



REQUEST FOR INFORMATION

RFI No: 4000005430

RFI Title: Mobile Permanent Supportive Housing Team

Issue Date: December 23, 2016

We are Accepting Responses Through:
January 13, 2017

Refer Questions to:

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(Electronic submission is preferred)

INTRODUCTION:

Multnomah County (The County), in cooperation with A Home for Everyone, the Joint Office of Homeless Services, the Portland Housing Bureau and CareOregon, seeks responses from qualified organizations interested in leading and/or collaboratively participating in the operations of a mobile Permanent Supportive Housing (PSH) team to serve tenants in City of Portland regulated PSH units and other available scattered-site housing. The mobile PSH team will serve tenants who have past or current experiences of chronic homelessness and who need ongoing supportive services to successfully retain their housing. One of the key priorities of A Home for Everyone is to eliminate racial disparities in service and programming. Approaches that deliver culturally-responsive and/or culturally-specific services, either alone or in combination with multiagency partnerships, are desired through this RFI.

Information gathered as a result of this Request for Information (RFI) may assist the County in the creation of any potential solicitations and provide the County knowledge of available services in the community.

BACKGROUND AND POTENTIAL SCOPE OF PROJECT:

I. Introduction

A Home for Everyone anticipates having \$1,417,500 in available funding to provide

collaborative housing retention services to formerly chronically homeless tenants primarily in City of Portland regulated PSH housing units. Approximately \$1,312,500 is anticipated to come through City of Portland and/or Multnomah County general funds, with an additional \$105,000 in leveraged grant support anticipated from CareOregon. It is anticipated that this team will be comprised of 6 to 7 staff members from one or more organizations, and that a single agency will organize and manage the team's work. Ideally the team will be comprised of staff from multiple partnering agencies. The team's primary focus will be on client-centered, home-based housing stability and retention, but should bring together service qualifications, expertise and direct linkage to ongoing service access in the following areas:

- Mental health services
- Health services
- Culturally-specific and linguistically-appropriate services
- Chemical dependency treatment

The County, in alignment with AHFE and CareOregon, is interested in developing and implementing the mobile PSH team as early as January 2017, to provide all parties the opportunity to deliver the services and evaluate the effectiveness of the new service model. The mobile PSH team is anticipated to provide services to at least 35 households in scattered-site and site-based housing settings during the first six months of operation, expanding to an annual anticipated case load of up to 90 households during its first year (and ongoing from there forward). Funding beyond June 30, 2017, is contingent upon CareOregon, City of Portland and Multnomah County final adopted budgets.

II. Mobile PSH Team Activities

The mobile PSH team will work closely with the Joint Office of Homeless Services, CareOregon, the Portland Housing Bureau, and housing managers of City-regulated PSH to identify and prioritize activities and focus areas. Program activities will operate in accordance with our adopted [Community Program Guidelines](#), especially those related to permanent supportive housing. At minimum, mobile PSH team activities will include:

A. Referral and Service Coordination with Housing Managers and Landlords

The mobile PSH team lead will work closely with the Joint Office of Homeless Services, CareOregon's housing case management team, Portland Housing Bureau, and housing managers of City-regulated PSH housing and landlords, to create referral and service coordination processes to support tenant stability and retention. This will include clear articulation of roles and responsibilities of the mobile PSH team and housing manager, documented in memoranda of understanding, including processes of notification of vacant housing units, placement of eligible tenants referred through the Coordinated Access system for homeless adults, CareOregon or other channels to address priority populations, and service expectations.

B. Moving Assistance and Coordination with Rent Assistance

Provide assistance to individuals experiencing homelessness in moving into housing, including through identified vacant City regulated PSH housing. Services and activities may include coordination with housing owners, provision of flexible financial assistance to cover move-in costs, deposits, and the rental and/or utility assistance necessary to allow

individuals to successfully and immediately move into permanent housing. Assistance can include security deposits, first and last months' rent, utilities and representative payee services concerning rent and utilities. If needed, support will be provided to connect tenant to rent assistance through other resources.

C. Assertive Engagement Services

Eligible households will receive assertive engagement services at home, in their buildings, or the locations that they prefer, with the goal of assisting them to remain stable in their housing. Offered services will include, but not be limited to: ongoing relational support; problem solving of neighbor and landlord issues; tenancy and other life skills; and coordination of mental health and chemical dependency treatment (including assessing higher levels of care as deemed clinically appropriate), primary health care, employment services, housing assistance and benefits acquisition. Services will be client-directed, strengths-based, respectful of individuals' right to self-determination, and voluntary. Participation in services will not be required to receive housing assistance.

D. Data Collection and Reporting

The mobile PSH team will be expected to document its services and expenditures accurately and on a timely basis in the community's Homeless Management Information System (HMIS).

III. Population Priorities

There is unmet need for PSH in Multnomah County. A Home for Everyone is prioritizing PSH services to people who are disabled and who have long experiences of homelessness, including currently and formerly homeless in the following households:

- People living with severe and persistent mental illness;
- Adult men and women who are disabled, Veterans, or over the age of 55;
- Adults from communities of color, particularly from the African American and Native Hawaiian & Pacific Islander communities, who are two groups that have disproportionate need for PSH in our community;
- Unaccompanied adult women and adult women in couples;
- High resource utilizing CareOregon members.

While priority populations will often align with those meeting the U.S. Department of Housing and Urban Development (HUD) definition of chronic homelessness, eligibility is not intended to be exclusively limited HUD-defined chronically homeless households. Similarly, while many referrals are anticipated to come through the local Coordinated Access system for homeless adults, it is anticipated that referrals will come from other sources that meet population priorities, including CareOregon's housing case management team. Client referral sources will be determined through ongoing collaboration among the mobile PSH team lead, Joint Office of Homeless Services, Portland Housing Bureau, and CareOregon.

IV. Definitions

A. Coordinated Access

A centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals. A coordinated access system covers the

geographic area, is easily accessed by people seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. (Taken from [HUD CoC Program Interim Rule.](#)) Proposed benefits of coordinated access include: increased access to services and positive housing outcomes; better coordination, communication and allocation of resources among service providers; improved data collection and quality leading to more accurate understanding of consumer needs and community-wide gaps; and community competitiveness for HUD funds.

B. Culturally-specific Organization or Programs

Locally defined for the purpose of this request for information as those with the following characteristics (adapted from Communities of Color in Multnomah County, An Unsettling Profile):

1. The majority of members and/or clients are from a particular community of color, such as African American, Asian/Pacific Islander, Native American, Latino, African Immigrant and Refugee, and Slavic.
2. The organizational or programmatic environment is culturally focused and identified as such by members of the community that is served.
3. The organizational staff, board and leadership or program staff and leadership reflects the community that is served.
4. The organization or program has a track record of successful community engagement and involvement with the community being served.

C. Culturally Responsive Services

Locally defined for the purpose of this request for information as those that are respectful of, and relevant to, the beliefs, practices, culture and linguistic needs of diverse consumer/client populations and communities whose members identify as having particular cultural or linguistic affiliations by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language or language spoken at home. Cultural responsiveness describes the capacity to respond to the issues of diverse communities. It thus requires knowledge and capacity at different levels of intervention: systemic, organizational, professional and individual. (Adapted from [Protocol for Culturally Responsive Organizations](#), Portland State University.)

D. Permanent Supportive Housing

A type of permanent housing with indefinite leasing or rental assistance paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability. (Taken from [HUD overview of CoC Programs.](#))

E. Assertive Engagement

Assertive Engagement is an approach to the delivery of social services that is effective even for the hardest to reach participants and families, obtains and maintains strong engagement with them and moves them toward behavior change that is self-directed and lasting. Assertive Engagement combines several evidence based practices into a cohesive approach to services that can be used in any setting with any participant population. Assertive Engagement includes: A Heart set on Assertive Community

Treatment; A Mind Set based on Strengths Based Practice, an approach to services that recognizes the inherent capability of people to figure out and solve their own problems. The job of the program is to help them prioritize and solve their own problems, not to solve the problems for them. A Skill Set based on Motivational Interviewing (MI), a detailed skill based approach to talking with participants about change. MI was developed to allow two very important processes occur at the same time. These processes are: (1) Participant-centered engagement, and (2) Increasing motivation for changing negative behaviors. The components of Assertive Engagement include: (1) Community based outreach – meeting participants where they are; (2) Active listening as the most powerful tool for promoting engagement, motivation, and creativity; (3) A “don’t take no for an answer” approach designed to engage participants; and (4) A high degree of persistence and creativity by staff discovering what it is that participants most want and need and what it takes to connect with and motivate them.

REQUESTED INFORMATION:

In no more than two pages, double spaced, please:

1. Provide an introduction to yourself and your organization and (if applicable) the organizations that you plan to partner with, and indicate a primary contact.
2. Indicate and describe your interest in and capacity for providing Mobile Permanent Supportive Housing Team activities.
3. Provide a brief overview of your service delivery plan. Include how you will work to ensure racially and geographically equitable access to Mobile Permanent Supportive Housing Team services.
4. We anticipate that the Mobile Permanent Supportive Housing Team will consist of 6 to 7 staff members and serve approximately 35 households in scattered-site and site-based housing between January 1, 2017 and June 30, 2017. From July 1, 2017, through June 30, 2018, we anticipate ongoing case load to expand to 90 households. We anticipate that initial start-up costs may include computers, phones, transportation, client assistance, and others identified by the lead organization. Provide a sample operating , including start-up costs and administrative expenses, for the first six months of service delivery along with a general breakdown of the costs. Also indicate the expected ongoing annual costs if the services would be conducted for the upcoming FY 2017-18.

The sample budget response to question 4 will NOT count against your overall page total.

CONFIDENTIALITY

Multnomah County is required to disclose non-exempt public documents pursuant to ORS 192.410-192.505). ORS 192.502(4) exempts the County from disclosing information submitted in response to a solicitation where the information is such that it “should reasonably be considered confidential.” A respondent who determines that information within a response meets the statutory requirement and desires that such information remain confidential shall mark the bottom of the pages containing such information with the word “CONFIDENTIAL.”

If a respondent marks every page of a response as "CONFIDENTIAL", the statutory requirement is not met; any response so marked will not be deemed to have been submitted in confidence and upon request, the entire response will be disclosed.

The County will keep properly marked information confidential unless ordered to release the information and materials by the District Attorney pursuant to ORS 192.460.

SUBMITTED MATERIALS PROPERTY OF COUNTY

All materials submitted for any portion of this Request for Information shall become the property of the County, and will not be returned to respondents.

RESPONSE SUBMISSION

Respondents to this Request for Information must submit their responses through January 13, 2017. Responses may be mailed, hand-delivered or emailed to the County at the address listed on the first page.