



Employment Training Division
of
Humboldt County Department of Health and Human Services

Response to RFP No. DHHS2019-01
Homeless Emergency Aid Program

Closing Date/Time of Submission: March 15, 2019, 4:00 PM

Employment Training Division
Department of Health and Human Services

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February 15, 2019

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

Re: Humboldt County Request for Proposal – RFP No. DHHS2019-01

Please accept this proposal in response to RFP No. DHHS2019-01. The Employment Training Division (ETD), of the Humboldt County Department of Health and Human Services, respectfully proposes job readiness, vocational training, job search assistance and job placement services for the HEAP target population.

ETD administers Helping Humboldt, an employment empowerment program. The program supports the long-term unemployed, or individuals with other significant barriers to work through a day-worker model. Job readiness and hope is developed through community beautification projects. The program currently serves Independent Living Services and Transitional Age Youth, clients receiving General Relief and CalWORKs benefits, and County Sheriff and Probation justice-involved individuals – populations exhibiting a high degree of homelessness and fully aligned to HEAP priorities. With additional HEAP funds, ETD would expand the program to encompass more homeless individuals not covered by above referrals; and to complete development of a social enterprise that will provide much needed advance job readiness and vocational skills for the target population. Added staffing funds would also allow more case coordination with HumWORKs for mental health supports.

ETD has provided workforce services for over 30 years under numerous Federal, State and Local grants. ETD's track record is impeccable, having met all contracted outcomes along the way. ETD has a highly trained staff and the experience to perform effectively with the HEAP target population. As a County agency, ETD is adept at meeting regulatory and reporting obligations and can readily comply with HEAP requirements.

I look forward to your response. Sincerely, Connie Lorenzo

**REQUEST FOR PROPOSALS – NO. DHHS2019-01
HOMELESS EMERGENCY AID PROGRAM**

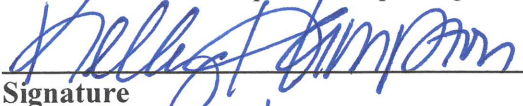
**ATTACHMENT A – SIGNATURE AFFIDAVIT
(Submit With Proposal)**

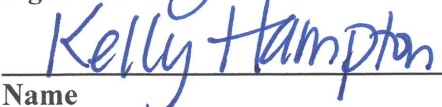
REQUEST FOR PROPOSALS – NO. DHHS2019-01 SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	DHHS - Employment Training Division
STREET ADDRESS:	929 Koster St.
CITY, STATE, ZIP	Eureka, CA 95501
CONTACT PERSON:	Connie Lorenzo
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Government Code Sections 6250, *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.

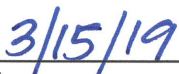
In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to 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.

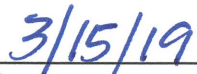
The undersigned is an authorized representative of the above-named agency and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS 2019-01 and declares that the attached Proposal and pricing are in conformity therewith.



Signature


Name



Date


Date

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

Humboldt County DHHS, Employment Training Division
Response to Request for Proposals – RFP No. DHHS2019-01

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Professional Profile

ETD, as a Division of the Humboldt County Department of Health and Human Services, is not submitting a Professional Profile as per stipulation of this RFP, Section 6.5.

Project Description/Design

The Helping Humboldt program is an employment empowerment program designed to address the employment needs of individuals most disconnected from the workforce. It serves individuals with one or more significant barriers to work, and seeks to support them back to self-sufficiency through job readiness, vocational skills training and by restoring their hope and self-confidence. The Helping Humboldt program (HH) endeavors to provide two levels of job training.

At the first level, which is in place at this time, participants of the program are readied for work through the discipline and basic skills training of daily work assignments. Work crews of 2-9 people perform various beautification projects – including light landscaping, cleanup, special event assistance, graffiti removal, and other similar tasks within our community. Professional crew leaders provide skills development while also coaching participants on appropriate work expectations and behaviors. Vocational Counselors case manage and support participants to success while in the program. Through comprehensive assessments and discussion, they help participants identify their interests, aptitude and strengths as regards work. They help participants to set realistic career goals, and guide them step-by-step towards these goals. This support includes helping to address barriers that may be blocking an individual from finding and/or maintaining employment.

In the first six months of the day-worker component of HH, ETD has served 86 individuals who have put in a total of 2,464 hours on worksites or in job search efforts. The community impact is 4,869 pounds of trash, green waste and 77 hypodermic needles removed from multiple municipal and business locations, 198 county cars washed, 12 community events supported, and 3 graffiti removals. Participant outcomes in this first six months include 1 GED

earned and 33 individuals employed. These statistics show HH to be an effective program for both the individual and the community.

The second tier of the HH program will be a social enterprise that provides advanced skills training and more time for participants to prepare for the demands and expectations of permanent work. Developing this enterprise is the subject and request of this grant. The HH program proposes to use the funds from this grant for start-up equipment costs and two-years of operational costs of the HH social enterprise. During this time, HH will be able to fully establish a social enterprise that is self-sustaining through direct sales of items produced and ongoing Social Service grant funds.

Project Design

Project design, goals and facts that align to HEAP parameters are as follows:

1. Building on the HH day-worker component, ETD is developing a second tier of job-readiness services for participants needing more time to overcome barriers, to develop sufficient workplace discipline and vocational skills to gain employment. These second-tier services will be provided through an enterprise that produces decorative wooden items for the home, garden and for our local tourist trade. The enterprise may also produce tote bags to meet the needs of the DHHS CalFresh program and for sale in local grocery stores and tourist outlets. ETD is already working with local employers to ensure the basic job-readiness training of the program meets their expectations.

HH will continue to have one entry point, which is an initial referral to a program orientation. HH staff provides daily orientations for new clients. Following orientation, participants are immediately put to work on daily work crews. Concurrently, over the next 1-2 weeks, a vocational counselor meets with the participant and establishes career goals and an individualized service plan. The plan can include ongoing work crew assignments, basic education, GED attainment, financial literacy supports, job search training, job search assistance, and (once established) advance readiness through the social enterprise component. Clients are advanced through the program at their own pace based largely on their individual level of commitment and abilities. Below is a flow chart indicating the program options and pathways.

1a. ETD is currently serving an average of 14 clients per month. CalWORKs Welfare-to-Work, General Relief, Transitional Age Youth, Street Outreach Services and the Humboldt 2nd Chance Programs make referrals to HH. With expansion of services through the social enterprise component and referrals from additional housing-assistance sources, HH will be able to support an additional 8 clients per month.

- Total clients served for an anticipated 2-year period through this grant is expected to be 528 clients.

1b. HH services are centralized in the Eureka/Arcata/McKinleyville area, but work-crews do reach into outer areas of the county, particularly when supporting community events or other singular assignments. Through outreach HH works to serve and support the county at large as follows:

- HH staff seeks day-work opportunities throughout the county and with tribal entities on a routine basis. HH also provides supportive services for bus or mileage reimbursement to assist more clients outside the tri-city area to participate in both tiers of the program. With this additional funding, we will have flexibility to try to reach more remote areas of the County.

1c. As a work-readiness program, HH assists the County's effort to end homelessness by moving participants to self-sufficiency through employment. Further, as HH helps participants with barriers to work, housing is a key pre-employment goal. Referrals and partnerships with CBO's and County programs providing housing assistance are immediately made to help stabilize individuals as they complete HH work programs.

- HH key outcomes are improved confidence, work skills, financial literacy and employment – all of which support individuals out of homelessness and improve resiliency to future financial vulnerability.

2. HH by design serves entirely at-risk-of or currently homeless individuals. HH participants include:

- Low-income individuals,
- Recipients of CalWORKs, CalFresh and/or General Relief benefits
- Youth transitioning out of foster care or juvenile detention,
- Adults transitioning out of prison or jail,
- Adults under probation supervision, and
- Individuals with mental health barriers to work.

3. HH is supported in part by funds for CalWORKs, Child Welfare Services, CalFresh Employment and Training, County Safety Realignment funds and

State Prison to Work dollars. These funds will be ongoing. HEAP one-time assistance is requested to fund start-up equipment and to support HH's social enterprise operation as it grows. This expansion will allow for more homeless and unbenefited individuals to be assisted by HH.

- HEAP funds will allow 192 more individuals to be served by HH programs in the first two years, will finance initial cost of equipment for the social enterprise, and will support much needed advance work skills training.
4. HH staff, as staff to the Social Service Branch (SS) of DHHS, regularly coordinate with internal emergency resources and those available outside of the County as well. County resources used include but are not limited to CalWORKs, CalFresh, Medi-Cal, GR, HAP, HDAP, and TAP. The 211 system is utilized to triage and link Target Population individuals to community services as needed. ETD will also be entering participant information into the Homeless Management Information System (HMIS) if not yet entered by a referring partner.
 - HH staff have a broad knowledge of processes and services available to support the Target Population due to their close relationship with other SS Program staff and CBO's. These relationships and the referral process from SS and CBO's serving the Target Population, create an inherent synergy between resources.
 5. HH is not seeking funds for nor proposing any capital improvements as part of this request.
 6. ETD currently has 2 Vocational Counselors, 1 Work Crew Leader, and a Program Coordinator assigned to work on both the CalFresh Employment and Training and HH Programs. The expansion of HH with a social enterprise component will require an additional Work Crew Leader and will increase the workload of the four existing staff and ETD Program Manager. For this reason, the Project Budget indicates the additional personnel costs anticipated to expand this program component over the next two-years. Staffing levels are based on historic, effective ratios of Vocational Counselors (VC) and Work Crew Leader (WCL) to participants. Ratios of participants to staff for a hands-on, fully case managed workforce program may appear low as compared to some programs, but participants are actively involved in the program for 2-12 weeks depending on their engagement and progress. Each VC will spend 2-5 hours per week per client, and each WCL 4-6 hours per day with each crew. By nature this type of program is labor intensive.

- The HEAP target population is individuals who need significant case management and individualized staff assistance. Effective ratios are 8-10 new clients per Vocational Counselor per month; and work crews are limited to 10-12 individuals. Program staff and budget is designed for these levels.
7. As a DHHS Division and partner with numerous additional social service and economic development agencies in the County, ETD is fully integrated and coordinated with DHHS services as well as a broad base of other community programs.
 - ETD Vocational Counselors, who provide case management for HH participants, serve also as navigators to numerous other community resource, including but not limited to behavioral health services, AOD recovery and other public health resources; to budgeting and revenue recovery planning services; to legal services; to vocational training options; to social service benefits, and to child care supports.
 8. ETD has access to and uses two Statewide databases for client tracking, case management and reporting – the California Department of Social Services C-IV database and the Employment Development Departments CalJOBS database. Participants of HH that are also recipients of DHHS Social Service benefit programs will be tracked in the CIV. As benefited they will be entered into this system already. Clients who are justice-involved and co-enrolled in the Humboldt 2nd Chance Program are required to be entered into the CalJOBS system. CalJOBS will also be used for any participants not benefited or co-enrolled in another DHHS/ETD program. Both these systems are robust and reports can be drawn from each and reconciled into a single HH report that will provide significant client-level data and outcomes.

Many of the participants of HH will be referred by or enrolled in other DHHS programs, so will likely already be entered into the County's Homeless Management Information System (HMIS). ETD staff will have the access and training needed to enter any participants not yet included in HMIS.

ETD staff will review monthly progress and outcome data from these listed systems to ensure the HH program is on target to hit proposed goals. Between this data-driven analysis and regular on-the-ground feedback from staff and participants, HH will be adjusting and improving the program over this grant period to develop the most efficacious path-to-employment possible for Humboldt's homeless and long-term unemployed populations.

- ETD will use C-IV, CalJOBS, and HMIS databases to track and report on HH participants. This data along with feedback from staff and participants will be used to help with continuous improvement of HH over the course of the grant. This ongoing track will give us the ability to adjust in progress if it appears we are not on target to meet goals.
9. ETD has a history of creative and productive collaborations with public and private partners. For instance, HH day-worker program is funded now through ongoing resources including CalFresh Employment and Training, CalWORKs, Transitional Age Youth, County Safety Realignment and State Prison to Employment funds. ETD will continue to braid these funds together to co-enroll and provide services through HH to multiple DHHS and community programs. At the termination of the HEAP grant it is also anticipated that the social enterprise will be self-funding in-part. It should create sufficient ongoing revenue – at a minimum - to reinvest and sustain equipment and the purchase of materials and supplies for the program. ETD will also continue to seek additional competitive funding opportunities to grow and sustain the program as necessary.
- Existing ETD funding sources will be ongoing. These along with revenues generated from HH social enterprise will sustain the program.
10. The HH program is precisely the type of program that meets Housing First Principles. By collaborating with DHHS's HDAP, HAP and other community housing programs HH will be a key provider of services to individuals 'housed first' and then supported to retain their housing. ETD's HH program provides case management services to continue to address barriers to housing and employment. The HH program receives referrals from several sources and does not screen participants based on any of the criteria listed by Housing First Principals. HH applies Equal Employment Opportunity rules regarding non-discrimination to its program and supports homeless, ex-offenders, individuals in recovery, persons with or without work history, and mental illness.
- HH's hands-on job-readiness and vocational skills will stabilize newly housed or at risk individuals and support them to self-sufficiency via employment. The only application of rules are related to participant safety and any restrictions imposed by federal, state, and local law or funds requirements.

**REQUEST FOR PROPOSAL – NO. DHHS 2019-01
HOMELESS EMERGENCY AID PROGRAM**

SUPPLEMENTAL DOCUMENTATION LIST

Administrative Policies & Procedures	
	EEO Policy 16-06-07
	Harassment Policy 16-06-07
	Paper Documents in Use at Rest and When no Longer needed
	User Access Management
	Workstation Security
	09-111 - CONFIDENTIALITY - Disposing of Confidential Materials
	09-113 - CONFIDENTIALITY - Policy on Clients Files
	10-109 - GEN - Language Line Procedure
	12-14 Client Request for Social Services Case Records
	12-18 - GEN SSB Building C Visitors
	13-23 GEN Customer Service Policy
	14-02 - GEN - Temporary Lodging Approval Process Rev 1
	15-15 - GEN - Interpreter Translator List
ETD Program Policies & Procedures	
	HH Program Case Management Process
	Lodging Complaint Resource & Referral List
	Veterans Service Office (VSO) Referrals
	V-27-06 ETD ROI
	09-242 HumWORKs Case Coordination
	10-57 - GEN - Client Mileage Reimbursement
	11-07 ETD Assessment for ETD Customers Rev 2
	11-08 - ETD - ET Case Management Expectations
	11-54 - ETD - Check Distribution
	11-66 Case Journal Entries Criteria
	12-08 Individual Service Strategy (ISS)
	12-16 Assessment Testing-Scheduling Printing Scoring and Routing
	14-03 Payment of Training Provider Costs and Client Expenditures WIA

	15-13 - Custodian of Record - Employment Training Division
	15-19 GR - UR Engagement Incentive Program
	16-02 ETD - Work Experience (WEX)
	16-05 ETD - Support Services
	18-07 HDAP Referrals
Job Descriptions	
	Employment Training Manager
	Employment Training Coordinator
	Vocational Counselor I/II
	Work Crew Leader
Evidence of Prior Program Performance	
	AB2060 Forward Focus Final Outcomes
	AB2060 H2CP Outcome Report
	ETD Monthly Reports – 09/2018 – 02/2018
	ETD 2015-16 Annual Report
	ETD 8-Year WIA Performance County to State Comparison Chart

Exception, Objections and Requested Changes

No exceptions, objections or requested changes are sought in this proposal.