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To: Joint Office of Homeless Services qualified emergency shelter vendors

From: Joint Office of Homeless Services Family System of Care

Date: October 7, 2024

RE: Allocation for New and Expanding Family Shelter FY25

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Greetings,

As a supplier who is eligible to contract with the County for emergency shelter services (see Attachment A), the Joint Office of Homeless Services (JOHS) would like to invite you to submit a proposal to support new and expanding 24/7 private room (e.g. motel based) emergency shelter programming for **families experiencing homelessness** in Multnomah County. Although the prioritization in this application is for programming geographically focused in East and North Portland, proposals for programs located across the County's geographic region will be considered.

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 Family System of Care, we are looking to increase private room (e.g. motel based) shelter programming for families, either in entirely new shelter programs or as an expansion to existing shelter programs for families. Families are defined as households experiencing homelessness with at least one minor child



under the age of 18 in their care, or pregnant and in the third trimester. Please note that proposals for new projects may be impacted by longer site development timelines.

**Scope of Work:**

Emergency Shelter provides families with a safe and stable place to call home during periods of homelessness. It is meant to be short in duration and offer connection to housing navigation and resources to regain housing stability as quickly as possible. Families are enrolled in site-based programming with private rooms where families remain together, and are designed to accommodate a range of family sizes.

At minimum, family shelter must provide guests with basic health and safety supports, including but not limited to a private room with locking doors, as well as access to restrooms, laundry, 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 food should be made available on-site. 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. On-site operations staffing should provide a ratio of at least 1 staff to 25 individuals at peak hours, with no single staffed shifts.

Access to shelter should be simple and clear. All referral and placement into family shelter programs is managed through a coordinated system within the Homeless Family System of Care. All contractors are expected to work within this system to prioritize timely referral and placement of families from the shelter waitlist.



Families 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 trauma informed and 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 families with pets in alignment with program policies.

Families should be assessed for immediate health and safety, housing and other needs, and matched to programming as available and appropriate. Shelters should facilitate connection for families to housing placement, behavioral health services, and other support services either as a direct component of the shelter program itself or in 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)
  - Clearly state whether this is a proposal for a new program or expansion of an existing program.
  - 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 (total of both room and individual guest capacity). A range would be acceptable if an exact number isn't known.



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- Please describe the staffing model needed to support shelter operations (must meet minimum 1:25 staff to individual guest ratio, and no single staffed shifts). Delineate between day, swing and graveyard shifts.
- 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)
  - Describe your program setting (e.g. motel-based shelter or other private room setting).
  - 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 (or preference if applicable) 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)
  - 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 families 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 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 sheltering services to families 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 families 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:**

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.



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- (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.

## Schedule:

RFP Announcement Release Date	Monday, October 7, 2024
Questions regarding this RFP are due to <a href="mailto:mandy.kubisch@multco.us">mandy.kubisch@multco.us</a> and <a href="mailto:CommunitySheltering@multco.us">CommunitySheltering@multco.us</a>	October 18, 2024 at 11:59 p.m.
Information Session ( <a href="#">Virtual</a> , Optional)	Wednesday, October 23, 2024, 10:00-11:00 a.m.





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<b>Proposal Deadline</b> - Proposals due to <a href="mailto:mandy.kubisch@multco.us">mandy.kubisch@multco.us</a> and <a href="mailto:CommunitySheltering@multco.us">CommunitySheltering@multco.us</a>	<b>Monday, November 4, 2024 at 5:00 p.m.</b>
Allocation Decisions Made	December 2024 ( <i>Tentative</i> )
Contract Start Date	January 2025 ( <i>Tentative</i> )

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

#### **Contacts:**

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JOHS Community Sheltering Team

[CommunitySheltering@multco.us](mailto:CommunitySheltering@multco.us)

#### **Attachments:**

Family Shelter RFP - Attachment A - Eligible Supplier List

Family Shelter RFP - Attachment B - Virtual Informational Session Information

Family Shelter RFP - Attachment C - JOHS Budget Template