

City of Philadelphia

Office of Supportive Housing (OSH)

*Municipal Services Building
1401 JFK Boulevard, 10th Floor
Philadelphia, PA 19102*



Request for Information (RFI)

*TRANSITIONAL/PERMANENT HOUSING SERVICES
Fiscal Year 2009-2010*

**DAINETTE M. MINTZ, DEPUTY MANAGING DIRECTOR,
SPECIAL NEEDS HOUSING**

RFI Issued – Wednesday, December 24, 2008

Pre-Proposal Informational Conference – Wednesday, January 14, 2009 at 10:00 AM.

Deadline for Requests for Information – Friday, February 20, 2009 at 5:00 PM

**Submit to Kelly J. Uckun, Executive Assistant for Administration
Municipal Services Building
1401 JFK Boulevard, 10th Floor, Suite 1030
Philadelphia, PA. 19102
Telephone – (215) 686-7148
E-mail – Kelly.J.Uckun@phila.gov**

**FY 2010 Request for Information
Transitional/Permanent Housing Services**

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I. OVERVIEW

The Office of Supportive Housing's daily goal is to assist, with respect and dignity, homeless or near-homeless individuals and families as they move towards independent living and self-sufficiency. This is accomplished by providing emergency housing, transitional/permanent housing, comprehensive case management, protective, preventive and referral services, specialized services, emergency food distribution, and emergency relocation services to individuals and families in need of temporary shelter and affordable housing.

II. OBJECTIVES

This Request for Information (RFI) is only for agencies currently under contract with the Office of Supportive Housing (OSH) to provide transitional/permanent housing services to homeless individuals and families. The specific purpose of this RFI process is to update financial and program information to be used in the FY10 contract process.

III. SCOPE OF PROPOSED SERVICES

A. Homeless Management Information System (HMIS)

As designated by the U.S. Department of Housing and Urban Development (HUD), OSH is the Lead Agency for implementing a Homeless Management Information System (HMIS) for the Philadelphia Continuum of Care. All entities currently contracting with OSH to provide emergency housing services must demonstrate that Philadelphia's HMIS has been installed and is being utilized at their contracted facility according to existing OSH policies and procedures. Please note that HUD may implement new HMIS requirements during the contract period, which would require OSH to revise these HMIS requirements. All contracted providers will be notified of such changes in writing should this occur.

Provider organizations are required to utilize HMIS for all case management responsibilities including, but not limited to, the following:

- Ensuring that all case management staff (supervisors, case managers) receive appropriate training, passwords, user ID's etc.
- Reviewing information entered into the HMIS system regularly, to ensure that data is entered appropriately and in a timely manner.
- Ensuring that all cases are closed properly and that all appropriate information is entered in the HMIS systems.
- Collaborating with the OSH systems unit to resolve any HMIS systems oriented barriers and technical concerns.
- Development of Client Master Files and all appropriate components that support the delivery of case management services.
- Development and updating of individualized service plans.
- Updating of consumer information.
- Maintenance of consumer progress notes.

B. Additional HMIS Requirements – Privacy

All providers are required to comply with privacy standards regarding the collection, maintenance and use of protected personal information recorded used or processed for the HMIS. These requirements, which are defined by the US Department of Housing and Urban Development and are available in the Federal Register, Volume 69, No. 146, published on July 30, 2004, include, but are not limited to the following:

- i. Development of privacy policies and practices, posting a notice at its offices and intake locations that the policies are available upon request and making them available upon such request by any individual.
- ii. Allow any individual who provided protected personal information to inspect and receive a copy of the information collected about that individual.
- iii. Establish a procedure for accepting and considering questions or complaints about its privacy and security policies and practices.
- iv. Apply system security provisions to all systems where protected personal information including, but not limited to, networks, laptops, desktops, mini-computers, mainframes and servers. Such provisions must include user authentication, virus protection, public access, physical access and disaster protection and recovery.
- v. Apply application security provisions to the software during data entry, storage and review or any other processing functions.
- vi. Secure any paper or other hard copy containing protected personal information that is either generated by or for HMIS, including, but not limited to, reports, data entry forms and signed consent forms.

C. Additional Reporting Requirements

Organizations funded for FY10 will be required to submit brief monthly reports in a form that will be provided by OSH, which describe program activities, problems and resolutions, and proposed program changes.

D. Health And Opportunity Reporting Requirements

All OSH service providers will be required to participate in the electronic informational system administered by Health and Opportunity. This service delivery tool, known as the CARES (Cross Agency Response for Effective Services) Service Coordination Dashboard, will offer service provider staff a “window” or “lens” to review information on a family from the Health and Opportunity network and the following agencies are included in this endeavor:

- Office of Supportive Housing (OSH)
- Department of Human services (DHS)
- Department of Behavioral Health/Mental Retardation Services (DBH/MRS)
- Managing Director’s Office, Mayor’s Office of Community Services
- Health and Opportunity
 - Managing Director’s Office
 - Mayor’s Office of Community Services (MOCS)
- Philadelphia Prison System

A formal consent (signed by the consumer allowing the sharing of information that is available within each Department's database) will trigger the collection of data that will be available on the Dashboard and the Dashboard will provide a profile of information from all domains of the individual, child and family from those departments that are currently serving or have provided services to the family. Data will be collected in the required HMIS system (previously described) and will be funneled into the CARES. The use of this tool will generate more effective collaborative efforts in the coordination and planning of consumer services. Therefore, all OSH service providers are required to incorporate the consent procedure into their agency intake/assessment process.

E. Transitional Housing Performance Measurement Goals

The following goals will apply to all OSH Transitional Housing Programs and be monitored by OSH staff for compliance during FY 2009:

- 95% occupancy rate or above.
- 100% completion of Family Services Plans/Individual Service Plans within thirty (30) days of residency and updated at least every sixty (60) days after the initial service plan is completed.
- 100% completion of Housing Plans within sixty (60) days of residency to include a minimum of three (3) different housing searches.
- 100% completion of applications for applicable benefits within sixty (60) days of residency.

F. Bright Spaces (if applicable)

Providers who committed to establish Bright Spaces in their facilities are expected to comply with the terms of their Bright Space agreements, which include:

1. Allocate sufficient staff and resources to ensure maximum use and availability to clients and their families.
2. Recruit and supervise volunteers with Child Abuse and Criminal Record clearances and the appropriate experience to enhance the program and maximize its effectiveness.
3. Post and adhere to written Bright Space guidelines.
4. Use the sign-in log, display a Monthly Activity Calendar and post hours of operation.
5. Make the Bright Space available at times that maximize its use by residents.

IV. PRE-PROPOSAL BRIEFING

We have scheduled a mandatory briefing on this RFI at which we will review the new requirements and submissions. If you do not attend this mandatory briefing, you are jeopardizing the opportunity for the City to renew your contract. The briefing is scheduled for:

Date: Wednesday, January 14, 2009
Time: 10:00 AM
Place: Municipal Services Building
1401 JFK Boulevard, 16th Floor, Room "C"

If you do not attend this mandatory briefing, you are jeopardizing the opportunity for the City to renew your contract.

V. REQUIRED ELEMENTS OF PROPOSALS

Your submission in response to this FY10 Request for Information (RFI) must include the following:

A. Revised Vendor Application – Appendix B

B. Updated Scope of Services (not to exceed 10 pages)

i. Company or Agency Mission and Background

Describe the applicant company or agency including the mission, type of company or agency, size, and any parent company or subsidiary as well as the same information for all subcontractors.

ii. Population(s) to be served

Describe the needs of the target population, identify existing barriers to needed services and describe the strategy(ies) your organization will implement to address these issues.

iii. Services to be provided

All transitional housing programs must identify how residents will be transitioned to permanent housing. Highlight descriptions of service models designed to rapidly move clients toward self-sufficiency. All proposals must demonstrate that the proposed services will meet consumer needs and that the applicant agency has the capacity to provide all services being proposed in the scope of services in accordance with all applicable compliance requirements. Such capacity will be evaluated based on factors including, but not limited to, an adequate number of appropriately qualified staff, facilities that meet OSH and other applicable standards, and, if applicable, a case management system that complies with OSH's Social Worker/Case Management standards.

iv. Program changes proposed for FY10

Describe any changes that you propose to make to your program in FY10.

v. Staffing and Staff Qualifications

Identify those individuals who are the staff assigned to execute and fulfill the contracted services. The information should include an organization chart, job descriptions, working titles, training and experience requirements for each position and resumes/curriculum vitae for staff members in those positions. Additionally, the respondent must identify the staff members who are designated as the HMIS manager and users at each facility.

Attach job descriptions and Criminal Record Checks for each staff person. Additionally, agencies serving families must submit the Pennsylvania Child Abuse History Clearance for each staff person.

vi. Identification of Facilities

Identify the facility(ies) where services are offered, including its location, i.e. neighborhood and address, the current residential configuration, amenities, security and safety features/systems, handicapped accessibility features and any other special features.

vii. Linkages with Other Agencies

Describe how your organization will collaborate and coordinate with other resources (other social service and behavioral health care providers, entitlement agencies, etc.) in the community. If applicable, all subcontracted service providers/agencies that will provide services must be identified and described. Provide documentation of these linkages (i.e. agreement letter, memorandum of understanding, contract, etc.).

viii. Program Goals

Provide a list of all of the goals (outputs and outcomes) you intend to accomplish through this program during the fiscal year. All goals should be quantifiable (10 clients to obtain permanent housing, 5 life skills classes offered, 10 mental health referrals, etc.), and must include the number of people you intend to serve or services you intend to offer for each major program category. For example, if you plan to serve 50 individuals in emergency housing or offer 15 financial literacy classes over the course of the year, you must include this as one of your goals. Your goals should be categorized as follows:

- Educational
- Employment
- Mental Health Treatment
- Substance Abuse Treatment
- Medical
- Supportive Services
- Lifeskills
- Other

Describe the method you will use to monitor and document achievement of these goals, and the frequency with which these results will be documented (monthly, quarterly, etc.).

ix. Policies and Procedures

Attach copies of your organization's:

- Client's rights and responsibilities
- Grievance procedure
- Termination of services policy
- Confidentiality policy
- Non-fraternization and employee drug-testing policies

x. Licenses and Certifications

Attach documentation of all necessary licenses or certifications (food safety certifications,

etc.).

C. Additional Information on the Current Status of Your Program (Not to exceed 4 pages) – Appendix C

Some providers will be required to provide information on specific issues/concerns raised about their programs as well as to respond to general questions.

D. Administrative Capacity (not to exceed 2 pages)

Provide a description of your organization's administrative systems that demonstrates and documents your capacity to operate the program. The description must include fiscal management, reporting systems including those used for reporting data, programs and services, and human resources management. Also, identify the member(s) of your staff and/or the staff position responsible for preparation of data and fiscal reports.

Description any past difficulties in complying with OSH administrative requirements including, but not limited to timely submission of invoices, lengthy position vacancies and late reporting, and the steps you have taken to correct these deficiencies.

E. Bright Spaces (if applicable)

Providers should briefly describe their uses, hours of operation and Bright Space staffing patterns, including any partner organizations that support Bright Space functioning. Provide the number of children and number of families who utilized the space in FY09 and your projections for the number who will use the space in FY10. List and describe any issues or barriers that prevent full utilization of the space as well as your proposed solution. In the budget narrative, clearly define the costs and activities that support the function of the Bright Space at your site.

F. Budget and Budget Narrative Requirements (Form available via electronic mail)

i. Budget Guidelines and Budget Form – Appendix D-1 and Appendix D-2

Given the City of Philadelphia's fiscal situation, we are anticipating that your agency services will only be funded at current FY09 levels.

Each provider must present a budget with a proposed roster of personnel for implementation and operation of the program and identify any associated terms, conditions and limitations. Definitions of costs categories are as follows:

- Supportive Services Costs – Expenses related to the daily support of the program including wages and benefits costs for program staff directly involved with program participants (program director, case managers, residential aides, kitchen and building staff, etc.), staff travel costs, training costs, rental expenses, utility subsidies and security deposits paid for on behalf of participants, food consumed by participants, purchased services and transportation expenses for participants.
- Operations Costs – These program operation costs include items listed as fixed assets such as program equipment (such as appliances), participant and office furnishings, computer equipment as well as the costs of repairs (or replacement) to these program property items, program office occupancy expenses, office and program supplies, telephone, insurance, audit, legal expenses.
- Administrative Costs – Eligible administrative costs **must not exceed 12%** of the total

expenses of the operations and support services columns, and will include expenses for staff (administrative, executive and financial) indirectly involved with the program.

- Sources of Funding – As all OSH residential programs require a minimal level of financial support from those participants who receive an income, all providers must indicate the projected amount of participant contributions to program expenses as a source of program funding.

Please note that for FY10 submissions you must use the electronic budget form OSH will supply on the website or by e-mail. This form automatically calculates costs in order to ensure that your proposed costs comply with OSH requirements. Also note that where applicants propose to use OSH funds to support administrative staff salaries and fringe benefits, they must complete an additional schedule, which shows all other funding sources for those salaries and fringe benefits.

ii. Budget Narrative

A budget narrative must be submitted that contains details and narrative descriptions of each budget cost. This form has now been incorporated into the new budget format as a separate worksheet.

G. Independent Audit

If you have not yet submitted the required independent audit, enclose a copy with your proposal.

Please note that contract and program compliance levels of all current OSH contract providers will be taken into consideration during the proposal review process, including compliance with City insurance and audit requirements. Enclosed is a checklist (**Appendix A**) that itemizes the specific items you must include with your proposal. If any checklist items are missing at the time of your submission, OSH will delay considering your proposal for continued services, which will impact on the timeliness of continued funding.

VI. PROPOSAL INSTRUCTIONS

One (1) original and fifteen (15) unbound copies of completed proposals must be submitted to:

**Office of Supportive Housing (OSH)
Municipal Services Building
1401 JFK Boulevard, 10th Floor
Philadelphia, PA 19102
Attention: Kelly J. Uckun, Executive Assistant for Administration**

The following conditions apply to this submission:

- Proposals must be submitted by 5:00 PM, Philadelphia time, on **Friday, February 20, 2009**.
- The following three proposal components *must* be forwarded as e-mail attachments to Kelly.J.Uckun@phila.gov:
 - Scope of Services
 - Budget information on the attached OSH spreadsheet
 - Budget narrative providing an explanation of each line item
- Proposals must be signed, in ink, by an individual duly authorized to bind the Proposer and

- must be sealed and labeled on the cover with the Proposer's name.
- Proposals must be either 1 ½ spaced or double-spaced. *Single spaced proposals will not be accepted.*
 - Proposals will *not* be accepted via facsimile (fax) transmission.
 - Proposals shall remain binding for 120 days from the date of proposal submission.
 - The City reserves the right, at its sole discretion, to reject and return without evaluation, any Proposal received after the Proposal Submission time and date, whether it is delivered by mail or otherwise.

Electronic versions of copies of this RFI as well as copies of documents referenced in this RFI, are available on the **One Neighborhood website at www.oneneighborhood.org**.