



To: Joint Office of Homeless Services qualified emergency shelter vendors

From: Joint Office of Homeless Services Adult System of Care

Date: August 15, 2024

RE: Allocation for New and Expanding Adult Shelter FY25

Greetings,

As a supplier who is eligible to contract with the County (see Attachment A), the Joint Office of Homeless Services (JOHS) would like to invite you to submit a proposal for services to support new and expanding overnight shelter options for adults experiencing homelessness in Multnomah County.

In the fall of 2023, Multnomah County convened a group of stakeholders to develop a two-year strategy to reduce unsheltered homelessness. Within this strategy is a set of goals specific to shelter, both working towards an increase in shelter availability overall and in an improvement of service provision within shelter services. The Community Sheltering Strategy is a component of the larger [Homeless Response Action Plan](#) established by Multnomah County and the City of Portland.

Within the Adult System of Care, we are aiming for an increase in beds, either in entirely new shelter programs or as an expansion to existing shelter programs for adults. We welcome proposals for programs based in different locations (motels, alternative, and congregate), for both new and expanding programs. Please note that proposals for new congregate and alternative shelter projects may be impacted by longer site development timelines.



Scope of Work:

Emergency Shelter provides individuals with a safe overnight sleeping location. It is meant to be short in duration and offer connection to housing navigation and resources.

At minimum, shelter must provide people with basic health and safety supports, including but not limited to access to restrooms, clean facilities, climate control, adequate lighting, ADA accessibility, and support staffing. Shelter should have proper permitting and must legally allow for people to sleep overnight in that location. Access to shelter should be simple and clear. Shelter operators are responsible for maintaining up to date health and safety policies, and ensuring daily janitorial service to maintain the health and safety of guests.

Shelter guests should be treated in accordance with the principles of [Assertive Engagement](#) and not be expected to participate in faith-based activities as a condition of their stay. All shelter services must utilize culturally responsive service models. Programs should maintain an accessible and accepting environment for all guests, including providing accommodations for people with a range of needs, allowing residents to access on-site services 24-hours a day as appropriate, and allowing participants with pets in alignment with program policies.

Shelters should facilitate connection for shelter guests to housing placement, behavioral health services, and other support services either as a direct component of the shelter program itself or as a piece of a coordinated partnership with another organization. A complete array of the services that Multnomah County would see as components of an ideal shelter service array can be found in the [Multnomah County Community Sheltering Strategy](#). Participation in [HMIS](#) is required for any programs that will be funded through this solicitation.



Proposal Guidelines:

- Include program description and plan for service provision (2 pages)
 - Please include a timeline for proposed opening or expansion of the program.
 - Please include the number of individuals that the program aims to serve at any one time (bed/unit capacity). A range would be acceptable if an exact number isn't known.
 - Please include a brief description of the services that would be provided on site and detail any partnerships with other organizations that might facilitate those services.
 - Please include any information on any population priorities that may be a part of your proposal. If you are including any specific subpopulation prioritization, please include details on how your organization is equipped to meet the needs of those individuals.
- Include information on the physical location/space needs for the proposed program, including whether or not a space is already secured by your organization or if there is support needed in finding, securing, or accessing a space for the program. (1 page)
 - Please specify if your proposal is for a congregate shelter (either new or expanding), an alternative shelter (either new or expanding), or a motel shelter (either new or expanding).
 - Please specify what resource needs, if any, you have for a physical location (e.g. need support locating a motel, need support with obtaining a permit, etc)
 - Please include any geographic specificity of either the location of the physical space or a desired neighborhood to be in.
- Include annualized operational budget, including information on any leveraged funding to support this work (1 page)



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- Please clearly identify if funding is for program operations. If you are including budget requests for capital expenditures, building leasing or purchasing, please specify that those costs are for site specific needs and not for day to day operations.
- Include responses to the questions below (3 pages maximum)

The JOHS will consider joint proposals from new and existing providers assuming that at least one provider who would be the primary respondent is pre-qualified (see Attachment A). If any such arrangement is proposed, a written memorandum of understanding between the parties must be submitted with the proposal setting forth the business and service delivery agreements between the parties. The lead proposer will be responsible for submitting the proposal and will be the representative for contracting/payment purposes if awarded a contract.

If submitting a collaborative proposal, please use one (1) additional page to detail the role that each partner is playing in the proposed project. Please include information regarding the power dynamics between partnered providers and how the collaboration will manage those relationship dynamics. Include details of how each organization will be funded through the partnership with an explanation of the role and benefit to any non-funded partners in the project. Please attach any letters of support or endorsement for the project of any listed partner provider.

Evaluation Questions:

- (1) Describe your approach to and experience providing trauma informed and person-centered support to individuals in a shelter environment. Please specify if possible what this looks like with supporting people with significant behavioral health needs as well.
- (2) Describe how you would ensure that communities of color that are overrepresented in unsheltered homelessness are at least as successful in



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the shelter environment as non-Hispanic white participants. Please attach your organizational equity plan if you have one. (note: the attachment of your organizational equity plan does not count towards your page limits)

- (3) Describe your experience contracting with public agencies to provide human services and what support you would need from JOHS to be a successful contractor for services?

- (4) Describe your organization's experience with providing overnight sheltering services for individuals experiencing homelessness. If your organization does not have this experience, please describe how you might partner with other organizations and/or train your teams to provide this service.

- (5) Describe your organization's partnerships with other service providers and how this helps to ensure that your clients have access to services within your existing programs. Please describe how this could be extended to any new or expanding shelter programs.

Evaluation Process:

Responses will be scored on a scale of zero to five (0-5) points per question. All proposal components must be included to be considered. Priority will be given to proposals that can accomplish the work detailed in the scope of work in a timely manner, Priority will also be given to culturally specific programs.

Considerations Beyond Individual Scores:



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While organizations' individual cumulative and factor-specific scores will be relevant to the selection of operators, the allocation committee will also take into account:

- (1) The Joint Office's capacity to fully support the mix of providers that scored highest - this may impact the number of providers selected, or how many providers the Joint Office awards funding to that will need a significant amount of organizational development or other technical assistance.
- (2) The mix of services offered across this program type given the providers that scored highest. Given that many shelters will have somewhat similar program components, the diversity of the experiences and needs of people experiencing homelessness on the streets of Multnomah County means that there is value in having a diversity of speciality areas represented in the providers of this service, e.g. culturally specific providers, providers with expertise and integration into recovery and behavioral health systems, etc.
- (3) Whether applicants who fail to meet minimum point levels on each of the questions that have minimum point totals established will have an opportunity to address the limitations in their answers through additional questions or process will depend upon how many of their answers are deficient in this way and the mix of applicants whose answers all met the minimum thresholds.
- (4) Proposals that best align with the [MSHS Local Implementation Plan](#) and the [Multnomah County Homeless Response Action Plan](#) may be prioritized regardless of score.



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Schedule:

Notice released to all qualified vendors and posted to JOHS website	August 15, 2024
Questions due to communitysheltering@multco.us	August 28, 2024
Information Session (virtual)	August 26, 2024 12-1:30pm (login details in Attachment B)
Questions answered and released on JOHS website	September 4, 2024
Proposals due to communitysheltering@multco.us	September 15, 2024
Allocation decisions made	October 15, 2024
Anticipated contract start dates	December 1, 2024

Note: Translation services can be made available if needed. Please contact us for support with this.

Contacts:

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Attachments:

Adult Shelter Strategy - Attachment A
Adult Shelter Strategy - Attachment B