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**CITY OF SPOKANE  
COMMUNITY, HOUSING, AND HUMAN SERVICES (CHHS) DEPARTMENT  
NEW SHELTER**

**Deadline: July 7, 2019**

**Emergency Shelter Operations and Services Project Application**

**Description:** Emergency shelters play a critical role in a crisis response system. Low barrier, permanent housing-focused shelters ensure individuals and families have a safe place to stay and that their experience of homelessness is as brief as possible. Emergency shelters should be housing-focused with case management targeted at reducing barriers to housing and connecting the household to housing options through Coordinated Entry and other non-homeless housing programs.

The intention of this Request for Proposals (RFP) is to add additional shelter space to the homeless crisis response system for single adults. Additionally, this location will phase in more resources and service options for people experiencing homelessness in a day center. Some examples of possible components will include: shelter, hygiene, food, case management, and wrap-around services. As such, coordination of services will also be considered.

**PROPOSAL SUBMITTED BY:**

**AGENCY** Click or tap here to enter text.

**POINT OF CONTACT** Click or tap here to enter text.

**PHONE** Click or tap here to enter text.

**E-MAIL** Click or tap here to enter text.

**SIGNATURE** \_\_\_\_\_\_\_\_

***Signature here will confirm compliance with all instructions, terms, and conditions of Funding Notice.***

Applicants that wish to be considered for funding under the City of Spokane CHHS Department new shelter opportunity must respond to the following questions in writing and meet all conditions and requirements as stated in the City of Spokane Notice of Funding Availability (NOFA). Submission of this application does not guarantee that a proposal will be approved.

**General Instructions**

Please complete a single narrative application for the proposal. If a proposal represents a partnership between multiple agencies, please list the name of the lead agency in the Proposal Summary boxes and detail additional partners below. If you are partnering with another agency on this project, be sure to include this information in the Proposal Summary.

Please be concise but complete in your responses. Applications must be no greater than 30 pages in length (beginning from the Homeless Crisis Response System section), with minimum margins of ½ inch and font size no smaller than 11 point. Question text may be removed to meet page limits, however applicants must include section headings and question numbers.

**Proposal Summary**

**Organization** **Leadership Contact Information**

Contact Person:

Mailing Address:

Telephone:

E-mail:

**Organization Project Contact Information**

Contact Person:

Mailing Address:

Telephone:

E-mail:

Submission Date:

Project Title: [Click or tap here to enter text.]

Applicant Organization / Lead Agency Name: [Click or tap here to enter text.]

Dollar Amount Requested from City of Spokane: [Click or tap here to enter text.]

Partner Agency Name(s) (If Applicable): [Click or tap here to enter text.]

Dollar Amount Requested from City of Spokane: [Click or tap here to enter text.]

**Homeless Crisis Response System**

1. Collaborative relationships across systems:
2. Identify any key organizational partners and describe how you will collaborate with them to deliver the program and achieve results for the target population.
3. Describe how the applicant interfaces with other services/resources to provide a referral network for your clients.
4. Do other agencies/programs in the community provide services similar to this program?
5. Describe how the applicant is part of the larger system of services and/or housing resources for people experiencing homelessness.
6. Describe any key, formal partnerships that are jointly designed with other agencies and indicate whether they are formalized through a Memorandum of Understanding or other formal agreement (if so, please attach).
7. What steps has the applicant taken or plans to take in order to establish, develop, or continue policies, practices, and procedures that increase racial equity in the following areas: training, hiring and retention, board development, community engagement and partnerships, and other organizational work. In which areas are the applicant agency’s strengths or assets? In which areas does the applicant have room for growth?
8. Describe how the applicant’s engagement and service delivery model assures access to underserved communities who are disproportionately impacted by homelessness, including efforts related to service design, staffing, outreach and engagement approach, and language. Explain how the applicant agency will make services available to populations disproportionately represented among the homeless population, including racial and ethnic minorities, immigrants and refugees, individuals with disabilities, LGBTQ youth and adults, and people with limited English proficiency. Please identify any issues or limitations the applicant agency may encounter, and describe how services will be modified to meet the needs of these specific populations.
9. How does the applicant ask for and incorporate participant feedback about services into the project design, policies, and/or procedures? Please provide examples.

**Project Overview and Description**

1. Select what service level your agency is applying for:

Basic Services: The primary goal of Basic Services is to meet the basic needs of people experiencing homelessness. They tend to be overnight-only. They tend to offer access to limited on-site amenities (hygiene, laundry, storage, meals), and provide limited case management services (information and referral).

Enhanced/Targeted Services: The primary goal of Enhanced/Targeted Services it to provide a pathway for rapid exit to permanent housing. They tend to be 24-hours or have extended overnight or service hours and have a low-to-medium case manager to participant ratio. Projects will provide intensive services that focus on housing search and placement.

1. The anticipated new shelter site intends to have capacity for a number of components beyond basic shelter operations. Please select which project type(s) are included in the proposal, as well as any intended partnerships. Please check all that apply.

Day Center Services Coordination

*Partner Agency Name(s) (If Applicable):* [Click or tap here to enter text.]

Day Center/Day Shelter

*Partner Agency Name(s) (If Applicable):* [Click or tap here to enter text.]

Feeding/Meal Service

*Partner Agency Name(s) (If Applicable):* [Click or tap here to enter text.]

Hygiene Center Management

*Partner Agency Name(s) (If Applicable):* [Click or tap here to enter text.]

Storage Management

*Partner Agency Name(s) (If Applicable):* [Click or tap here to enter text.]

Overnight Shelter

*Partner Agency Name(s) (If Applicable):* [Click or tap here to enter text.]

1. Provide a general description of the proposed emergency services project for all of the above-selected components, including relevant detail to the facility requirements to ensure successful implementation and to meet client needs.
2. Describe the plan to create a safe and secure environment for all clients accessing services, including overnight sleeping for single adult men and women and couples.
3. Describe the applicant’s emergency and/or disaster preparedness protocol, including any plans for response during health outbreaks or other emergencies and how participants are made aware of emergency scenario plans.
4. What criteria must participants meet before receiving services?
5. What factors would cause someone to be denied entry into the proposed project?
6. Why would someone experiencing homelessness want to participate in the proposed project?
7. What project rules do participants have to follow? And what happens if a participant does not follow the rules?
8. Describe the staffing model for the proposed project.  
   1. What supportive services are offered and when?
   2. What is the ratio of direct-service staff to participants and how does that ratio support housing outcomes?
   3. What responsibilities and/or tasks do project staff have during housing search and application?
9. What qualifications or qualities are most important when hiring direct-service staff? How do these prepare staff to serve participants?
10. Describe the training required of and/or training curriculum offered to project staff (and, if applicable, project volunteers).

**Emergency Shelter Technical Questions**

1. If a participant/household is asked to leave the project, what steps are taken to ensure they do not exit to homelessness?
2. How does the proposed project support participants to exit to permanent housing?
3. Will the proposed project utilize a diversion-first model to assist participants in quickly resolving their housing crisis? If so, please describe.
4. Will the proposed project have any project entry fees? If so, what are the fees and how much are they? If a household is unable to pay the entry fees, would they be denied access to housing?
5. Services provided should by highly client-driven without pre-determined goals. Describe a project participant’s path from the shelter to housing, including how the applicant coordinates care for participants with other service providers and conducts follow-up to make sure referrals are successful.

**Project Performance and Evaluation**

1. Applicants are required to continuously monitor the effectiveness, efficiency, relevance, and sustainability of their projects through targeted and feasible performance evaluations. Please outline an evaluation plan that details how the applicant will continually ensure that project performance meets or exceeds the standards for the performance measures outlined by the City of Spokane. Evaluation plans should address the following: statistical information to be review for the proposed project; the project philosophy and service delivery standards; the applicant’s prior experience with the intervention type, project, and/or client population; prior evaluations of the project’s performance; and the involvement/empowerment of clients in project design, evaluation and/or decision-making, volunteering, mentoring others, etc.
2. How does the applicant ensure quality data collection, data entry, and reporting for homeless services programs in the Homeless Management Information System (HMIS)? If the proposed project is not currently participating in HMIS, describe the applicant’s plan for increasing the applicant’s capacity to quickly begin collecting and entering data. Describe any factors that may affect the quality of the proposed project’s HMIS data during the award period.
3. Please describe the applicant’s experience with long-term performance measurement and change. Provide an example of program change the applicant has made that was informed by data. Describe briefly (a) how the problem was identified, (b) what steps were taken to make the improvement, and (c) the measurable impacts of these changes. The example may come from HMIS as well as other sources of data such as participant feedback and staff observations. If possible, provide examples that show how you use different kinds of data.

**Budget Narrative**

Applicants will be required to complete and submit a Detailed Budget Workbook which outlines the total annual budget for the first 12-months of operations of the proposed project (inclusive of all funding sources). The Detailed Budget Workbook must have an accompanying budget narrative and justification that provides, in detail, the total amount for implementation of the project your organization is proposing. If multiple agencies will be partnering on this proposal, provide a cost breakdown of the expenses that will be incurred by each individual agency.

1. Does the applicant have other committed sources of funding that will support the sustainability of this program? If so, please detail the source and the terms for when the funds will be available for this project.
2. Describe what the applicant is doing to attract, develop, and leverage a variety of financial, volunteer, and other in-kind resources to support this project.
3. In a budget narrative below, please explain how the requested funds will be used to support the participants served by this project. For each line item listed with a dollar figure (except expense category subtotals), provide a brief narrative detailing: (a) how the item relates to the proposed service and (b) the method used to determine the cost. The budget narrative should be laid out in the same format relative to the budget categories as provided in the budget worksheet and provide information regarding the basis of estimation for each line item, including reference to sources used to substantiate the cost estimate (e.g. organization’s policy, payroll document, and vendor quotes, etc.).
4. If the budget includes indirect costs, please provide an explanation of the proposed indirect cost method.