

# Request for Proposals: Non-Congregate Emergency Shelter Operations

---

**CITY FISCAL YEAR 2023**

**JULY 1, 2022 – JUNE 30, 2023**

Release date: April 21, 2022

Application Deadline: May 23, 2022 at 4:00pm



MAYOR'S OFFICE OF  
HOMELESS SERVICES

## Table of Contents

<b>Introduction:</b> .....	2
<b>Project Types</b> .....	2
<b>Project Service Requirements</b> .....	2
<b>Project Staffing</b> .....	2
<b>Funding Priorities</b> .....	3
<b>Participant Eligibility</b> .....	3
<b>Continuum of Care Policies</b> .....	4
<b>Timeline</b> .....	8
<b>Guidelines for Submitting Applications</b> .....	8
<b>Application Review and Scoring</b> .....	9
<b>Appendix A: Emergency Shelter Requirements</b> .....	12
<b>Appendix B: Care Coordinator Position Description</b> .....	14

## Introduction:

The Mayor's Office of Homeless Services is requesting project proposals from qualified non-profit organizations that have the capacity to operate non-congregate shelter(s) and provide supportive services at non-congregate shelter facilities owned by the City of Baltimore. The applicants must demonstrate the experience and capacity to operate a welcoming, low-barrier non-congregate emergency shelter that serves adult individuals experiencing homelessness in Baltimore City. While the exact amount of available funding has not yet been confirmed, MOHS anticipates funding will be made available through the City's General Funds.

Selected projects will start operations by July 1, 2022, and each project will be awarded a one-year contract from July 1, 2022 to June 30, 2023.

## Project Types

Providers may submit more than one application for program(s) and be considered for multiple eligible sources of funding that are administered by the Mayor's Office of Homeless Services (MOHS). MOHS 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**

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

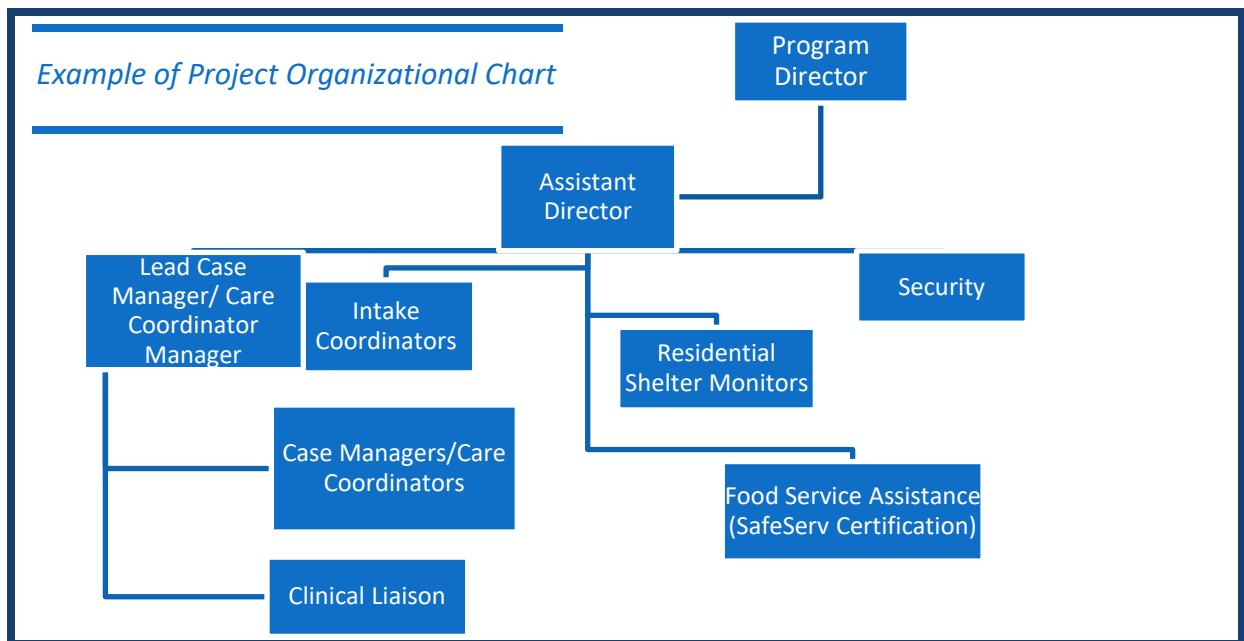
## Project Service Requirements

The applicant is required to provide emergency shelter on a nightly basis, twenty-four (24) hours a day and seven (7) days a week. Applicants 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.

1. Basic shelter oversight and operations that include intake, recordkeeping, reporting, security, and supervision
2. Provision of basic services to include:
  - a. Food (three meals and snacks throughout the day)
  - b. Hygiene and sanitation products
  - c. On-site care coordination that emphasizes rehousing and linkages to services
  - d. 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 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.



MOHS requires annual staff trainings to cover topics such as Coordinated Access, HMIS, Suicide Prevention, Mental Health First Aid, Trauma Informed Care, Cultural Competence and Crisis Management and are part of the onboarding process for any selected provider.

### Funding Priorities

Baltimore City envisions our community working together to solve the issue of homelessness, as called on by the HEARTH Act. This includes re-imagining emergency shelter programs to ensure non-congregate emergency shelters are a welcoming option to individuals experiencing homelessness.

The HEARTH Act shifts the focus from looking at each individual program’s work separately to evaluating the collective impact of all available community services in a given area. From this broader view of a systems approach to homelessness, local leaders can plan and tailor homeless services programming in a way that leads to improved service coordination, better use of resources, and better outcomes for clients.

This RFP will prioritize projects that meet the needs of persons experiencing homelessness, and those projects that address goals that prioritize the following key objectives:

1. Reduce the time individuals and households remain homeless;
2. Increase client connections to permanent housing options; and to
3. Reduce returns to homelessness.

### Participant Eligibility

The following definition of homelessness and at-risk of homelessness will apply to all emergency shelter projects funded through this RFP. See: [Full HEARTH Act Homeless Definition](#)

Program Participant Eligibility	
<b>Emergency Shelter</b>	Homeless Category 1 – Literally Homeless Homeless Category 2 – Imminent Risk of Homelessness Homeless Category 4 – Fleeing/Attempting to flee DV
Homeless Status Eligibility	
<b>Category 1 – Literally Homeless</b>	(1) An individual or family who lacks a fixed, regular and adequate nighttime residence; <ol style="list-style-type: none"> <li>i. An individual or family with a primary nighttime residence that is a public or private place not meant for human habitation.</li> <li>ii. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); <b>or</b></li> <li>iii. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.</li> </ol>
<b>Category 2 – Imminent Risk of Homelessness</b>	(2) An individual or family who will imminently lose their primary nighttime residence, provided that: <ol style="list-style-type: none"> <li>i. Residence will be lost within 14 days of the date of application for homeless assistance;</li> <li>ii. No subsequent residence has been identified; <b>and</b></li> <li>iii. The individual or family lacks the resources or support networks needed to obtain other permanent housing.</li> </ol>
<b>Category 4 – Fleeing/ Attempting to Flee DV</b>	(4) Any individual or family who: <ol style="list-style-type: none"> <li>i. Is fleeing, or is attempting to flee, domestic violence;</li> <li>ii. Has no other residence; <b>and</b></li> <li>iii. Lacks the resources or support networks to obtain other permanent housing.</li> </ol>

**Continuum of Care Policies**

**1. Coordinated Access**

In the *2012 CoC Program Interim Rule*, HUD mandated that every Continuum of Care develop a Coordinated Access System, to create rapid, effective, and consistent client-to-housing and service matches. The Interim Rule mandated that as part of Coordinated Access, CoCs must implement:

- Entry points into the CoC system of care that are clearly defined, easily accessible, and well-advertised

- A standardized and comprehensive assessment protocol and tool that is used to identify and document the needs of all individuals and families seeking housing or services
- A standardized referral process for all programs receiving funding through the CoC that consistently refers individuals and families to the most appropriate housing and service interventions and ensures that limited resources are used most effectively

All shelters receiving funding through this RFP will be required to fill their program vacancies through the Continuum of Care’s Coordinated Access system. Shelter providers must designate agency staff to become Coordinated Access navigators. Navigators assist individuals experiencing homelessness with applying for permanent housing through the Coordinated Access System.

## 2. Housing First

Housing First is an approach that offers permanent, affordable housing as quickly as possible for individuals and families experiencing homelessness, and then provides the supportive services and connections to the community-based supports people need to keep their housing and avoid returning to homelessness.

The Housing First approach is rooted in these basic principles:

- 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; and
- 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

Projects applying for funding through this RFP are required to utilize a Housing First approach in their program design by incorporating the above principles, reducing barriers to client eligibility and program admission (especially as it relates to mental health, substance use, and “housing readiness” requirements), and to the extent possible, providing and documenting assertive service engagement with clients instead of implementing a program discharge. Projects may not require participants to be sober or seek mental health treatment as a condition of housing and/or services.

Programs receiving funding through this RFP will be monitored for compliance with Housing First requirements and may be asked to modify their program policies and procedures as a condition of funding.

**EACH APPLICANT MUST SIGN AND RETURN THE HOUSING FIRST AGREEMENT IN THE APPLICATION PACKET TO BE CONSIDERED FOR FUNDING.**

## 3. Fair Housing Compliance

All shelter programs funded through this RFP must be compliant with federal, state, and local laws in the delivery of their services and housing projects, which include ensuring equal opportunity and access to housing for protected class statuses. Programs will be monitored for compliance with fair housing laws, and if found in violation, MOHS may require corrective action up to and including termination of funds. MOHS reserves the right to require sub-recipients to change program policies or requirements that may unnecessarily limit access to housing.

**EACH APPLICANT MUST SIGN AND RETURN THE FAIR HOUSING AGREEMENT IN THE APPLICATION PACKET TO BE CONSIDERED FOR FUNDING.**

#### **4. HMIS Participation**

The Homeless Management Information System (HMIS) is used by the City of Baltimore Continuum of Care to track client services, program outcomes, and city-wide data on homelessness. Use of an HMIS system is required by the Department of Housing and Urban Development (HUD), and HMIS data is used by service providers and the City of Baltimore to measure system and project-level performance, coordinate service delivery, verify client eligibility for services, and fulfill reporting requirements for a variety of funders, including the federal government, state government, and philanthropic partners. The HMIS is used by more than 40 organizations which provide homeless services at more than 140 programs in the City.

All providers receiving funding through this RFP must agree to participate in the HMIS system, have staff complete all required HMIS trainings, and ensure that data entry into HMIS meets quality standards set by MOHS. Data entry will include conducting an intake assessment with each client, completing bed check-ins each night the client accesses shelter, and conducting an exit assessment with each client when they stop accessing services.

For more information about HMIS program requirements, please see: <https://human-services.baltimorecity.gov/homeless-services/hmis>.

#### **5. Local Hiring**

All contracts that exceed \$300,000.00 are subject to the City's Local Hiring requirements as established in Article 5, Subtitle 27 of the Baltimore City Code. This Code requires that the selected organization (should the project meet the contracting threshold) work with the Mayor's Office of Employment Development (MOED) to review the staffing needs created by the project.

The selected organization will need to:

- Meet with MOED within two (2) weeks after contract execution to complete an Employment Analysis;
- Post new jobs created by the project with MOED for seven (7) days;
- Utilize MOED's City resident recruitment services for new hires;
- Meet the goal: 51% of all new hires for City funded contracts must be City residents;
- Submit monthly employment reports with information on the number of current workers, New workers, and the number of Baltimore City residents working on the project.

More information on Local Hiring requirements is available at <https://moed.baltimorecity.gov/employer-services/hiring-strategies-local>.

#### **6. Employ Baltimore**

The Employ Baltimore Executive Order, issued in December 2013, is applicable to city contracts greater than \$50,001 and up to \$300,001 (except for emergency and professional services). Organizations are required to:

- Contact MOED to schedule a workforce meeting within two (2) weeks after the contract award;
- Post new jobs with MOED only for a period of seven days;
- Utilize MOED's recruitment services for new hires; and
- Submit bi-annual employment reports – submit placement reports as people are hired.

#### **7. Baltimore City Audit Policy**

At any time during business hours and as often as the City may deem necessary, there shall be made available to the City for examination, the organization's records with respect to the activities awarded through this RFP. The organization shall permit the City to audit, examine and make excerpts or transcripts from such records, and to make audits of all contracts, invoices, materials, records of personnel, conditions of employment and other data relating to matters covered by this Agreement.

The organization shall be responsible for repayment of all applicable audit exceptions, which may be identified by City, State, or federal auditors or their designated representatives, and reviewed by the Provider.

#### **8. Required Insurance Coverage**

The selected organization must currently carry or be willing to obtain the following insurance coverage as part of the project:

- Professional Liability Errors, and Omissions Insurance (minimum \$3 million policy)
- Worker's 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)

Providers awarded funds through this RFP must submit evidence of the required insurance coverage to MOHS prior to contract execution in order to receive funding.



## Timeline

Non-congregate Emergency Shelter RFP Timeline	
April 21, 2022	RFP Released
May 3, 2022	<a href="#">Zoom Link - Bidder's Conference Webinar – 12:00 PM</a> Recommended for all applicants. No registration required. Recording will be posted on the CFA Competition page on <a href="#">MOHS's website</a> .
<b>May 23, 2022</b>	<b>4:00pm Submission to <a href="mailto:HSPApplications@baltimorecity.gov">HSPApplications@baltimorecity.gov</a> - Project Application Deadline</b>
May 30, 2022	Application review begins
June 2022	Notice of conditional awards
June 2022	Contract development begins
July 1, 2022	Grant term begins for all selected projects

## Guidelines for Submitting Applications

### 1) Eligible Organizations:

- A Non-Profit 501(c)(3) tax-exempt organization or another city government agency
- In Good Standing with the State of Maryland (certification of Good Standing must be within 30 days of receipt of the application and can be obtained through the [Department of Taxation website](#).)
- Last two years of financial reports
  - Project recipients who expend \$750,000 or more in 1 year in federal awards must submit most recent single audit or independent financial audit for the last two years in accordance with the provisions of 2 CFR part 200, subpart F.
  - Project recipients who expend less than \$750,000 in 1 year in federal awards and are not subjected to the provisions of 2 CFR part 200, subpart F must submit financial reports or statements that include detailed information about the recipient's fiscal management system for the last two years.
- Applicants must become a Continuum of Care member if awarded funds if they are not already a member. Information on how to become a member is available on the [Journey Home website](#). Please note that there are no membership fees. Agencies that complete the membership commitment form agree to participate actively and collaboratively with the Continuum of Care.
- Applicants must be registered with <https://www.sam.gov/SAM> before submitting their application. In addition, Applicants must maintain an active SAM registration with current

information while they have an active Federal award or an application or plan under consideration by HUD

- DUNS Number Requirement. Applicants must provide a valid DUNS number, registered and active at <https://www.sam.gov/SAM>, in the application. DUNS numbers may be obtained for free from Dun & Bradstreet.
- Applicants may submit joint applications in response to this RFP, with one as the lead agency recipient and another as a subrecipient. Joint applications should submit an MOU reflecting the role of project partners and specify funding for each organization in the budget section.

## 2) 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) –Renewal projects should utilize the budget template that corresponds to their current funding source. New projects should use the project budget template that matches their project type.
- Supporting documents (all listed in application packet checklist)

**FAILURE TO ADHERE TO THESE INSTRUCTIONS MAY RESULT IN THE PROPOSAL NOT BEING REVIEWED OR CONSIDERED FOR FUNDING.** Questions regarding the application can be directed to [HSPApplications@baltimorecity.gov](mailto:HSPApplications@baltimorecity.gov). As questions are received and answered, they will be added to a Frequently Asked Questions document posted on the Mayor’s Office of Homeless Services’ website under Grant Opportunities.

## Application Review and Scoring

Project proposals received through this RFP will undergo a two-step threshold review to assess eligibility and completeness prior to being evaluated on the project’s design and performance outcomes.

Project proposals that do not meet the requirements of the threshold review (Steps 1 and 2) will receive notification via email. Projects that do not pass the threshold review, either partially or fully, and would like to appeal for reconsideration, may contact [HSPApplications@baltimorecity.gov](mailto:HSPApplications@baltimorecity.gov). The project applicant should detail the specific item they are appealing, and include any supporting documentation necessary. Applicants will be notified of a final decision within thirty (30) day of receiving the appeal.

### Step 1: Application Completeness Review

1. **Timeliness:** The application must be received by **4:00 pm on May 23, 2022**. Applications received after the deadline will be ineligible for funding.
2. **Thoroughness:** All required documents and attachments must be included in the application submission by emailing [HSPApplications@baltimorecity.gov](mailto:HSPApplications@baltimorecity.gov). Each submission is reviewed for completeness. If an item is missing, MOHS will notify the project applicant upon review of the application and points will be deducted from applications missing items or documents. MOHS will not permit project applicants to submit any revised materials for issues related to project eligibility, content, writing, or any other errors.

**Step 2: Eligibility Review**

1. **Eligible Activities and Costs:** The application’s proposed activities and costs are evaluated for eligibility and cost effectiveness. Only eligible activities and costs will be considered for funding. Additionally, proposals will be reviewed to ensure the description of the project proposal matches the description of the proposed budgets. Projects that are misaligned may not be considered for funding.
  
2. **Financial Health Risk Assessment:** The project’s financial audits submitted with the application are evaluated on several factors, including, but not limited to:
  - Fiscal health; financial statements; expenditures
  - Material weaknesses or deficiencies
  - Findings and disclosures

Project proposals that have insufficient financial health or significant findings in their audit may be deemed ineligible for funding or asked to submit additional documentation.

**Step 3: Project Scoring**

After passing the threshold review, each new project is evaluated using the scoring criteria detailed below. Each section below shows the weighted scoring.

<b>Scoring Criteria: Applies to All Projects</b>		
Projects are scored based on the five categories detailed below. Each section below shows the weighted scoring.		
1.	<b>Project Description</b>  <b>30%</b>	<input type="checkbox"/> Project scope meets the need as outlined in this RFP and overall proposals demonstrates a clear understanding of the needs and requirements for operating Non-Congregate Shelter.  <input type="checkbox"/> Demonstrates a clear need for the requested funding, and the level of funding is appropriate for the work to be accomplished.  <input type="checkbox"/> Demonstrates a comprehensive plan to provide services to the target population (e.g. meals, transportation, health/mental health services, case management/care coordination, harm reduction/substance use management, discharge planning/connecting to permanent housing). Describes how Housing First principals will be utilized to exit residents to permanent housing placements.  <input type="checkbox"/> Provides a clear and transparent process for clients to be involved in planning and implementing policies and procedures. Demonstrates an understanding of the

		importance of client feedback and participation in decision-making.
3.	<b>Organizational Experience &amp; Capacity</b>  20%	<input type="checkbox"/> Applicant is experienced in providing services to persons experiencing homelessness. Demonstrates a clear understanding and has the capacity to operate and provide services for Non-Congregate Shelter.  <input type="checkbox"/> Has experience working with clients with behavioral health needs, DV survivors, trauma survivors, or clients with other vulnerability factors.  <input type="checkbox"/> Demonstrates a strong understanding of Coordinated Entry.  <input type="checkbox"/> Demonstrates a strong understanding of Coordinated Access.  <input type="checkbox"/> Applicant organization has the experience and wherewithal to provide appropriate leadership and management for the specific project.  <input type="checkbox"/> Applicant demonstrates the necessary administrative capacity to provide program oversight and meet regulatory requirements of the funding stream.
4.	<b>Collaboration</b>  20%	<input type="checkbox"/> Applicant participates in local coordinated efforts with other providers to minimize duplication of services, maximize resources available, and is responding collectively to system/community needs (including level of participation or interest in CoC activities).  <input type="checkbox"/> Includes proven methods and/or innovative practices to enhance the organization's ability to address the stated needs. That includes best practices for housing first and low-barrier sheltering/support services.  <input type="checkbox"/> Demonstrates the ability to leverage in-kind donations and volunteers to supplement the project's needs.
	<b>Project Work Plan &amp; Budget</b>  25%	<input type="checkbox"/> Project has at least three (3) comprehensive goals that have identified outcomes.  <input type="checkbox"/> Proposed performance goals are realistic and aligned with strategic priorities.

		<input type="checkbox"/> Project activities are clear and outline information about services provided, staffing, partnerships/community resources, project outputs and outcomes.  <input type="checkbox"/> Project budget seems reasonable for the scope of services to be provided within a one-year timeframe of the funding.  <input type="checkbox"/> Project timeline is reasonable
5.	<b>Overall Quality of Proposal</b>  5%	<input type="checkbox"/> Applicant provides narratives that are well constructed and easy to read and understand.  <input type="checkbox"/> Applicant pays close attention to the details requested in each section of the application.  <input type="checkbox"/> Applicant demonstrates an understanding of project types and eligibility.

---

## Appendix A: Emergency Shelter Requirements

Emergency shelter proposals must be for overnight shelter operations and support services that provide temporary and short-term services to this RFP’s target population: individual adult men and/or women.

1. **Operations** include costs associated with operating and maintaining shelters and providing other emergency lodging when appropriate. May include costs associated with creating new beds in shelter facilities.
2. **Essential Support Services** include services such as case management, child care, education services, employment assistance and job training, outpatient health services, legal services, life skills, mental health services, substance abuse treatment services, transportation, and services for special populations.
3. **Supplies for Shelters** include cost of sheets, blankets, cots, pillows, other supplies.
4. **Food** include the cost of food service at shelters; vouchers for groceries or restaurants, services which provide referrals to food banks, pantries or other similar services to assist clients meet their nutritional needs.
5. **Transportation** include cost of client transport to and from shelters, meal programs, or other service providers. This may include vehicle lease/purchase and maintenance.

All emergency shelter projects must adhere by the Emergency Solutions Grants (ESG) Program interim rule, at [24 CFR 576.403](#), establishes minimum standards for safety, sanitation, and privacy in emergency shelters. All grantees must complete the Emergency Shelter Habitability Checklist and Lead-Based Paint Screening Worksheet for each funded emergency shelter annually.

## Appendix B: Care Coordinator Position Description

*Please note this is an attachment for your reference and there is no requirement to include a care coordinator position in your staffing model and, or to use this job description.*

The Care Coordinator provides targeted case management services including referrals, service connection to community resources and development of housing stabilization plans. The Care Coordinator provides a variety of individual and/or group supportive services that address both short-term and long-term client needs.

**Supervisory Responsibility:** No supervisory responsibility.

### **Essential Job Duties:**

1. Identify service needs, develop housing stabilization plans with clients to include short-term and long-term goals needed to secure housing.
2. Review client goals weekly and re-assess client needs regularly to monitor progress towards meeting identified goals as well as provide additional resources as needed.
3. Participate in weekly case conferencing meetings to provide progress to client goals.
4. Collaborate with other disciplines including substance abuse, legal, medical, educational, vocational, mental health professionals, and other service providers.
5. Make appropriate referrals for emotional, substance abuse, legal, medical, dental, educational recreational, vocational, employment, and housing needs.
6. Create and track client records, including, but not limited to legal documentation, assessments, case notes, case plans, service updates, court reports, medical reports, referrals, discharge summaries, visitation records, and educational information.
7. Completes reports, maintain statistical data, and monitor performance standards, on an ongoing basis following the Coordinated Access System.
8. Assist clients in obtaining necessary documents needed to complete housing applications as well as placing clients on waitlists for affordable housing.
9. Assist clients with housing identification as well as serve as a liaison for the client and the respective housing provider.
10. Performs all other related duties as assigned.

### **Work Environment and Physical Requirements:**

#### **Work Environment:**

Work is normally performed in community, client home or a typical office facility environment.

Work involves exposure to moderate noise level.

This position is considered Essential under all circumstances, and the incumbent is expected to continue to work at any time the Agency suspends operations.

#### **Physical Requirements:**

While performing the essential functions of this job, the employee is regularly required to talk and hear. The employee is frequently required to stand; walk, use hands and fingers, handle or feel; and reach with hands and arms. The employee is occasionally required to sit, balance or kneel. The employee must frequently lift and/or move up to 10 lbs. and occasionally lift and/or move up to 50 lbs. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to focus.



**Knowledge, Skills and Abilities Required:**

- Excellent communication both verbal and written
- Ability to prepare clear, concise, and accurate reports, correspondence, and other job-related documents.
- Skill to work effectively under pressure.
- Excellent interpersonal skills
- Ability to analyze situations accurately, utilizing a variety of analytical techniques in order to make well-informed decisions.
- Ability to develop and evaluate alternatives.
- Ability to communicate effectively using a variety of styles and techniques appropriate to the audience.
- Ability to operate job related equipment including the use of basic computer programs and systems to effectively carry out the duties of the position.
- Ability to use various information technology systems required for successful job performance.
- Organizational skills and ability to multi-task
- Ability to adapt to changing priorities, work environments, management styles, and business trends.
- Demonstrated cultural competence and cultural responsiveness
- Ability to communicate critical information with accuracy and efficiency
- Ability to establish and maintain cooperative working relationships.
- Ability to work effectively with external agencies.

**Education and Experience Qualifications Required:**

- High School Diploma or Equivalent, Associates Degree in Human Services or combination of education and experience
- Minimum of one-year experience providing case management services working with at risk clients in a direct service setting required.
- Minimum of one-year experience working with clients who have a history of homelessness, with some knowledge of addiction and mental health issues preferred. In some cases, minimum years of experience can be substituted with additional related certifications or education.