

1.0 Introductory Letter



ARCATA HOUSE PARTNERSHIP

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Arcata CA, 95521
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Arcatahouse.org

Humboldt County Department of Health and Human Services
Attention: Jarod Proffitt, Administrative Services Officer
507 F Street
Eureka, CA 95501

May 10, 2020

Mr. Proffitt and Selection Committee;

Arcata House Partnership (AHP) is committed to serving the neediest of our community. For 29 years we have been providing shelter and support services to people who are homeless. As the only non-profit agency in the county to manage Rapid Re-Housing vouchers, AHP is committed to continuing that service. This project will address the priority of providing immediate emergency assistance to people experiencing homelessness (the target population). The expansion of this service in the county will provide supportive services and rental subsidy to immediately get people housed while providing for and connecting them to needed services.

AHP employs Housing Stabilization Specialists and Case Managers to assist people to transition from homelessness to being housed. Staff work with each person to identify and address their needs and barriers to permanent housing. Staff also work with each person to identify their goals and preferences then work with landlords to secure housing. Funds from this grant will provide staff to provide this service and rental assistance to support each person as needed. AHP will hire staff who are capable of providing the support services necessary to offer this service.

The Authorized Representative for Arcata House Partnership is:

Darlene Spoor, Ed.D.; Executive Director

Arcata House Partnership; 1005 Eleventh St.; Arcata, CA 95521; 707-822-4528

With 1,470 unsheltered people identified in Humboldt County as homeless during the 2019 Point In Time count and 263 in Arcata/Manila, the need for immediate access to service is critical. AHP looks forward to working with the County to address these needs.

Sincerely;

Darlene A. Spoor, Ed.D.

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**REQUEST FOR PROPOSALS – NO. DHHS2020-05
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM**

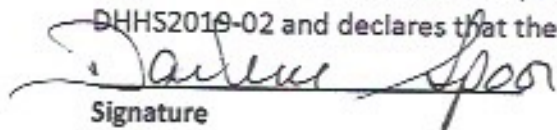
**ATTACHMENT A – SIGNATURE AFFIDAVIT
(Submit With Proposal)**

REQUEST FOR PROPOSALS – NO. DHHS2020-05 SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	Arcata House Partnership
STREET ADDRESS:	1005 Eleventh Street
CITY,STATE,ZIP	Arcata, CA 95521
CONTACT PERSON:	Darlene Spoor
PHONE #:	707-822-4528
FAX#:	707-822-1225
EMAIL:	Dspoor@arcatahouse.org

Government Code Sections 6250, *et seq.*, the "Public Records Act," define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above-named organization and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS2019-02 and declares that the attached Proposal and pricing are in conformity therewith.


Signature

5/10/20
Date

Darlene Spoor
Name

May 10, 2020
Date

This agency hereby acknowledges receipt / review of the following Addendum(s), if any
Addendum # [] Addendum # [] Addendum # [] Addendum # []

4.0 Professional Profile

4.1 Organization Overview

Proposals shall include a clear and concise description of the Proposer's ability to meet the program objectives, local funding priorities, requirements, specifications and standards set forth in this RFP. Departments within the structure of the County of Humboldt are exempt from this requirement.

Organization Overview. The professional profile must contain an overview of the structure and operation of the Proposer's organization, which includes, at a minimum, all of the following information:

1. **Organization Name:** Arcata House Partnership,
Physical Address: 1005 Eleventh Street Arcata, CA 95521
Mission Statement: to provide advocacy for and services to the homeless and food insecure with compassion, dignity and empowerment
Legal organizational status: 501(c)3
Current staffing level: Executive Director, Leadership Team consisting of Manager of Client Services, Operations Manager, Finance and Grants Manager and Property Manager. Support staff as necessary.
2. **A detailed description of the Proposer's current and previous business activities, including, without limitation:**
 - a. **The history of the Proposer's organization, including the date when the organization was founded and how innovation and high-quality performance is fostered thereby.**

Arcata House Partnership (AHP) is the result of a 2012 merger between two established and well-regarded nonprofit organizations with combined 29 years of experience providing services to the homeless in Humboldt County. AHP is currently the only organization that provides the full continuum of services to homeless people in the county. The mission of AHP is to provide services from street outreach to permanent supportive housing, to helping people develop self-sufficiency and secure permanent housing. A person's first contact might be when he/she is provided with a free lunch from the licensed catering truck that serves multiple communities four days each week. An outreach worker rides on the truck and engages potential clients with information and referrals. They carry a cell phone and can make appointments for case management or refer people to community resources on the spot. People may make an appointment to meet with a Case Manager at the One-Stop program, who can help with immediate needs (food, hygiene, transportation, referrals to services, crisis counseling) or facilitate enrollment in a local shelter. A chronically homeless person, with a permanent disability (who may not have the ability to maintain housing without support) may be referred to our permanent supportive housing or rapid re-housing programs, which provide a rental subsidy

and extensive long-term case management. Families and single adults may move into one of our emergency shelter programs, where they have the opportunity to save money and develop the skills they need to be independently housed. On evenings when inclement weather could impact a person's health, AHP in partnership with six local religious congregations, gathers people at our facility for dinner, a shower and a change of clothing and then transports them to a church to spend the night out of the cold. Each person's needs are different, but the goal of all of the programs is to provide each person with the support he or she needs to move out of homelessness.

b. The number of years the Proposer has been operating under the present organization name, and any other names under which the Proposer has provided services equivalent to those that will be provided as part of the proposed HHAP project.

Arcata House Partnership (AHP) is the result of a 2012 merger between two established and experienced nonprofit organizations:

Arcata House was established in 1991 as a community-based nonprofit organization that was created as a partnership between local churches, the City of Arcata and residents of the area who believed that homelessness was the responsibility of everyone in the community. Arcata House began with two programs: transitional housing where families and individuals were invited to live while they saved money and overcame the challenges that led to their being homeless; and a permanent supportive housing program for people who were chronically homeless and disabled.

The Humboldt All-Faith Partnership was established in 2003 when a group of concerned faith-based partners came together to open the Arcata Night Shelter to serve people who were homeless. Seeing a need, this non-religious based service to the community started as a way to feed and shelter people in the community. They rented a house and the churches brought food to feed the people. There was no paid staff but there was an on-site host. It was low key. People were transported to the building every night and brought back to town every morning. The program served everyone and implemented a "housing first model" before housing first was even recognized. There was no case management in the beginning – it was just a place to get a meal and sleep in a warm, safe location for one night. The volunteer board met with the clients and helped connect people to services and prepare to be housed.

c. The number of years the Proposer has been providing services equivalent to those that will be provided as part of the proposed HHAP project.

Since 1991 the agency has been providing services to the neediest in the community. Providing kindness and access to basic needs like food, showers, bathrooms, clean dry clothing, staff to connect and refer to partner agencies for specialized services, and more has been at the core of

AHPs service to the community. AHP is the only non-profit agency who manages the permanent supportive housing (PSH) and rapid rehousing (RRH) grants currently serving Humboldt County. AHP has managed the PSH program for 12+ years and the RRH program since 2017.

d. The number of government agencies for which the Proposer has provided services equivalent to those that will be provided as part of the proposed HHAP project.

AHP provides services to 4 government agencies to include but not limited to:

- Housing and Community Development – Emergency Solutions Grants
 - City of Arcata – Community Development Block Grant
 - County of Humboldt – Community Development Block Grant, Department of Health and Human Services, Department of Probation, CalFresh
 - Housing and Community Development (HUD)
3. There is no litigation regarding the provision of services equivalent to those that will be provided as part of the proposed HHAP project that has been brought by or against the AHP.
 4. There are no fraud convictions related to the provision of services equivalent to those that will be provided as part of the proposed HHAP project.
 5. There are no current or prior debarments, suspensions or other ineligibility to participate in public contracts.
 6. There are no violations of local, state and/or federal regulatory requirements.
 7. There are no controlling or financial interest that Arcata House Partnership has in any other organizations, and Arcata House Partnership is not owned or controlled by any other organizations. Arcata House Partnership does not hold a controlling or financial interest in any other organizations.

4.2 Overview of Qualifications and Experience

The Professional Profile must contain an overview of the Proposer's qualifications and experience regarding the provision of services and/or capital improvements equivalent to those that will be provided as part of the proposed HHAP project, which includes, at a minimum, all of the following information:

1. A detailed description of the Proposer's, and each subcontractor's, overall experience regarding the provision of services and/or capital improvements equivalent to those that will be provided as part of the proposed HHAP project, which includes specific examples of the outcomes and successes of such services and/or capital improvements, as applicable .

AHP has managed services for people who are homeless for 29 years. The agency practices progressive engagement which means that we begin working with people where they are, help them identify what services they need as they work to become housed, then work with them to connect and refer to the services that will best meet their needs.

There is evidence that when a person is housed and has time to "be" somewhere they are then more successful when they begin to address the issues that led to them becoming homeless or staying homeless. Responding to the COVID-19 health crisis by opening up two sanctioned lots for emergency tent shelters and 20 hotel rooms has shown us that people's behaviors can be substantially changed by the knowledge that they have a place to be, can sleep undisturbed through the night, can count on three meals a day, and receive laundry and shower support. We have witnessed people not drinking or doing drugs for the first time in years. People are calmer, the amount of crime and arrests by and of the people being served has reduced to below 10% of it's former rate.

The COVID emergency funds will dry up and go away soon which will leave 60 people in arcata and 18 people in Eureka who are being served by this program with no place to go. Historically there has been housing stock and no rapid rehousing funds or rapid rehousing money and no housing stock. We are in a unique situation. With the reduction of the university moving to predominately online courses there will be an increase in the housing stock. Bringing in funding for RRH units at the same time will allow us to respond quickly so we are prepared to move the population currently being served in the tent roomkey shelter program into permanent housing.

When funded, this service makes life easier for people to know where to go for assistance, provides housing subsidies to quickly get people housed, enables AHP to tailor needs to each person, provides a public service more efficiently, creates synergy and sharing of good practices between agencies and community members, and offers an opportunity to be housed that most of our clientele have no other access to.

Outcomes and Successes - Since first providing RRH services in 2017 AHP has served 49 people in the program. 44 people left the RRH program. 36 of the 44 left to permanent housing, 5 left to a place not meant for human habitation, 2 no location data, and 1 person passed away. That leads to an **84% success rate in the program** . **There was a 100% success rate for families with children.**

2. A detailed description of the Proposer's, and each subcontractor's, knowledge of the legal and procedural requirements pertaining to the provision of services and/or capital improvements equivalent to those that will be provided as part of the proposed HHAP project.

Arcata House Partnership is aware of the legal and procedural requirements pertaining to the provision of services as part of the HHAP project. AHP will hire staff that meet the needs of the program. The key issue here is not whether the service is needed or of value to the community but how can it be funded so that it is sustainable.

3. A detailed description of the relevant qualifications and experience of the members of Proposer's staff, and the members of each subcontractor's staff, that will be providing services and/or capital improvements as part of the proposed HHAP project, including, without limitation, job titles, responsibilities, special training, licenses and certifications .

Darlene Spoor, Executive Director of Arcata House Partnership has 35 years of experience developing and managing affordable housing and properties for special use by non-profit social service providers. She has an earned Doctor of Education / Administration degree (Ed.D) and a Master of Science degree in nonprofit administration. Dr. Spoor is well versed in the administration and management of millions of dollars in development and operating funds for non-profit agencies.

Anjali Browning, Manager of Client Services has an earned Doctor of Philosophy degree (Ph.D.) in Anthropology. She has 15 years of experience managing programs and supervising staff. Dr. Browning has been in her position at AHP since April 2018. She has transformed the way the agency serves the homeless population in the community.

Case Managers generally have a Bachelor degree in a related field. Peer Support and Housing Support Workers are comfortable with the population and often have lived experience. Along with direct client/tenant support funding will support staff to examine income and family composition, provide housing assistance, inspect units, process rental payments to landlords, and determine rent reasonableness.

4. A detailed description of how the qualifications and experience of the members of Proposer's staff, and the members of each subcontractor's staff, that will be providing services and/or capital improvements as part of the proposed HHAP project will help meet

the program objectives, local funding priorities, requirements, specifications and standards set forth in this RFP .

Under the direction of the Executive Director, the staff of AHP will use the funds to ensure success in providing staff assistance and support to people who are homeless or at risk of becoming homeless. With adequate funding AHP staff will work with landlords to secure housing and quickly move people into their own units.

To ensure success the staffing level to provide service with 60 housing vouchers and support will be:

- 2 Case Managers;
- .5 Housing Stabilization Specialist;
- 1 Housing Support Worker; and
- oversight by the Manager of Client Services

Financial support to fund program operations will allow AHP to better serve the homeless population that benefits from this program and services. People will be able to get connected with services, address issues limiting their housing options, be connected with partner agencies, reunify with their families, and just “be” as they prepare for and receive support. Individual needs are different, but the goal of this service is to provide each person with the support he or she needs to move out of homelessness and into permanent housing.

5.0 Project Description

Proposals shall include a clear and concise description of the proposed HHAP project which identifies the Proposer's ability to comply with the program objectives, local funding priorities, requirements, specifications and standards set forth in this RFP

5.1 Project Design. The Project Description must contain a description of the overall design of the proposed HHAP project, which includes, without limitation, all of the following information:

1. A detailed description of the overall goals of the proposed HHAP project, which includes, without limitation, all of the following information:

a. How many individuals will be served by the proposed HHAP project and for what period of time? AHP proposes that a total of 60 RRH vouchers will be available for people who are homeless or at risk of being homeless as defined by the target population of the RFP.

b. How the proposed HHAP project will serve the entirety of Humboldt County. AHP manages the current RRH program which serves county wide. This program would be no different. Currently AHP provides housing vouchers to people in McKinleyville, Arcata, Eureka and Fortuna. These funds will allow this program to continue and to expand to serve more people. The agency will continue to provide services to people who are homeless throughout the county who are in need of this assistance.

c. How the proposed HHAP project will assist in the County's effort to end homelessness in Humboldt County.

This program will allow AHP to continue to serve people in the community. This program will provide people with a permanent, safe place to live. They will have an opportunity to access conveniences like bathrooms and showers, and to get healthy social contact. This will benefit the entire county. The program gives AHP an opportunity to offer extensive wraparound case management/care coordination when needed. Staff will assist with applications for housing, benefits and employment and provide them with transportation to appointments for housing searches. AHP staff will connect and refer people to services offered by partner and other community agencies that meet their individual needs. This service also provides one location where people can be entered into the Coordinated Entry System.

Staff will work with each person to identify needs and overcome barriers to housing. People could prepare to enter the Rapid Re-Housing program with hopes to move onto a Permanent Supportive Housing program, and/or to apply for other sources of support as needed. Staff will work with dozens of agencies and organizations throughout the county to ensure that the connections and referrals made will enhance a person's life, meet their physical, mental health, or substance use needs, and ensure people have the support and skills necessary to transition from being homeless to being housed.

Funding from this grant will directly serve to end homelessness in Humboldt County by supporting AHP to continue to provide housing stabilization services with supportive services

designed to quickly connect and refer people who are homelessness to necessary services and permanent housing.

2. A detailed description of the sector(s) of the Target Population that the proposed HHAP project will serve and how the project will benefit the individuals being served thereby.

This RRH program will serve the neediest in our community. This program welcomes adults and/or families who are homeless, often chronically homeless, have physical and mental health concerns, have experienced trauma (assault, rape, violence), and are in need of emergency assistance and support. This proposal will fund the expansion of the existing successful RRH program.

3. A detailed description of any and all operating and/or flexible housing subsidies that will be provided as part of the proposed HHAP project which includes, without limitation, any and all other sources of financing that will be utilized to support the project, any and all applicable construction timelines and any and all applicable unit breakdowns and affordability levels, if applicable.

As part of this proposal, AHP is requesting support for additional rapid re-housing (RRH) funds. AHP currently manages a RRH program that serves Humboldt County. In addition, other funding sources include CESH funding for the One-Stop program, often the first contact with a person, CalFresh for food support, donations to fund additional administrative support needed to manage the program and the data collection and reporting needs.

4. A detailed description of any and all rental assistance, housing relocation and stabilization, outreach, coordination, homelessness prevention and/or shelter diversion services that will be provided as part of the proposed HHAP project which includes, without limitation, the process by which the level of services provided to members of the Target Population will be determined, how the County's Coordinated Entry System will be utilized to match members of the Target Population to appropriate programs and services and the strategies that will be employed to maximize transition to permanent housing, if applicable.

AHP is the only non-profit agency that manages Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH) programs serving Humboldt County. Once the COVID-19 restrictions are lifted people will have access to the One Stop where intake will be completed. People will then be connected or referred to other agencies for services that meet their needs. If people meet the criteria for this funding sources (homeless or at risk of becoming homeless: 1.1N of the RFP) then they will be considered for service. People on the Coordinated Entry System will be considered for this program. Assistance will be provided to people who need to establish income (social security, disability, general relief, employment etc.). Funding from this grant will provide supportive services designed to quickly end homelessness for program participants. The services

will include applications for housing, housing search, move-in services, and support to adjust to and stay housed. Rents for this program will be determined like other RRH programs that AHP manages. 30% of a person's income will be calculated. If a person has no income staff will work with them over time to obtain appropriate income or entitlements. Rents will be no more than the rents allowed by the Emergency Solutions Grant RRH program to include rent reasonableness calculations. When clients become tenants the lease will be in their name and a Housing Assistance Payment (HAP) contract will be made with the landlord for a portion of the rent that exceeds 30% of a person's income. Each person who enters the program will be entered into HMIS. Staff will work with each person when ready to move to a permanent housing voucher or to independence.

5. A detailed description of any and all security deposits, holding fees and other landlord incentives that will be provided as part of the proposed HHAP project.

Security deposits and moving expenses will be considered allowable expenses as part of this program. Up to 1 months rent can be paid for property damage one time per participant.

6. A detailed description of any and all operational support related to the creation and maintenance of a homeless services and housing delivery system that will be provided as part of the proposed HHAP project.

AHP is the only non-profit in Humboldt County that offers a full continuum of services for people who are homeless. AHP has a fully operational homeless services and housing delivery system. The agency provides outreach services, One-Stop connection and referral services, a shelter program for adults and families, permanent supportive housing and rapid rehousing programs, emergency shelter programs, food pantry and delivery systems for people who are food insecure, and access and support for people who have moved to independent housing.

7. 2. A detailed description of any and all capital improvement projects, including, but not limited to, conversion of hotels and motels to permanent housing and construction of new navigation centers and emergency shelters, that will be provided as part of the proposed HHAP project which includes, without limitation, any and all other sources of financing

that will be utilized to support the project, any and all applicable construction timelines and any and all applicable unit breakdowns and affordability levels, if applicable.

N/A

8. A detailed description of how the proposed HHAP project will be staffed which includes, without limitation, a summary of the process by which staffing levels will be determined and how such staffing will ensure the effective and efficient implementation of the proposed HHAP project.

To ensure success the staffing level to provide service with 60 housing vouchers and support will be:

- 2 Case Managers;
- 1 Housing Stabilization Specialist;
- ½ Housing Support; and
- software to better serve the population
- with oversight by the Manager of Client Services

Case Managers and a Housing Stabilization Specialist will provide the line duties to ensure that the people are screened, identified, accepted into the program, fill out housing applications, get accepted, do move in inspections to ensure it meets housing quality standards, get the lease and HAP agreements signed, move into the units, pay their rents, learn behaviors to help them be successful tenants, and assist each person with proper services to assist them to transition from being homeless to being connected to services and moving to permanent housing.

All people who enter the program are encouraged to participate in case management services. These services include an initial evaluation, identification of needs and barriers to housing and actions that need to be taken to secure housing. These actions are prioritized into weekly and monthly goals. Services may also include a benefits analysis, and assistance with applications for benefits and/or employment. Case Managers identify chronic or acute physical, mental health or substance use issues that have been barriers to housing. To address these issues assistance may include referral and connection to services like finding a medical provider, making and keeping appointments and providing transportation. Case managers work with providers (with the client's permission) to ensure compliance with care plans, and even being present at medical appointments to ensure that instructions are understood and followed.

The Housing Support Worker will ensure that the process and paperwork is in order, that data is collected in a timely manner and that processes are followed to meet the funding requirements.

The Manager of Client Services provides program oversight to this program supporting the selection, intake, and case manager duties for this program.

AHP believes and data supports the notion that with staff support, people are more likely to be successful preparing for and transitioning into permanent housing.

9. A detailed description of how the proposed HHAP project will ensure that members of the Target Population are connected to other appropriate services and resources, including, without limitation, primary care, behavioral health, employment, benefits advocacy and legal assistance services.

AHP has a strong supportive network of over 200 consultants, volunteers, and partner agencies throughout the county that provide assistance and support for the people staying at the shelter.

The services include:

- medical,
- mental health,
- substance use,
- legal,
- community corrections,
- domestic violence,
- financial assistance and benefits,
- job training / preparation and employment,
- food subsidy or food assistance,
- reunification,
- crisis stabilization,
- housing search and application assistance,
- religious support,
- veteran services,
- family resource centers,
- and more.

10. A detailed description of the systems and processes that will be utilized to collect data related to, and evaluate the performance of, the services and/or capital improvements provided as part of the proposed HHAP project which includes, without limitation, the process for collecting and analyzing program and client-level data, the process for entering program and client-level data into the County's Homeless Management Information System, the process for measuring the success of the services and/or capital improvements being provided and the steps that will be taken if identified performance targets are not met.

Program and client level data will continue to be recorded in the Homeless Management Information System (HMIS) database which AHP staff have used for years. This information is used to quantify participant success, to evaluate the program, and to support funding requests. Additional data may be collected using a proprietary system.

11. A detailed description of how the provision of the services and/or capital improvements that will provided as part of the proposed HHAP project will continue past the period in which HHAP funding is available or, alternatively, how such activities will be phased out in a manner that does not disrupt access to other appropriate services, require relocation or impose other related hardships on members of the Target Population.

The goal of a RRH program is to get people housed then assist them to transition to a permanent supportive housing program, a housing choice section 8 voucher, a different subsidy or to

independent living. AHP staff have been very successful helping people prepare for and move forward as they become ready. Since 2017 AHP has had an 84% success rate getting leavers to permanent housing with or without funding as appropriate.

12. A detailed description of how the proposed HHAP project adheres to the County's Housing First Principles, which includes specific programmatic examples, as appropriate.

AHP adopted a Housing First approach to service before the term was coined. Staff not only implement a housing first approach to housing but believe in it. The principles AHP adheres to are:

- People are admitted, screened and selected regardless of their physical and mental health, sobriety or use of substances, participation or completion of treatment, or participation in services.
- People are not rejected on the basis of poor credit or financial history, poor or lack of rental history, minor criminal convictions, or behaviors that indicate a lack of "housing readiness."
- The program accepts referrals directly from individuals, shelters, street outreach, drop-in centers, and other parts of crisis response system frequented by vulnerable people experiencing homelessness.
- Supportive services emphasize engagement and problem-solving. Service plans are highly individual-driven.
- Use of alcohol or drugs in and of itself (without other program violations) is not considered a reason for termination of services.
- Staff are trained in and actively employ evidence-based practices for engagement such as motivational interviewing.
- Services are informed by a harm reduction philosophy that recognizes that drug and alcohol use and addiction are a part of peoples' lives and staff engage in non-judgmental communication regarding drug and alcohol use.
- Policies and regulations related to the shelter program do not inhibit the implementation of the Housing First approach.

13. A detailed description of how the proposed HHAP project complies with, or is exempt from, the requirements of Article XXXIV of the California Constitution, as clarified by Sections 37000, *et seq.* of the California Health and Safety Code, if applicable.

No part of the funds requested here will be used for the development, acquisition, or construction of federally subsidized conventional public housing projects.

14. A detailed description of how the proposed HHAP project complies with, or is exempt from, any and all applicable prevailing wage requirements set forth in California Labor Code Sections 1770, *et seq.*

Funding requested here will be used to pay salaries of AHP employees only and to pay rental subsidies to landlords. This is not considered a public works project.

5.2 The Project Description must contain a project budget which includes an itemized list of all of the expenditures of HHAP funds associated with the proposed project in a form that is substantially similar to the budget template that is attached hereto as Attachment B – Proposed Budget. In addition to the above-referenced budget information, Proposals should also include a detailed explanation of how the costs and expenses in each budget line item were estimated and the justification for such costs and expenses. It should be noted that startup expenses, and administrative costs not to exceed seven percent (7%) of the overall cost of the proposed HHAP project, may be included in the proposed project budget.

The costs and expenses reflect the actual cost to staff the One Stop for 2 years. Staff salaries are calculated showing step increases annually. Operational costs show the estimated increases in utilities and services expected over a two-year period.

6.0 Supplemental Documentation

Proposals shall include a list of any and all documents that will assist the County in evaluating the Proposer's ability to comply with the program objectives, local funding priorities, requirements, specifications and standards set forth in this RFP, including, without limitation, any and all administrative policies, procedures and best practices that must be in place prior to execution of an HHAP Agreement, any and all required licenses and certification and/or accreditation documents, job descriptions and evidence of prior program performance, including, but not limited to, copies of any local, state or federal reports filed for projects similar to the proposed HHAP project which contain data that has been entered into the County's Homeless Management Information System. If applicable, Proposals shall also include a legal opinion letter which demonstrates that the Proposer has considered both the legal requirements of Article XXXIV of the California Constitution, as clarified by Sections 37000, *et seq* . of the California Health and Safety Code, and the relevant facts of the proposed HHAP project. Any conclusion that the proposed HHAP project is exempt from Article XXXIV must include a specific legal theory and project-specific facts which supports such a conclusion.

N/A

7.0 Exceptions, Objections and Requested Changes

Proposers should carefully review the terms, conditions, local funding priorities, requirements, specifications and standards set forth in this RFP prior to submitting a Proposal in response hereto. Any exceptions, objections or requested changes to any portion of this RFP shall be clearly identified and explained in the Proposal. Descriptions of any exceptions, objections or requested changes should include the page and paragraph number of the referenced portion of this RFP. Protests based on any exception, objection or requested change shall be considered waived and invalid by the County, if the exception, objection or requested change is not clearly identified and explained in the Proposal.

N/A

8.0 Required Attachments

Attachment A – RFP Signature Affidavit

Attachment B – Project Budget

Attachment C – Supplemental Documentation

**REQUEST FOR PROPOSALS – NO. DHHS2020-05
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM**

**ATTACHMENT A – SIGNATURE AFFIDAVIT
(Submit With Proposal)**

REQUEST FOR PROPOSALS – NO. DHHS2020-05 SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	Arcata House Partnership
STREET ADDRESS:	1005 Eleventh Street
CITY,STATE,ZIP	Arcata, CA 95521
CONTACT PERSON:	Darlene Spoor
PHONE #:	707-822-4528
FAX#:	707-822-1225
EMAIL:	Dspoor@arcatahouse.org

Government Code Sections 6250, *et seq.*, the "Public Records Act," define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above-named organization and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS2019-02 and declares that the attached Proposal and pricing are in conformity therewith.

Darlene Spoor
Signature

5/10/20
Date

Darlene Spoor
Name

May 10, 2020
Date

This agency hereby acknowledges receipt / review of the following Addendum(s), if any)

Addendum # [] Addendum # [] Addendum # [] Addendum # []

**REQUEST FOR PROPOSALS – NO. DHHS2020-05
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM**

This agency hereby acknowledges receipt / review of the following Addendum(s), if any)

Addendum # [] Addendum # [] Addendum # [] Addendum # []

**ATTACHMENT B – PROPOSED BUDGET
(Submit with Proposal)**

A. Personnel Costs	
<i>Formula for salary calculations and any benefits should be clearly identified</i>	
Title: Case Manager / Housing Stabilization Specialist – 3FTE Hourly Rate of Pay or Salary Calculation: year 1 \$18.63 at \$75,837, year 2 \$19.94 at \$83,034 Duties Description: case management, landlord liaison, site visits	\$240,677
Title: Housing Support - .5 FTE Hourly Rate of Pay or Salary Calculation: year 1 \$18,959, year 2 \$20,758 Duties Description: examines income, provides housing assistance, inspects units, processes rental payments to landlord, rent reasonableness	\$ 40,013
Title: Mgr Client Services - 2 hrs / week Hourly Rate of Pay or Salary Calculation: year 1 \$3,250, year 2 \$3,588 Duties Description: supervisor	6,838
Title: Benefits Hourly Rate of Pay or Salary Calculation: 45%	\$ 129,432
Total Personnel Costs:	\$ 417,060
B. Operational Costs	
Item: Leasing Assistance - 60 units at 24 months each Description: \$600 / month average FMR for 2020 is 687 x 60 units 30 units x 24 mos; 15 units x 18 mos; 15 units x 12 mos x 600/unit average	\$ 702,000
Total Operational Costs:	\$702,000
C. Supplies	
Item: Consumables / program & office supplies and expenses Description: move in expense for necessities, cell phones, office supplies	\$ 20,000
Total Supply Costs:	\$20,000
D. Transportation/Travel (Travel expenses must follow Humboldt County Travel Policy Limits)	
Item: Transportation Description: fuel, vehicle repair	\$2,400
Total Transportation/Travel Costs:	\$ 2,400
E. Administrative Costs	

Item: Administrative costs at 7%	\$ 79,902
Description:	
	Total Other Costs: \$79,902
	2-year budget Grand Total: 1,221,362

Attachment C
Supplemental Documentation

REQUEST FOR PROPOSALS – NO. DHHS2020-05
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM

HUMBOLDT COUNTY HOUSING FIRST PRINCIPLES

1. Participants are moved into permanent housing as quickly as possible, with no service or program readiness requirements.
2. The project's rules are limited to participant safety, and do not try to change or control participants or their behaviors.
3. The project uses a trauma-informed approach.
4. The project does not require detox treatment and/or days of sobriety to enter.
5. The project does not conduct drug testing.
6. The project does not prohibit program entry on the basis of mental illness diagnosis and does not have a policy requiring medication and/or treatment compliance to enter.
7. The project does not bar participants based on past, non-violent rules infractions.
8. The project accepts all participants regardless of sexual orientation or gender identification and follows all fair housing laws.
9. The project does not exclude participants with zero income and/or limited to no work history.
10. If the project is short-term or time-limited, the services provided to enrolled participants should be focused primarily upon securing permanent housing and enhancing housing stability upon exit, as opposed to building "housing readiness," attaining sobriety, or adherence to treatment.
11. The project does not terminate program participants for any of the above listed reasons. The project also does not terminate participants for:
 - a. Low or no income;
 - b. Current or past substance use;
 - c. History of domestic violence;
 - d. Failure to participate in supportive services;
 - e. Failure to make progress on a service plan; and
 - f. Criminal records, with the exceptions of restrictions imposed by federal, state or local law or ordinance.
12. If the project entails housing placement and/or housing stability services, program staff treat eviction and/or termination of housing as a last resort. Before termination/eviction, staff should engage as many other alternative strategies as are applicable and reasonable, including, without limitation:
 - a. Conflict resolution;
 - b. Landlord mediation;
 - c. Support with rental/utility arrears;
 - d. Tenancy skills building; and
 - e. Relocation.

REQUEST FOR PROPOSALS – NO. DHHS2020-05
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM

ATTACHMENT C
Job Description
Case Manager

Under the supervision of the Manager of Client Services, the Case Manager works as part of a team to assist homeless families and individuals in securing and maintaining permanent housing. The Case Manager will travel as needed throughout the county to meet with landlords and property managers and identify affordable and available housing there.

Essential Duties will include, but not be limited to:

Housing Identification

- Recruit landlords to provide housing opportunities for individuals and families experiencing homelessness.
- Address potential barriers to landlord participation such as concern about the short term nature of rental assistance and tenant qualifications.
- Plan and carry out at least one landlord recruitment/recognition/information event each quarter
- Match households to appropriate housing (affordable, decent, safe, etc)
- Inspect all housing units to ensure a habitability and safety before moving in a household.

Client identification and enrollment

- Develop written program standards (forms, policies, procedures)
- Identify eligible households, interview, document program eligibility, enroll and orient them
- Identify each household's barriers to permanent housing
- Help households identify and select among various permanent housing options based on their unique needs, preferences, and financial resources.
- Help individuals and families negotiate manageable and appropriate lease agreements with landlords
- Assist with move-in—provide furnishings as needed

Financial Assistance

- Determine each household's needs for financial assistance
- Provide assistance to cover move-in costs, deposits, and the rental and/or utility assistance (typically six months or less) necessary to allow individuals and families to move immediately out of homelessness and to stabilize in permanent housing.

- Monitor expenditures to ensure that program does not overspend

Case Management

- Develop a case management plan for each household including, but not limited to goals, frequency of case management, agreement to participate
- Maintain a chart for each household that documents program enrollment and progress
 - Help individuals and families experiencing homelessness address issues that may impede access to housing (such as credit history, arrears, and legal issues).
- Assist clients in addressing such issues as credit history, evictions, arrears, and legal issues that may prevent a household from being able to obtain a lease.
- Work with clients to negotiate with creditors, etc to have debts removed or lessened.
 - Provide or assist the household with connections to resources that help them improve their safety and well-being and achieve their long-term goals. This includes providing or ensuring that the household has access to resources related to benefits, employment and community-based services (if needed/appropriate) so that they can sustain rent payments independently when rental assistance ends.
- Monitor the progress of participants' housing stability and be available to assist in the resolution of any crises that threaten that stability. This could include employment issues, barriers to benefits, transportation challenges, and family conflict.
- Be available to both tenants and landlords to resolve disputes and issues that may arise, as well as provide tenants with skills necessary to be a good tenant and develop positive relations with the landlord.
- Assist households in preventing eviction or assist the client in negotiating and re-locating to another unit if necessary
- Ensure that services provided are client-directed, respectful of individuals' rights to self-determination, and voluntary

Reporting

- Request payments and monitor expenditures
- Enter all client data into HMIS system
- Track client demographic data as required
- Provide monthly reports to the Board of Directors
- Provide reports to funding sources as needed

Minimum Qualifications

- Minimum BA/BS in Social Work, Psychology or related field; and/or a background in housing support
- 2 years demonstrated experience with low-income, at risk clients (substance abuse, family violence or mental illness and/or homeless clients for a social service agency) or
- A combination of education and experience that provides the ability and experience to perform the assigned duties.

- Strong oral and written communication skills
- Proof of automobile insurance, a clean driving record and a valid California Driver's license.

He/she must have the capacity to appropriately assess a household's unique situation, and to provide the needed services and resources either internally or through a connection to community-based assistance. The Case Manager must have the ability to build and maintain relationships with and linkages to other service providers, benefits counselors, employment agencies, and community-based services. Knowledge of local resources

REQUEST FOR PROPOSALS – NO. DHHS2020-05
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM

ATTACHMENT C
Job Description
Housing Stabilization Specialist

Under the supervision of the Manager of Client Services, the Housing Stabilization Specialist and the Case Manager work as a team to assist homeless families and individuals in securing and maintaining permanent housing. The Housing Stabilization Specialist will travel as needed throughout the county to meet with landlords and property managers and identify affordable and available housing there.

Examples of Duties:

- Assist identified clients in creating and updating an individualized housing plan.
- Provide clients with assistance in obtaining permanent housing (teach tenant skills, help with housing applications, help with ads on Craigslist, etc.)
- Assist clients in identifying their housing needs
- Assist clients in negotiating a lease or being added to a current lease
- Inspect each housing unit to ensure compliance with Housing Habitability Standards
- Help clients to move in and set up the household
- Supervise and support clients in keeping houses safe and clean
- Support clients in applying for and maintaining mainstream benefits (veterans benefits, SSI, TANF)
- Ensure that all clients are entered into HMIS
- Track client outcomes and submit a reports as required
- Ensure that all program activities are in compliance with written standards for Rapid Re-Housing
- Identify and meet with landlords and property managers to educate them about the rapid re-housing program
- Understand the needs and concerns of landlords
- Identify housing resources and recruit landlords to create a local landlord network that encourages engagement of landlords and property managers
- Create and distribute materials for landlord education
- Work with landlords and property managers to increase the amount of affordable housing available to low-income clients.
- Mediate disputes between landlords or neighbors and clients
- Nurture relationships with landlords (invite them to at least two events per year and keep them updated about program activities, i.e. holiday cards, newsletter, thank you letters)
- Knowledge of landlord tenant law.

Minimum Qualifications

- Minimum BA/BS in Social Work, Psychology or related field; and/or a background in housing support
- 2 years demonstrated experience with low-income, at risk clients (substance abuse, family violence or mental illness and/or homeless clients for a social service agency) or
- A combination of education and experience that provides the ability and experience to perform the assigned duties.
- Strong oral and written communication skills
- Proof of automobile insurance, a clean driving record and a valid California Driver's license.

In addition, the following abilities are required

- Understand and maintain client confidentiality
- Effective interviewing skills
- Working effectively with a diverse population of clients in frequently stressful situations
- Knowledge of local community services network
- Attention to detail and excellent teamwork skills
- Ability to sit for four hours or stand for two hours
- Ability to walk, bend, stoop, reach and lift at least 15 pounds
- Ability to occasionally lift 50 pounds
- Knowledge of and compliance with mandatory child abuse reporting laws

**REQUEST FOR PROPOSALS – NO. DHHS2020-05
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM**

**ATTACHMENT C
Job Description
Housing Support**

POSITION PURPOSE

Under the general direction of the Executive Director, and the direct supervision by the Manager of Client Services or their designee, the Housing Support will work with Arcata House Partnership serving homeless individuals and families countywide. Staff are responsible for providing essential housing and employment support to Case Managers for clients to be housed and newly housed in order to sustain permanent housing and ensure resources are properly allocated.

ESSENTIAL JOB FUNCTIONS

- Update and maintain required data for tracking client progress and case management needs.
- Other duties as assigned

JOB REQUIREMENTS

Knowledge of and Experience With:

- PC computer experience with advanced proficiency of Word, Internet and Excel and data based programs
- Cultural and other diversity awareness (race and ethnicity, age, sexual orientation, etc.)
- Effective communication skills when dealing with many different populations (members, supervisors, community partners, clients)
- Highly developed organizational and administrative skills
- Collaboration techniques and consensus decision-making skills

Ability to:

- Work well independently and as part of a team
- Utilize problem-solving skills to plan, organize and manage supportive services
- Ability to inspire, support and communicate comfortably and effectively
- Possess strong leadership skills
- Conduct client/tenant assessments, write reports, track and input data
- Travel to client/tenant meetings, housing interviews and apartments as necessary
- Communicate effectively in written and oral form
- Communicate /relate with people of various cultures, ethnicities, philosophical views, backgrounds, classes and communication skills
- Must be able to work a flexible schedule – evening, weekend or early morning presentations, etc.

- Ensure and protect agency, program and client confidentiality and safety; follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection

MINIMUM QUALIFICATIONS

- BA in Social Work, data management or related field or two (2) years of demonstrated experience

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have proof of current automobile insurance
- Possession of a valid California Driver's License and acceptable driving record from DMV · Submit to fingerprinting for criminal record clearance/background checks with acceptable results

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

Report Options

Provider Type [Provider](#) [Reporting Group](#)
Provider* [Keys to Success II - Arcata House Partnership \(151\)](#)
[This provider AND its subordinates](#) [This provider ONLY](#)
Program Date Range* 01/01/2017 to 05/01/2020
Entry/Exit Types* [Basic](#) [Basic Center](#) [HUD](#) [PATH](#) [Quick](#) [Standard](#) [Transitional Living](#) [VA](#) [HPRP \(Retired\)](#)
[Program Entry/Exit](#) [Call](#) [BHY](#)

CoC-APR Report Results

4a - Project Identifiers in HMIS

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All
Organization Name	Org-ID	Project Name	Project ID	HMIS Project Type	Method for Tracking ES	Affiliated with a residential project? (SSO)	Project IDs of Affiliation	CoC Codes	Geocodes	Victim Service Provider																	
Keys to Success II - Arcata House Partnership	151	Keys to Success II - Arcata House Partnership	151	PH - Rapid Re-Housing (HUD)				CA-522	069023	False																	

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5a - Report Validations Table

Report Validations Table	
1. Total Number of Persons Served	49
2. Number of Adults (age 18 or over)	38
3. Number of Children (under age 18)	12
4. Number of Persons with Unknown Age	1
5. Number of Leavers	44
6. Number of Adult Leavers	32
7. Number of Adult and Head of Household Leavers	32
8. Number of Stayers	5
9. Number of Adult Stayers	4
10. Number of Veterans	1
11. Number of Chronically Homeless Persons	47
12. Number of Youth Under Age 25	0
13. Number of Parenting Youth Under Age 25 with Children	0
14. Number of Adult Heads of Household	33
15. Number of Child and Unknown-Age Heads of Household	0
16. Heads of Households and Adult Stayers in the Project 365 Days or More	2

6a - Data Quality: Personally Identifiable Information

Data Element	Client Doesn't Know/Client Refused	Information Missing	Data Issues	Total	% of Error Rate
Name (3.1)	0	0	0	0	0%
SSN (3.2)	3	1	0	3	6%
Date of Birth (3.3)	0	4	0	4	8%
Race (3.4)	0	4	0	4	8%
Ethnicity (3.5)	0	5	0	5	10%
Gender (3.6)	0	4	0	4	8%
Overall Score				6	12%

6b - Data Quality: Universal Data Elements

Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0%
Project Start Date (3.10)	0	0%
Relationship to Head of Household (3.15)	6	12%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	4	8%

23c - Exit Destination - All persons

	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Permanent Destinations					
Moved from one HOPWA funded project to HOPWA PH	0	0	0	0	0
Owned by client, no ongoing subsidy	0	0	0	0	0
Owned by client, with ongoing subsidy	0	0	0	0	0
Rental by client, no ongoing subsidy	0	0	0	0	0
Rental by client, with VASH subsidy	0	0	0	0	0
Rental by client with GPO TIP subsidy	0	0	0	0	0
Rental by client, other ongoing subsidy	13	5	8	0	0
Permanent Housing (other than RRH) for formerly homeless persons	7	7	0	0	0
Staying or living with family, permanent tenure	1	1	0	0	0
Staying or living with friends, permanent tenure	0	0	0	0	0
Rental by client, with RRH or equivalent subsidy	15	6	9	0	0
Rental by client, with HCV voucher (tenant or project based)	0	0	0	0	0
Rental by client in a public housing unit	0	0	0	0	0
Subtotal	36	19	17	0	0
Temporary Destinations					
Emergency shelter, including hotel or motel paid for with emergency shelter voucher	0	0	0	0	0
Moved from one HOPWA funded project to HOPWA TH	0	0	0	0	0
Transitional housing for homeless persons (including homeless youth)	0	0	0	0	0
Staying or living with family, temporary tenure (e.g., room, apartment or house)	0	0	0	0	0
Staying or living with friends, temporary tenure (e.g., room apartment or house)	0	0	0	0	0
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	5	2	0	0	3
Safe Haven	0	0	0	0	0
Hotel or motel paid for without emergency shelter voucher	0	0	0	0	0
Host Home (non-crisis)	0	0	0	0	0
Subtotal	5	2	0	0	3
Institutional Settings					
Foster care home or foster care group home	0	0	0	0	0
Psychiatric hospital or other psychiatric facility	0	0	0	0	0
Substance abuse treatment facility or detox center	0	0	0	0	0
Hospital or other residential non-psychiatric medical facility	0	0	0	0	0
Jail, prison, or juvenile detention facility	0	0	0	0	0
Long-term care facility or nursing home	0	0	0	0	0
Subtotal	0	0	0	0	0
Other Destinations					
Residential project or halfway house with no homeless criteria	0	0	0	0	0
Deceased	1	1	0	0	0
Other	0	0	0	0	0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data Not Collected (no exit interview completed)	2	2	0	0	0
Subtotal	3	3	0	0	0
Total	44	24	17	0	3
Total persons exiting to positive housing destinations	36	19	17	0	0
Total persons whose destinations excluded them from the calculation	1	1	0	0	0
Percentage	84%	83%	100%	0%	0%

25a - Number of Veterans

	Total	Without Children	With Children and Adults	Unknown Household Type
Chronically Homeless Veteran	1	1	0	0
Non-Chronically Homeless Veteran	0	0	0	0
Not a veteran	35	26	7	2
Client Doesn't Know/Client Refused	0	0	0	0
Data not collected	0	0	0	0
Total	36	27	7	2

25b - Number of Veterans Households

	Total	Without Children	With Children and Adults	Unknown Household Type
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