



Attachment A: FUSE Proposal Instructions

Issue Date: **May 1, 2023**

Responses Due:

June 4th at 11:59 P.M.

Optional Info Session:

May 9th 10:00 AM - 11:00 AM

Refer Questions to:

Kristina Goodman

Phone: 971-438-7371

Email: kristina.goodman@multco.us

PROPOSAL SUBMISSION

Thank you for your interest in providing Frequent Users Systems Engagement (FUSE) services as part of the Multnomah County Local Implementation Plan for the Metro Supportive Housing Services Measure. The Joint Office of Homeless Services (JOHS) seeks responses from all qualified providers through JOHS or tri-county RFPQ procurements (see Appendix B of the NOFA Announcement for the list of qualified providers). Proposals should be sent **as a PDF** in an email to kristina.goodman@multco.us by **June 4th at 11:59 PM**. Responses will be used to evaluate and prioritize providers for contracted services.

Please answer the following questions relevant to your proposal. Bullet point lists/answers are acceptable as long as they sufficiently address the questions.

CONTACT INFORMATION

Provide the following contact information:

- Provider
- Contact name
- Email address
- Alternative contact name
- Alternative email address

PROPOSAL QUESTIONS

1. Program Description (10 points)

The FUSE project aims to serve individuals experiencing homelessness who frequently use emergency services and have complex service needs including criminal justice involvement, behavioral health needs, complex medical conditions, and other housing barriers. Based on the 2019 FUSE population analysis, a large percentage of the target population is likely to be made up of Black, Indigenous and People of Color (BIPOC).

The FUSE program will offer comprehensive supportive housing consistent with [Quality Supportive Housing Standards](#) and intensive wraparound services in a multi-disciplinary, team-based approach with a low-client to staff ratios at no more than 10 participants to every staff member. The majority of services will be delivered in the community to participants in or near their home and not in the typical clinic setting.

JOHS seeks potential partners interested in providing supportive services and/or housing to the target population in one or more of the following roles:

- Outreach and Housing Navigation Services
- Tenancy Support Services
- Behavioral Health and/or Substance Use Treatment Services.
- All supportive housing services including Outreach and Housing Navigation services, Tenancy Support Services and Behavioral Health and/or Substance Use Treatment Services

Organizations can choose to apply for this NOFA in the following ways:

1. Apply to do all required services
2. Apply for one or more of the required services, with the expectation that the organization will be willing and able to collaborate with other organizations providing services selected through this NOFA
3. Form a team of multiple organizations and providers to apply for all the required services. If applying as a team, please designate one organization as the team lead.

Please provide a concise description of your proposed program. Include all the following components:

- a. **[All Applicants]** Describe the supportive services model. What services will be provided and by whom? What is the staffing plan? If applying as a team, who will be the lead organization and what will their role be? Are you leveraging existing services and/or proposing new services to be funded through this NOFA? (3 points)
- o **[All Applicants]** If awarded in June 2023, when do you expect to begin implementing the FUSE program? Please include a brief timeline of anticipated milestones. (1 point)
- o **[All Applicants]** Discuss your methods for evaluating the effectiveness of your services. How do you know that your services get results? How do you decide to make service adjustments or improvements? (3 points)
- o **[All Applicants]** Listening sessions reflected an awareness for services to be delivered by people who “look and sound” like the population being served and the importance of staff retention for client relationships. Describe your plans to support your staffs' own identities, mental wellness and retention. (3 points)

2. Experience

Proposals that demonstrate the ability and expertise to serve households with the highest barriers with a focus on serving Black, Indigenous, and other People of Color will be prioritized.

- o **[All Applicants]** Serving FUSE Population: Describe why your organization is well suited to provide this program to the identified focus population(s) and your strategies for serving highly impacted households. Describe your experience working with populations with multiple or co-occurring needs? Please highlight specific programmatic expertise and experience with related types of programs. How have you built or plan to build relationships with the community you propose to serve? (3 points)
- o **[All Applicants]** Care Coordination and Collaboration: Describe the way you work across disciplines to support participants/tenants. Name informal and/or formal ways of coordinating care across disciplines/systems/organizations, in particular justice and health system organizations, and how you would apply them to your approach to serve the FUSE eligible population. (3 points)

[Applicants applying for Outreach & Housing Navigation component or All Services]

- Outreach: Referrals for this program will come from the FUSE-eligible population list and will require the organization to directly do outreach/in-reach or partner with organizations to connect with eligible participants. Please describe a) your organization's history performing outreach/in-reach b) strategy to provide outreach/in-reach in a harm-reduction, trauma-informed way to FUSE-eligible participants. (3 points)
- Housing First: Describe (a) two of the organization's most important strategies to ensure a Housing First approach and, if applicable, any (b) significant successes that the organization experienced providing these services over the past year. (c) any anticipated challenges and your approach to overcome them. (d) approaches to working with private market landlords. (3 points)

[Applicants applying for Tenancy Support Services component or All Services]

- Delivering Tenancy Support Services: Describe your experience delivering services to people in housing. What is your approach to case management and treatment planning? How does your program focus on participant housing stability? How will tenancy support services coordinate with property management and outside service providers? (3 points)

[Applicants applying for Behavioral Health/ Substance Use Treatment Services component or All Services]

- Addressing BH/SUD/Health Service Needs: This project will require expertise in behavioral health (including substance use disorder and mental illness), physical health care, aging and disability, medical need, SUD, etc. Which of these specialty services does your organization provide? Do you have partnerships to deliver the services that you do not provide? How is this partnership structured or formalized? Describe how you will guarantee access to services to support this specific population's service needs. (3 points)

3. Racial Equity (12 points)

- [All Applicants]*** How would your FUSE program advance racial equity and ensure that the services are respectful of and relevant to the beliefs, practices, culture, and linguistic needs of diverse populations and communities? (4 points)

- b. **[All Applicants]** Describe two concrete actions your organization has taken in the last year to help reduce homelessness within communities of color and include for each action (a) a description of each action, (b) any substantive program changes that were required from the action, (c) successes from the action, and (d) two subsequent actions your project plans to take for the year ahead to reduce homelessness for communities of color. If you are a Culturally Specific Organizations, please only answer the following: describe two strategies you use to reach your target population. For each strategy, describe (a) a description of the strategy, (b) successes from the strategy, (c) challenges faced with the strategy, and (d) two strategies your project plans to take for the year ahead to reach your target population. (4 points)
- c. **[All Applicants]** Describe two of the organization's most important strategies to ensure culturally-responsive programming, and successes that the project experienced providing these services over the past year. If you are a Culturally Specific Organizations, please only answer the following: Describe two of the organization's most important strategies that determine what type of culturally specific programming is provided, and successes that the project experienced providing these services over the past year. (4 points)

4. **Partnerships (3 points)**

- d. **[All Applicants]** Please describe how you prioritize equity in working with partner agencies including ensuring that all partners have an equitable level of planning, decision-making, and service provision. How does your organization uplift and center small and/or culturally specific providers in a way that builds power in those organizations? (3 points)
- e. **[Applicants applying as a team]** Letters of Support: Attach a letter of support, MOU, or commitment from each organization that is listed as a partner above with a clear description of the services that will be offered by those organizations and a lead agency.

5. **[All Applicants] Budget (6 points)**

Demonstrate financial reasonability through allocation of resources by providing a comprehensive budget including any financial leverage such as other program income and/or Medicaid income. Programs that can demonstrate two methods of financial leverage to support the program will be awarded full points. Please use Attachment C - NOFA FY 2023 JOHS Budget Template. If you have any questions about this budget template, email Kristina Goodman kristina.goodman@multco.us.

6. Support (0 points, informational only)

As a government entity, JOHS has a fundamental responsibility to be effective stewards of public dollars. JOHS needs to hold contractors accountable for outcomes and to provide the appropriate level of support to meet those outcomes. What support would be needed from JOHS to successfully meet your desired outcomes?

EVALUATION PROCESS

Upon closure of the application period, a review panel composed of JOHS staff and other homeless services representatives will individually review and score applications.

In the event a proposal doesn't score at least 50% of the available points, JOHS may provide the applicant with supplemental questions at its discretion. Please note applicants who do not fully respond to all aspects of a question will not be considered for supplemental questions.

Based on the final scores, the review panel will make recommendations to JOHS on allocations. Any final decisions on the allocation of services contracts will be made solely by JOHS.

PROPOSAL EVALUATION

JOHS intends to award funding to proposals that it determines will provide the best overall program services within a reasonable pricing structure. Staff reserves the right to reject all proposals or any proposal that is not responsive to the NOFA. JOHS intends to evaluate the proposal objectively in accordance with the rubric provided in **Attachment B**. Please be sure to carefully review the rubric when answering questions.

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.

If you have additional questions or comments, please direct them to Kristina Goodman at kristina.goodman@multco.us.