



SAN DIEGO  
**Regional Task Force  
on the Homeless**

**REQUEST FOR PROJECT PROPOSALS  
NOTICE OF PROPOSAL SUBMISSION REQUIREMENTS  
U.S Department of Housing and Urban Development  
Youth Homeless Demonstration Program (YHDP) - San Diego Continuum of Care**

## **Summary of Updates:**

**Page 6:**

- Clarification that a Contractor is also known as a MOA Service Partner. Provided an additional example. (UPDATED 4/23/19)

**Page 14:**

- Clarification of RTFH's intent with partnerships and collaborations. (UPDATED 4/23/2019).
- RTFH is offering each applicant a technical assistance opportunity to speak directly with RTFH staff regarding the proposed project partnership in order to determine if the project is designed as a Subrecipient relationship or as a Contractor/MOA Service Partnership relationship. This technical assistance opportunity must be completed no later than May 6, 2019. Please contact Cindy Pelligrino at 858-292-7627, ext. 16 or [cindy.pelligrino@rtfhsd.org](mailto:cindy.pelligrino@rtfhsd.org) to schedule a 30 minute technical assistance meeting. Meetings may be held in-person or over the phone. (UPDATED 4/23/19)

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**Youth Homeless Demonstration Program (YHDP) - San Diego Continuum of Care**

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## I. CONTEXT/BACKGROUND

The San Diego region is a home to unaccompanied youth under 18 and young adults ages 18-24, collectively called Youth and Young Adults (YYA), who are experiencing homelessness.

In July of 2018 the Regional Task Force on the Homeless Continuum of Care was awarded through national competition, the Youth Homelessness Demonstration Program (YHDP) grant by The U.S. Department of Housing and Urban Development (HUD) in the amount of \$7.94 million, to prevent and end youth homelessness in the San Diego region. As a threshold requirement, the CoC was required to create a [Coordinated Community Plan \(CCP\) to End Youth Homelessness](#) in the San Diego region, regardless of the funding source.

Over a period of eight months, the CoC worked in partnership with various stakeholders including: the Youth Action Board (YAB), multiple community service providers, HUD and HUD technical Assistance Providers. The CCP development was an amalgam of input and best practices from six special focus groups, four community input sessions and more than 25 Operational Team meetings; inclusive of written feedback from the San Diego Youth Homelessness Consortium, subject matter experts, and the various youth and community stakeholders on what they believe is needed to end youth homelessness in the San Diego region.

The YHDP award and Coordinated Community Plan will move the Continuum of Care forward in creating appropriate system capacity, and full implementation of a youth coordinated entry system to identify and quickly link all homeless youth to tailored and scaled housing and services. The YHDP grant aims to support a wide range of housing programs including rapid rehousing, supportive services connected to permanent housing, transitional housing, and host homes; while emphasizing prevention and diversion.

The Youth Homeless Demonstration Grant will expand the community's capacity to serve homeless youth, pilot new models of assistance, and determine what array of interventions is necessary to serve the target population in their community. YHDP will measure youth outcomes, and the connection between youth performance measures on overall system performance for the Continuum of Care (CoC) to prevent and end youth homelessness by forming new partnerships, addressing system barriers, conducting needs assessments and testing promising strategies.

HUD Principles and Outcomes include: Stable housing, permanent connections, education/ employment/ entrepreneurialism (3E's), social-emotional well-being; Incorporating: Special Populations (pregnant & parenting, justice involved, LGBTQ, unaccompanied minors, foster care, human trafficking and domestic violence); Positive Youth Development, Family Engagement, Immediate Access to housing; Youth Choice, Individualized and participant-driven supports, social and community integration.

The Regional Task Force on the Homeless, is seeking proposals from nonprofit service providers and governmental agencies to implement projects to serve unaccompanied homeless youth, age 24 and younger in support of San Diego's Coordinated Community Plan to End Youth Homelessness funded by United States Department of Housing and Urban Development's (HUD).

## A. YHDP – San Diego’s Shared Vision

Our vision is that by 2024, all youth experiencing homelessness have safe and stable homes where their journey to independence is supported through an accessible, youth-driven ecosystem of care. Services are low barrier and incorporate youth’s community and birth or chosen family. Youth leadership and engagement is the norm, and youth voices are heard and respected. Our work is built on a commitment to equity, inclusiveness, compassion and social justice.

While there will still be youth who experience housing crises, we will have a system that is built on the idea that youth homelessness is both unacceptable and truly solvable. We will be united as a strong cohesive network, with partners representing multiple systems and offering opportunities for growth, wellness, and self-sufficiency. Our ongoing work reflects a commitment to fully understanding individual and community strengths and risk factors, and a commitment to positive and lasting change. We are proactive about addressing system barriers and will continue to work in partnership to continuously address our system challenges as a cohesive team of youth and service providers.

**Mission:** To unite providers, young people, and diverse stakeholders together to ensure that youth homelessness is rare, brief and non-recurring by utilizing a coordinated youth ecosystem to connect youth to housing services and community resources.

## B. YHDP – Goals

Youth experience homelessness because of many interconnected challenges, which require a holistic solution that addresses both system-level and youth-level needs. To achieve our vision of preventing and ending youth homelessness, we will focus our efforts in the following areas:

1. Center youth in the design and oversight of all activities
2. Facilitate cross-system and cross-agency collaboration and coordination
3. Use quality data to drive decision-making
4. Ensure streamlined access to services for youth that are equitably resourced in all parts of the county
5. Provide expanded housing options that support youth in remaining stably housed and making sustained exits from homelessness
6. Open doors to self-sufficiency and success through education, employment and entrepreneurialism<sup>1</sup>
7. Support social-emotional well-being and permanent connections for youth
8. Prevent youth from becoming homeless or chronically homeless

More details about the goals, related objectives and action steps can be found in Appendix A: Action Plan of the Coordinated Community Plan to End Youth Homelessness.

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<sup>1</sup> Entrepreneurialism is the process of designing, launching and running a new business, which is often initially a small business.

### **C. YHDP – Guiding Principles**

(See page 8-15 of the Coordinated Community Plan)

San Diego’s work to prevent and end youth homelessness is guided by the following principles:

1. Positive Youth Development
2. Trauma Informed Care
3. Individualized and Youth Driven supports
4. Youth Choice
5. Family Engagement
6. Social and Community Inclusion
7. Youth Focused Housing First

These principles, which align with the United States Interagency Council on Homelessness (USICH) Framework to End Youth Homelessness, underscore all of our work.

## **II. Overview of YHDP Funding Activities**

At the program and agency level, we are committed to ensuring that young people have access to the diversity of supports they need to achieve their goals. This means both expanding the services we have, but also requires us to improve how young people access existing supports. We plan to use YHDP and other funding streams to fill in these gaps.

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.

Potential applicants are strongly encouraged to read the YHDP Coordinated Community Plan to End Youth Homelessness (CCP) in its entirety prior to submitting a completed application. Please see the RTFH website at: <https://www.rtfhsd.org/yhdp/>

### **A. YHDP PRINCIPLES, RESTRICTIONS AND LIMITATIONS**

#### **1. Innovation and Collaboration**

RTFH wants to see collaboration and partnership in provision of interventions. Collaboration and partnership is strongly encouraged. Collaborating agencies should plan, discuss and decide collectively but would instead apply separately for their individual component of the overall collaborative program. Each entity should submit documentation outlining how the applicant and other agencies in the collaborative program will work together and what each agency will be doing. This should also outline how they ensure a coordinated effort across all programs.

#### **2. Youth Involvement**

RTFH strongly believe in the importance of youth voice and youth leadership in guiding our efforts to prevent and end youth homelessness.

Youth voice is an integral component of the Youth Homeless Demonstration Program efforts in San Diego. The Youth Action Board (YAB) is comprised of youth and young adults ages 24 and younger who have current or former experiences of homelessness. The YAB was formed as a task group committee of the CoC in 2016. It was formally adopted by the governance board of the CoC as an ad hoc committee of the CoC in January 2019. With this adoption, they have gained full membership in the CoC and will be included in policy making decisions of the CoC moving forward, with a focus on policies that relate to preventing and ending youth homelessness. YAB members have participated in all other planning meetings for the CCP and ensured that youth voice is reflected in all planning and decision-making. The YAB has done an extraordinary job leading the efforts to design our CCP and to shape the projects that are outlined in the CCP.

RTFH encourages applicants to integrate youth voice into the process and incorporate youth involvement in design of proposal, implementation and continuous quality improvement.

### 3. Geographic reach and/or special populations served

RTFH is not prioritizing any specific geography or special population. However, if the applicant is addressing a specific subpopulation, as defined in the CCP, address the needs and intervention response in the application.

### 4. YHDP Program Waivers

RTFH is pursuing waivers to support our work in the following areas. Applications may submit proposals as if the waivers have been approved. If an application is awarded that includes a program designed based on the waiver, and the waiver is not approved, RTFH will work with the subrecipient to adjust the program design and budget accordingly.

- Waiver to serve youth who fall into HUD's category three;
- Waiver to serve youth through rapid rehousing for up to 36 months and to provide case management for up to 42 months; and
- Waiver to provide rental assistance without a 12-month lease, i.e. month to month rental agreement.

### 5. Capital Requests Limitation

RTFH will not consider any request for capital funding under this RFP.

### 6. Subrecipient vs Contractor/MOA Service Partnership (UPDATED 4/22/19)

The Regional Task Force on the Homeless (RTFH) is recipient of the YHDP funds and will hold the contract directly with the US Department of Housing and Urban Development (HUD). Applicants selected to implement eligible activities will enter into a subrecipient agreement with the RTFH.

No subrecipient of RTFH (applicant) may enter into a subrecipient arrangement with another entity using the YHDP funding. This does not preclude applicants from holding a contractor relationship or paying a landlord rental assistance on behalf of a program participant.

- Subrecipients may exercise discretion in making program decisions and carrying out program activities, while contractors cannot. The McKinney-Vento Homeless Assistance Act and the program regulations impose specific restrictions and responsibilities on subrecipients, and each subrecipient must comply with those restrictions and responsibilities as part of the terms of its subaward.
- Contractors/MOA Service Partnerships are responsible for complying only with those requirements and conducting those activities that the recipient or subrecipient specifies in their contracts. Therefore, when a recipient/subrecipient uses a contractor, the recipient/subrecipient must ensure the contract specifies the program requirements and policies that apply to the tasks the contractor is to perform.

In determining whether an entity is actually acting as a subrecipient or a contractor, the nature of the relationship and the functions the entity is expected to perform are more important than the form or name of the agreement or what the entity is called. For further information on the difference between a subrecipient and a contractor, review the definition at 24 CFR 578.3, recipient responsibilities at 24 CFR 578.23(c)(4)(11), and Appendix D, which is a copy of the HUD document at [www.hudexchange.info/resources/documents/SNAPS-Shots-Using-Contractors-in-ESG-and-CoC-Programs.pdf](http://www.hudexchange.info/resources/documents/SNAPS-Shots-Using-Contractors-in-ESG-and-CoC-Programs.pdf).

### Examples for Classifying Subrecipients and Contractors/MOA Service Partnership

The following examples should help clarify the distinctions between a subrecipient and a contractor/MOA Service Partnership.

1. An organization that provides rental assistance would be:
  - **A contractor/MOA Service Partnership**—if the organization’s sole responsibility is to write and mail rent checks to landlords for program participants on whose behalf rental assistance is paid under the HUD Funded Program. This is because the organization is hired and paid to complete a single task and has no other authority.
  - **A subrecipient**—if it is operating a Rapid Re-housing project on behalf of the recipient and the recipient provides the subrecipient with the authority to make decisions about items such as: project design; eligibility requirements for the project; conducting its own intakes and assessments; and writing its own rent checks to landlords or contracting out for that service. This is because the recipient has given full decision making authority regarding the project design to the subrecipient.
2. An organization that provides legal services to persons residing in an emergency shelter would be:
  - **A contractor/MOA Service Partnership**—if the organization provides limited legal services only to those program participants designated to receive legal services by the emergency shelter provider. This is because the organization is hired and paid to complete previously agreed-upon services for program participants.



- **A subrecipient**—if the organization: identifies its own program participants; completes its own intake and assessment of program participants; and determines and carries out the legal services it believes are required by the program participant. This is because the organization is conducting intake and assessment and making decisions about the design of its program.
3. An organization that provides prevention services to youth at risk of homelessness.
- **A contractor/MOA Service Partnership**—if the organization provides limited eviction prevention services only to those program participants designated to receive eviction assistance by the homeless service provider. The eviction prevention service provider has the discretion, as defined in an agreement, to determine which eviction prevention services are need for a specific participant. This is because the organization is hired and paid to complete previously agreed-upon services for program participants.
  - **A subrecipient**—if the organization: identifies its own program participants; completes its own intake and assessment of program participants; and determines and carries out the prevention services it believes are required by the program participant. This is because the organization is conducting intake and assessment and making decisions about the design of its program.
4. Example 4: An organization that provides a service to program participants for a Rapid Rehousing Program.
- **A Contractor/MOA Service Partnership** – An organization provides a service (child care, employment services, legal services, education/training, etc.) as part of a wrap-around service package to the program participants of a Rapid Rehousing program; in which the homeless service provider designates the program participants that are to receive the service assistance. The Service Partner may be included in the design and creation of a coordinated approach to providing all the wrap-around services to the Rapid Rehousing program participants. The homeless service provider may include within the contract/MOA with the service partner the authority of the service partner to determine the exact nature of the assistance (e.g. the level and type of employment assistance) that are needed for a specific program participant. They homeless service provider may also request that the service partner conduct assessments the all the Rapid Rehousing program participants to determine those that qualify for the specific assistance of the service partner. This is a contractor/MOA Service Partnership because the organization is hired and paid to complete previously agreed-upon services for program participants of the Rapid Rehousing program.
  - **A Subrecipient** – An organization identifies its own program participants; completes its own intake and assessment of program participants; and determines and carries out the wrap around services it believe are required for the program participant. This is because the organization is conducting intake and assessments and making decisions about the design of the program. The organization is identifying the program participants rather than the Rapid Rehousing program determining the program participants to receive wrap-around services.

## B. FUNDING AMOUNT AND PROJECT TYPE ALLOCATIONS

The Regional Task Force on the Homeless (RTFH) is the recipient for the YHDP funds and will hold the contract directly with the US Department of Housing and Urban Development (HUD). Organizations selected to implement eligible activities will enter into a subrecipient 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 youth 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 YHDP Coordinated Community Plan to End Youth Homelessness as written.

YHDP is subject to all of the Continuum of Care rules. The Continuum of Care (CoC) Program interim rule focuses on regulatory implementation of the CoC Program, including the CoC planning process. The CoC Program was created through the [McKinney-Vento Homeless Assistance Act As Amended by S.896 Homeless Emergency Assistance and Rapid Transition to Housing \(HEARTH\) Act of 2009](#). Information about the CoC Program Interim Rule can be found on the HUD website at: <https://www.hudexchange.info/resource/2033/hearth-coc-program-interim-rule/>

### 1. Eligible uses include:

(See pages 84-88 of the Coordinated Community Plan for further information about proposed YHDP Project types)

- **Youth System Navigators:** Youth dedicated housing system navigators who will support identification of youth, navigation of coordinated entry and access to existing housing, connection to non-housing resources and mainstream benefits, and connection to other supports such as education and employment. Target Population: Unaccompanied youth ages 18-24 and unaccompanied minors ages 14-17, including all special populations
- **Prevention/Diversion:** This program is aimed at connecting youth to safe, stable, and inclusive housing; permanent connections; employment, education and entrepreneurialism; and promoting social and emotional well-being. Target Population: Unaccompanied youth ages 18-24 and unaccompanied minors ages 14-17, including all special populations
- **Crisis Response Host Homes Model:** Host homes may serve either youth under age 18 who need a “cooling off” period with their family of origin in order to safely remain at home; or may serve youth who enrolled in post-secondary education and need somewhere to stay during school breaks. Target Population: Minors ages 14-17 who are at risk of homelessness; and youth ages 18-24, including all special populations
- **Flexible Non-Time Limited Housing:** A program aimed at connecting youth to safe, permanent, and inclusive housing; permanent connections; employment, education and entrepreneurialism; and promoting social and emotional well-being. Target Population: Unaccompanied youth ages 18-24 and unaccompanied minors ages 14-17, including all

special populations

- Joint – Transitional Housing/RRH: Two program components – Transitional Housing and Rapid Rehousing – in a single project to serve youth experiencing homelessness. The applicant must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the RRH component, to all participants. A program participant may choose to receive only the transitional housing unit or the assistance provided through the RRH component, but the applicant must make both types of assistance available.
- RRH: Provision of short-term (up to 3 months) and/or medium-term (for 3 to 24 months). Tenant-Based Rental Assistance and supportive services as necessary to help a homeless youth, with or without disabilities, move as quickly as possible into permanent housing and achieve stability in that housing. 24 CFR 578.37
  - RTFH has requested a waiver of HUD to allow up to 36 months for Tenant-Based Rental Assistance and 42 months for supportive services. Applications can be written to the waiver time limits.
- Permanent Housing: Permanent housing is community-based housing, the purpose of which is to provide housing without a designated length of stay.

YHDP Project – 2 Year Term	YHDP Funds	Match	Total
Youth System Navigators	\$1,300,000	\$325,000	\$1,625,000
Prevention Diversion	\$2,000,000	\$500,000	\$2,500,000
Crisis Response Host Home Model	\$500,000	\$125,000	\$625,000
Flexible Non Time Limited Housing	\$3,429,000	\$857,250	\$4,286,250
<b>TOTAL</b>	<b>\$7,229,000</b>	<b>\$1,807,250</b>	<b>\$9,036,250</b>

2. Match Requirement

HUD requires all YHDP applicants to contribute a 25% match on all budget items, except leasing. Match is actual cash or in-kind resources (or a combination of the two) contributed to the grant. All costs paid for with matching funds must be for activities that are eligible under the YHDP Program, even if the recipient is not receiving YHDP Program grant funds for that activity. In-kind match is the value of any real property, equipment, goods, or services contributed to an YHDP Program grant that would have been eligible costs under the YHDP Program if the subrecipient was required to pay for such costs with YHDP Program grant funds. Match may be from public or private resources. Match must be committed to the program no later than June 20, 2019.

3. Compliance with Federal Regulations

If awarded, the proposed project will be financed in whole or in part with Federal Funds and,

therefore, all applicable Federal Statutes, Rulings and Regulations will apply to the project including but not limited to:

- 24 CFR 578: Housing and Urban Development, Continuum of Care Program
- 2 CFR 200: Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards
- Continuum of Care (CoC) Program interim rule
- Housing First
- Public Law 90-284
- Fair Housing Act (42 USC 3601-20)
- Code of Conduct (2 CFR Part 200)
- U.S Code Section 1352, Title 31
- Equal Access to Housing (HUD-2015-0104)

### **C. System Priorities**

#### **1. Performance Measures/HMIS - RTFH and Applicant Defined**

HMIS implementation, participation and data quality are priorities for both RTFH and HUD. By implementing a system-wide HMIS, the San Diego County homeless system will be able to provide continuous and accurate information on persons served by homeless assistance projects. Accurate and timely data assists with determining whether the current approaches to ending homelessness are appropriately designed. HMIS also provides system-wide data that will assist RTFH in measuring our success implementing the HEARTH Act.

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, state, and federal 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 youth experiencing homelessness into emergency, transitional, permanent or any other type of stable housing.

## 2. 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.

## 3. 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. See [www.hudexchange.info/resource/3892/housing-first-in-permanent-supportive-housing-brief/](http://www.hudexchange.info/resource/3892/housing-first-in-permanent-supportive-housing-brief/) for more information.

#### 4. Positive Youth Development

Youth who have experienced homelessness can be incredibly resilient, intelligent, and have developed unique skills, knowledge, and coping strategies to help them survive on the streets or in precarious housing situations. Many are balancing full- or part-time work, going to school, and taking care of children. We plan to employ a PYD approach that is strengths-based and identifies and develops individual youth's assets while simultaneously building protective factors and resiliency. All youth need to be able to experiment and try new things and be able to fail and try again in a supportive environment without life-altering consequences: a PYD approach recognizes and accommodates this need.

The San Diego Continuum of Care (CoC)<sup>2</sup> and provider network looks to adopt and uphold PYD principles in the development and delivery of services, including services that:

- Explicitly welcome and celebrate youth through messaging, environment, and services.
- Affirm youth identities, including gender, sexual orientation and cultural identity.
- Support opportunities to form close, lasting relationships with family, chosen family, friends, romantic partners, coaches, co-workers, team-mates, fellow students, and other relationships that comprise a social network.
- Facilitate youth's development of life skills that help them avoid risk and achieve success, including with education, employment, and relationships.
- Reflect youth input and leadership in design and delivery of activities and services.
- Prioritize youth goals and aspirations at all levels of the system and service delivery.

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<sup>2</sup> Continuum of Care is the title given to the local entity that oversees funding to address homelessness from the U.S. Department of Housing and Urban Development. In January 2017, the Regional Task Force on the Homeless formally merged with the regional Continuum of Care (CoC), a consortium of representatives tasked with strategic planning and coordination of resources, to strengthen our collective impact and become San Diego County's CoC.

## 5. 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.

## 6. Partnerships and Collaboration/Improved Coordination of Services (UPDATED 4/22/19)

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 proposals that offer collaboration to achieve the outcomes of the proposed projects.

RTFH encourages partnerships and collaborations that contribute to increasing access to services (expanding hours, adding locations, etc.), strengthening culturally competent services, move participants 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.

RTFH wants to see collaboration and partnership in the provision of interventions funded by the YHDP RFP. Collaboration and partnership are strongly encouraged and intended to provide opportunities for meaningful and creative solutions to address youth homelessness. Collaborating agencies should plan, discuss and decide collectively to develop a joint competitive proposal. Within one project proposal, each entity should describe their role, capacity, services offered and commitment to meeting the project outcomes. If selected, a Memorandum of Agreement (MOA) will be required of the collaborative partners. The MOA will outline how all parties will ensure a coordinated effort across all YHDP funded projects and in alignment with the CCP.

A collaborative partnership is not to be construed as a pass-through relationship in which one agency passes most, if not all, of the YHDP funding onto another agency to do the work of the proposed project. RTFH reserves the right to waive nonmaterial irregularities, to contact any applicant for clarifying information, conduct interviews and to contact applicants to consider collaboration, consolidation, etc.

RTFH is offering each applicant a technical assistance opportunity to speak directly with RTFH staff regarding the proposed project partnership in order to determine if the project is designed as a Subrecipient relationship or as a Contractor/MOA Service Partnership relationship. This technical assistance opportunity must be completed no later than May 6, 2019. Please contact Cindy Pelligrino at 858-292-7627, ext. 16 to schedule a 30 minute technical assistance meeting. Meetings may be held in-person or over the phone.

Example of a collaboration and partnership outlined within the YHDP application process: There are 4 Rapid Rehousing provider that have collaborated to plan, discuss, and design a shared service delivery model in 4 separate service areas. The 4 providers would have a shared language of service delivery and collaboration in their applications; as well as a draft MOA that outlines the

shared approach and how all parties will ensure a coordinated effort across the funded projects. The shared approach should be clearly tied to the CCP. Each of the 4 Rapid Rehousing providers would include this information in their separate ZoomGrants application.

## 7. Participation in Coordinated Entry System

The Coordinated Entry System (CES) is a collaborative process that supports homeless dedicated service providers in their work to help clients resolve homelessness. The Coordinated Entry System, along with the Homeless Management Information System, provides the infrastructure for providers connecting those in need to community resources. Throughout ongoing interactions with a homeless dedicated service providers, information about needs and vulnerabilities will be gathered to prioritize clients for potential housing resources. The San Diego CES Mission Statement is: Coordinated Entry is an efficient network of care, helping individuals and families resolve their housing crises by accessing valuable resources in an equitable, person-centered, and transparent manner. 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 participants 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 un-served. Engagement provides the opportunity to collect or gather participant-level information when appropriate. Participant 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, most appropriate, VI-SPDAT in all cases and 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 Policies and Procedures.
- 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, supportive services only and housing programs must incorporate a service delivery model which provides the opportunity for participants to engage with the program.

### III. DESCRIPTION OF RFP

RTFH is seeking applications from agencies interested in providing critical services to and that support movement toward and access to housing for youth experiencing homelessness. YHDP will be administered in accordance with all applicable requirements issued by the US Department of Housing and Urban Development. This Request for Proposal (RFP) is open to any legally constituted non-profit or governmental entity that meet the minimum eligibility requirements. For-profit entities are not eligible to apply for grant funds.

As part of San Diego Continuum of Care, RTFH has released this competitive RFP for YHDP funding. In releasing the 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 will award grants for multiple proposals across a diverse group of providers to help ensure that the actions and outcomes of the YHDP's priorities are achieved. Awards will be made for a 2-year term.

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 and/or HUD for information or anticipation throughout the evaluation and selection process.

#### A. 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 the RTFH website and 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/YHDP>.

1. If you have previously created an Applicant Account in ZoomGrants, please sign-in.
2. If you are new to ZoomGrants, create your Applicant Account (approx. 30 seconds) – This will create your account and automatically log you in.
3. Click the Apply button (approx. 1 second) – Use the Preview and Apply buttons next to those programs to look over or create an application.
4. 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](http://help.zoomgrants.com))

## B. Timeline

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

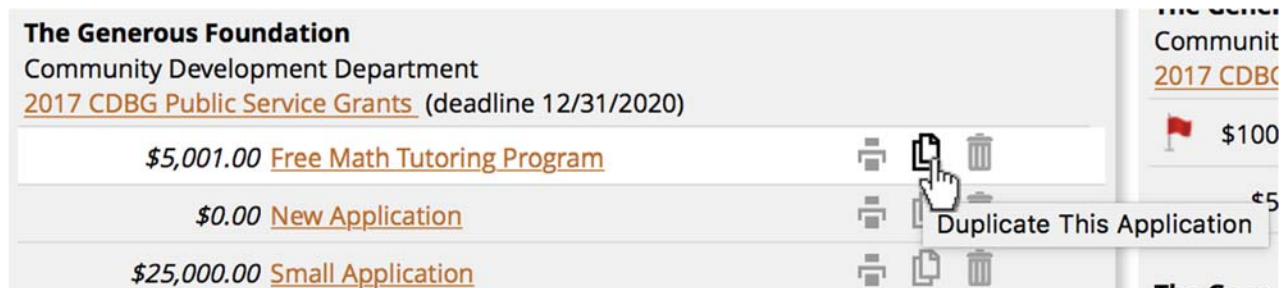
Activity	Timeline
Release RFP	April 16, 2019
Office Hours with HUD TA on Housing Models Wednesday April 24: 11:00am – 12:00pm Friday April 26: 10:00am – 11:00am Tuesday April 30: 10:00am – 11:00am To access the Office Hours use the WebEx link below: <a href="https://abtassociates.webex.com/meet/thomas_baker">https://abtassociates.webex.com/meet/thomas_baker</a>	April 16-May 3
Frequently Asked Questions Close	May 10
Applications Due	May 16, 2019
Review of Applications	May/June
Board Approval of Recommendations	June 20
Notification of Conditional Award	June 21
Submission of Application to HUD	July 1
Notification of Final Award	Tentatively August. Upon RTFH notification from HUD.

Execution of Contract	Tentatively September. Upon RTFH award notification from HUD.
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**C. Multiple projects/programs.**

A single application may only include one program. An agency may submit multiple application as each program is to be submitted separately.

Applicants have the ability to “copy” an application in order to easily transfer information from one application to another. This is helpful for answers that do not change between different programs. Applicant will first create one application and complete all the information that will be the same in each application. The applicant will then duplicate and customize each application as appropriate.



**IV. 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.

**A. Successful Applications**

Applications not meeting requirements of minimum eligibility or application completeness will be deemed ineligible and will be eliminated from further consideration.

1. RTFH reserves the right to:

- Seek clarification and accept or waive any nonmaterial irregularities or informalities in determining whether an application is eligible.
- To contact the primary contact person listed on the agency’s application to clarify application contents.
- To schedule and conduct interviews and/or site visits with some or all applicants prior to final award decisions are made.
- Contact the primary contact person listed on the agency’s application to collect additional information that may be needed to complete the e-snaps application to HUD.

- To contact applicants after review of proposals to consider collaborations, consolidations, etc. where RTFH sees a mutual beneficial opportunity, and/or based on alignment with other investments.
2. A successful application must meet the following (Required Criteria):
- Project is impactful and effectiveness in providing immediate emergency assistance to youth experiencing homelessness.
  - Program implements a Housing First model that incorporates Trauma Informed Care (TIC) and Positive Youth Development (PYD) Models of housing and services delivery in all aspects of program design and operation.
  - Projects must participate in the RTFH Coordinated Entry System (CES).
  - Projects must participate and contribute participant-level data to the Homeless Management Information System (HMIS).
  - Compliance with all HUD regulations and reporting requirements, including but not limited to program requirements per the HUD Continuum of Care Rule (unless there is a HUD approved YHDP waiver) and the FY2017 YHDP NOFA.
  - 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.
  - Completed ZoomGrants Application (including all required documents).
3. A successful application should also include most of the following:
- Incorporate innovative and creative models and strategies.
  - Further the goals and objectives of the Coordinated Community Plan.
  - Contain strategies for measuring effectiveness.
  - Actively incorporate youth voice.
  - Are responsive to wider community priorities for integrated care.
  - Program demonstrates commitment to innovation as demonstrated in its implementation partners, program design, and/or staffing approach.
  - Project utilizes a low-barrier approach and a universal design to remove barriers to service participation or housing entry. Program will provide prioritized, low-barrier entry for most vulnerable youth in line with the San Diego youth coordinated entry system.
  - Program provides clear transition planning and support for youth from entry into program to exit, which may include housing navigation support and links to other services.
  - Project proposes evidence-informed and best-practice program intervention (<http://www.evidenceonhomelessness.com/>).
  - Project promotes cross jurisdictional or regional collaboration and cross-sector partnership.

- Project demonstrates a system approach to youth homelessness.

## **B. Selection Criteria**

### 1. Organizational and Summary Information (0 pts – informational only)

#### a) Applicant Summary within ZoomGrants

- The organization’s name - Legal name listed on Articles of Incorporation.
- The organization’s DUNS number.
- The organization’s SAMs Registration (verified in Applicant Summary within ZoomGrants). If for any reason it does not show “Verified” upload a screenshot of the Sam.gov website showing active registration.
- The name and contact information of the person with the organization who has the authority to act on the organization’s behalf as it relates to carrying out the actions contracted by the project applicant (Must be the name listed as the Executive Director).
- Project Name.
- The requested amount for Year 1 and Year 2

#### b) Required Agency Information within ZoomGrants (required for e-snaps)

- The organization’s type (non-profit or governmental entity).
- Is the organization is a faith-based organization.
- Whether the organization has ever received a federal grant.
- Participation Screening and Termination criteria
- Mainstream Resources
- Title V of the McKinney-Vento Act allows homeless services providers to use unutilized, underutilized, excess, or surplus federal properties to assist persons experiencing homelessness. Does the project include one or more properties conveyed through the Title V process?

### 2. Overarching Project Elements (5 pts)

- Program demonstrates commitment to innovation as demonstrated in its implementation partners, program design, and/or staffing approach.
- Program will provide prioritized, low-barrier entry for most vulnerable youth in line with the San Diego youth coordinated entry system
- Program provides clear transition planning and support for youth from entry into program to exit, which may include housing navigation support and links to other services

### 3. Program Type Criteria (10 pts)

#### a) All Program Types

- Describe how will the agency ensure that staff from all agencies know about the availability of time-limited funding?
- Describe outreach activities agency will undertake to ensure broad community knowledge of the program.
- Describe the assessment process the agency will use to determine who to provide funding to. Describe how will the agency ensure that all requests are assessed consistently and fairly, without giving prioritization to requests from some referring agencies over others?

#### b) Youth System Navigators

- How will the agency ensure that homes youth are living in are safe and stable?
- How will the agency support youth who want information housing supports to find safe and stable housing and ensure youth choice in the matching of youth to informal housing supports?
- How will the agency assess the appropriateness of prevention/diversion for youth?
- Describe formal partnerships with institutions from which youth are known to exit to homelessness, such schools, child welfare, etc.
- How will the agency ensure youth choice in the offering of services to youth?

#### c) Prevention/Diversion

- How will the agency ensure that homes youth are living in are safe and stable? How does the program utilize innovative models that incorporates youth choice and responds to San Diego housing market constraints?
- How will the agency support youth who want information housing supports to find safe and stable housing and ensure youth choice in the matching of youth to informal housing supports?
- How will the agency assess the appropriateness of prevention/diversion for youth?
- Describe formal partnerships with institutions from which youth are known to exit to homelessness, such schools, child welfare, etc.
- How will the agency ensure youth choice in the offering of services to youth?

#### d) Crisis Response Host Homes

- How will the agency ensure that homes youth are living in are safe and stable? Describe the housing model and targeted supports the program will offer. How does the program utilize innovative models that incorporates youth choice and responds to San Diego

housing market constraints?

- How will the agency support youth who want information housing supports to find safe and stable housing and ensure youth choice in the matching of youth to informal housing supports?
- What engagement strategies will the agency use to engage youth? How will the agency support youth in the activities/interests youth have identified?
- How will the agency provide a range of services for youth, including access to education, employment and entrepreneurship services, family engagement support, and social-emotional well-being?

e) Flexible non-Time Limited Housing

- What engagement strategies will the agency use to engage youth? How will the agency support youth in the activities/interests youth have identified?
- Describe the housing model and targeted supports the program will offer. How does the program utilize innovative models that incorporates youth choice and responds to San Diego housing market constraints?
- How will the agency provide a range of services for youth, including access to education, employment and entrepreneurship services, family engagement support, and social-emotional well-being?

4. Program Detail and Description (20 pts)

a) Provide a description that addresses the entire scope of the proposed project. Provide a clear and concise description of the project. Describe the project in as much detail as possible, including:

- The purpose of the project and its role in the community response.
- Target population(s) to be served.
- How the applicant will incorporate positive youth development, youth-centered case management, and trauma informed care into the project.
- Community partnerships.
- Outcomes and performance measures, including the number of individuals and number of households served.
- Description of on-site versus off-site services.

b) Service Delivery Model

- Describe how the agency will incorporate the principles of the USICH Framework to End Youth Homelessness and its four core outcomes into services:

<https://www.usich.gov/tools-for-action/framework-for-ending-youth-homelessness>

- Stable housing includes a safe and reliable place to call home;

- Permanent connections including ongoing attachment to families, communities, peers, schools, and other positive social networks;
  - Education/employment includes high performance in and completion of educational and training activities, and starting to maintain adequate and sustainable employment;
  - Social-emotional well-being includes the development of key competencies, attitudes and behaviors that equip a young person to succeed across multiple domains of life.
- How will the agency ensure that all youth are screened and assisted in accessing mainstream benefits? How will the agency ensure that youth accessing services receive wraparound support and connections to other programs, such as k-12 and post-secondary schools, behavioral health, the child welfare system, corrections and probation, and local law enforcement?
  - Describe how the agency employs family engagement strategies and provides services designed to strengthen, stabilize, and or/reunify families and other positive social relationships?
  - How will the agency provide services for different subpopulations of youth experiencing homelessness? What are the special needs and challenges presented by different subpopulations, including homelessness for unaccompanied youth?
  - Describe the rules for program participants.
    - Does the agency require service participation?
    - What tools or strategies does the agency use to encourage and support engagement in supportive services?
    - How does the agency ensures (or will ensure) that participants are not terminated for the following reasons: failure to participate in supportive services, failure to make progress on a service plan, loss of income or failure to improve income, or any other activity not covered in a typical lease agreement. Does the agency provide due process to clients who are asked to leave any program?
    - Describe the reasons someone would be prohibited from receiving services and how the agency ensures (or will ensure) that participants are not screened out based on the following items: having too little income, active or history of substance use, having a criminal record with the exception of state-mandated restrictions, or history of victimization.
  - Describe how the agency will utilize housing stability plans to promote and maintain housing retention?

## 5. Experience & Capacity (25 pts)

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



a) Organizational Administrative and Fiscal Capacity

- Describe the agency infrastructure and administrative/financial capacity to deliver the services as proposed. Describe the basic organization and management structure of the applicant. Be sure to include a description and evidence of internal and external coordination and the financial accounting system that will be used to administer the grant.
- Describe experience in managing and accounting for federal grant funding, including any identified concerns over the past three fiscal years specific to under-utilization of grant funds, monitoring visit findings, that resulted in need for corrective action, or any audit findings that resulted in a material weakness or report of internal control concern or finding.
  - Are there any unresolved monitoring or audit findings for any HUD grants (including ESG) operated by the applicant? The HUD funding monitoring or OIG audit findings are not limited to just CoC Program funds, but to any funds that are in use from other HUD programs, (e.g., CDBG, HOPWA, ESG). Provide an explanation as to why the monitoring or audit finding(s) remain unresolved and the steps that have or will be taken towards resolution (e.g., responded to the City/County/HUD letter, but no final determination received).
- Describe the experience of the applicant, in effectively utilizing federal funds and performing the activities proposed in the application, given funding and time limitations. Describe why the project applicant, and partner organizations (e.g., developers, key contractors, subcontractors, service providers, etc.) are the appropriate entities to receive funding. Provide examples that illustrate experience and expertise in the following:
  - Working with and addressing the target population(s) identified housing and supportive service needs;
  - Developing and implementing relevant program systems, services, and/or residential property construction and rehabilitation;
  - Identifying and securing matching funds from a variety of sources; and
  - Managing basic organization operations including financial accounting systems.
- Describe the agencies past performance in providing housing, supportive services, and/or referral services, especially to unaccompanied youth experiencing homelessness. Or, describe the agency's plan for providing housing and/or supportive services for youth experiencing homelessness.
- Attached your most recent annual audit.

b) Staffing

- Describe the agency's current staff turnover rate (Monthly turnover = # of direct service employees who left/ (Beginning + ending number of employees)/2x100).

- Describe the current staff experience for the essential functions such as; shelter diversion, outreach/engagement, intake, housing location and navigation, case management, crisis intervention, life skills, safety/security
  - Describe of the experience of existing staff who will support the program.
  - Describe the activities/training that has or will be conducted as part of this project to ensure that staff are ready to meet the needs of unaccompanied youth experiencing homelessness?
  - Describe how the agency plans to ensure continuity of support to clients in the program when/if there are gaps in program staffing.

c) HMIS/Data Quality/Continuous Quality Improvement

- Describe how the agency ensures data quality and participates in CQI activities at the agency level.
- If the agency currently uses HMIS, address the following:
  - Does the agency currently have a policy or procedure in place to check HMIS (or for DV providers, comparable database) data quality on at least a monthly basis?
  - Does the agency have a current and fully executed Agency Participation Agreement established with RTFH HMIS?
  - Has the HMIS User Agreement, outline responsibilities, been signed by all HMIS users at the agency?

d) Cultural & Population Responsiveness

- Why is the agency interested in working with youth experiencing homelessness? As part of operating an YHDP project, agencies should be willing to learn, listen, and foster a culture of change for the sake of improvement. Describe an experience the agency had that demonstrates honoring the value of embracing respect and change.
- Describe the staff and board composition as compared to the diversity of youth served. What actions does the agency take to ensure that the staff and board composition is comparable?
- Does the agency provide avenues for direct client input to the Board of Directors or other equivalent policymaking entity for the agency?
- Does the agency have a Reasonable Accommodation Policy that outlines how the agency meets the needs of clients with physical, cognitive, or behavioral disabilities?
- Does the agency have a Language Assistance Plan describing how the agency addresses the needs of Limited English Proficient clients (i.e. Language Assistance line, Spanish language forms, interpretive services, etc.)?

## 6. System Coordination and Collaboration (20 pts)

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

- Describe the collaborative efforts in the design of the program and implementation. Description of appropriate partnerships for the type of project, including description of services to be provided by partnering agencies.
- Describe how this proposed program will be integrated into the existing program services of the agency. Describe how the agency will coordinate efforts across all programs administered by the agency. List all programs/activities currently administered, regardless of funding source, by the applicant. Attached brochures, annual reports, etc. as need to list all current programs and activities.
- Explain how service provider will interact with community organizations including RTFH, educational, employment and entrepreneur agencies and the surrounding neighborhood(s); including supporting the educational, entrepreneurial and career aspirations of youth.
- Collaboration is critical to preventing and ending youth homelessness. Describe past experience in which the agency collaborated with another entity to achieve a common goal.
- If the agency is applying for multiple programs or in coordination with other agencies applying under this YHDP RFP describe how you will insure coordinated efforts across all the proposed programs. Are there any budgetary impacts that should be taken into consideration?

b) Youth Leadership

- How were youth and young adults involved in the design of the proposed program?
- How will the agency support active involvement, engagement and leadership of youth in implementation; including access to community-based activities, neighborhood events, and volunteerism?
- Does the agency currently employ young people with lived experience? How will the agency ensure that it starts/continues to do so?

## 7. Implementation/Sustainability Plan/Timeliness (5 pts)

a) Implementation: Describe implementation plan with clearly stated project readiness schedule and start date

- Describe the timeline for project implementation, including the hiring of staff, project evaluation, and benchmarks for project outcomes.
- Download and complete the Timeline Template in ZoomGrants. Upon completion upload the document. All information must be completed in order to be considered eligible. For each primary project location or structure in the project, enter the number of days from the execution of the grant agreement that each of the following milestones will occur as

related to YHDP Program funds requested in this project application. If a milestone is not applicable, leave the associated fields blank. If the project has only one location or structure, or no structures, complete only column A. If multiple structures, complete one column for each structure. Milestones that must be addressed:

- New Project Staff hired, or other project expenses begin.
- Participant enrollment in project begins.
- Participants begin to occupy leased or rental assistance units or structure(s), and supportive services begin.
- Leased or rental assistance units or structure, and supportive services near 100% capacity.

b) Sustainability

- Explain how and by what means the participants served by the project will continue to be supported in the event that RTFH YHDP funding becomes unavailable.
- Describe the agencies efforts to raise private funds for the proposed uses.

8. Budget (15 pts)

Applicants should provide a budget detailing the costs for the activity and any leverage of other funding sources for a 2-year term. 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. Expenses should include in-kind values. Applicants may also include any other documents as information to further explain the proposed costs. Applicants shall include a **budget narrative**.

- Describe the experience of the applicant in leveraging other Federal, State, local and private sector funds. Include experience with leveraging all federal, state, local and private sector funds. How will the agency leverage other resources in support of this project, either from in-kind and/or external resources, to cover the required 25% match?
- Budget Narrative should identifies any potential funding sources for the project proposed; clearly identifies costs/uses associated with each funding source, estimated cost per client. All match must be committed prior to June 20, 2019
- Budget should include:
  - Line item expenditures associated with appropriate funding source.
  - Justification for each line-item.
  - Match source Identification, use, and In-kind Value.
  - Program Administration – up to 5% of the Program Request.
  - Agency may include a federally approved indirect rate on the Modified Total Direct Cost on the YHDP funding. Modified Total Direct Cost means all direct salaries and wages, applicable fringe benefits, materials and supplies, services, and travel. MTDC excludes equipment, capital expenditures, rental costs, and participant support costs including direct client financial assistance. Other items may be excluded when

necessary to avoid a serious inequity in the distribution of indirect costs.

## C. SUBMISSION INFORMATION

### **Completed application are due by 11:59pm on May 16, 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 May 16, 2019. 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. Frequently Asked Questions.

- Applicants may submit questions during the RFP process up to the date of May 10, 2019.
- All questions should be submitted to the following e-mail: [youth@rtfhsd.org](mailto:youth@rtfhsd.org)
  - All questions will be answered in the FAQ.
  - Proprietary Information within a question: If the applicant believes the information in the question is proprietary and is concerned about the posting of the information the applicant must state so within the e-mailed question. RTFH will review the question and determine if proprietary information can be removed. The adjusted question will be sent back to the applicant for review. If the applicant agrees the answer will be posted within the FAQ. In order to maintain transparency in the process, if proprietary information cannot be removed then the answer will not be answered.
- RTFH will periodically post responses to the RTFH website.
- Notification of posting of all FAQ responses will be made through **ZoomGrants™** only. No e-mails will be sent to applicants for notifications.
- A final FAQ with all responses will be posted to the website on or about May 13, 2019.

#### 2. Multiple projects/programs.

A single application may only include one program. An agency may submit multiple application as each program is to be submitted separately.

Applicants have the ability to “copy” an application in order to easily transfer information from one application to another. This is helpful for answers that do not change between different programs. Applicant will first create one application and complete all the information that will be the same in each application. The applicant will then duplicate and customize each application as appropriate.

The Generous Foundation		Community Development Department
2017 CDBG Public Service Grants (deadline 12/31/2020)		2017 CDBG
\$5,001.00	<a href="#">Free Math Tutoring Program</a>	\$100
\$0.00	<a href="#">New Application</a>	\$5
\$25,000.00	<a href="#">Small Application</a>	

3. A completed application consists of the following:

- **ZoomGrants™** Application – Submitted by May 16, 2019
- Evidence of current registration in the System for Award Management (SAM) including identification of the Authorized Entity Representative [www.sam.gov](http://www.sam.gov).
- Proof of Data Universal Numbering System (DUNS) registration with Dun and Bradstreet. [www.dnb.com/get-a-duns-number.html](http://www.dnb.com/get-a-duns-number.html).
- Provide evidence of agency eligibility 501 c (3) determination (or equivalent), or evidence as a unit of government.
- Agency Operating Budget for Current Fiscal Year
  - If the applicant is a City, Town or County Department, please provide Departmental or Program Budget.
- A copy of the most recently completed Independent Financial Audit.
- Documentation of Funding Match
- Organizational Chart and Chart of Project Staffing
- Staff Resumes &/or Job Descriptions
- Board of Directors' Roster, City/County Government Applicants submit list of Elected officials or Advisory Council
- Conflict of Interest Statement/Policy
- Implementation Plan with Project Schedule
- Individual Service Plan Samples - for example:
  - Copies of your project intake / admissions forms reflecting a Housing First approach
  - Housing Stability Plan
  - Case Management Tool
- Program Policies & Procedures
- 1-3 Reference Letters: Speaks to the organizations delivery of contractual obligation and outcomes
- Signed Entity Certification form. Includes commitment each project's participation in the

Homeless Management of Information System (HMIS) and the Coordinated Entry System (CES). – See Appendix A (Updated 4/22/19)

- Optional documents may include:
  - Letters of Support
  - Draft MOU/Contracts
  - Documentation of Current Programs/Activities
  - Housing First Alignment Documentation

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 – YHDP 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. Applicant understands that the proposed work will be financed in whole or in part with Federal Funds and, therefore, all applicable Federal Statutes, Rulings and Regulations will apply to such work.
3. If awarded funds, the Agency certifies that:
  - a. It will comply with Federal, State and County, RTFH regulations and policies applicable to the source of funds awarded. Including but not limited to:
    - 24 CFR 578: Housing and Urban Development, Continuum of Care Program
    - 2 CFR 200: Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards
    - Continuum of Care (CoC) Program interim rule
    - Housing First
    - Public Law 90-284
    - Fair Housing Act (42 USC 3601-20)
    - Code of Conduct (2 CFR Part 200)
    - U.S Code Section 1352, Title 31
    - Equal Access to Housing (HUD-2015-0104)
  - b. It understands that the RTFH, Federal, 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 commits to participating in system-wide continuous quality improvement activities.
  - i. It agency commit to incorporating San Diego’s guiding principles (see CCP) into all aspects of your youth-serving programs



- j. 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.
- k. It will participate in the Coordinated Entry System as appropriate.
- l. It affirms that the project aligns with HUD’s Housing First Policy.
- m. If selected for funding, all appropriate project staff will participate in CoC trainings on HMIS, CES, Diversion, Outreach, RRH Learning Collaborative, Positive Youth Development, Trauma Informed Care and any others as appropriate.
- n. It will comply with all federal, state and local 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 – Scoring Tool

<b>Threshold Criteria</b>	
1. Has the agency ever received HUD funding?	<input type="checkbox"/> Yes <input type="checkbox"/> No
1a. If “no”, please describe your experience managing government funding, or the steps your agency has taken to prepare for the requirements of HUD funding. 1000 character limit	
If “yes”, please complete the questions below:	
2. Does the agency provide for the participation of at least one homeless or formerly homeless individual on the board of directors or other equivalent policymaking entity?	<input type="checkbox"/> Yes - Board <input type="checkbox"/> Yes - Other <input type="checkbox"/> No
2a. If “yes, other,” please describe the entity, its nature, and how the person participates:	
3. Does the agency have an unqualified, independent financial audit completed within 6 months of the end of the fiscal year, if applicable?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Does the agency have a SAM.gov registration?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Does the agency have an active DUNS number?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Does the agency have any delinquent federal debt?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Is the agency under debarment or suspension from doing business with the Federal Government and/or on the Federal do not pay list?	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. Does the agency currently enter data in HMIS?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If “no”, please describe how the agency currently collects data about the services it provides, and the steps your agency takes to ensure data quality and to monitor the performance of your services. 1000 character limit	
If “no”, please explain how the agency plans on becoming an HMIS agency by the YHDP project implementation start date. 1000 character	

<i>limit</i>	
9. Is data from non-HUD funded projects entered into HMIS?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Would like to <input type="checkbox"/> Not Applicable
10. Does the agency agree to participate in an initial training and then ongoing YHDP learning collaborative meetings with fellow San Diego YHDP projects that will meet at least every other month? The learning collaborative will bring YHDP providers together to share best practices, monitor progress on the implementation of these best practices, and provide regular learning opportunities through training in our Guiding Principles.	<input type="checkbox"/> Yes <input type="checkbox"/> No
11. Does the agency commit to participating in system-wide continuous quality improvement activities? (see CCP)	<input type="checkbox"/> Yes <input type="checkbox"/> No
12. Does the agency commit to incorporating San Diego's guiding principles (see CCP) into all aspects of your youth-serving programs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
13. Does the agency commit to youth focused housing first, including the absence of barriers to entry and service participation requirements, and provision of targeted, intensive supports to ensure housing success?	<input type="checkbox"/> Yes <input type="checkbox"/> No
14. Does the agency commit to serving 14-24 year olds who are experiencing homelessness?	<input type="checkbox"/> Yes <input type="checkbox"/> No
15. Does the agency have a nondiscrimination policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>Evaluation Criteria – Program Type</b>	<b>Max Available Points</b>
Youth System Navigators	<b>10 pts</b>
How will the agency ensure that homes youth are living in are safe and stable?	
How will the agency ensure youth choice in the matching of youth to informal housing supports?	
How will the agency support youth who want informal housing supports to find a safe and stable home?	

How will the agency assess the appropriateness of prevention/diversion for youth?	
Describe formal partnerships with institutions from which youth are known to exit to homelessness, such schools, child welfare, etc.	
How will the agency ensure youth choice in the offering of services to youth?	
How will the agency ensure that staff from all agencies know about the availability of time-limited funding?	
Describe outreach activities agency will undertake to ensure broad community knowledge of the program	
Describe the assessment process the agency will use to determine who to provide funding to	
How will the agency ensure that all requests are assessed consistently and fairly, without giving prioritization to requests from some referring agencies over others?	
<b>Prevention/Diversion</b>	<b>10 pts</b>
How will the agency ensure that homes youth are living in are safe and stable?	
How will the agency ensure youth choice in the matching of youth to informal housing supports?	
How will the agency support youth who want informal housing supports to find a safe and stable home?	
How will the agency assess the appropriateness of prevention/diversion for youth?	
Describe formal partnerships with institutions from which youth are known to exit to homelessness, such schools, child welfare, etc.	
How will the agency ensure youth choice in the offering of services to youth?	
How will the agency ensure that staff from all agencies know about the availability of time-limited funding?	
Describe outreach activities agency will undertake to ensure broad community knowledge of the program	
Describe the assessment process the agency will use to determine who to provide funding to	
How will the agency ensure that all requests are assessed consistently and fairly, without giving prioritization to requests from some referring agencies over others?	
Does the program utilize innovative models such as shared housing, roommate matching, host homes, lead roommate model, or peer-led supportive housing that incorporates youth choice and responds to San Diego housing market	

constraints	
<b>Crisis Response Host Home</b>	<b>10 pts</b>
How will the agency ensure that homes youth are living in are safe and stable?	
How will the agency ensure youth choice in the matching of youth to informal housing supports?	
How will the agency support youth who want informal housing supports to find a safe and stable home?	
What engagement strategies will the agency use to engage youth?	
How will the agency ensure youth choice in the matching of youth to housing supports?	
How will the agency support youth in the activities/interests youth have identified?	
Describe the housing model and targeted supports the program will offer	
How will the agency provide a range of services for youth, including access to education, employment and entrepreneurship services, family engagement support, and social-emotional well-being?	
How will the agency ensure that staff from all agencies know about the availability of time-limited funding?	
Describe outreach activities agency will undertake to ensure broad community knowledge of the program	
Describe the assessment process the agency will use to determine who to provide funding to	
How will the agency ensure that all requests are assessed consistently and fairly, without giving prioritization to requests from some referring agencies over others?	
Does the program utilize innovative models such as shared housing, roommate matching, host homes, lead roommate model, or peer-led supportive housing that incorporates youth choice and responds to San Diego housing market constraints	
<b>Flexible Non-Time Limited Housing</b>	<b>10 pts</b>
What engagement strategies will the agency use to engage youth?	
How will the agency ensure youth choice in the matching of youth to housing supports?	
How will the agency support youth in the activities/interests youth have identified?	
Describe the housing model and targeted supports the program will offer	

How will the agency provide a range of services for youth, including access to education, employment and entrepreneurship services, family engagement support, and social-emotional well-being?	
How will the agency ensure that staff from all agencies know about the availability of time-limited funding?	
Describe outreach activities agency will undertake to ensure broad community knowledge of the program	
Describe the assessment process the agency will use to determine who to provide funding to	
How will the agency ensure that all requests are assessed consistently and fairly, without giving prioritization to requests from some referring agencies over others?	
Does the program utilize innovative models such as shared housing, roommate matching, host homes, lead roommate model, or peer-led supportive housing that incorporates youth choice and responds to San Diego housing market constraints	

<b>Evaluation Criteria</b>	<b>Max Points Available</b>
<p><b>Overarching Project Elements</b></p> <ul style="list-style-type: none"> <li>• Program demonstrates commitment to innovation as demonstrated in its implementation partners, program design, and/or staffing approach.</li> <li>• Program will provide prioritized, low-barrier entry for most vulnerable youth in line with the San Diego youth coordinated entry system</li> <li>• Program provides clear transition planning and support for youth from entry into program to exit, which may include housing navigation support and links to other services</li> </ul>	<b>5 pts</b>
<p><b>Operator Experience and Capacity</b></p> <ul style="list-style-type: none"> <li>• Does the agency provide clients with specialized resources to meet the unique needs of clients: reasonable accommodation for physical, cognitive, or behavioral disabilities?</li> <li>• Does the agency provide accommodations for clients with linguistic challenges? (I.e. Spanish language forms, interpretive services, etc.)</li> <li>• Does the agency provide avenues for direct client input to the Board of Directors or other equivalent policymaking entity for the agency</li> <li>• Does the agency provide due process to clients who are asked to leave any program?</li> </ul>	<b>15 pts</b>

<ul style="list-style-type: none"> <li>• Does the agency currently have a policy or procedure in place to check HMIS (or for DV providers, comparable database) data quality on at least a monthly basis?</li> <li>• Does the agency have a current and fully executed MOU established with RTFH HMIS?</li> <li>• Has the HMIS Code of Ethics been signed by all HMIS users at the agency?</li> <li>• Describe how the agency ensures data quality and participates in CQI activities at the agency level.</li> <li>• Why is the agency interested in working with youth experiencing homelessness?</li> <li>• As part of operating an YHDP project, agencies should be willing to learn, listen, and foster a culture of change for the sake of improvement. Describe an experience the agency had that demonstrates honoring the value of embracing respect and change.</li> <li>• Describe the agencies past performance in providing housing, supportive services, and/or referral services, especially to unaccompanied youth experiencing homelessness. Or, describe the agency’s plan for providing housing and/or supportive services for youth experiencing homelessness.</li> <li>• Describe how the agency plans to ensure continuity of support to clients in the program when/if there are gaps in program staffing</li> <li>• Describe the agency infrastructure and administrative/financial capacity to deliver the services as proposed</li> <li>• Describe experience in managing and accounting for federal grant funding, including any identified concerns over the past three fiscal years specific to under-utilization of grant funds, monitoring visit findings, that resulted in need for corrective action, or any audit findings that resulted in a material weakness or report of internal control concern or finding</li> <li>• Describe the staff and board composition as compared to the diversity of youth served. What actions does the agency take to ensure that the staff and board composition is comparable?</li> </ul>	
<p><b>Youth Leadership</b></p> <ul style="list-style-type: none"> <li>• How were youth and young adults involved in the design of the proposed program?</li> <li>• How will the agency support active involvement and leadership of youth in implementation?</li> <li>• Does the agency currently employ young people with lived experience? How will the agency ensure that it starts/continues to do so?</li> </ul>	<b>10 pts</b>
<p><b>Service Description</b></p>	<b>20 pts</b>

<ul style="list-style-type: none"> <li>• What are the special needs and challenges presented by homelessness for unaccompanied youth?</li> <li>• How will the agency ensure that all youth are screened and assisted in accessing mainstream benefits?</li> <li>• How will the agency ensure that youth accessing services receive wraparound support and connections to other programs, such as k-12 and post-secondary schools, behavioral health, the child welfare system, corrections and probation, and local law enforcement?</li> <li>• Describe how the agency will utilize housing stability plans to promote and maintain housing retention</li> <li>• How will the agency provide services for different subpopulations of youth experiencing homelessness?</li> <li>• Describe how the agency will incorporate the principles of the USICH Framework to End Youth Homelessness and its four core outcomes into services: <ul style="list-style-type: none"> <li>○ Stable housing includes a safe and reliable place to call home;</li> <li>○ Permanent connections including ongoing attachment to families, communities, peers, schools, and other positive social networks;</li> <li>○ Education/employment includes high performance in and completion of educational and training activities, and starting to maintain adequate and sustainable employment</li> <li>○ Social-emotional well-being includes the development of key competencies, attitudes and behaviors that equip a young person to succeed across multiple domains of life</li> </ul> </li> <li>• Describe how the agency employs family engagement strategies and provides services designed to strengthen, stabilize, and or/reunify families? This should include how the agency helps youth build and maintain healthy permanent connections, including with chosen family, partners, and mentoring adults.</li> <li>• Describe the reasons someone would be prohibited from receiving services and how the agency ensures (or will ensure) that participants are not screened out based on the following items: having too little income, active or history of substance use, having a criminal record with the exception of state-mandated restrictions, or history of victimization.</li> <li>• Describe the rules for program participants and how the agency ensures (or will ensure) that participants are not terminated for the following reasons: failure to participate in supportive services, failure to make progress on a service plan, loss of income or failure to improve income, or any other activity not covered in a typical lease agreement</li> </ul>	
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<ul style="list-style-type: none"> <li>• Does the agency require service participation? What tools or strategies does the agency use to encourage and support engagement in supportive services?</li> <li>• Description of on-site versus off-site services</li> <li>• Adoption of principles of flexible, youth-centered case management focused on the individualized needs of youth</li> <li>• Provides services to address to social-emotional well-being of youth, directly or through linkages, including access to behavioral health services</li> <li>• Provides services for the development and strengthening of ongoing attachments to biological (if appropriate) and chosen family and other positive social relationships. Services may include reunification, crisis intervention, or family finding services; mentoring programs; and family engagement services, including counseling, mediation services, and parental support center.</li> </ul>	
<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>• Describe the agency’s current staff turnover rate (Monthly turnover = # of direct service employees who left/ (Beginning + ending number of employees)/2*100).</li> <li>• What training do staff receive to work with youth experiencing homelessness?</li> <li>• What training or staff development activities will be conducted as part of this project, and how will these activities ensure that staff are ready to meet the needs of unaccompanied youth experiencing homelessness?</li> <li>• Description of the professional and educational background of any of the Respondent’s existing staff who will support the program</li> <li>• Demonstrate adequate staffing for essential functions such as; shelter diversion, outreach/engagement, intake, housing location and navigation, case management, crisis intervention, life skills, safety/security</li> </ul>	<p><b>10 pts</b></p>
<p><b>Budget</b></p> <ul style="list-style-type: none"> <li>• Budget justification/Narrative</li> <li>• How will the agency leverage other resources in support of this project, either from in-kind and/or external resources, to cover the required 25% match?</li> <li>• Estimates funding needed and identifies any potential funding sources for the project proposed; clearly identifies costs/uses associated with each funding source</li> <li>• Provides line item cost of services including in-kind values</li> <li>• Provides estimated cost per client</li> </ul>	<p><b>15 pts</b></p>

<ul style="list-style-type: none"> <li>• Provides funding source associated with each line item</li> <li>• Provides justification for each line item</li> <li>• Supportive service cost is reasonable for the type of project</li> </ul>	
<p><b>Partnerships</b></p> <ul style="list-style-type: none"> <li>• Program supports the educational, entrepreneurial and career aspirations of youth, demonstrated by partnership with educational, employment and entrepreneur agencies</li> <li>• Offers meaningful opportunities for community involvement, engagement, and leadership for youth, including access to community-based activities, neighborhood events, and volunteerism</li> <li>• Adequate description of Respondent’s current connection and collaboration with key community resources, including any supporting documentation of established partnerships</li> <li>• Description of appropriate partnerships for the type of project, including description of services to be provided by partnering agencies</li> <li>• Explanation of how service provider will interact with community organizations including RTFH and the surrounding neighborhood(s)</li> <li>• Collaboration is critical to preventing and ending youth homelessness. Describe past experience in which the agency collaborated with another entity to achieve a common goal</li> </ul>	<b>10 pts</b>
<p><b>Implementation/Sustainability</b></p> <ul style="list-style-type: none"> <li>• Describe implementation plan with clearly stated project readiness schedule and start date</li> <li>• Describe the timeline for project implementation, including the hiring of staff, project evaluation, and benchmarks for project outcomes</li> <li>• Adequate explanation of how and by what means the participants served by the project will continue to be supported in the event that RTFH YHDP funding becomes unavailable</li> <li>• Evidence of proposer’s team to raise private funds for the proposed uses</li> </ul>	<b>5 pts</b>
<p><b>Required Documents</b></p> <ul style="list-style-type: none"> <li>• Organizational Budget</li> <li>• Staff Resumes &amp; Job Descriptions</li> <li>• Organizational Chart of Project staffing</li> <li>• Performance Data</li> </ul>	<b>N/A</b>

<ul style="list-style-type: none"> <li>• Individual Service Plan Sample – intake form, Housing stability Plan, Case Management Tool</li> <li>• Program Policies &amp; Procedures Sample</li> <li>• Audit</li> <li>• Implementation Plan with Project Schedule</li> <li>• Documentation of funding match</li> <li>• Documentation of 501c3 or governmental status</li> <li>• 1-3 References – speaks to organizations delivery of contractual obligations</li> </ul>	
<b>TOTAL SCORE</b>	<b>/90</b>

**FINAL SCORE**

Evaluation Criteria – Program Type      /10

Evaluation Criteria                              /90

Total Points                                        /100

## Appendix C - Glossary of Terms

**100% DEDICATED:** is a project defined in the FY 2018 NOFA Section III.C.3.b. as: ***Beds Dedicated to Chronically Homeless Individuals and Families.*** A permanent supportive housing bed that is dedicated specifically for use by chronically homeless individuals and families within a CoC's geographic area. When a program participant exits the project, the bed must be filled by another chronically homeless participant unless there are no chronically homeless persons located within the CoC's geographic area. This concept only applies to permanent supportive housing projects.

**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.

**DEDICATEDPLUS project:** A permanent supportive housing project where 100 percent of the beds serve individuals and families, including unaccompanied youth, that meet one of the following criteria at intake. Refer to Section III.C.3.f of the FY 2018 CoC Program Competition NOFA:

1. experiencing chronic homelessness as defined in 24 CFR 578.3;
2. residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
3. residing in a place not meant for human habitation, emergency shelter, or safe haven, but the individuals or families experiencing chronic homelessness as defined at 24 CFR 578.3 had been admitted and enrolled in a permanent housing project within the last year and were unable to maintain a housing placement;
4. residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at 24 CFR 578.3 prior to entering the project;
5. residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last 3 years, but has not done so on four separate occasions and the individual or head of household meet the definition of 'homeless individual with a disability'; or
6. receiving assistance through a Department of Veterans Affairs(VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

**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):

7. 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.
  8. 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.

**POSITIVE YOUTH DEVELOPMENT:** An approach that is strengths-based and identifies and develops individual youth's assets while simultaneously building protective factors and resiliency. PYD principles in the development and delivery of services, including services that:

- Explicitly welcome and celebrate youth through messaging, environment, and services.
- Affirm youth identities, including gender, sexual orientation and cultural identity.
- Support opportunities to form close, lasting relationships with family, chosen family, friends, romantic partners, coaches, co-workers, team-mates, fellow students, and other relationships that comprise a social network.
- Facilitate youth's development of life skills that help them avoid risk and achieve success, including with education, employment, and relationships.
- Reflect youth input and leadership in design and delivery of activities and services.
- Prioritize youth goals and aspirations at all levels of the system and service delivery.

**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.

**SHARED HOUSING MODELS:** an arrangement in which two or more unrelated people share a house or an apartment. Shared housing is a common living arrangement for young adults, regardless of socioeconomic status.

**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.

**TRAUMA INFORMED CARE:** An approach through services that recognize the effects of trauma, prevents re-traumatization, and supports safety and healing from chronic loss. A Youth based Trauma Informed Care approach includes:

- Establish calm, inclusive environments throughout all aspects of the CoC and service sites with an emphasis on physical and emotional safety.
- Integrate youth voice and choice and opportunities for self-advocacy.
- Partner with youth as they process and navigate adverse experiences including racial discrimination, homophobia and transphobia, stigma relating to mental health, and child welfare and justice involvement.
- Account for the influence of accumulated adverse experiences as a risk factor and barrier to youth engagement and develop individualized youth-centered approaches that meet youth “where they are”.

**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 D – Subrecipient vs Contractor**





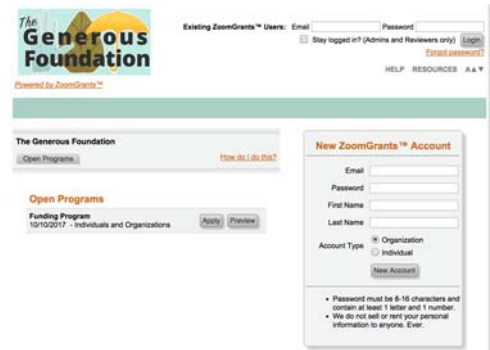


## Appendix E - ZoomGrants

### 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.

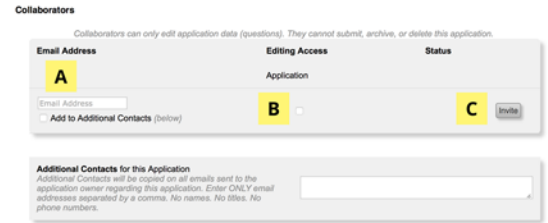


### 4. INVITE OTHERS TO COLLABORATE

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

- A. Enter their email address.
- B. Indicate on which sections they are allowed to collaborate.
- C. 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.

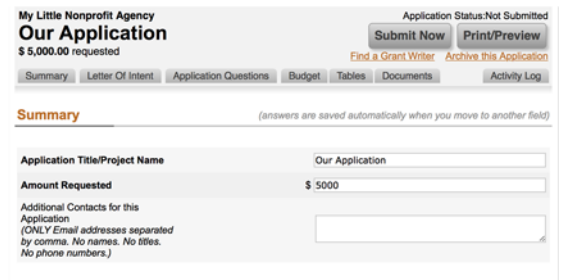


## 5. ANSWER THE QUESTIONS AND

### 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/b0lxkiss\\_Ow](http://youtu.be/b0lxkiss_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.

