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To: Joint Office of Homeless Services qualified housing placement vendors

From: Joint Office of Homeless Services Adult System of Care

Date: November 15, 2024

RE: Allocation for Inreach Housing Placement for Adult Shelter FY25

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Greetings,

As a supplier who is eligible to contract with Multnomah County (see Attachment A), the Joint Office of Homeless Services (JOHS) would like to invite you to submit a proposal for Inreach Housing Placement services to adults experiencing homelessness in Multnomah County who are temporarily sheltered within JOHS supported emergency shelters.

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 to increase housing placement resources to adults in emergency shelter programs. We will be prioritizing placement resources for shelters that do not currently have adequate housing placement resources built into their shelter model.



### **Scope of Work:**

"Inreach" is defined as a service model that brings housing placement services into existing shelter programs. The housing placement services are provided by a community based organization that is not the same organization that is operating the shelter program. Functionally, this would involve having a case worker(s) from a housing placement organization visiting a shelter program and providing housing case management and housing placement services to shelter guests.

"Housing placement" is designed as a continuum of flexible services to assist households in accessing and retaining stable housing. The services are tailored to meet each household's specific situation and needs, and typically include a combination of one or more the following:

- Assessment of housing barriers, needs and preferences, and current service engagement
- Support and flexible funds to address immediate housing barriers
- Housing search assistance including landlord outreach and tracking vacancies
- Landlord advocacy and engagement before and after move-in
- Assistance with application preparation, appeals and reasonable accommodation requests
- Support with application fees, security deposits and other non-rent move-in costs
- Case management and housing retention support as needed
- Connections to wrap-around supports as needed
- Short-term rent assistance
- Moving and transportation assistance



# Joint Office of Homeless Services

This allocation process aims to bring housing placement resources into JOHS supported emergency shelter programs via the inreach model. This relies heavily on organizations' commitment to developing and maintaining strong partnerships and supporting shared goals of connecting adult-only households to permanent, stable housing.

Participants should be treated in accordance with the principles of [Assertive Engagement](#). All services must utilize culturally responsive service models. This service model assists households in exiting homelessness and gaining and retaining permanent housing, and may include but is not limited to the provision of highly flexible short and medium-term rental assistance, move-in and barrier mitigation services, and housing placement and retention services and supports. Connection to other services, including other population systems such as the Homeless Family System, Homeless Youth Continuum, Domestic Violence System, and/or Coordinated Access for Adults should be incorporated into the service delivery model as appropriate.

This allocation of funding is to support flexible client assistance, rent assistance, and staffing/FTE. The caseload ratio identified in the Community Sheltering Strategy is 1:20 for adult households. Combined client and rent assistance should not exceed \$9500 per placement. Selected provider(s) will manage individual household budgets to ensure that housing placement targets are met.

Effective October 1, 2021 JOHS is requiring all contracted providers to collect Population A/B documentation to determine priority status among chronically homeless, homeless, and at-risk of homelessness populations. JOHS requires that the Population A/B designation is entered into the Homeless Management Information System ([HMIS](#)) at the time an individual or household is screened into



# Joint Office of Homeless Services

services by completing the Pop A/B check box. A copy of the form is kept with the individual or Head of Household's other intake/documentation. Participation in [HMIS](#) is required for any programs that will be funded through this solicitation.

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). 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.

If a collaborative program proposal is selected through this allocation, it is expected that the collaborative partners will commit to a written memorandum of understanding (MOU) which should include, at minimum, descriptions of the roles and responsibilities for each party related to terms, scope of work, population served, outputs and outcomes, reporting requirements, and any file or data requirements. The MOU is not required for submission of this proposal but will be required if the project is selected.



# Joint Office of Homeless Services

The goals of this allocation should align with the [MSHS Local Implementation Plan](#) and the [Multnomah County Homeless Response Action Plan](#), including the [Multnomah County Community Sheltering Strategy](#).

Targets:

This allocation aims to provide 113 housing placements across 10 shelter programs as detailed below:

| Shelter Program                           | # of housing placements |
|---|-------------------------|
| Beacon Village - Beacon                   | 2                       |
| Bybee Lakes Hope Center - Helping Hands   | 25                      |
| Sunderland SRV - The Salvation Army       | 8                       |
| Oak Street Village - Straightway Services | 3                       |
| Clinton Triangle TASS - Urban Alchemy     | 23                      |
| Peninsula SRV - Urban Alchemy             | 8                       |
| Reedway SRV - Urban Alchemy               | 17                      |
| N. Portland Rd. TASS - Urban Alchemy      | 23                      |
| Parkrose Village - WeShine                | 2                       |
| Avalon Village - WeShine                  | 2                       |

Targeted outcomes for this project will be measured against the following performance measures:



- # of unduplicated participants served with housing case management services
- # of unduplicated participants newly placed into housing
- % of participants who remain in permanent housing in 6 months
- % of participants who remain in permanent housing in 12 months
- % of participants not returning to homeless services within one (1) year of initial housing placement
- BIPOC participants placed equal to or higher than the representation in the homeless population.

### **Proposal Guidelines:**

- Include program description and plan for service provision (2 pages)
  - Please include how many housing placements you would like to do and across which sites. If there is not a site preference, please note that.
  - Please describe your organization's strategy to connect with individuals and maintain contact through the housing placement process. This might include a regular cadence of visits to shelters, having a designated phone/text line, etc.
  - Please include what leveraged resources your organization might have to support this project. This might include existing relationships with landlords, other service providers, existing housing placement programs, etc.
  - Please describe the timeline that you might need to ramp-up operations of this program if selected to do this work. Details should include plans to recruit staff, establish any needed policies and procedures, etc.



- Include annualized operational budget, including information on any leveraged funding to support this work (1 page)
- Include responses to the questions below (4 pages maximum)

### **Evaluation Questions:**

- (1) Describe your approach to and experience providing trauma informed and person-centered support to individuals experiencing homelessness. Please specify if possible what this looks like with supporting people with housing placement supports, including navigating relationships with landlords and/or other service providers.
- (2) Describe how you would ensure that communities of color that are overrepresented within the homeless population are at least as successful in housing placement as non-Hispanic white participants. Describe any strategies that your organization has utilized to build connections with culturally specific organizations or communities.
- (3) This project aims to bring housing placement resources from a nonprofit service provider in shelter programs that are operated by other nonprofit service providers. Strong partnerships and agility in managing conflict are critical to the success of this project. Please describe how your organization would navigate these dynamics.
- (4) This project aims to support adult-only households with securing permanent housing. The desire is also to ensure that housing placements are successful in the long-term and can be sustained beyond the end of a rental subsidy.



# Joint Office of Homeless Services

Please describe what strategies you might use to ensure that housing placements are adequate, appropriate, and sustainable for the individuals that you intend to serve.

(5) 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?

(6) Describe your organization's experience with housing placement activities 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.

In summary, the total number of pages for proposals should be no greater than seven (7) pages. Font should not be less than 11 point font.

- Two (2) pages for the program proposal
- One (1) page for the program budget information
- Four (4) pages for the responses to the evaluation questions.
- Collaborative proposals are allowed one (1) additional page as described on page 4 of this allocation announcement.

## **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 JOHS' capacity to fully support the mix of providers that scored highest - this may impact the number of providers selected, or how many providers the JOHS 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 proposals will have somewhat similar program components, the diversity of the experiences and needs of people experiencing homelessness in 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.

### Schedule:



# Joint Office of Homeless Services

|  |                           |
|--|---------------------------|
| Notice released to all qualified vendors and posted to JOHS website  | November 15, 2024         |
| Information Session (virtual)<br>*See "Adult Placement out of Shelter Allocation - Attachment B" for details | November 21, 2024 11:30am |
| Questions due to Anna Pendas at <a href="mailto:anna.pendas@multco.us">anna.pendas@multco.us</a>             | November 25, 2024, 5pm    |
| Questions answered and released on JOHS website  | November 26, 2024         |
| Proposals due to Anna Pendas at <a href="mailto:anna.pendas@multco.us">anna.pendas@multco.us</a>             | December 16, 2024, 5pm    |
| Allocation decisions made  | December 30, 2024         |
| Anticipated contract start dates   | January 31, 2025          |

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

**Contacts:**

Anna Pendas, Adult System Program Manager  
[anna.pendas@multco.us](mailto:anna.pendas@multco.us)

**Attachments:**

Adult Placement out of Shelter Allocation - Attachment A  
 Adult Placement out of Shelter Allocation - Attachment B