



Hawaii State Homeless Programs Office (HPO)



Today's Topics:

ORGANIZATIONAL OVERVIEW

**HOMELESS PROGRAM OFFICE OVERVIEW,
GOALS, AND POPULATION SERVED**

REQUEST FOR INFORMATION (RFI)

REQUEST FOR PROPOSAL (RFP)

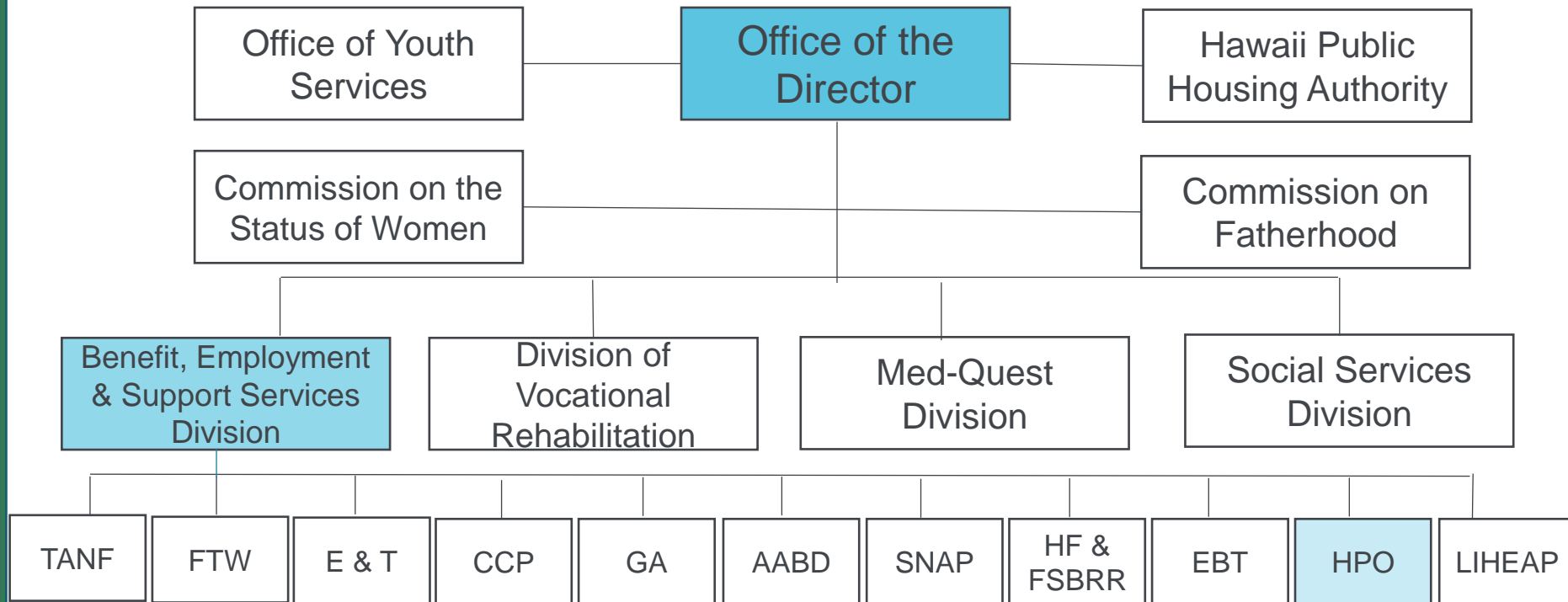


Organizational Overview

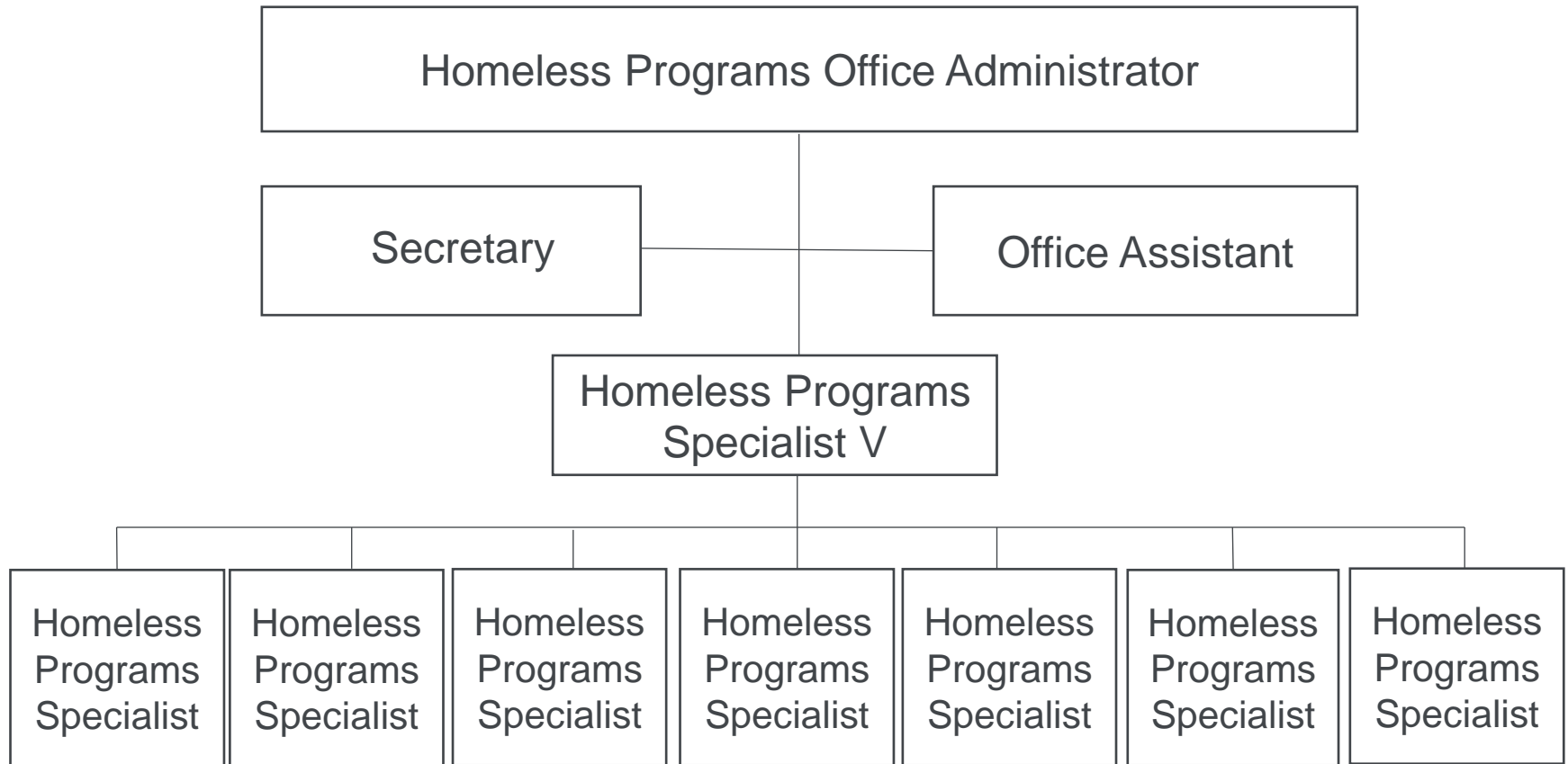
- Department of Human Services (DHS)
- Homeless Programs Office (HPO)

Department of Human Services Organizational Chart

State of Hawaii Department of Human Services Organization Chart



Homeless Programs Office (HPO) Organizational Chart



HPO Overview

- Purpose
- Goals
- Continuum of Care (CoC)

HPO Purpose

- HPO administers an array of services designed to address homelessness statewide.
- HPO develops, implements and manages a variety of state and federal programs.

HPO Programs

State Programs Include:

- Homeless Outreach Services
- Emergency and Transitional Homeless Shelters
- Financial Assistance and Housing-Focused Case Management Services
- Housing First Program
- Federal Programs on behalf of BTG, neighbor islands
 - Emergency Solutions Grant (ESG)
 - Housing Opportunities for Persons with HIV/AIDS (HOPWA)

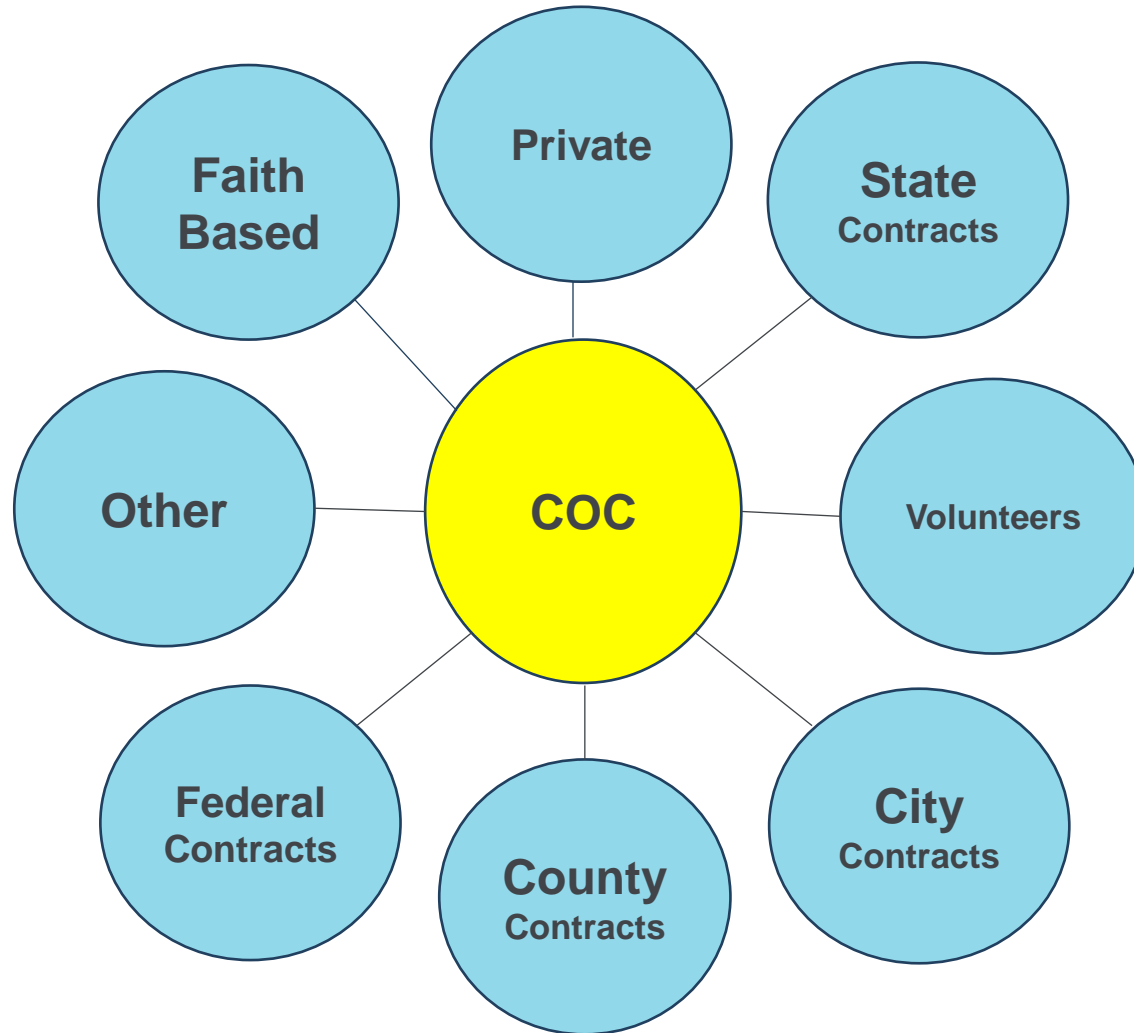
HPO Goals

- Prevent or Divert Homelessness
- Reduce the Length of Homelessness
- Obtain and Maintain Permanent Housing
- Reduce Returns to Homelessness

Continuum of Care (CoC)

- CoCs are the U.S. Department of Housing and Urban Development (HUD) bodies to carry out the responsibilities defined under 24 CFR Part 578 authorized by the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act.
- Each CoC is responsible for coordinating funding, policies, strategies and activities toward ending homelessness in a designated geographic region, including but not limited to plans and oversight for use of HUD CoC funding.

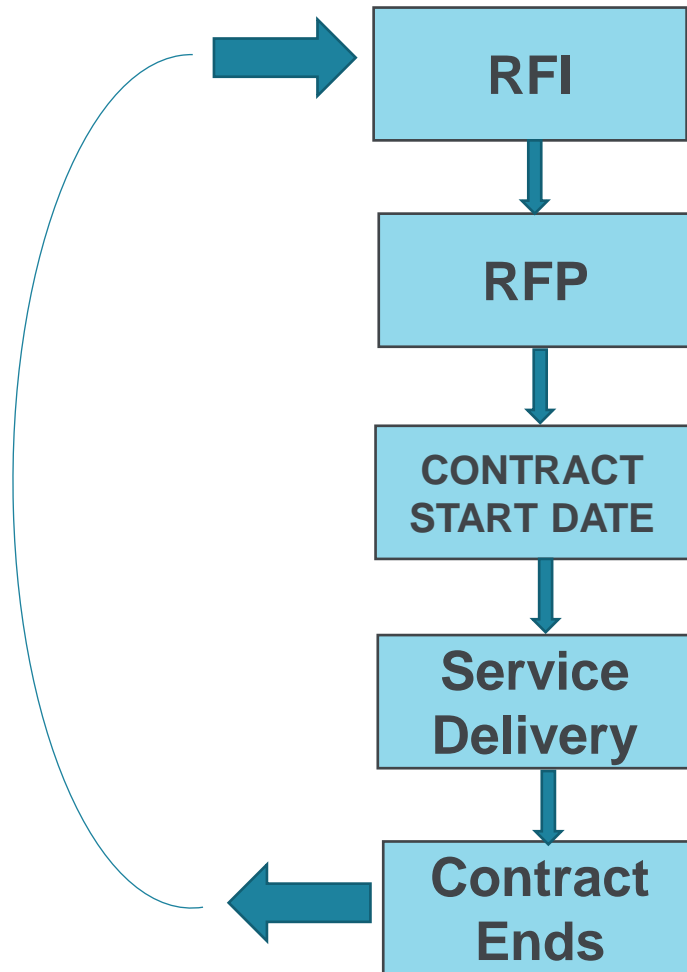
Continuum of Care (CoC)



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Request for Information (RFI)

HPO Procurement Process



Request for Information (RFI)

REQUEST FOR INFORMATION (RFI) RFI-HMS-224-15-02-HPO

DEPARTMENT OF HUMAN SERVICES (DHS) BENEFIT, EMPLOYMENT AND SUPPORT SERVICES DIVISION (BESSD) HOMELESS PROGRAMS OFFICE (HPO)

The State of Hawai'i, through the Department of Human Services (DHS), Benefit, Employment & Support Services Division (BESSD), Homeless Programs Office (HPO) issues this Request for Information (RFI) to seek information and recommendations from the general public, private sector, and community-based organizations, as well as religious organizations pursuant to Section 104, Public Law 104-193.

The mission of the DHS is to provide quality, efficient and effective services designed to help homeless individuals and families access permanent housing. The DHS seeks to enter into a contract with qualified service providers to assist homeless individuals and families increase their stability in the health, housing and social areas so that they may be able to obtain and retain permanent housing, attain economic independence and self-sufficiency for the long-term. Services are also needed to outreach unsheltered homeless and assist them in accessing an array of services offered by the homeless system.

An orientation meeting will be held on September 17, 2014, from 9:00 a.m. – 11:00 a.m. at Conference Room 2, 6th floor of the Haseko Building, 820 Mililani Street, Honolulu, Hawaii 96813. Neighbor island participants will be able to join the meeting via video conferencing by going to the DHS video conferencing office sites on their islands (see attachment 1 for BESSD VCC site locations).

The information and recommendations received through this RFI will assist the DHS in preparing a Request for Proposals (RFP) to procure the aforementioned services for the State Homeless Shelter Program, State Homeless Outreach Program, and State Homeless Emergency Grants Program. Responses to this RFI are to be submitted in writing, no later than **September 24, 2014, 4:30 PM Hawai'i Standard Time (HST)**, to:

Department of Human Services
Benefit, Employment and Support Services Division
Homeless Programs Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Attn: June Tong, Program Specialist
Phone: 808-586-7254
JTong@dhs.hawaii.gov

The Department may engage in further informal discussions to gather additional information and recommendations. The Department reserves the right to incorporate in a solicitation, if issued, for such contract, any information and recommendations presented and/or submitted in response to this RFI. Neither the Department nor any respondent to the RFI bears any obligation under this RFI.



Patricia McManaman
Director
Department of Human Services

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Request for Proposal (RFP)



Request for Proposal (RFP)

RFP-HMS-224-17-02-HPO

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

PROPOSAL SUBMISSION DEADLINE:
DECEMBER 5, 2016, 4:30 P.M., HAWAII STANDARD TIME

THE APPLICANT IS **REQUIRED** TO SUBMIT:

**ONE (1) ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE
DOCUMENT FORMAT (PDF)**

AND

ONE (1) ORIGINAL PRINTED COPY OF THE PROPOSAL.

THE COMPLETE PROPOSAL SUBMISSION SHALL CONSIST OF **BOTH THE
ELECTRONIC COPY OF THE PROPOSAL IN PORTABLE DOCUMENT FORMAT
(PDF) AND THE ORIGINAL PRINTED COPY OF THE PROPOSAL RECEIVED
WITHIN SPECIFIED TIMELINES.**

A proposal for which either the electronic copy or the printed copy is not received within the established timelines shall be considered incomplete and **SHALL NOT BE ACCEPTED** for consideration. All submissions shall become the property of the DHS.

1. An electronic copy in PDF shall be submitted by hand delivery and received by **DECEMBER 5, 2016, 4:30 P.M. HAWAII STANDARD TIME (HST)**. **NO EXCEPTIONS SHALL BE MADE.** HAND DELIVERY is considered the following:
 - A. in person to the DHS office
 - B. by private mail (e.g. FEDEX or UPS)
 - C. by email

If submitted in person to the DHS office or by private mail, the electronic copy in PDF shall be on a UNIVERSAL SERIAL BUS (USB) FLASHDRIVE/THUMBDRIVE OR A COMPACT DISC (CD) readable by a personal computer system (PCS). The USB or CD shall be received at the drop-off address listed below.

If submitted by email, the electronic copy in PDF shall be sent to the following email address: **BESSDHomelessProgram@dhs.hawaii.gov**

The Applicant bears the complete responsibility for the submission of the electronic copy of the proposal in PDF including assuring it's complete, correctly formatted, and timely submission. The Applicant assumes all risk that proposal submission may not be readable by the DHS.

The RFP is organized into five sections:

SECTION 1, ADMINISTRATIVE OVERVIEW

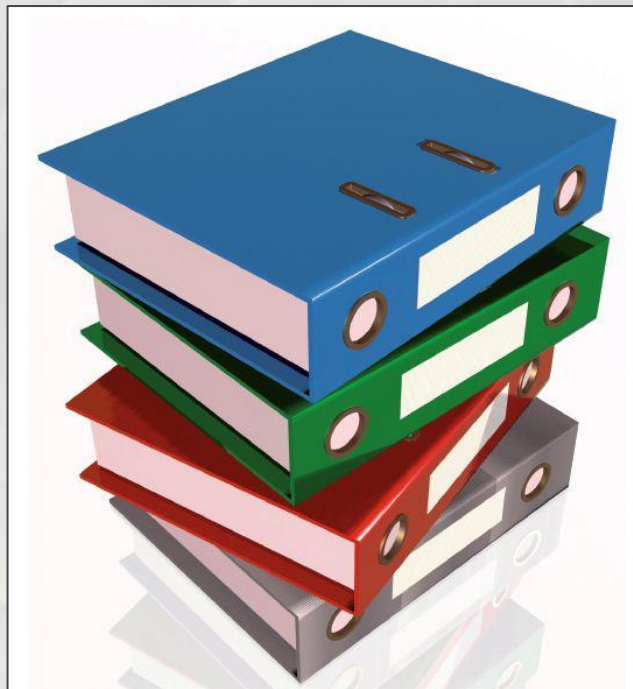
SECTION 2, SERVICE SPECIFICATIONS

SECTION 3, PROPOSAL APPLICATION INSTRUCTIONS

SECTION 4, PROPOSAL EVALUATION

SECTION 5, ATTACHMENTS

SECTION 1, ADMINISTRATIVE OVERVIEW



RFP Timeline

Section 1 Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the Applicant to understand the requirements of each RFP.

1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	<u>August 19, 2019</u>
Distribution of RFP	<u>August 19, 2019</u>
RFP orientation sessions	<u>(Maui)</u> <u>August 27, 2019</u> <u>Kauai</u> <u>August 30, 2019</u> <u>(Hilo)</u> <u>September 3, 2019</u> <u>(Oahu)</u> <u>September 4, 2019</u>
Closing date for submission of written questions for written responses	<u>September 9, 2019</u>
State purchasing agency's response to Applicants' written questions	<u>September 20, 2019</u>
Discussions with Applicant prior to proposal submittal deadline (optional)	<u>August 19-</u> <u>September 20, 2019</u>
Proposal submittal deadline	<u>October 21, 2019</u>
Discussions with Applicant after proposal submittal deadline (optional)	<u>As needed</u>
Final revised proposals (optional)	<u>As needed</u>
Proposal evaluation period	<u>October 21-</u> <u>November 18, 2019</u>
Provider selection	<u>December 4, 2019</u>
Notice of statement of findings and decision	<u>December 4, 2019</u>
Contract start date	<u>July 1, 2020</u>

SECTION 2, SERVICE SPECIFICATIONS



Service Specifications

- Definitions
- Introduction
- Overview, Purpose or Need
- Planning activities conducted in preparation for this RFP
- Description of the Service Goals
- Description of the Target Population to be Served
- Geographic Coverage of Service
- Probable Funding Amounts, Source, and Period of Availability
- State Homeless Forms
- Homeless Verification Letter
- Contract Monitoring and Evaluation
- General Requirements
- Specific Qualifications or Requirements
- Secondary Purchaser Participation
- Multiple or Alternate Proposals
- Single or Multiple Contracts to be Awarded
- Single or Multi-Term Contracts to be Awarded
- Subcontracting
- Scope of Work
- Service Activities
- Management Requirements
- Facilities
- Compensation and Method of Payment

Homeless Definition

“Homeless” means:

- A. An individual or Family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) An individual or Family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (ii) An individual or Family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low income individuals); or (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;
- B. An individual or Family who will imminently lose their primary nighttime residence, provided that: (i) The primary nighttime residence will be lost within 14 days of the date of application for Homeless assistance; (ii) No subsequent residence has been identified; and (iii) The individual or Family lacks the resources or support networks, e.g., Family, friends, faith-based or other social networks, needed to obtain other permanent housing;
- C. Any individual or Family who: (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a Family member, including a child, that has either taken place within the individual’s or Family’s primary nighttime residence or has made the individual or Family afraid to return to their primary nighttime residence; (ii) Has no other residence; and (iii) Lacks the resources or support networks, e.g., Family, friends, and faith-based or other social networks, to obtain other permanent housing.

Chronically Homeless Definition

an individual or family that:

- is Homeless and lives or resides in a place not meant for human habitation, and
- for at least one year or on at least four separate occasions in the last 3 years where those occasions cumulatively total at least 12 months; and
- has an adult head of household with a diagnosable disorder, mental illness, or disability,

Scope of Work

A. Service Activities

B. Administrative/Management Requirements

Service Activities

➤ Highlights and Examples of the HF Approach in DHS/HPO RFPs

- removing barriers to program entry (i.e., not requiring abstinence from substances, completion of or compliance with treatment, or participation in services.),
- not establishing arbitrary time limits on length of program participation.
- assisting with quickly locating and accessing housing options of the participant's preference,
- gaining needed documents to obtain housing,
- assisting to access income through public benefits and/or employment,
- connecting to community services and supports to promote stability and prevent evictions and returns to homelessness
- making efforts to integrate the program into the community and offer participants ample opportunity and support to form connections outside of the program,
- assertively engaging participants in services that are non-coercive to help them achieve their personal goals,

Administrative/Management Requirements

- verifiable experience in the program area for which the proposal is being made; one (1) year, within the most recent three (3) years, of experience with in the program area for which the proposal is being made;
- capability to coordinate services and resources with other agencies in the community;
- participation in the local Continuum of Care;
- adequate staffing levels and qualifications;
- organizational charts and staff/client ratios;
- compliance with Affirmative Action and Equal Opportunity standards; and
- training plans for staff and volunteers.

Contract Performance Criteria

- Service Delivery
 - ✓ Performance Measures and Outcomes
 - ✓ Input and Output Measures
 - ✓ Quality of Care/Quality of Services
 - Activity Reports, Monitoring, Corrective Action Plans
- Financial Management
 - Financial Reports, Monitoring, Corrective Action Plans
- Administrative Requirements
 - ✓ Contract Terms

SECTION 3, PROPOSAL APPLICATION INSTRUCTIONS

Section 3 Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the Applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application shall be consecutive, beginning with page one and continuing through for each section. A sample format is reflected in Section 5, Attachment C of this RFP.*
- *The Application may be submitted in a three ring binder.*
- *Tabbing of sections are required.*
- *Times New Roman or Arial font; 12-point font size, single spacing and double spacing after each paragraph, and one inch margins.*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment C of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an Applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is in Section 5, Attachment D of this RFP.*

The Proposal Application is comprised of the following sections:

The DHS prefers that the Applicant does not exceed the listed number of pages for the narrative portion of each section (this does not include the required attachments):

- | | |
|---|-------------------|
| • <i>Proposal Application Identification Form</i> | <i>(1 page)</i> |
| • <i>Table of Contents</i> | <i>(2 pages)</i> |
| • <i>Program Overview</i> | <i>(2 pages)</i> |
| • <i>Experience and Capability</i> | <i>(10 pages)</i> |
| • <i>Project Organization and Staffing</i> | <i>(5 pages)</i> |
| • <i>Service Delivery</i> | <i>(10 pages)</i> |
| • <i>Financial</i> | <i>(5 pages)</i> |
| • <i>Other</i> | <i>(2 pages)</i> |

SECTION 4, PROPOSAL EVALUATION



SECTION 4, PROPOSAL EVALUATION cont.

The evaluation will be conducted in three phases:

Phase 1 - Evaluation of Proposal Requirements

Phase 2 - Evaluation of Proposal Application

Phase 3 - Recommendation for Award

Phase 1 – Evaluation of Proposal Requirements

Administrative Requirements		
A. Phase 1 – Evaluation of Proposal Requirements		
	YES	NO
All Items on the Proposal Application Checklist		
Tax Clearance Certificate/Vendor Compliance Certificate		

Proposal Application Requirements		
	YES	NO
Proposal Application Identification Form (SPOH-200)		
Table of Contents		
Program Overview		
Experience and Capability		
Project Organization and Staffing		
Service Delivery		
Financial		
Other		

Phase 2 – Evaluation of Proposal Application

Proposal Application

Program Overview	0 points	_____points
Experience and Capability	10 points	_____points
Program Organization and Staffing	25 points	_____points
Service Delivery	55 points	_____points
Financial	10 points	_____points
TOTAL POSSIBLE POINTS	100 Points	_____points

SATISFACTORY PROPOSAL SCORE 70 Points

The Applicant's Total Points are ☐ **more than** ☐ **meets** ☐ **are less than** the total points necessary for a satisfactory proposal score. If the Applicant is awarded the contract, the DHS requests that any comments written on this worksheet be addressed by the Applicant before contract execution.

The Applicant scores in the "Service Delivery" category will be utilized to break any initial ties in scoring. If subsequent tie-breaks are needed, the applicants' score in the category of "Experience and Capability" will be used.

Phase 3 – Recommendation for Award



SECTION 5, ATTACHMENTS



Attachment List

- Proposal Application Identification Form (SPO-H-200)
- Proposal Application Checklist
- Sample Proposal Application Table of Contents
- Proposal Application (SPO-H-200A)
- Budget Forms and Instructions
- General Conditions
- Cost Principles
- Homeless Verification Letter
- SPDAT Forms
- Housing Plan including Discharge Plan
- Facilities Description
- Performance Measures and Outcomes Form
- Program and Fiscal Reports:
 - Payment Request with attachments
 - Financial Reports – Quarterly
 - Language Access Reporting Tool
- Work Plan/Performance Measures

Sample Budget Form

Budget
MM/DD/YYYY to MM/DD/YYYY
FY 20xx

Provider: _____
Type of Service: _____
Contract No.: _____

BUDGET CATEGORIES	Total Budget (a)	Administrative Cost (b)	85% (c)	15% (d)
A. PERSONNEL COST				
1. Salaries	80,000.00	9,000.00	69,000	11,000
2. Payroll Taxes & Assessments	7,500.00	1,000.00	6,500	1,000
3. Fringe Benefits	11,000.00	1,500.00	9,700	1,300
TOTAL PERSONNEL COST	98,500.00	11,500.00	85,200.00	13,300.00
B. OTHER CURRENT EXPENSES				
1. Airfare (Inter-Island)	500.00		0.00	500.00
2. Airfare (Out-of-State)	800.00		0.00	800
3. Audit Services	500.00		500.00	
4. Contractual Services - Administrative	900.00		500.00	400
5. Contractual Services - Subcontracts	900.00		500.00	400
6. Depreciation			0.00	
7. Food			0.00	
8. Insurance	500.00		500.00	
9. Interest			0.00	
10. Lease/Rental of Equipment			0.00	
11. Lease/Rental of Motor Vehicle			0.00	
12. Lease/Rental of Space			0.00	
13. Mileage	400.00		400.00	
14. Postage, Freight and Delivery	200.00		100.00	100
15. Program Activities	5,000.00		5,000.00	
16. Publication, Printing, and Advertising			0.00	
17. Repair and Maintenance	1,200.00		115.00	1,085
18. Staff Training	500.00		0.00	500
19. Subsistence/Per Diem			0.00	
20. Supplies	500.00		500.00	
21. Telecommunication	1,000.00		1,000.00	
22. Transportation	500.00		500.00	
23. Utilities	2,000.00		2,000.00	
24. Client Assistance			0.00	
TOTAL OTHER CURRENT EXPENSES	15,400.00	0.00	11,615.00	3,785.00
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
TOTAL EXPENSES	113,900.00	11,500.00	96,815.00	17,085.00
SOURCES OF FUNDING		Budget Prepared By: _____ Joe E. Hawai'i Name (Please type or print) _____ Phone _____ Signature of Authorized Official _____ Date _____ Dee D. Boss Name and Title (Please type or print) _____ For State Agency Use Only x _____ Signature of Reviewer _____ Date _____		
TOTAL REVENUE	0.00			

Sample Work Plan

HPO Shelter Proposed Workplan Contract Date Range: Program:	
Participants Served (Unduplicated)	Proposed
1. Adults in households	
2. Children in households	
Households Served (Unduplicated)	Proposed
1. Adult-only households	
2. Family households (at least one child under 18 at entry)	
Prior Living Situation of Households Served	
Total Households by Category	Proposed
1. Unsheltered	
2. Sheltered: emergency shelters (includes interim housing)	
3. Sheltered: transitional shelters	
4. Institutional (e.g. hospital, prison, nursing home, drug treatment, foster care, halfway house, etc.)	
VI-SPDAT Coverage	Proposed
1. Percent of homeless households served that have a VI-SPDAT completed	%
Level of Housing Focused Services (Unduplicated)	Proposed
1. Percent of households that developed a housing plan	%
2. Percent of households who were taught money management skills	%
3. Percent of households who were taught tenancy skills	%
Outcome Objectives	
Medical Insurance	Proposed
1. Percent of households that entered project without medical insurance and obtained medical insurance by project exit	%
Non-Cash Benefits	Proposed
1. Percent of households that entered project without non-cash benefits (e.g. SNAP, WIC, Child care services, etc.) and obtained non-cash benefits by project exit	%
Adult-only Households - Permanent Housing Retention	Proposed
1. Percent of adult-only households retaining PH at 3-month follow up	%
2. Percent of adult-only households retaining PH at 6-month follow up	%
Family household Aftercare - Permanent Housing Retention	Proposed
1. Percent of family households that completed 18 follow up visits	%
2. Percent of family households that completed discharge summary	%
3. Percent of family households retaining PH at completion of aftercare	%

Performance Measures/Outcomes

- Capacity of Households Served
- Total Increased Income
- Return to Homelessness
- Percentage of Households Served
who are exiting to Permanent Housing

Homeless Programs Office (HPO)

Harold Brackeen III
Program Administrator

(808) 586-7072

hbrackeenIII@dhs.hawaii.gov

Dee Dee Kammunkun
Program Specialist

(808) 586-7070

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Closing



Questions?

