



Request for Proposals - Domestic and Sexual Violence (DSV) Emergency Shelter Services

Issue Date: **October 7th, 2024**

Responses Due: **November 15th, 2024**

No Later Than: **5:00 PM**

LATE RESPONSES WILL NOT BE
CONSIDERED

Refer Questions to:
Maria Alvarez-Lugo
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I. Summary

Thank you for your interest in providing Domestic and Sexual Violence (DSV) Emergency Shelter Services as part of the Joint Office of Homeless Services' (JOHS) strategy to reduce homelessness in Multnomah County. As an organization who is eligible to contract



with the County (see **Attachment C** & **Attachment D** for a list of qualified vendors), the Joint Office of Homeless Services (JOHS) would like to invite you to submit a proposal for services to support new and expanded overnight shelter options for survivors of domestic and sexual violence experiencing homelessness in Multnomah County. Please review the scope provided below and submit responses to the questions provided in **Attachment A - Domestic and Sexual Violence (DSV) Emergency Shelter Services - Proposal Instructions & Submission Template** by **5:00 PM on Friday, November 15th, 2024**. Proposals should be sent by email to Maria Alvarez-Lugo at maria.alvarez-lugo@multco.us and CommunitySheltering@multco.us. Responses will be used to evaluate and prioritize organizations for contracted services. Late or incomplete submissions will not be considered.

II. Background

In fall/winter 2023-2024, Multnomah County and the City of Portland announced a tentative agreement on a two-year goal for reducing unsheltered homelessness: by December 31, 2025, resolve unsheltered homelessness for 50% of the baseline number of people experiencing unsheltered homelessness in January 2024. While ambitious, this goal is a first step toward the ultimate objective/intention of preventing and reducing homelessness overall, with a system of care that ensures that homelessness is rare, brief, and one-time-only.

The Joint Office of Homeless Services (JOHS) worked with community partners to develop and execute a community-wide shelter strategy. The goal of this process and focus of the [Multnomah County Community Sheltering Strategy](#) was to improve the availability and efficiency of shelter as a way to reduce unsheltered homelessness, and to ensure that shelter is a pathway to stable housing. Note: The Community Sheltering Strategy is a component of the larger [Homeless Response Action Plan](#) established by Multnomah County and the City of Portland.

The Joint Office of Homeless Services is looking for proposals aimed at increasing the number of DSV Emergency Shelter beds available within the DSV Continuum. JOHS welcomes proposals focused on operating entirely new shelter programs, as either motels, alternative, and/or congregate facilities, or proposals seeking to expand existing DSV Shelter programs. Per DSV Continuum priorities, proposals designed to operate out of a motel-structure or facility will be prioritized.



III. Attention - Applicant Eligibility Requirement:

Victim Service Provider: Organizations submitting proposals under this RFP must be able to demonstrate they are a State-certified Victim Services Provider. Applicants who cannot demonstrate compliance will not be considered for selection. Note: Per [ORS 40.264 Rule 507-1](#), advocates are only considered to be "certified" and have legally privileged status and protections in communications with victims/survivors if they:

1. Have completed at least forty (40) hours of training in advocacy for victims of domestic violence, sexual assault, or stalking that meets the minimum training requirements set out in [OAR 137-085-0080](#); AND
2. Are a current employee or a volunteer with a qualified community-, campus-, or tribal-based advocacy program.

RFPQ Qualification - Providers must be qualified under one the following Requests for Programmatic Qualification, below, to be eligible to deliver DSV Emergency Shelter Services.

1. **Multnomah County DSV RFPQ (RFPQ-25-2022):**

Emergency and Crisis Services - Emergency and Crisis Services services offer survivors and their children/dependents advocacy, safety planning, and crisis support to rebuild safety and stability. The Emergency and Crisis Services Category is a continuum of services that includes Confidential Emergency Shelter.

Please reference **Attachment C** for a list of qualified **Multnomah County DSV RFPQ (RFPQ-25-2022)** service providers.

2. **Tri-County RFPQ (2023.005-RFP):**

Shelter and transitional housing: Time-limited and emergency housing designed to provide households experiencing homelessness with interim stability and support. May include congregate, non-congregate, facility-based, and alternative shelter models. Counties may fund a mix of program models to meet diverse community needs, ranging from low-barrier approaches with minimal requirements to specialized programs for specific populations that require participation in case management, sobriety or other in-shelter support services. All shelter and



transitional housing programs will align with coordinated entry and services that support connections to stable housing.

Please reference **Attachment D** for a list of **Tri-County RFPQ (2023.005-RFP)** qualified service providers.

Note: Providers qualified to deliver JOHS-funded services solely via the Tri-County RFPQ will be required to complete and submit a supplemental questions form along with their application. Please reference **Attachment A** - Domestic and Sexual Violence (DSV) Emergency Shelter Services - Proposal Instructions & Submission Template, pages 2-4.

IV. Program Scope

Target Population

DSV Emergency Shelter Services are intended to serve survivors of domestic violence, dating violence, sexual violence, sexual assault, sex trafficking, and stalking, including other children and/or dependents.

Priority Populations

- Survivors of sexual assault, sexual violence, and sex trafficking
- Individuals with disabling conditions
- Black, Indigenous, and Persons of Color (BIPOC) communities, who are overrepresented in sheltered and unsheltered populations

Notes:

1. *DSV Emergency Shelter providers may serve survivors of domestic violence that do not identify as survivors of Intimate Partner Violence (IPV). Shelters, for example, may opt to serve survivors of elder abuse and/or familial abuse.*
2. *Emergency Shelter Services providers may not deny services to a survivor based on any protected class including race, ethnicity, religion, familial status, disability, marital status, source of income, sexual orientation or gender identity, and age.*



Program Services

DSV Emergency Shelter Services are intended to be short-term and accessible 24-hours a day, 7 days a week, and year-round. 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.

DSV Emergency Shelter sites should have proper permitting and must legally allow for people to sleep overnight in the location. 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 program participants. Note, Emergency Shelter sites funded by the Joint Office of Homeless Services must meet the Oregon Department of Human Services (DHS) shelter standards (OAR 413-050-0555 Shelter Standards).

DSV Emergency Shelter participants should be treated in accordance with the principles of [Assertive Engagement](#) and may not mandate participation in services, including faith-based activities, as a condition to stay in shelter. Emergency Shelter Services must utilize culturally responsive service models and 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.

Emergency Shelter Support services include, but are not limited to:

- Crisis intervention, de-escalation, and problem solving,
- Safety planning,
- DSV advocacy and co-advocacy,
- Domestic and Sexual Violence education and awareness, including education about dynamics of power and control,
- Resource and systems navigation, particularly as it relates to safety and housing stabilization,
- Information, referrals and connections to partner DV/SA Continuum resources, including support groups, economic empowerment and employment resources, benefits and medical resources, LGBTQIA2S+ resources, rapid re-housing programs, etc.,



- Development of a Service Plan to help households transition from sheltered homelessness to safe, stable housing. Service plans shall be determined using survivor-centered and survivor-lead needs-based assessments.

A complete array of services that Multnomah County would see as components for an ideal shelter program may be found in the [Multnomah County Community Sheltering Strategy](#).

Staffing - Shelter Operations and Case Management

Organizations delivering DSV Emergency Shelter Services shall meet the minimum staffing requirements, as follows:

1. Minimum ratio of 1:15 for Shelter Case Management Staff
2. Minimum ratio of 1:20 for Shelter Operations Staff
3. No shelter shift shall ever be single staffed
4. All staff shall be compensated with livable wages

Client Assistance

Client assistance is often used as a means of supporting program participants with their needs, as identified in their service/goal plans. Proposals shall designate program funds to support with client assistance expenses.

Housing Case Management and Permanent Housing Placements

Organizations delivering DSV Emergency Shelter Services shall facilitate households' transition from shelter to permanent housing and other support services, as either a direct component of the shelter program itself, or as a piece of a coordinated partnership with another organization (*see below*). Emergency Shelter Services providers may allocate funding to support short-term rental assistance ("agency-based decision" / less than 6 months). Note, households requiring more than 6-months of assistance shall be supported in navigating DSV Coordinated Access - Case Conferencing (*locally referred to as the Resource Coordination Team*) and/or CoC-wide resources.

DSV Coordinated Access

DSV Emergency Shelter Services providers will be required to participate in the Domestic and Sexual Violence Coordinated Access System, including but not limited to utilizing the



locally developed, Safety and Stabilization Assessment (SSA) Tool, attending Implementation Meetings and Resource Coordination Team (RCT) Meetings, providing feedback on system implementation, and attending system-wide training sessions, including the DSV Coordinated Access training.

Note: DSV Emergency Shelter Services providers must comply with Multnomah County's [Coordinated Access Guidelines](#) and follow the existing procedures developed by the Multnomah County Domestic and Sexual Violence Continuum.

HMIS Comparable Database

Organizations delivering DSV Emergency Shelter Services will be required to enter programmatic data into Multnomah County's HMIS Comparable Database, the CompSite.

Collaborative Partnerships

Organizations are encouraged to collaborate with other partner organizations to ensure a comprehensive array of supportive services. DSV Emergency Shelter providers are encouraged to connect participants with leveraged, internal organization programs, as well as community-based resources and/or housing programs.

Organizations shall network and coordinate with other DSV services providers, including culturally-specific service providers, to provide co-advocacy, and/or culturally responsive services. To ensure the safety of survivors, organizations are encouraged to partner with other DSV Emergency Shelter organizations to support Emergency Transfers / shelter "safety swaps". When confidentiality and safety are compromised, shelter "safety swaps" ensure, as much as possible, the wellbeing of survivors, by assisting participants in relocating to an alternate, safe shelter/bed, as needed.

Partner organizations may opt to submit collaborative proposals/applications in partnerships with other programs or organizations, provided one organization is identified as the lead applicant, and said lead applicant meets all "applicant eligibility requirements". Applicants submitting joint/collaborative proposals from new and expanded Emergency Shelter Services must also submit a written Memorandum of Understanding (MOU), including, at minimum, business and service delivery agreements between all parties involved. The lead applicant will be responsible for submitting the



proposal and will be responsible for all contracting, reporting, and fiscal obligations, if awarded a contract.

Service Delivery Expectations

DSV Emergency Shelter Services are intended to be person-centered, tailored to each individual's specific needs, and delivered in a culturally responsive manner. Providers should center the needs of individuals experiencing homelessness and the belief that services are most effective when they are accessible and low-barrier. The organizations submitting a proposal should, at minimum, demonstrate a commitment to the service delivery models identified below:

- **Survivor-Centered:** Program is expected to adhere to best practices in Assertive Engagement (*see below*) and service delivery including providing trauma-informed (*see below*), survivor-centered services, with a commitment to participant-driven planning and fully informed participant choice regarding available services. Services are voluntary, individualized, and intended to assist participants to identify options, including connection to community resources and social/family supports. Peer support and programs that allow for participant involvement in ongoing program and site development are encouraged.
- **Assertive Engagement:** Program is expected to use an Assertive Engagement (AE) model of service delivery. Assertive Engagement (AE) is a social service approach to working with people that honors them as the experts in their own lives. Assertive Engagement can apply holistically to clients, service providers, supervisors, organizations, and systems by helping navigate power dynamics and using empathy in interactions. Assertive Engagement supports and complements frameworks centered on equity, anti-oppression, and trauma informed care. It is a synthesis of evidence-based practices including motivational interviewing, strength-based practice, and Assertive Community Treatment. AE also incorporates concepts of trauma-informed care, harm reduction, anti-oppression, and unconditional positive regard.
- **Trauma-Informed Care:** Trauma informed care is centered on the following principles, safety (physical and emotional), trustworthiness, choice, collaboration, and empowerment, cultural, historical, and gender issues.
- **Confidential:** Emergency Shelter Programs shall maintain a high level of confidentiality of personally identifying information (PII). Confidentiality standards must meet the Violence Against Women Act (VAWA) minimum standards.



- Culturally Responsive/Specific Services: The JOHS strongly encourages the participation of culturally specific service provider organizations, minority-owned, femme-owned, emerging small organizations, and service disabled Veterans, in providing these services. Approaches to this work that deliver culturally-specific and/or culturally-responsive services will be prioritized. Culturally responsive services are those that are respectful of, and relevant to, the beliefs, practices, culture and linguistic needs of diverse populations and communities. Cultural responsiveness requires knowledge and capacity at different levels of intervention: systemic, organizational, professional, and individual.
- Commitment to Racial Equity: Providers should work continuously to reduce and eliminate racial disparities in service access and provision. In accordance with that expectation, providers should engage in ongoing racial equity work in regards to their organizational structure; staff; policies, procedures, and practices; programming; biases; restrictions; and community engagement.
- Low Barrier: Low barrier engagement programs should be designed to expedite and not delay a participant's return to permanent housing. Programs should follow established best practices to deliver low-barrier services. Program components may vary by site, but providers should endeavor to reduce as many barriers as possible.

Note: Proposals that best align with the [MSHS Local Implementation Plan](#) and the [Multnomah County Homeless Response Action Plan](#) may be prioritized.

V. Proposal Submission

Step 1:

If you are interested in the opportunity to provide Domestic and Sexual Violence (DSV) Emergency Shelter Services, please reference the attached documents.

- **Attachment A** - Domestic and Sexual Violence (DSV) Emergency Shelter Services - Proposal Instructions & Submission Template (*required with submission*)
- **Attachment B** - JOHS Budget Detail Template (*required with submission*)
- **Attachment C** - Multnomah County DSV RFPQ - Qualified Vendors List
- **Attachment D** - Tri-County (SHS) RFPQ - Qualified Vendors List

Step 2:



An optional RFP Information Session will be held on **Monday, October 14th at 10:00 a.m. - 11:00 a.m.** to provide information and address questions related to the application process and program scope.

To attend the **DSV Shelter Services Expansion RFP - Info Session**, please join us at:

Google Meet Link	https://meet.google.com/xca-ppda-fmw		
Phone	+1 276-796-8163	Passcode	178 022 672#

Step 3:

Submit completed PDFs of Attachment A and B by **5:00 PM on Friday, November 15th, 2024**. Submissions should be sent in an email addressed to: maria.alvarez-lugo@multco.us and CommunitySheltering@multco.us

Step 4:

A review committee will evaluate and score proposals. Selected applicants will be emailed following award decisions.

For Reasonable Accommodations: Please contact Maria Alvarez-Lugo at maria.alvarez-lugo@multco.us



VI. DSV Emergency Shelter Services RFP Schedule

RFP Announcement Release Date	Monday, October 7, 2024
Information Session (Virtual , Optional)	Monday, October 14, 2024, 10:00-11:00 a.m.
Questions regarding/about the RFP due to maria.alvarez-lugo@multco.us and CommunitySheltering@multco.us	October 18, 2024 at 11:59 p.m.
Q&A Release - Available on the JOHS Website	October 22, 2024
Proposal Deadline - Proposals due to maria.alvarez-lugo@multco.us and CommunitySheltering@multco.us	Friday, November 15, 2024 at 5:00 p.m.
Allocation Decisions Made	December 2, 2024 (<i>Tentative</i>)
Contract Start Date	January , 2025 (<i>Tentative</i>)