



SUN Service System – Service Delivery Model Questions and Answers

Note to this Q&A document:

These questions have come to the Department from various people. We consolidated like questions and responses to avoid duplication and redundancy. Therefore, readers who submitted questions may not see their exact question. Not all questions submitted have been answered in this version.

Q1. As a system-wide target that 60% of funding is allocated to culturally specific services and 40% to regional services, which services are included in this reallocation?

A1. These services are included: Multnomah Stabilization Initiative (MSI), Energy and Utility Assistance, Social Support Services for Educational Success (SSSES), Parent Child Development Services (PCDS) and SUN Community Schools. The system-wide total for these services is approximately \$14.2 million dollars.

SUN Youth Substance Abuse Prevention Services and Sexual and Gender Minority Youth Services are not included in the system total for reallocation.

Q2. Do the SUN Service System changes affect only the programs/providers funded by Multnomah County or will other partners have the same requirements when they renew funding (e.g. City of Portland, Portland Children's Levy, etc.)?

A2. These changes only affect the services that are being procured through Multnomah County's Request for Proposal process which does not include the following SUN Community Schools: eleven (11) City of Portland Parks and Recreation funded sites, five (5) funded by the Portland Children's Levy, and two (2) funded with a 21CCLC grant through Centennial School District.

Q3. Will there be limits on what an organization can be awarded?

A3. Yes. An organization will not be awarded more than two (2) regions. No one organization will be awarded more than 40% of the total system's resources.

Q4. Will the scope and/or function of the regional lead change?

A4. No. Multnomah County will continue to coordinate and support the functions currently provided as managing partner.

Q5. Is it possible for a collaborative group of organizations to be a "lead organization?"

A5. One organization would need to be identified as the lead with other organizations established as subcontractors, as outlined in the System Model.

Q6. If a lead organization that is not culturally specific subcontracts with a culturally specific organization, do the subcontract amounts count toward the 60%?

A6. No, such funding would not “count” in that manner. Anyone awarded a contract to deliver services in a region, no matter the contractor or if they have subcontractors, is considered a regional service provider and the funding is considered regional funding.

Likewise, anyone awarded to deliver any one of the culturally specific services, whether they have subcontractors or not, is considered a culturally specific service provider, and the funding is considered culturally specific.

Q7. Will new SUN Community School sites that recently participated in a selection process to determine the provider be subject to reconsideration or possible changes?

A7. Yes. See A2.

Q8. Is there going to be a provision for a percentage of administrative overhead for non-regional lead organizations?

A8. An administrative rate cap for all contracts is set at 15% of program costs. In any proposed administrative model that has more than one entity providing services (i.e. not the Sole Provider model), the total administrative rate stays at 15% and any administrative rate passed along to other entities must be negotiated with the subcontractor(s), without exceeding the 15% cap.

Q9. Will the ratio of one (1) supervisor for eight (8) sites remain regardless of how close the sites are together?

A9. The target ratio of 1 supervisor to 8 staff will remain regardless of site location(s).

Q10. Are providers in the SUN Service System required to be a 501(c)3 organization?

A10. No.

Q11. How will the System calculate the opportunity cost and support communities and schools if/when a contract changes organizations to minimize the possible change in service levels?

A11. The most important aspect of such changes is that program participants do not experience a disruption or cessation of service due solely to a change in service contractor; every effort

must be made to ensure a “soft handoff”. The SUN Service System is planning for an initial three month transition period to support providers and communities during any possible changes in provider or contracts. The hope is to have some overlapping funding between existing and new contractors, to the extent possible. We fully understand that transition will continue beyond that initial phase as well, and the Department will support these transitions.

Q12. Can a culturally specific lead organization subcontract to a culturally responsive organization for a SUN Community School or other service?

A12. In a lead/subcontractor model for culturally specific services, all organizations in the partnership will be evaluated as to whether they are culturally specific as part of the RFP review process.

Q13. What were the criteria used to designate a SUN Community School as culturally specific?

A13. A range of factors were considered when identifying individual schools to be culturally specific. These included (not necessarily in ranked order):

- Whether the site was to be procured through the RFP.
- Intent to minimize changes in current culturally specific designation.
- Goal to maintain 5-6 regional sites per region.
- The number of non-white students in the school using 2014-15 Oregon Department of Education data and district provided data where available.
- Targeted conversations to understand locations of smaller culturally specific communities.
- The number of students from a cultural group enrolled at the school.
- School feeder patterns.

Q14. What data source did you use to determine the percent of children of color ages 0-6 in poverty?

A.14 A five year American Community Survey data set was used for this process. The analysis employed a methodology that essentially dug deeper into responses about an individual’s ancestry and place of birth, in order to more fully count populations that are often included in other, more broad categories. The poverty status used was those who were between 0-185% of the Federal Poverty Level.

Q15. Why are schools run by Portland Parks and Recreation not subject to procurement and will they be expected to meet the same outputs, outcomes and be culturally responsive?

A.15 Portland Parks and Recreation (PPR) sites are operated by PPR and do not receive primary funding through this procurement. See A.2. PPR SUN sites’ outputs, outcomes and service delivery are otherwise aligned with the system’s requirements.

Q16. Several questions have come up about the changes to funding and approach with the full shift to the Multnomah Stability Initiative.

A16. The individual questions & responses are below.

Is there less money in the system after the change?

There is a decrease of approximately \$161,389 across the entire System. This is due to higher than anticipated HUD funding in the system for FY16.

What will happen to families currently served in Family Futures and Bridges to Housing?

No family will lose assistance. Families currently served in these programs and who continue to desire services and supports, will continue to receive them – either through maintenance efforts or transition to a new agency.

Is Family Futures going away?

No. Funding will be budgeted for use in the Homeless Family System of Care, and will be converted to 100% rent assistance. This transfer will better align grant required activities to services delivered, as well as reduce burdensome reporting and staff time tracking requirements.

Is Bridges to Housing going away?

No. B2H will be integrated into the larger MSI system of care to allow: systemwide access to services through additional agency access to funds; increased ability to tailor services to individual families; increased ability to braid funds from multiple programs (and use those funds more flexibly) to better meet family need; and, increased funding for culturally specific services.

What will happen to the Bridges to Housing project-based units?

B2H units will continue to be targeted towards low-income families with multiple challenges to achieving stability, as they always have been. Families will be served through MSI. Referrals will continue to be generated from the Homeless Families System of Care and Domestic Violence homeless shelters, as they are now.

How many staff positions will be cut? What will happen to staff?

Fewer than 4 FTE are anticipated to be reduced systemwide. Reductions are primarily a reflection of the new minimum wage requirement of \$15/hour. Reductions will likely be met through attrition; however the County will work with new agencies to encourage them to hire existing case management staff whose positions are impacted by the procurement process.

How do I get my staff trained in Assertive Engagement?

The County offers access to free AE to its partners – both those currently under contract and those allied with the Anti-Poverty System of Care. In addition to adding capacity for training, new components for supervisor training, online tutorials, and consultation is being developed.