

# Baltimore City Non-Congregate Shelter Request for Proposals

**Bidder's Conference**  
**May 3, 2022**



MAYOR'S OFFICE OF  
HOMELESS SERVICES

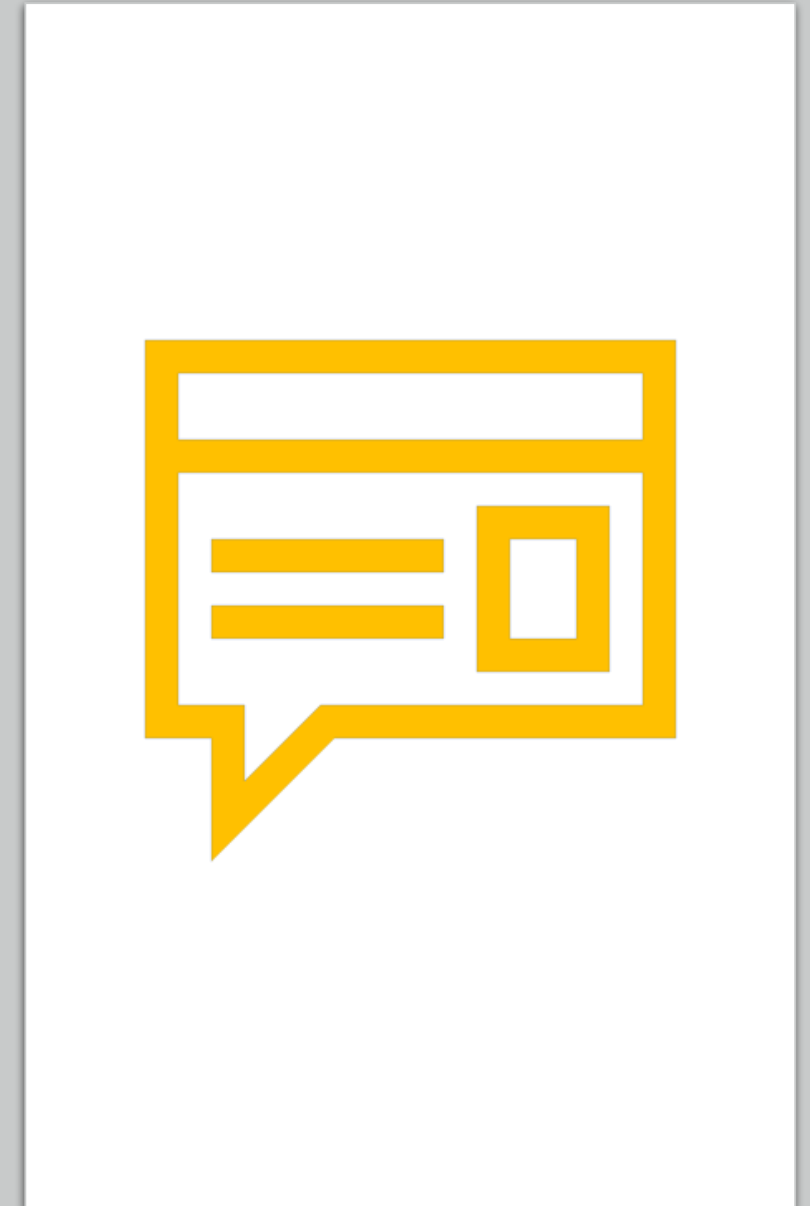
# Agenda

- I. Overview
- II. Eligibility
- III. Project Design
- IV. Review & Selection
- V. Q&A



# Housekeeping

- Today's webinar is being recorded and will be posted along with the slides and FAQs later today to the [MOHS website](#).
- All attendees are muted to prevent background noise.
- Questions will be answered at the end of the webinar. Use the chat box to submit questions.
- Only questions about the competition process and the applications will be answered during this webinar—if you have a specific question about your project, please send it to [HSPApplications@baltimorecity.gov](mailto:HSPApplications@baltimorecity.gov)





The mission of the Mayor's Office of Homeless Services is to make homelessness rare, brief, and nonrecurring in Baltimore City. We believe that homelessness is both solvable and preventable. With a person-centered and data-driven approach, we meet the immediate needs of our neighbors experiencing homelessness while pursuing the ultimate goal of a safe, long-term housing solutions.

## The Mayor's Office of Homeless Services



The Mayor's Office of Homeless Services is the designated lead agency for the Continuum of Care and works to implement federal, state, and local policy and best practices in addition to administering and monitoring homeless services grants. MOHS administers approximately \$48 million annually for programs that include street outreach, emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, Housing Opportunities for Persons with AIDS (HOPWA), and meal programs.

## The Continuum of Care



# Funding Priorities



Increase client connections to permanent housing options.



Reduce the time individuals and households remain homeless.



Reduce returns to homelessness

# Action Plan

- Project outcomes are focused on connecting participants to permanent and affordable housing.
- Projects will need to use the Coordinated Entry and/or Coordinated Access Systems to refer and match participants to services and housing.
- Projects will provide comprehensive services and discharge planning to increase connections to housing and reduce returns to shelter.
- Support services are available to all participants that may be interested that include connections to employment and economic opportunity
- Address racial inequities within the homeless services system and specifically will work to advance racial equity within programs.



# Timeline





# Eligibility

- **Minimum Eligibility**
- **Financial Health & Compliance**
- **Insurance Coverage**
- **CoC Policies**

# Minimum Eligibility

- Be a non-Profit 501(c)(3) tax-exempt organization or another City agency
- Be in Good Standing with the State of Maryland (certification of Good Standing can be obtained through the Department of Taxation website and must be within 30 days of Application Submission)
- Last 2 years of financial reports in accordance with 2 CFR Part 200, subpart F
- Be a Continuum of Care member agency if applying as a renewal project. [New applicants must become a Continuum of Care member if awarded funds.]
- Must have active SAM registration and valid DUNS number
- Project must be able to start July 1, 2022
  - All Grant Terms are 1-year from July 1, 2022 –June 30, 2023
  - Projects are eligible to apply for renewals annually, but is not guaranteed

# Insurance Coverage Requirements

- **Applicants must currently carry or be willing to obtain the following insurance:**
- Professional Liability Errors and Omissions Insurance (minimum \$3 million policy)
- Workers Compensation Coverage
- General Commercial Liability Insurance (minimum \$3 million policy)
- Business Automobile Liability Insurance (minimum \$1 million policy)
- Fidelity Coverage
- Cyber Liability Insurance (minimum \$1 million policy)

**NOTE: Agencies are required to purchase coverage and submit proof of coverage prior to receiving a final contract with City.**

# Faith-Based Services

As a condition of receiving funding, organizations must agree that:

- The organization will not discriminate against any employee or applicant for employment on the basis of religion and will not limit employment or give preference in employment on the basis of religion.
- The organization will not discriminate against, limit services provided to, or give preference to any person obtaining shelter, other service(s) offered by the project, or any eligible activity permissible under this program on the basis of religion and will not limit such service provision or give preference to persons on the basis of religion.
- The organization will not require clients to participate in religious instruction, counseling, religious services, worship (not including voluntary nondenominational prayer before meetings), or engage in religious proselytizing, or exert other religious influences in the provision of shelter or other activities.

# Fair Housing

- **The Fair Housing Act of 1968** ensures equal access to housing and guarantees equal opportunity without regard for race, color, national origin, religion, sex, familial status (including children under the age of 18 living with parents or legal custodians, pregnant women, and people securing custody of children under the age of 18), or disability.
- **The City of Baltimore** ensures protected class status regardless of race, color, religion, national origin, ancestry, sex, marital status, physical or mental disability, sexual orientation, gender identity and gender expression.

# Financial Health & Compliance

- **Audits and Accountant-Prepared Financial Statements**
  - Review for findings and material weaknesses
  - Review for cash flow and other sources of funding/support
  - Review access to lines of credit
- **If you are currently receiving funds for shelter services an additional review of your current project compliance will be reviewed**
  - Deobligation of funds
  - Timely invoicing and accuracy of submissions
  - Monitoring findings

# Housing First

- Homelessness is first and foremost a housing problem and should be treated as such.
- Housing is a right to which all are entitled.
- Issues that may have contributed to a household's homelessness can best be addressed once they are housed.
- People who are homeless or on the verge of homelessness should be returned to or stabilized in permanent housing as quickly as possible without preconditions of treatment acceptance or compliance for issues such as mental health and substance use.
- The service provider working with the individual should connect the client to robust resources necessary to sustain that housing, and participation is achieved through assertive engagement, not coercion.

# Housing First Agreement

- **The program must focus on quickly moving residents to permanent housing**
- **The program may not screen out clients for:**
  - Having too little or no income
  - Active or history of substance use
  - Having a criminal record
  - History of domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement)
- **The program may not terminate clients for:**
  - Failure to participate in supportive services
  - Failure to make progress on a service plan
  - Loss of income or failure to improve income
  - Being a victim of domestic violence



# Coordinated Entry

Coordinated Entry is a centralized and standardized front door to emergency and temporary shelter. Baltimore City uses a Coordinated Entry Hotline as its Access Point

- If selected, applicant must participate in the Coordinated Entry system to match individuals in need of emergency shelter to their program.

# Coordinated Access

Centralized and standardized assessment, referral, and prioritization process for housing and services. Matches clients to permanent housing programs that include Rapid Re-housing and Permanent Supportive Housing.

- Applicants must designate staff to serve as navigators for Coordinated Access. Programs will be monitored for Coordinated Access participation and performance measures will be utilized in future funding competitions.

# HMIS

- MOHS is the designated lead agency for the Homeless Management Information System (HMIS).
- A database operated through ClientTrack in accordance with federal regulations.
- All grantees must enter client data and case management notes into the Homeless Management Information System. Data quality and performance is managed through the database.

# Project Design

1. Effective Emergency Shelter
2. Key Components
3. Funding Sources

# Increase Effectiveness

The National Alliance to End Homelessness shares details on the philosophy and practice of effective emergency shelters

- 1. Housing First Approach**

Align practices and policies with Housing First approach so that anyone experiencing homelessness can access shelter without prerequisites and assist people to access permanent housing quickly.

- 2. Safe and appropriate diversion**

Provide diversion services to find safe and appropriate housing alternatives before entering shelter through lighter touch solutions and, or identifying community supports.

- 3. Immediate and low-barrier access**

Eliminate policies that make it difficult to enter/stay in shelter or access housing and income opportunities.

- 4. Housing-focused, rapid exit services**

Focus services in shelter on assisting people to access permanent housing options as quickly as possible.

- 5. Data to measure performance**

Focus on percentage of exits to housing, average length of stay in shelter, and returns to homelessness to evaluate the effectiveness of shelter and improve outcomes.

# Key Components to Emergency Shelter

Emergency Shelter Projects are required to participate in the Coordinated Entry to Shelter, which is connected to the emergency shelter hotline.

- **Projects must be low barrier to entry**
- **Projects must focus on exiting participants to permanent housing**
  - Must be able to navigate clients in the Coordinated Access System
  - Support clients in obtaining necessary documentation
- Any shelter that accepts children is considered a “family” shelter, and therefore must accept all family compositions regardless of the sex, sexual orientation, gender identity, or age of any members of family.
  - In accordance to COMAR, Title 05, Subtitle 21 shelters are prohibited from involuntary separating of families.
- Projects will need to coordinate with MOHS to develop standard policies and procedures that align with emergency and temporary shelter.

# Project Types

Mayor's Office of Homeless Services is seeking proposals to serve the following target populations:

1. Non-Congregate Shelter for 135 single adult men
2. Non-Congregate Shelter for 145 single adult women

Providers may submit more than one application for program(s) and be considered for multiple eligible sources of funding that are administered by the MOHS. Note that these projects will be operated in two separate non-congregate shelter facilities, although providers may submit more than one application if proposing to serve two separate programs

# Service Requirements

The grantee is required to provide shelter services on a nightly basis, 24 hours a day, and 7 days a week. The grantee must at a minimum provide the following services to all shelter residents and provide a description of the services and estimated costs per shelter resident in the project application budget.

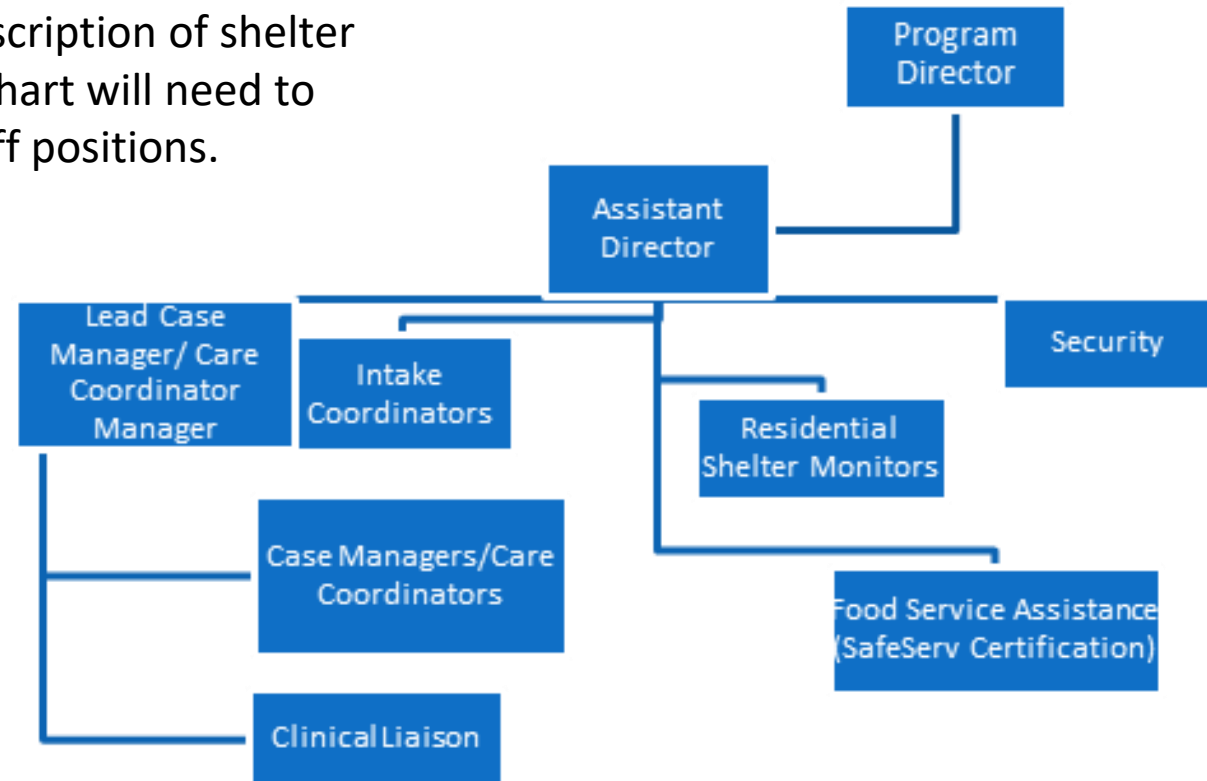
1. Basic shelter oversight and operations that include intake, recordkeeping, reporting, security, and supervision
2. Provision of basic services to include:
  - Food (three meals and snacks throughout the day and access to water)
  - Hygiene and sanitation products
  - On-site care coordination that emphasizes rehousing and linkages to services
  - Mental health and substance use services that may also include referrals to providers
3. Behavioral health crisis management that demonstrates behavioral health partnerships and, or onsite crisis prevention specialists



# Project Organizational Staffing

The applicant is required to include a project organizational chart that details all staff and includes a dedicated multi-disciplinary team to provide comprehensive client focused services to address client's immediate needs for rehousing and other critical service needs to return individuals to self-sufficiency. In addition, to detailed description of shelter operations. The project organization chart will need to include at minimum titles for each staff positions.

## Example Provided in the RFP



# Performance Measures

The grantee is required to meet contracted performance measures. Performance measures will include:

1. Timely completion of Coordinated Access
2. Access to mainstream benefits, non-employment, and earned income
3. Service connections and referrals to mental health, health, and substance use treatment
4. Exits to permanent housing
5. Length of stay in emergency shelter
6. Returns to homelessness

# Funding

Emergency Shelter Projects are funded under different sources that include the Emergency Solutions Grant (ESG), Homelessness Solutions Program (HSP), Department of Social Services Grant (DSS), and City General Funds.

These funds provide restricted funding for the following services:

- Shelter operations
  - Overnight and day shelter
- Shelter essential services
  - Includes staff and programming
  - Food
  - Transportation

# Review & Selection

- Submission Requirements
- Proposal Review
- Scoring Criteria

# Submission Requirements

- No paper or faxed applications will be accepted. All applications must be submitted electronically with the supporting documents to [HSPApplications@baltimorecity.gov](mailto:HSPApplications@baltimorecity.gov):
- Application Cover Sheet & Narrative (PDF Format only)
- Project budget workbook (Excel format only) to include the clear description of each proposed eligible expense with detailed projected costs that includes personnel costs (staff roles and qualifications).
- Supporting documents (all listed in application packet checklist)
  - Use a clear naming convention when saving documents
    - *Agency\_Project Name\_Non-Congregate Shelter Application*
    - *Agency\_Project Name\_Non-Congregate Shelter Budget*
    - *Agency\_Project Name\_Non-Congregate Shelter Organizational Chart*

# Proposal Review

## **Step 1: Application Completeness Review**

- **Timeliness** – Must be submitted by 4pm on May 23rd
- **Thoroughness** – All required documents and attachments received. After the initial review if a project is missing an attachment, the agency will be notified and allowed to submit information within a given timeframe. However, MOHS will not permit applicants to submit any revised materials for the issues related to the proposal.

## **Step 2: Eligibility Review**

- **Eligible Activities and Costs** – The applicant proposed eligible activities in accordance with each funding source.
- **Financial Health Risk Assessment** – Review of the last two years of financial health statements

**IF Projects Pass Step 1 & Step 2 Move to Project Scoring – Evaluated by the Review Panel**

**- Panel is both CoC Stakeholders (including people with lived experience) and MOHS Staff**

# Project Scoring

1. Project Description	30 %
2. Organizational Experience and Capacity	20 %
3. Collaboration	20 %
4. Project Work Plan & Budget	25 %
5. Overall Quality of Proposal	5 %
TOTAL	100 %

# Q&A

**Webinar is muted. Please submit your questions.**



# Resources

- [Mayor's Office of Homeless Services](#)
- [The Baltimore City Journey Home](#)
- [U.S. Department of Housing and Urban Development](#)
- [National Alliance to End Homelessness](#)
- [United States Interagency Council on Homelessness](#)
- [SAMHSA \(Substance Abuse and Mental Health Services Administration\)](#)
- [Maryland State Department of Assessment and Taxation](#)



Question(s)? Email [HSPApplications@baltimorecity.gov](mailto:HSPApplications@baltimorecity.gov):



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