



**REQUEST FOR PROJECT PROPOSALS
NOTICE OF PROPOSAL SUBMISSION REQUIREMENTS
California Business, Consumer Services, and Housing Agency
Homeless Emergency Aid Program (HEAP) - San Diego Continuum of Care**

Summary of Updates:

Page 4:

- In ZoomGrants™ the applicant must also state the amount of funds that would be needed to continue the program(s) in Year 2. (UPDATED 2/1/2019).
- Other innovative programs may also be included in a future RFP. (UPDATED 2/1/2019)

Page 13:

- Proposals must be received and date/time stamped by the 11:59pm deadline on March 4, 2019 (UPDATED 2/7/19).
- 1. Each agency may submit up to three separate types of applications. (UPDATE 2/7/19)
 - ~~The Lead Applicant must include all collaborative in which they are the Lead Applicant and will subcontract with subrecipient(s), regardless of the number of “separate” collaborative.~~ (UPDATE 2/7/19)
 - A single organization may serve as the Lead Applicant for more than one distinct collaborative. The Lead Applicant must complete a separate application for each distinct collaborative (UPDATE 2/7/19)



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I. CONTEXT/BACKGROUND

The State of California Homeless Coordinating and Financing Council in conjunction with the Business, Consumer Services and Housing Agency, has announced the availability of one-time grant funding to provide assistance to Continuums of Care to address the homelessness crisis. The Homeless Emergency Aid Program (HEAP) is authorized by SB 850 and was signed into law on July 27, 2018 by Governor Edmund G. Brown. HEAP provides for one-time flexible block grant funds of \$18.8 million to be distributed by the Regional Task Force on the Homeless (RTFH). This one-time funding is intended to provide immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness.

The intention of RTFH is to move toward right-sizing the homeless service system. This will help to create a more balanced approach to ensure the continued availability of necessary survival services and up to and including options for housing placements necessary to end a person’s homelessness. It will also help provide the prevention and diversion services. From this perspective the CoC is viewing the opportunity of these new, one-time only State funds as an investment in service support, addressing service gaps and enhancement improvements.

As part of San Diego Continuum of Care, RTFH has released this competitive RFP for HEAP funding. In releasing the HEAP RFP, RTFH will align its grant awards with the goals of the State, local jurisdictions and with the San Diego Continuum of Care mission and vision as well as with broader homeless system transformation efforts underway. These priorities guide the RTFH.

RTFH is seeking applications from agencies interested in providing critical services to and that support movement toward and access to housing for people experiencing homelessness. HEAP will be administered in accordance with all applicable requirements issued by the State. This Request for Proposal (RFP) is open to any legally constituted entities that meet the minimum eligibility requirements.

CoC-Wide Priorities:

- Prevention
- Diversion
- Rental Assistance
- Client Financial Assistance (Flex Funds)
- New Day Shelters/Drop in Centers w/Case Management
- New Shelter Beds
- Street Outreach
 - Enhanced – Multidisciplinary Teams, including Mental Health and/or Substance Abuse specialists
 - Expanded – additional teams and/or

increase in frequency of services

In addition to the CoC-Wide Priorities the following communities identified additional priorities.

	New Permanent Housing	Employment Training	Safe Parking Lots	Motel/Hotel Voucher	Storage	Encampment clean-up	Sobering services	Medical Assistance	Substance Abuse, Behavioral and Mental Health assistance
San Diego	x	x							x
Oceanside		x			x		x	x	
El Cajon				x					
Chula Vista		x	x			x			
National City	x	x				x			
Lemon Grove	x		x			x			x
Carlsbad	x								

RTFH will award grants for multiple proposals across a diverse group of providers to help ensure that the actions and outcomes of the RTFH’s priorities are achieved. Awards will be made for the period of May 1, 2019-April 31, 2020, with an option for renewal for an additional year. Projects, scopes and budgets are subject to negotiation and changes based on opportunities and community needs.

RTFH will have no responsibility or obligation to pay any costs incurred by any applicant in preparing a response to this RFP or in complying with any subsequent request by RTFH for information or anticipation throughout the evaluation and selection process.

II. ZoomGrants™

All interested parties must submit a complete application packet in ZoomGrants™. All materials and the RFP are available on RTFH’s web page. RTFH will not provide individual notice of changes, and applicants are responsible for regularly checking ZoomGrants™ Announcements for any updates, clarifications, or amendments.

Access to the RTFH Application Portal within ZoomGrants™ can be found on the RTFH website at: <https://www.rtfhsd.org/heap/> or at: <https://zoomgrants.com/gprop.asp?donorid=2316&limited=2181>.

1. Create your Applicant Account (approx. 30 seconds) – This will create your account and automatically log you in.
2. Click the Apply button (approx. 1 second) – Use the Preview and Apply buttons next to those programs to look over or create an application.
3. Complete and submit the application (work at your own pace) – ZoomGrants™ automatically saves your progress as you click through the application fields, so you don’t need to complete the application in one sitting. Just make sure that you complete and submit the application before the deadline.

ZoomGrants™ allows the applicant to complete the application in stages; applicants can save and return to the application at a later date. Applicants can also save the application as a PDF and print for their own records. Collaborators can be invited to also work on your application (<http://help.zoomgrants.com/index.php/zgu/app-owners-collaborators-addl-contacts/#collaborators>). See Appendix C for guides in using ZoomGrants™.

There are a variety of other resources available to assist Applicants in completing applications:

- [Applicant Training Slideshow](#)
- [How to Apply \(VIDEO\)](#)
- [Uploading Docs \(VIDEO\)](#)
- [How to Submit Reports \(VIDEO\)](#)
- [How to Submit Invoices \(VIDEO\)](#)

If Applicants have any technical questions, they can search for a quick answer at **ZoomGrants University** (help.zoomgrants.com)

III. Timeline

Applicants are responsible for attending to all applicable dates on the timeline. RTFH reserves the right to change the timeline listed below.

Activity	Timeline
Release RFP	January 31, 2019
Applications Due	March 4, 2019
Review of Applications	March
Notification of Award	April TBD
Contract Negotiations	April
Contract Execution	May 1, 2019
Program Implementation	No later than July 1, 2019

IV. ELIGIBLE PROJECT TYPES

The Regional Task Force on the Homeless (RTFH) is the Administrative Entity for the HEAP funds. Organizations selected to implement eligible activities will enter into an agreement with the RTFH. Funding will be reimbursed to the contracted organizations on a monthly basis upon submittal of the required documentation of eligible expenses.

There are a number of projects in the homeless services systems which respond to people experiencing homelessness in San Diego County including crisis response and access a range of homeless housing options. This RFP is limiting the types of projects to those which meet the state

guidelines as written the BCSH NOFA https://www.bcsch.ca.gov/hcfc/documents/heap_nofa.pdf.

Approximately \$8 million is available through this Request for Proposal for Year 1. In ZoomGrants™ the applicant must also state the amount of funds that would be needed to continue the program(s) in Year 2. (UPDATED 2/1/2019).

A. Eligible uses include, but are not limited to:

- Services:
 - Street outreach, health and safety education, diversion, homeless prevention services, navigation services, operating support for short-term or comprehensive homeless services, services for safe parking lots, and acquisition of hygiene trailers to be moved to multiple locations.
- Rental assistance or subsidies:
 - Placed Based: Motel/hotel vouchers, master leases, rental subsidies for set-aside units. Only eligible in jurisdictions that declared a Shelter Crisis.
 - Person Based: Housing vouchers and rapid re-housing programs in which the client chooses where to live.
- Capital improvements: Emergency shelter, transitional housing, drop-in centers, safe parking lots permanent supportive housing, and improvements to current structures that serve homeless individuals and families. Only eligible in jurisdictions that declared a Shelter Crisis.
 - Minor Capital: limited in scope minor facility improvements, acquisition of hygiene trailers for a permanent location, hand-washing stations, public toilet, shower facilities and permanently installed fencing.
 - Real Estate: Acquisition, major rehabilitation, reconstruction, and new construction.
- Other:
 - Programs that do not fit under one or more of the above eligible uses. Applicants must include in the proposals how the proposed activity is directly related to providing immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness.

B. Restrictions/Limitations:

The RTFH is working on a broad regional strategy for landlord engagement that may be RFP at a later date. Other innovative programs may also be included in a future RFP. (UPDATED 2/1/2019). As such, Housing Locators and Landlord Incentives are not an eligible expense under this RFP.

Place-Based Rental Assistance and Capital Improvement programs are only eligible in the jurisdictions that declared a Shelter Crisis. The following jurisdictions declared:

- County of San Diego
- City of San Diego

- City of Oceanside
- City of El Cajon
- City of Encinitas
- City of Escondido
- City of Chula Vista
- City of National City
- City of La Mesa
- City of Lemon Grove
- City of Santee
- City of Del Mar
- City of Imperial Beach

V. Overview of HEAP Funding Activities

This section includes information about project models, application content, and system priorities— including performance and commitment to housing first and diversity—that RTFH will consider in funding decisions.

A. Performance Measures - CoC and Applicant Defined

Project performance will be a key part of contracting through this RFP. Agencies must be able to collect and report participant-level data, project services/activities, numbers of households assisted, and project outcomes utilizing HMIS as a condition of funding. Direct data entry is required in all cases. Agencies must implement policies and procedures to ensure privacy and confidentiality of participant records for both paper files and electronic databases. Agencies must use the existing HMIS system to enter data and adhere to data quality procedures as stipulated in the RTFH HMIS Policies and Procedures Manual.

The RTFH will have quarterly reporting requirements of the entity to ensure program/project success. The RTFH is committed to assisting programs, so all projects are successful and meet the local and state needs and requirements. Thus the reporting is one of the components to help ensure success.

Contracts funded through this RFP process will be expected to demonstrate results, including measurable success towards moving people experiencing homelessness into emergency, transitional, permanent or any type of stable housing.

Performance measures may include the following, as well as other performance measures defined by the applicant for the specific project. Some additional measures may be identified by the RTFH, as requirements from the BCSH department in State of California, as part of the standard funding agreement. There is no way the RTFH is able predict what additional requirements will be made by BCSH.

At this time, the reporting requirements include:

- Contract expenditures
- Unduplicated number of homeless persons or persons at imminent risk of homelessness served.
- Number of instances of service (encounters).

- Increases in capacity for new and existing programs.
- The number of unsheltered homeless persons becoming sheltered.
- The number of homeless persons entering permanent housing.

Breakdowns will be expected for each activity (i.e. services, capital improvements, rental assistance, etc.) and program type (i.e. emergency shelter, rapid re-housing, outreach, etc.) for the supplemental reporting requirements listed above, when applicable. The same information will also be requested specifically for the following subpopulations, based on priorities defined by the U.S. Department of Housing and Urban Development (HUD):

- Chronically homeless
- Homeless veterans
- Unaccompanied homeless youth
- Homeless persons in families with children

Awarded Agencies will also be asked to comment on the following:

- Progress made toward local homelessness goals.
- The alignment between HEAP funding priorities and “Housing First” principles adopted by the Homeless Coordinating and Financing Council
- Any other effects from HEAP funding that the Awarded Agency would like to share.
- Major Accomplishments and Success Stories

B. Cultural Competency

The RTFH is developing guiding principles that reflect our commitment to funding culturally responsive services to create positive outcomes for service recipients. Agencies applying for funding will demonstrate the capacity to institute these principles through routine delivery of participant-centered and strength-based services that are culturally:

COMPETENT, as demonstrated by “the ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding”. It is “the ability to function effectively in the midst of cultural differences. It includes knowledge of cultural differences, awareness of one’s own cultural values, and ability to consistently function with members of other cultural groups”.

RESPONSIVE to the cultural and linguistic needs of diverse populations. Agencies have the capacity to effectively serve and engage persons of diverse backgrounds. Agencies commit to practicing cultural responsiveness throughout all levels of the project, including policy, governance, staffing, and service model and delivery. Agencies make every effort to recruit and retain a work force (paid and voluntary), and policy-setting and decision-making bodies, that are reflective of the focus populations identified in the theory of change.

RELEVANT in addressing the cultural needs of diverse populations whose models of engagement

or cultural standards differ from mainstream practices. Agencies are staffed with people who have the cultural competency to create authentic and effective relationships and provide culturally responsive services for members of specific cultural groups and/or communities of color.

Commitment and experience of the agency reflects effective, mutually beneficial relationships with other organizations (such as grassroots or community-based organizations, churches, community networks, etc.) that are reflective of the populations being served.

ACCESSIBLE through language, location, and delivery style. Agencies have the capacity to overcome mainstream barriers and/or provide effective alternative strategies that enable residents to easily access mainstream and nontraditional projects and services.

C. Housing First and Low Barrier

Housing First is an approach to quickly and successfully connect households experiencing homelessness to services, programs, and housing options without preconditions and barriers to entry. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to housing entry. The core features of Housing First include:

- Few to no programmatic prerequisites to permanent housing entry such as demonstration of sobriety, completion of treatment programs or agreeing to comply with treatment.
- Low barrier admission policies which are designed to “screen in” rather than screen-out participants with the greatest barriers to housing such as having no or very low income, poor rental history, or criminal histories.
- Supportive services are voluntary but can and should be used to persistently engage participants to ensure housing stability-services are proactively offered to help achieve and maintain housing stability but are not a condition of tenancy. Harm reduction, trauma informed, and motivational interviewing techniques may be useful.
- Practices and policies to prevent lease violations and evictions; for example, alcohol and drug use are not considered lease violations unless such use results in disturbances to neighbors or is associated with illegal activity. Housing First models may also have policies that provide some flexibility in when rent payment is due.

Housing First projects strive to offer housing and service options that meet the unique needs of each household requesting services and that participants are offered the services that they identify as important to them.

D. Person-Centered System of Care

A person-centered approach responds to the unique needs of each family and individual based on a brief assessment of their needs, strengths, and vulnerabilities. People are connected to the appropriate service and housing resources that best meet their needs. Services should be customized to fit an individual’s needs rather than expecting an individual to follow strict programmatic guidelines for services they may or may not need.

E. Partnerships and Collaboration/Improved Coordination of Services

A systemic response to homelessness involves more than having quality individual projects available. Coordination and collaboration create projects that are accessible and achieve results.

RTFH encourages partnerships and collaborations that contribute to increasing access to services (expanding hours, adding locations, etc.), strengthening culturally competent services, move clients quickly through the system, and improving housing outcomes. Partnerships should focus on strengthening the capacity of the overall system, a commitment to collecting and using data, and the leveraging of investments by other public or private organizations committed to the project.

F. Participation in Coordinated Entry System

Coordinated Entry System (CES) is a coordinated process to ensure that all people experiencing a housing crisis have fair and equal access to housing assistance, and are quickly identified, assessed for, and connected to housing and homeless assistance based on their strengths and needs. It uses standardized tools and practices, incorporates a system-wide housing first approach, and coordinates assistance so that those with the most severe service needs are prioritized. This approach has been adopted locally, and is guided by the U.S. Office of Housing and Urban Development's (HUD) Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act.

San Diego adopts a "no wrong door approach" to ensure that assistance be allocated effectively as possible and that it will be easily accessible no matter where or how people present for services. So, regardless of where a person or family experiencing homelessness seeks assistance, they can be served or directed to resources. CES process follows a progressive engagement model where clients are engaged and information is gathered when appropriate and at the right time. Persons presenting for services should be encouraged to stay connected to the service provider as, gathering information without connection to the homeless response system results in people lost in a database and going unserved. Engagement provides the opportunity to collect or gather client-level information when appropriate. Client connection occurs at day centers, shelter, transitional housing, homeless housing services, case management, navigation, and through outreach.

Participation in RTFH's CES is required during the contract period. Participation in CES includes:

- Access Site/Front door to system regardless if the agency that provides the appropriate service needed by the individual/family – Participation in CES may not require administering the VI-SPDAT. Will be evaluated on a case –by-case basis. Must be able to provide resource information to those seeking services.
- Practices diversion strategies and continued discussion of other housing options.
- Using CES to fill housing vacancies, unless an exception is granted in accordance with the CES Standard Operations Manual.

- Ensuring new projects are accurately set up in HMIS.
- Coordinating with CES to ensure effective, person-centered services.
- Participation in Case Conferencing/By-Name List (BNL) work.
- Participation with service providers, funders, consumers and other stakeholders in CES continuous improvement efforts.
- Homeless services projects, to include outreach, diversion, and housing programs must incorporate a service delivery model which provides the opportunity for clients to engage with the program.

VI. Project Evaluation/Selection Process

This RFP is competitive. All interested parties must submit a complete application packet in **ZoomGrants™** by the deadline to be considered for funding. All completed applications turned in on or before the deadline that meets the agency eligibility requirements will be reviewed and individually scored by members of a review committee.

Applications not meeting requirements of minimum eligibility or application completeness will be deemed ineligible and will be eliminated from further consideration. RTFH reserves the right to seek clarification and accept or waive any nonmaterial irregularities or informalities in determining whether an application is eligible. RTFH reserves the right to contact the primary contact person listed on the agency's application to clarify application contents. RTFH also reserves the right to schedule and conduct interviews and/or site visits with some or all applicants prior to final award decisions are made.

A successful application must meeting the following (Required Criteria):

- Project is impactful and effectiveness in providing immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness
- Projects must implement California's Housing First policy in all aspects of program design and operation.
- Projects must participate in the RTFH Coordinated Entry System (CES).
- Projects must participate and contribute client-level data to the Homeless Management Information System (HMIS).
- Compliance with all State HEAP regulations and reporting requirements, including but not limited to reporting on relevant HUD system performance measures.
- Utilization of the definition of homelessness as defined in the HEARTH Act.
- Projects must use grant funding from this RFP to supplement, not supplant, funding for existing programs.

A successful application should also include most of the following:

- Project proposes evidence-informed and best-practice program intervention (<http://www.evidenceonhomelessness.com/>).

- Project targets a high needs/under-served client subpopulation and/or geographic area.
- Project addresses one or more priorities.
- Project utilizes a low-barrier approach and a universal design to remove barriers to service participation or housing entry.
- Project promotes cross jurisdictional or regional collaboration and cross-sector partnership.
- Project demonstrates a system approach to homelessness.

A. Selection Criteria

1. Program Design (20 pts)

a) Applicants shall describe the proposed project(s), each service, service area, target population, and the agency to deliver each service.

- Describe how the project will benefit the target population and meet an immediate unmet need in the Continuum of Care.
- Describe how this emergency funding will expand capacity or create new resources to critical services, shelter and/or house individuals and families that are experiencing homelessness or at imminent risk of homelessness in San Diego County.
- Describe the evidence-informed and best-practice program intervention to be used.
- Describe how the program will align with Housing First principles and how the community will be informed of the new or expanded program(s).
- Complete a separate Scope of Services for each proposed program(s). Include staffing model. Example:
 - E.g. Homeless Prevention Collaborative to address the needs of families in North County, inclusive of the unincorporated areas and the cities of North, South and East. The prevention program will include case management, direct financial assistance, and list all components. Agency 1, serving as the Lead Agency, will provide on-site prevention services with an additional 1 FTE case manager at an existing location in the City of North. Agency 2, will provide prevention services with an additional 1 FTE at donated space in the cities of South and East. The case manager will spend 2 days a week in the City of South and 3 days in the City of East.
 - E.g. Rapid Re-housing Collaborative to provide rental subsidy to families in North County, inclusive of the unincorporated areas and the cities of North and West. The Rapid Re-housing program will include 1 FTE case management up to 24 months in addition to up to 24 months of direct financial assistance. Direct financial assistance will consist of application fees, moving, deposit for unit and utilities as necessary, rent, and list all components. Case management after the direct financial assistance has ceased will be provided up to a total of 24 months.

b) Capital Improvements funds made available under this RFP must be spend specifically on homeless individuals and/or families. Funds may be used for the construction, acquisition, and/or rehabilitation of facilities dedicated to this population. Project should be shovel ready and demonstrate the ability to fully expend funds before June of 2021. Projects must provide the appropriate level of supportive services needed to serve the population or subpopulation of persons who are experiencing homelessness.

- Unless otherwise documented, RTFH assumes all capital projects are subject to state prevailing wage requirements. It is up to the agency/organization to determine any prevailing wage requirements. It is recommended the applicants consult with an attorney and/or the Department of Industrial Relations to make a final determination on paying of State Prevailing Wage.
- Where is this project located? Provide exact addresses of all locations where participants will be served, if known. If services will be co-located within facilities not managed by your agency please identify them as co-located.
- Describe your project description (i.e., overall goal/general purpose; location of facility; facility description, including sites in project, number of units/beds made available; storage facilities; offices for services; hygiene facilities; amenities such as appliances, bedding, living space furniture, accessibility features, etc.)
- **Describe services provided; proximity to critical services** for persons with chemical dependency, mental health, and/or co-occurring disorders, as well as to other needed services, public transportation, etc.; need for the project and how the project will address the identified need.

2. Impact and Effectiveness (25 pts)

Project has high potential to immediately impact a reduction in homelessness and it advances the long-term goal of housing permanency. The project proposes achievable outcomes to immediately reduce or prevent homelessness. The proposal includes a sound data collection, data and impact analysis, and targeting a comprehensive list of performance measures.

- Describe the objectives and outcomes of the proposed program(s) and how will you effectiveness of the project be measured in meeting these outcomes.
- Describe the data sources, methodology and resources to be used for tracking system performance measures that apply to each specific program, which may be tracked outside of HMIS.
- Complete the Projected Outcomes Table.

3. Collaboration (20 pts)

Project demonstrates a system approach to addressing the needs of persons experiencing homelessness and those at imminent risk of homelessness.

- Describe how the project will collaborate with other organizations and programs to address the needs of the target population

- Describe participation in CES and HMIS.
- Describe the collaborative efforts in the design of the program and implementation.
- Describe the relationship and role of each agency/partner. Include draft copies contracts and Memorandums of Understanding.

4. Experience & Capacity (15 pts)

Applicants should describe their experience in providing the proposed or similar activity, including past performance on relevant HUD or similar system performance measures.

- Describe the organizational capacity to administer the State funds in compliance with applicable regulations, including experience administering similar State and Federal funds. Explain the financial controls and oversight in place to ensure proper use of funds. Identify the person(s) responsible for overall financial management of the activity. Indicate how many years of experience they have managing this or similar programs
- List all programs/activities currently administered, regardless of funding source, by the applicant and any collaborative agency. Attached brochures, annual reports, etc. as need to list all current programs and activities.
- Attached your most recent annual audit.

5. Implementation/Sustainability Plan/Timeliness (15 pts)

Applicants should provide a project narrative explaining the activity to be provided and a realistic timeframe for implementation and sustainability of the activity.

- Demonstrate you understand the steps necessary to quickly implement the activity, including an expected expenditure timeline.
- Project timeline demonstrates applicant's ability to deliver services or start capital improvement activities within 60 days of contract award. This is one-time State funding and organizations should not expect the funding to be renewed or extended in the future.
- All Capital Improvement activities must include:
 - Timeline with key project benchmarks (i.e., site control; feasibility) relocation; financing (i.e., appraisal, financial underwriting, application(s) for funding, cost estimates, etc.); permitting (i.e., zoning, permits, etc.).
 - Attach appropriate documentation necessary to prove project readiness; may include documentation of appropriate zoning, purchase agreements, bids/quotes, all entitlements and public meetings are completed, etc.
 - A sustainability plan for continuation of services and/or use of the capital improvement after the HEAP funding is fully expended. Sustainability plan for Real Estate Applications must cover a minimum of 15 years.
- Attach a timeline outlining necessary steps, milestones, quarterly reports and project draw requests for reimbursement.

6. Budget (5 pts)

Applicants should provide a budget detailing the costs for the activity and any leverage of other funding sources. Proposals must fully describe all costs for the entire term of the service/project. Expenses not included in the Line Item Budget will not be reimbursed. Applicants may also include any other documents as information to further explain the proposed costs. Applicants shall include a **budget narrative**.

- Capital Improvements projects: must reflect State Prevailing Wage and cost estimates - describe how the cost estimates were determined.
- Expenditure Deadlines: 50% of the funding must be spent by December 31, 2019 and 100% by May 31, 2021.
- The RTFH reserves the right to reallocate funds between activities if a designated activity is at risk of not meeting expenditure deadlines.
- Agency may include up to a 5% indirect rate on HEAP funding with the exception of Direct Client Financial Assistance or any other expenditure when necessary to avoid a serious inequity in the distribution of indirect costs. Exclusions include, but are not limited to: rental assistance, client flex funds, relocation, subcontract amounts or subrecipient contract amounts.

B. SUBMISSION INFORMATION

Completed application are due by 11:59pm on March 4, 2019.

Applications must be submitted through **ZoomGrants™**. Applications will not be accepted in printed, electronic or any other format. Proposals must be received and date/time stamped by the 11:59pm deadline on March 4, 2019 (UPDATED 2/7/19). Incomplete proposals or proposals that do not meet the minimum eligibility requirements outlined in this Request for Proposal will not be accepted or reviewed for funding consideration. Should there be technical service errors RTFH reserves the right to extend the deadline.

1. Each agency may submit up to three separate types of applications. (UPDATE 2/7/19)

- Single Use Application: includes all the programs that the applicant will administer with HEAP funding. The applicant will not subcontract with subrecipient to perform any portion of the program(s). This does not prohibit referrals and existing relationships where HEAP funding will not be used.
- Collaborative Application: this includes all programs in which the Lead Applicant will administer and in which the Lead Applicant will subcontract with subrecipient to perform any portion of the program(s) and in which HEAP funding is passed through. ~~The Lead Applicant must include all collaborative in which they are the Lead Applicant and will subcontract with subrecipient(s),~~

~~regardless of the number of “separate” collaborative.~~ (UPDATE 2/7/19)

- A single organization may serve as the Lead Applicant for more than one distinct collaborative. The Lead Applicant must complete a separate application for each distinct collaborative (UPDATE 2/7/19)
- Real Estate Applications: this includes all programs in which the applicant is requesting funds for acquisition, major rehabilitation, reconstruction, or new construction. The applicant must include all real estate activities in one application.

2. A completed application consists of the following:

- **ZoomGrants™** Application – Submitted by March 4, 2019
- Evidence of current registration in the System for Award Management (SAM) including identification of the Authorized Entity Representative www.sam.gov.
- Proof of Data Universal Numbering System (DUNS) registration with Dun and Bradstreet. www.dnb.com/get-a-duns-number.html.
- Organizational Chart
- Board of Directors’ Roster, City/County Government Applicants submit list of Elected officials
- Conflict of Interest Statement/Policy
- Agency Operating Budget for Current Fiscal Year
 - If the applicant is a City, Town or County Department, please provide Departmental or Program Budget.
- Draft Contracts/MOUs, as appropriate. Required for any subrecipient relationship.
- Provide evidence of agency eligibility 501 c (3) determination (or equivalent), or evidence as a unit of government.
- Copies of your project intake / admissions forms reflecting a Housing First approach, for shelter and housing programs.
- A copy of the Agency’s most recent Independent Financial Audit , waived for City/County Government Applicants
- Signed Entity Certification form. All agencies participating in a Collaborative Application must include a signed Certification form. Includes commitment for each for each project’s participation in the Homeless Management of Information System (HMIS) and the Coordinated Entry System (CES). – See Appendix A

Applicants must make arrangements to ensure that applications are received by RTFH by the deadline. RTFH is not responsible for ensuring that applications are received by the deadline.

Thank you for your investment in alleviating homelessness in our region.

Appendix A - HEAP Application Certification Form

Regional Task Force on the Homeless (RTFH)
2019-2021

The undersigned applicant Agency hereby certifies that:

1. The information contained in the application and all attachments is true to the best of my knowledge.
2. If awarded funds, the Agency certifies that:
 - a. It will comply with Federal, State and County regulations and policies applicable to the source of funds awarded.
 - b. It understands that the RTFH, State or other entity shall have access to all program and financial records related to the program for monitoring or audit purposes.
 - c. There will be sufficient funds, including federal, local and other sources of funds, to operate the program as proposed.
 - d. There will be sufficient staff capacity to effectively administer the program.
 - e. It will retain records relating to the use of funds for a period not less than six years after the termination of the agreement.
 - f. It will provide timely performance reports as required in the executed agreement with the RTFH.
 - g. It will provide proof of insurance.
 - h. It will collect universal data elements and meet data quality standards of the Homeless Management Information System (HMIS) Policies and Procedures Manual and all other related data collection and reporting documents.
 - i. It will participate in the Coordinated Entry System as appropriate.
 - j. It affirms that the project aligns with California’s Housing First Policy.
 - k. If selected for funding, all appropriate project staff will participate in CoC trainings on HMIS, CES, Diversion, Outreach, RRH Learning Collaborative, and any others as appropriate.
 - l. It will comply with all state regulations regarding accountability and transparency.

Name of Agency

Date of Signature

Typed Name of Executive Director

Telephone Number of Executive Director

Executive Director Signature

Email address of Executive Director

Appendix B - Glossary of Terms

APPLICANT: an entity that applies for funds. If selected the applicant becomes the grantee and is responsible for the overall management of the grant, including drawing grant funds and distributing them to sub-recipients, as appropriate.

BASIC NEEDS: physiological needs such as hunger, thirst, bodily comforts, etc. associated with the lowest level of human need on Maslow's Hierarchy of Needs.

BRIDGE HOUSING: is a hybrid of emergency shelter and transitional housing to serve the population that requires short term housing and supportive services to achieve self-sufficiency or to access available Permanent Supportive Housing.

CAPITAL IMPROVEMENTS: Includes acquisition, new construction, renovation, rehabilitation and conversion of emergency shelter, transitional housing, drop-in centers, safe parking lots, permanent supportive housing, and improvements to current structures that serve homeless individuals and families. This may include solutions to address homelessness and the public health crisis such as for hand-washing stations, public toilet, shower facilities, or others. Capital improvements may also be available to facilitate low-barrier facilities (e.g., construction of kennels, storage facilities, etc.) or enhance universal access. Capital Improvements are only eligible in jurisdictions that declared a Shelter Crisis.

COORDINATED ENTRY SYSTEM: (as defined by HUD) means a centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.

CHRONIC HOMELESSNESS: HUD defines a chronically homeless person as an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years. To be considered chronically homeless, persons must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency homeless shelter during that time.

CLIENT INTAKE: The process of collecting client information upon entrance into a program.

CONSUMER: An individual or family who has or is currently is experiencing homelessness.

CONTINUUM OF CARE (CoC) – A community with a unified plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency.

DATA QUALITY – The accuracy and completeness of all information collected and reported to the HMIS.

DE-IDENTIFICATION: The process of removing or altering data in a client record that could be used to identify the person. This technique allows research, training, or other non-clinical applications to use real data without violating client privacy.

DEVELOPMENTAL DISABILITY: (as defined by HUD) as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002):

1. A severe, chronic disability of an individual that—
 1. Is attributable to a mental or physical impairment or combination of mental and physical impairments;
 2. Is manifested before the individual attains age 22;
 3. Is likely to continue indefinitely;
 4. Results in substantial functional limitations in three or more of the following areas of major life activity:
 1. Self-care;
 2. Receptive and expressive language;
 3. Learning;
 4. Mobility;
 5. Self-direction;
 6. Capacity for independent living;
 7. Economic self-sufficiency.
 5. Reflects the individual’s need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.
2. An individual from birth to age 9, inclusive, who has a substantial developmental delay or specific congenital or acquired condition, may be considered to have a developmental disability without meeting three or more of the criteria described in paragraphs (1)(i) through (v) of the definition of “developmental disability” in this section if the individual, without services and supports, has a high probability of meeting these criteria later in life.

DISABLING CONDITION: A disabling condition in reference to chronic homelessness is defined by HUD as a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability, including the co-occurrence of two or more of these conditions. A disabling condition limits an individual’s ability to work or perform one or more activities of daily living.

DISCHARGE PLANNING / PLACEMENT PLANNING: the case plan which identifies client needs when transitioning from one type of setting or service to another and connects the client to appropriate community resources to ensure stability once discharged or placed.

DIVERSION: A strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing. Empowering persons facing imminent homelessness to identify safe and appropriate housing options (other than the street/car/shelter), and assisting them in avoiding shelter and returning to housing. Diversion targets people as they are applying for entry into shelter. <http://endhomelessness.org/wp-content/uploads/2011/08/creating-a-successful-diversion-program.pdf>

DOMESTIC VIOLENCE (DV): Occurs when a family member, partner or ex-partner attempts to physically or psychologically dominate another. Includes physical violence, sexual abuse, emotional abuse, intimidation, economic deprivation, and threats of violence. Violence can be criminal and includes physical assault (hitting, pushing, shoving, etc.), sexual abuse (unwanted or forced sexual activity), and stalking. Although emotional, psychological and financial abuse are not criminal behaviors, they are forms of abuse and can lead to criminal violence. There are a number of dimensions of DV. Including: mode – physical, psychological, sexual and/or social; frequency – on/off, occasional, chronic; and severity – in terms of both psychological or physical harm and the need for treatment, including transitory or permanent injury, mild, moderate, and

EMERGENCY HOUSING: is immediate night time shelter with the additional option of short-term extended stay.

EMERGENCY SHELTER (ES): Any facility whose primary purpose is to provide temporary shelter for the homeless in general or for specific populations of the homeless.

FAITH-BASED ORGANIZATION: (As defined by the Federal Office of Faith Based Initiatives)

- A religious congregation (church, mosque, synagogue, or temple)
- An organization, program, or project sponsored/hosted by a religious congregation (may be incorporated or not incorporated)
- A nonprofit organization founded by a religious congregation or religiously-motivated incorporators and board members that clearly states in its name, incorporation, or mission statement that it is a religiously motivated institution • a collaboration of organizations that clearly and explicitly includes organizations from the previously described categories.

GOALS OF THE MCKINNEY VENTO ACT: three primary goals of all HUD-funded homeless projects; namely, to support programs and service that help homeless persons (1) achieve residential stability, (2) increase their skill levels and/or income and (3) obtain greater self-determination.

GREATER SELF-DETERMINATION: increases in a participant's ability to make decisions that affect their lives. Those increases may result from such actions as involvement in the development of his/her individual housing and supportive services plan (including developing personal goals), participating in resident advisory council meetings or other involvement in the development of program rules and procedures, involvement in program implementation through such activities as employment and volunteer services, and choice in selecting services providers.

Health Insurance Portability and Accountability Act of 1996 (HIPAA) – U.S. law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals, and other health care providers. Developed by the Department of Health and Human Services, these standards provide patients access to their medical records and give them more control over how their personal health information is used and disclosed.

HOMELESS: a person sleeping in a place not meant for human habitation (e.g. living on the streets) or in an emergency shelter; or a person in transitional housing for homeless persons who originally came from the street or an emergency shelter. Also, a person may be considered homeless if, without assistance from a service-provider, they would be living on the streets. This includes persons being evicted within a week from a private dwelling with no subsequent

residence identified and lacks the resources and support networks needed to obtain housing; or being evicted within a week from an institution in which the person has been a resident for more than 30 consecutive days with no subsequent residence identified and he/she lacks the resources and support networks needed to obtain housing.

HOMELESS EMERGENCY ASSISTANCE AND RAPID TRANSITION TO HOUSING ACT (HEARTH Act) :

(as defined by HUD) On May 20, 2009, President Obama signed into law a bill to reauthorize HUD's McKinney-Vento Homeless Assistance programs. It consolidates three of the separate homeless assistance programs administered by HUD under the McKinney-Vento Homeless Assistance Act into a single grant program, and revises the Emergency Shelter Grants program and renames it the Emergency Solutions Grants program. The HEARTH Act also codifies in law the Continuum of Care planning process, a longstanding part of HUD's application process to assist homeless persons by providing greater coordination in responding to their needs. The HEARTH Act also directs HUD to promulgate regulations for these new programs and processes.

HOMELESS MANAGEMENT INFORMATION SYSTEMS (HMIS): a computerized data collection application designed to capture client-level information over time on the characteristics and service needs of men, women and children experiencing homelessness, while also protecting client confidentiality. It is designed to aggregate client-level data to generate an unduplicated count of clients served within a community's system of homeless services.

HOUSING SERVICES: agency or organization providing housing related services which may include: recruitment of housing units for homeless clients and site monitoring, mediation between landlord and tenant, tenant rights and responsibility education, and inform caseworker of any major issues i.e. eviction notices, criminal activity, etc.

HUMAN TRAFFICKING: Is the illegal trade of human beings through abduction, the use of threat or force, deception, fraud, or sale for the purpose of forced labor and/or commercial sex. As defined under U.S. federal law, victims of human trafficking include children involved in the sex trade, adults age 18 or over who are coerced or deceived into commercial sex acts, and anyone forced into different forms of "labor or services," such as domestic workers held in a home, or farmworkers forced to labor against their will.

INFORMED CONSENT: A client is informed of options of participating in an HMIS system and then specifically asked to consent. The individual needs to be of age and in possession of all of his faculties (for example, not mentally ill), and his/her judgment not impaired at the time of consenting (by sleep, illness, intoxication, alcohol, drugs or other health problems, etc.).

INTENSIVE CASE MANAGEMENT: a more comprehensive application of the activities and skills of case management, which include:

- **Outreach and client identification:** to attempt to enroll clients not using normal regular or mainstream services
- **Assessment:** to determine a person's current and potential strengths, weaknesses and needs
- **Planning:** to develop a specific, comprehensive, individualized treatment and service plan
- **Linkage:** to transfer clients to necessary services and treatments provided in the community

- **Monitoring:** to conduct ongoing evaluation of client progress and needs
- **Client Advocacy:** to intercede on behalf of a specific client or a class of clients to ensure equity and appropriate services
- **Direct Service:** provision of clinical services or financial assistance to overcome barriers
- **Crisis Intervention:** assisting clients in crisis to stabilize through direct interventions and mobilizing needed supports and services
- **System Advocacy:** intervening with organizations or larger systems of care in order to promote more effective, equitable, and accountable services to a target client or group
- **Resource Development:** attempting to create additional services or resources to address the needs of clients
- **Discharge Planning:** implementing many of the above functions again to help client plan to transition from one type of setting or service program to another. Intensive case management requires a higher level of commitment of an agency's and case worker's resources and time, and the majority of activities typically occur with the client in the field.

LEVERAGING: a written commitment documented on letterhead, signed and dated by an authorized representative, which must contain the following elements: • the type of contribution (e.g. cash, child care, case management, etc.) • the value of the contribution • the name of the project and its sponsor organization to which the contribution will be given • the date the contribution will be available

MAINSTREAM SERVICES: government funded programs that provide services, housing and income supports to poor persons, whether homeless or not. They include programs providing welfare, health care, mental health care, substance abuse treatment, veteran' assistance, housing subsidies and employment services.

OUTREACH TEAM/MOBILE CRISIS INTERVENTION: involves moving outside the walls of the agency to engage with people experiencing homelessness who may be disconnected and alienated not only from mainstream services and supports, but from the services targeting homeless persons as well. Work done in the field, providing needed intervention, assessment, treatment referrals and other related services to address the immediate crisis facing those in need. Mobile outreach teams will respond quickly to emergency actions by local municipalities and provide coordinated outreach efforts to homeless individuals in response to interventions and cleanup efforts.

OPERATING COSTS: the costs associated with the day-to-day operation of the shelter or supportive housing facility and includes payment for shelter management (including salaries), maintenance, operation, supplies, rent, repairs, security, fuel, equipment, insurance, utilities, food and furnishings.

OUTCOMES: showing how a project benefits the community or people it serves; or, stated another way, how is the person or community changed as a result of the activity of the project? One chooses an outcome based on the purpose for the activity; it may help to answer the question "Why would the organization fund this activity?" The outcome is designed to capture the nature of the change or expected result of the objective that the project seeks to achieve. It is possible that a particular project activity could be categorized in different ways, depending upon

the intent.

PERMANENT HOUSING: (as defined by HUD) is the community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid rehousing. To be permanent housing, the program participant must be the tenant on a lease for a term of at least one year, which is renewable for terms that are a minimum of one month long, and is terminable only for cause.

PERFORMANCE MEASURES: A process that systematically evaluates whether your program's efforts are making an impact on the clients you are serving.

PERMANENT SUPPORTIVE HOUSING: Long-term, community-based housing that has supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting. The supportive services may be provided by the organization managing the housing or coordinated by the applicant and provided by other public or private service agencies. Permanent housing can be provided in one structure or several structures at one site or in multiple structures at scattered sites. There is no definite length of stay.

PREVENTION: financial assistance and other services that directly results in the maintenance of housing and/or prevention of eviction resulting in homelessness. Consumers are not homeless prior to coming into the program. This includes housing provided to those discharged from an institution (i.e. hospital, jail, mental health facility). Prevention may include housing relocation, stabilization services and short-and/or medium-term rental assistance as necessary to prevent the individual or family from moving to an emergency shelter or a place not meant for human habitation. Prevention targets people at imminent risk of homelessness.

<http://endhomelessness.org/wp-content/uploads/2009/07/homelessness-prevention-guide-and-companion.pdf>

- **One time financial assistance:** utilities, rent, mortgage assistance
- **Short term housing subsidy:** up to 24 months of mortgage, rental or utility assistance
- **Payee services:** program that manages a consumer's entitlement benefits (i.e. SSI, SSA, VA, TANF) to ensure their needs for housing are met consistently
- **Legal services:** non-financial legal advisement or representation that assists consumers with eviction prevention or fair housing advocacy
- **Crisis intervention:** non-financial mediation and negotiation between landlords and/or client which facilitates the maintenance of housing

PRIVATE NONPROFIT ORGANIZATION: (as defined by HUD) means an organization:

1. No part of the net earnings of which inure to the benefit of any member, founder, contributor, or individual;
2. That has a voluntary board;
3. That has a functioning accounting system that is operated in accordance with generally accepted accounting principles, or has designated a fiscal agent that will maintain a functioning accounting system for the organization in accordance with generally accepted accounting principles; and

4. That practices nondiscrimination in the provision of assistance. A private nonprofit organization does not include governmental organizations, such as public housing agencies.

PRIVATE NONPROFIT STATUS: status that is documented by a copy of the Internal Revenue Service (IRS) ruling proving tax-exempt status under Section 501(c)(3) of the IRS Code; and

1. no part of the net earnings of which may inure to the benefit of any member, founder, contributor, or individual;
2. that has a voluntary board of not less than five (5) unrelated persons;
3. that has a functioning accounting system that is operated in accordance with generally accepted accounting principles, or has designated an entity that will maintain a functioning accounting system for the organization in accordance with generally accepted accounting principles;
4. that practices nondiscrimination in the provision of assistance; AND
5. has all required licenses and certifications to do business in the State

PROGRAM PARTICIPANT: (as defined by HUD) is an individual (including an unaccompanied youth) or family who is assisted with program funds.

PUBLIC NONPROFIT STATUS: a letter or other document from an authorized official stating that the organization is a public nonprofit organization.

QUALITY: a degree of excellence or superiority in kind. The degree to which services and supports for individuals and populations increase the likelihood for desired housing and quality of life outcomes and are consistent with current professional knowledge.

RAPID REHOUSING: provides short-term rental assistance and services. The goals are to help people obtain housing quickly, increase self-sufficiency, and stay housed. It is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the needs of the person. Rapid Rehousing targets people who are already homeless. <https://endhomelessness.org/rapid-rehousing-works/>

RECIPIENT: is an applicant that signs a grant agreement with RTFH.

RENOVATION/REHABILITATION/CONVERSION OF BUILDING:

- **CONVERSION:** a change in the use of a building to a shelter for the homeless, where the cost of conversion and any rehabilitation costs exceed 75 % of the value of the building before conversion. If such costs do not exceed 75 % of the value of the building before conversion, they are to be considered rehabilitation. The conversion of any building to shelter the homeless must meet local government safety and sanitation standards. For projects of 15 or more units where rehabilitation costs are 75 % or more of the replacement cost of the building, that project must meet the requirements of 24 CFR 8.23(a) concerning accessibility requirements of Section 504 of the Rehabilitation Act of 1973, as amended.
- **MAJOR REHABILITATION:** rehabilitation that involves costs in excess of 75% of the value of the building before rehabilitation. Major rehabilitation must meet local government safety

and sanitation standards. In addition, for projects of 15 or more units where rehabilitation costs are 75% or more of the replacement cost of the building, that project must meet the requirements of 24 CFR 8.23(a) concerning accessibility requirements of Section 504 of the Rehabilitation Act of 1973, as amended.

- **REHABILITATION:** labor, materials, tools, and other costs of improving buildings, including repair directed toward an accumulation of deferred maintenance; replacement of principal fixtures and components of existing buildings; installation of security devices; and improvement through alterations or incidental additions to, or enhancement of, existing buildings, including improvements to increase the efficient use of energy in buildings, and structural changes necessary to make the structure accessible for persons with physical handicaps. Rehabilitation also includes the conversion of a building to shelter for the homeless, where the cost of conversion and any rehabilitation costs do not exceed 75% of the value of the building before conversion. Rehabilitation must meet local government safety and sanitation standards. In addition, for projects of 15 or more units where rehabilitation costs are 75 % or more of the replacement cost of the building, that project must meet the accessibility requirements of the Americans With Disabilities Act of 1991, or where rehabilitation costs are less than 75% of the replacement cost of the building, that project must meet the requirements of 24 CFR 8.23(b) concerning accessibility requirements of the Americans With Disabilities Act of 1991.
- **RENOVATION:** rehabilitation that involves costs of 75% or less of the value of the building before rehabilitation. Renovations must meet local government safety and sanitary standards. In addition, for projects of 15 or more units where rehabilitation costs are less than 75% of the replacement cost of the building, that project must meet the requirements of 24 CFR 8.23(b) concerning accessibility requirements of Section 504 of the Rehabilitation Act of 1973, as amended.
- **VALUE OF THE BUILDING:** the monetary value assigned to a building by an independent real estate appraiser, or as otherwise reasonably established by the grantee.

RESIDENTIAL STABILITY: access to, and length of stay in, stable affordable housing. Achieving residential stability involves not only the availability of affordable, permanent housing, but also the success of the program in addressing the problems that led to the person or household becoming homeless. Those problems may involve mental illness, substance abuse, physical disabilities, unemployment, or other factors.

RENTAL ASSISTANCE: financial assistance or subsidies to address the housing needs of persons experiencing homelessness. May include: Housing vouchers, rapid re-housing programs, and homeless prevention strategies.

- **Placed Based:** Motel/hotel vouchers, master leases, rental subsidies for set-aside units. Use of HEAP funding for these programs is only eligible in jurisdictions that declared a Shelter Crisis.
- **Person Based:** Housing vouchers and rapid re-housing programs in which the client chooses where to live from the general market.

SELF-SUFFICIENCY: a self-sufficient individual or family that ultimately lives with minimal, if any, public or private assistance.

SHELTER: any type of agency-sponsored housing activity whereby the agency provides temporary housing accommodations for clients. Shelter activities may include: • Emergency Shelter where placement is based on the client's emergent need and duration is typically less than 90- 120 days.

The term shelter encompasses buildings, facilities and accommodations paid for by the agency, thus including any apartment living arrangements paid by the tenant-based rental assistance vouchers provided by an agency or participation in an agency's program.

SINGLE ROOM OCCUPANCY (SRO): the SRO Program provides rental assistance for homeless persons in connection with the moderate rehabilitation of SRO dwellings. SRO housing contains units for occupancy by one person. These units may contain food preparation or sanitary facilities, or both.

SUBRECIPIENT: A private nonprofit organization, State, local government, or instrumentality of State or local government that receives a subgrant from the recipient to carry out a project.

SUPPORTIVE SERVICES: (also known as essential services). Services that may assist homeless participants in the transition from the streets or shelters into permanent or permanent supportive housing, and that assist persons with living successfully in housing. Address the service needs of homeless persons, such as employment, health, drug abuse treatment, or education, to help homeless persons meet three overall goals: (1) achieve residential stability; (2) increase their skill levels and/or incomes and (3) obtain greater self-determination. Staff costs associated with case management or provision of supportive services is considered a supportive service. Supportive Services may include, but are not limited to:

- Assistance in obtaining permanent housing
- Assistance in obtaining other Federal, State or local assistance, including but not limited to;
 - Public assistance such as food stamps, TANF, medical cards, child support enforcement, child care subsidies, home energy assistance, etc.
 - Employment training and placement programs provided through the Department of Employment, Training and Rehabilitation or the Workforce Investment Act.
- Medical counseling and supervision
- Mental Health and psychological counseling and supervision
- Employment counseling
- Substance abuse treatment and counseling
- Other services such as child care payments, transportation assistance, job placement or job training. HUD funds cannot be used to supplant mainstream or other funding for these essential services.

SUPPORTIVE SERVICES DEFINITIONS

- **Outreach:** services and information about the availability of community resources delivered to people wherever they may reside. Common examples include: Street Outreach, Mobile Unit or Law Enforcement responses.
- **Employment Services:** education related to job skill development, on-the-job-training, referral, job placement, sheltered workshop, job coaching/shadowing, employment

testing, and employment evaluation, as well as support and coaching provided after employment placement, to assist client in adjusting and maintaining a job

- **Case Management:** assessment, crisis intervention, linkage to services, monitoring client progress, system advocacy and discharge/placement planning. Case plan in chart required
- **Substance Abuse Care:** assessment, diagnosis, evaluation, treatment, aftercare. Requires licensed personnel CADAC, LADC, LCSW, Psychologist, MFT, MD
- **Mental Health Care:** assessment, crisis intervention, therapy, medication, diagnosis. Requires licensed personnel LCSW, Psychologist, MFT, MD. Medical Care: assessment, diagnosis, treatment, referral, medication. Requires licensed personnel APN, MD, RN
- **Housing Search/Placement:** determining eligibility for specific housing programs and providing the means to access housing, assistance in completing housing applications.
- **Life Skills:** education and training on: hygiene, time management, parenting, financial literacy, health and wellness, job readiness, transportation, communication, cooking, and nutrition.
- **Childcare:** subsidy or program that cares for minor children or children with a disability.
- **Education:** formal education that leads towards a high school diploma, GED, college diploma, or professional/continuing education. Also include stipends and scholarships.
- **Transportation:** bus/van services, taxi vouchers, gas vouchers, bus tickets/passes, financial assistance to repair a vehicle, car registration fees Deposit Assistance: financial assistance to pay for an apartment/home deposit.

TRANSITIONAL HOUSING: housing coupled with supportive services that are provided for a maximum of 2 years. The primary purpose is to provide temporary housing (lasting at least three months, but not to exceed 24 months) with supportive services used to facilitate the movement of homeless individuals and/or families to permanent housing. The supportive services may be provided by the organization managing the housing, or coordinated by them and provided by other public or private agencies. The program rules, in turn, are designed to enhance the residents' self-sufficiency. Case management services are provided, as are other direct services designed to remove the obstacles individuals or families face when attempting to return to self-sufficiency.

TRANSPORTATION: the method of arriving at a desired destination. For the most part, homeless individuals and families rely on the public transportation system, but many still own cars. Homeless clients need a variety of assistance with transportation, including financial assistance (with bus passes or gas vouchers), repairs, or sometimes accompaniment.

UNDUPLICATED COUNT: The number of people who are homeless within a specified location and time period. An unduplicated count ensures that individuals are counted only once regardless of the number of times they entered or exited the homeless system or the number of programs in which they participated. Congress directed HUD to develop a strategy for data collection on homelessness so that an unduplicated count of the homeless at the local level could be produced.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD): HUD's mission is to increase homeownership, support community development and increase access to affordable housing free

from discrimination. To fulfill this mission, HUD will embrace high standards of ethics, management and accountability and forge new partnerships—particularly with faith-based and community organizations—that leverage resources and improve HUD’s ability to be effective on the community level.

VICTIM SERVICE PROVIDER: a nonprofit, nongovernmental organization including rape crisis centers, battered women’s shelters, domestic violence transitional housing programs, and other programs whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking

Appendix C - ZoomGrants

1. GO TO ORGANIZATION'S ZOOMGRANTS PAGE

Navigate to the ZoomGrants page for the organization by using the link provided to you by the program administrator:

<https://zoomgrants.com/gprop.asp?donorid=2316&limited=2181>

NOTE: For this first step, **do not go to the ZoomGrants homepage**. Once you've started an application using the link above, you can log in at <https://ZoomGrants.com/login>.

2. CREATE AN ACCOUNT AND LOG IN

Create your ZoomGrants account and log in using the New ZoomGrants Account box on the righthand side. If you already have an account, log in using the boxes in the upper right corner of the page.

NOTE: In ZoomGrants, **each application is officially associated with a single account and each account is 'owned' by a single user and accessed by a single email address**. We recommend that the person who will be the primary contact for applications creates the first account for an organization. Once that person creates their account, gets logged in, and starts the application(s), they will be able to invite other people to collaborate on all or some of the applications in their account.

3. CREATE YOUR APPLICATION

Click the **Apply** button next to the appropriate program to create your first application for that program.

4. INVITE OTHERS TO COLLABORATE

Use the Collaborators section in the first tab of the application to invite others to work on this application with you.

- Enter their email address.
- Indicate on which sections they are allowed to collaborate.
- Click the **Invite** button. An invitation will be sent to their email address. They'll be able to set up an account by which they can access and edit the application.

NOTE: If granted access, collaborators can do everything that the application owner can do, except: editing the Applicant and Organization information sections in the first tab of the application and submitting, archiving, or deleting the application.

5. ANSWER THE QUESTIONS AND FILL IN THE BUDGET AND TABLES

The system will automatically save your answers as you move through the application and enter text then click outside of each textbox or select a multiple choice or checkbox item and click into a new field. Click on the tabs to quickly jump to another section of the application or use the 'Next' and 'Previous' buttons at the bottom of the tabs to move sequentially through the application.

NOTE: Some question tabs may have a **branching question**, which will hide certain questions based on your answers to the branching question.

6. UPLOAD DOCUMENTS

Click the Upload button next to each applicable document request set up by the administrator to open up the File Upload Window for that request. Follow the instructions in the window to upload or link a file (or multiple) in that slot.

NOTES:

- 1) Any document request marked with a yellow **'Required'** note **MUST** have something uploaded or linked in that slot in order for your application to be submitted. If you feel a required request is not applicable to you, create a document in which you note the inapplicability and upload that into the slot.
- 2) If the administrator has provided a **template**, click the orange 'Template' link to download that template. Fill it out, then upload it into that slot.
- 3) Click the **Help** button in the File Upload Window to access a quick tutorial video (also available here: http://youtu.be/b0lxkjsj5_Ow).
- 4) If you finish your application by uploading documents, use the grey Refresh Page button to reload the page before clicking the Submit Now button to submit your application.

7. SUBMIT THE APPLICATION

Click the grey Submit Now button at the top of the application when you've completed the applicable content in every tab. The system will check to ensure you have answered every question and uploaded all **'Required'** documents. Any skipped questions or missing documents will be listed in red. When you're done with your edits, use the grey Refresh Page button in the application to reload the page, then click the Submit Now button to re-run the check. If your application is complete, you'll be able to enter your initials and officially submit the application.

NOTES:

- 1) The **completion check** verifies that you have answered the applicable questions and uploaded 'Required' documents, but you are responsible for ensuring you have completed the content requested in the budgets and tables (as applicable) and uploaded the documents that are requested but not 'Required'.
- 2) If the administrator has chosen to let you make changes to your application even after it has been submitted, you can edit your submitted application up until the deadline passes. If you do make any changes, you do NOT need to 're-submit' it. The changes are automatically reflected in the submitted application.