/>
Proposed Days/Hours of Service:	

**Certification**

By signing below, I certify that to the best of my knowledge that the information contained in this proposal is accurate and complete and that I have legal authority to commit this Provider to a contractual agreement. I understand that final funding by the City of Savannah for any services of the type described in this RFP is based upon actual funding levels and approval of any contract by the City Council of the City.

I understand that the costs incurred in preparing and submitting this proposal for consideration by the City of Savannah shall not be reimbursed.

<b>Signature:</b>	<b>Date:</b>
<b>Name:</b>	<b>Title:</b>

Attachment B (1): Budget Template		[ENTER PROGRAM NAME] REVENUE [ENTER AGENCY NAME]
<i>This form should reflect the budget for the program proposed in your proposal. Please include funding from all sources which will be used to carry-out the Homelessness Street Outreach Program. Add additional rows if necessary.</i>		
REVENUE		2022 PROJECTED
<b>Government Fees &amp; Grants (Federal, State, Local)</b>		
1.		
2.		
3.		
4.		
5.		
6.		
<b>Subtotal</b>		\$-
<b>Private Grants</b>		
7.		
8.		
9.		
10.		
<b>Subtotal</b>		\$-
<b>Program Fees</b>		
11.		
12.		
<b>Subtotal</b>		\$-
<b>Membership Dues</b>		
13.		
14.		
<b>Subtotal</b>		\$-
<b>Other Support &amp; Revenue</b>		
15.		
16.		
17.		
18.		
<b>Subtotal</b>		\$-
19.	REVENUE (lines 1 thru 18)	\$-
20.	Revenue from City of Savannah	
21.	TOTAL REVENUE (line 19 + 20)	\$-

Attachment B (2): Budget Template		[ENTER PROGRAM NAME] EXPENDITURES [ENTER AGENCY NAME]		
<p><i>This form should reflect the budget for the program proposed in your proposal. Please include all anticipated expenditures related to the Homelessness Street Outreach Program. Add additional rows if necessary. Utilize the appropriate column to show whether the expenditure will be paid using City of Savannah funding or other agency funding sources.</i></p>				
EXPENDITURES		2022 EXPENSES (City of Savannah Funding)	OTHER EXPENSES	TOTAL EXPENSES
<b>PERSONNEL SERVICES</b>				
22.	Salaries			
23.	Taxes and Benefits			
24.				
<b>CONTRACTUAL SERVICES</b>				
25.	Telephones			
26.	Travel/Training			
27.	Advertising			
28.	Professional Services			
29.	Insurance			
30.	Equipment Maintenance			
31.	Rentals (Equipment)			
32.	Printing and Publications			
33.				
<b>COMMODITIES</b>				
34.	Operating Supplies			
35.	Postage			
36.	Equipment Purchases			
37.	e.g. Hygiene kits			
38.				
39.				
40.				
<b>CAPITAL OUTLAY</b>				
41.				
42.				
<b>OTHER EXPENSES</b>				
43.	Vehicle Maintenance			
44.				
45.				
46.	<b>TOTAL PROGRAM EXPENSES (lines 22 thru 45)</b>	\$-	\$-	\$-
47.	<b>REVENUE (+/-) EXPENSES (lines 21-46)</b>			\$-

