



DC | DEPARTMENT *of*  
HUMAN SERVICES

## DC Department of Human Services Family Services Administration

# 801 East Men's Shelter: Case Management & Services Pre-Application Conference August 25, 2021

**Tony Newman, Program Manager**  
**Amelia Marian, Program Manager**

# Welcome

# Agenda

- Welcome
- Solicitation Overview
- Grantee Requirements
- Deliverables
- Application Format
- Evaluation Factors
- Application Deadline & Submission
- Final Thoughts

# Solicitation Overview

# Solicitation Overview

- 801 East is the first major shelter renovation for unaccompanied individuals under the District's Homeward DC plan.
  - Homeward DC has three pillars: preventing homelessness whenever possible, immediate access to dignified emergency housing, and rapid reconnection to permanent housing.
  - This solicitation is built around these pillars.
- Project builds on the District's successful Short-Term Family Housing projects and provides an opportunity to test a new approach to providing tailored services to individuals with a goal of making the experience of homelessness as brief as possible.

# Solicitation Overview, Cont.

- Homeward DC acknowledges that the majority of the District's shelter facilities are too large, in poor condition, not designed for their current use.
- 801 East is a new construction project on the campus of St. Elizabeth's. Work on the new facility began in 2020, with substantial completion anticipated by November 2021.
- Transition out of the old 801 East Men's Shelter into this new facility and program launch of the services outlined in this solicitation are anticipated in January 2022.

# Solicitation Overview: The New Facility





- The building includes three separate shelter wings designed to meet the needs of different subpopulations:
  - 1) 192 beds of low-barrier shelter,
  - 2) 96 beds of shelter for individuals that are employed or otherwise on an employment track; and
  - 3) 44 beds of shelter for seniors or other medically frail individuals.
- The facility also includes a Day Center and a Health Clinic and associated Medical Respite Program.
- The dorms will have separate, controlled entrances, though common areas – the Day Center, Health Clinic, Dining Hall, and Outdoor Terrace – will be accessible to everyone staying in the shelter as well as individuals in the community (men & women) seeking housing stability assistance.

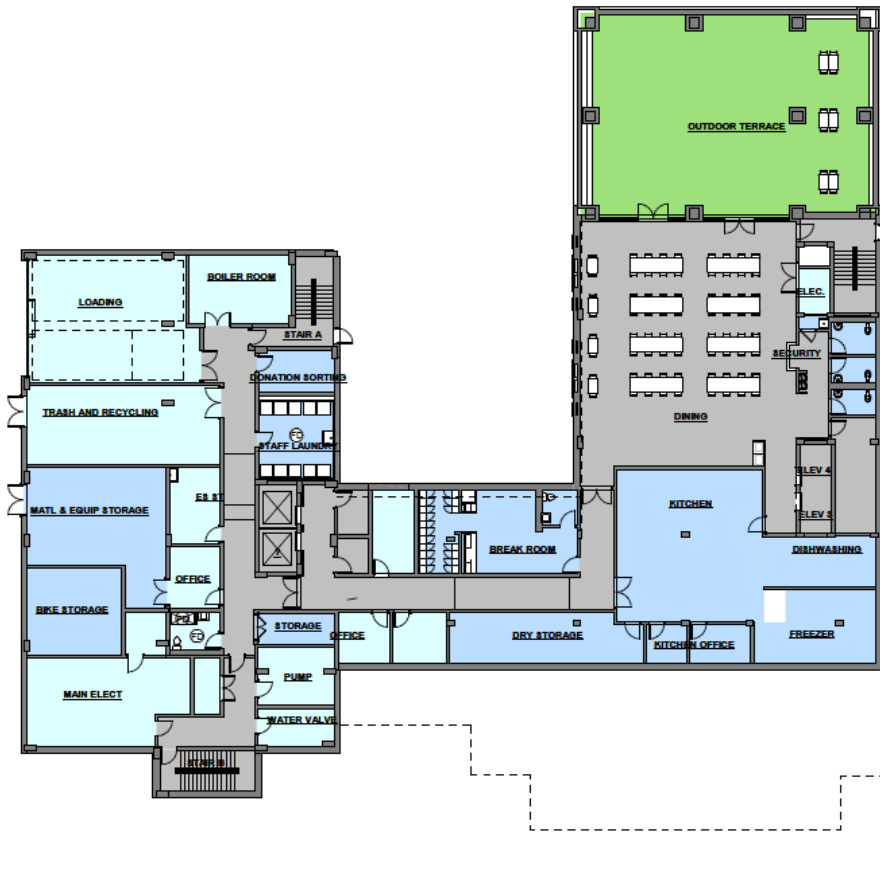




# Building Design

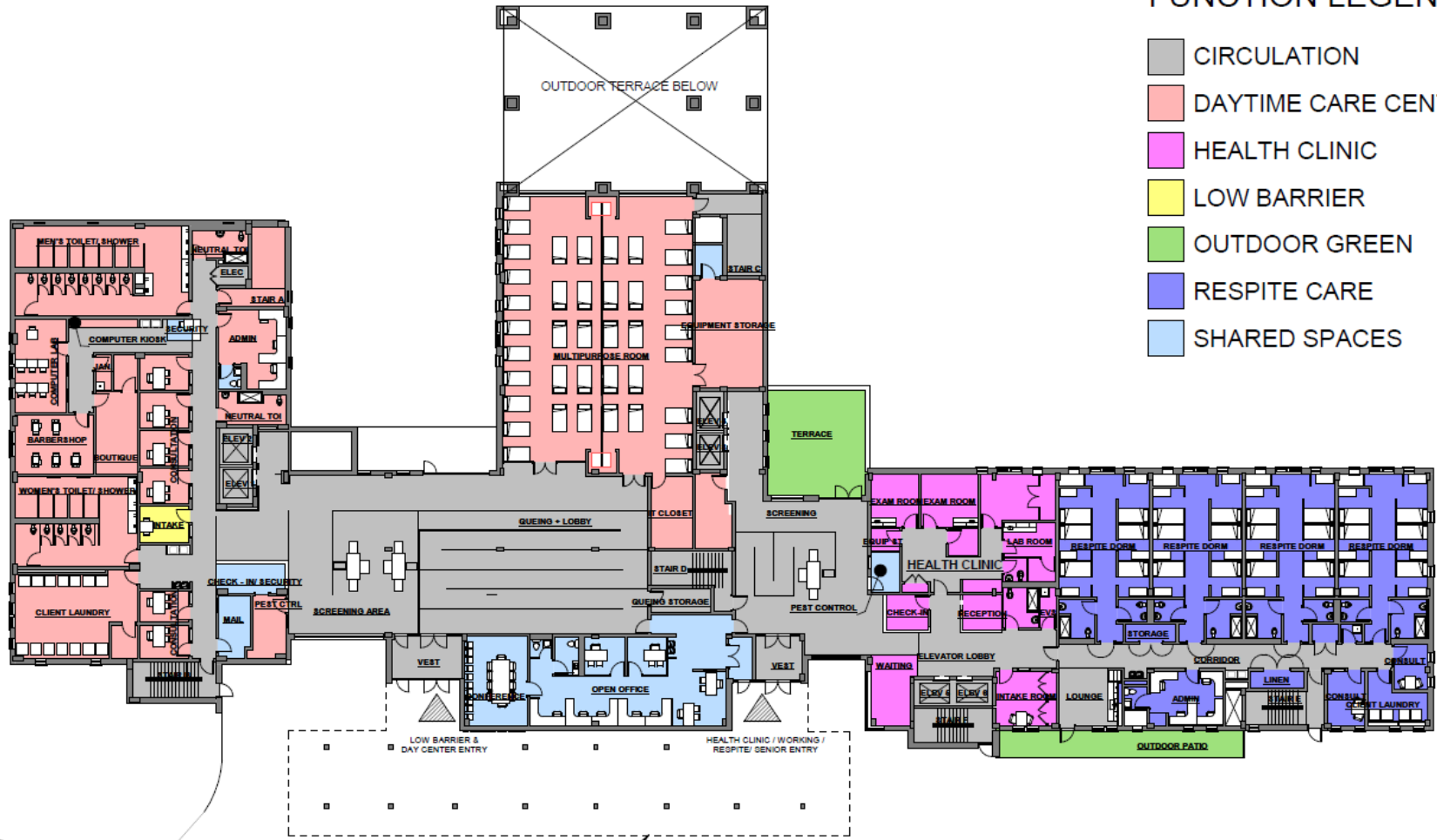
## FUNCTION LEGEND

-  BUILDING MAINTENANCE
-  CIRCULATION
-  OUTDOOR GREEN
-  SHARED SPACES



## FUNCTION LEGEND

- CIRCULATION
- DAYTIME CARE CENTER
- HEALTH CLINIC
- LOW BARRIER
- OUTDOOR GREEN
- RESPITE CARE
- SHARED SPACES



# FUNCTION LEGEND

- CIRCULATION
- LOW BARRIER
- OUTDOOR GREEN
- SENIORS
- SHARED SPACES
- WORK DORM



# Solicitation Overview: Funding

- Prospective Grantees should build their budgets based on the requirements in this solicitation.
- DHS is looking for the best value for the programming provided.
- DHS may have to negotiate certain aspects based on final funding availability for the project.

# Solicitation Overview: Programing Components

- Programming in the facility will be divided into three components:
  - Day Center Programming
  - Housing-Focused Case Management
  - Health Clinic and Respite Program
- A separate set of functions – referred to as *Shelter Operations* – will be procured and delivered separately from this grant solicitation.
  - These functions includes general building management, food preparation/handling, janitorial services, pest control, building security, facility maintenance, and landscaping.
- The Grantee for this solicitation will be expected to coordinate closely with Shelter Operations staff.

# Solicitation Overview: Teaming

- DHS will only be making one award.
  - Almost certainly, entities will need to form a team to ensure they have the right set of skills and experiences to meet the requirements of the solicitation.
- One organization must be identified as the Prime.
  - The Prime will be responsible for managing subgrantees to achieve performance objectives outlined in the solicitation.
  - DHS believes this organizational structure will allow for improved coordination among the providers operating at the site, offering a more seamless experience for consumers.

# Solicitation Overview: Award Period

- Award Period: November 1, 2021 – October 31, 2022.
- This grant is being offered for one year with an option to renew for four additional years, subject to funding availability.

# Solicitation Overview: Eligible Organizations

Eligible organizations include:

- Non-profit community organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations,
- Faith-based organizations, such as churches, synagogues, mosques, or religiously based social service affiliates of such organizations, and
- Private enterprises located in the District.

All applicants must have demonstrated experience working with individuals experiencing homelessness.



# Grantee Requirements

# Grantee Requirements: Overview

- As previously mentioned, programming will be divided into three components:
  - 1) Day Center Programing
  - 2) Housing-Focused Case Management
  - 3) Health Clinic & Medical Respite Program
- In this section, we are going to highlight some of the most important requirements. We are not covering every requirement – so please read the solicitation carefully!
- Note that performance measures for each component have been highlighted in the solicitation. Bidders should carefully consider these measures as they are developing their proposals, and especially as they are considering their teaming arrangements and staffing plans.

# Component A: Day Center Programming

## Overview

- DHS desires the Day Center to be a place of radical hospitality – one where people feel welcomed, noticed, engaged, and supported on their path towards housing stability.
- Management of programming for the Day Center will require close coordination with the Shelter Operations team, other providers in the building, as well as other community partners whose expertise will be needed to deliver a robust suite of services in the Day Center.
- The Day Center exists to provide services to clients staying in the shelter as well as individuals (men and women) in the community seeking assistance with housing stability.

# Component A: Day Center Programming

## Hours of Operation & General Services Requirements

- General operating hours for the Day Center is anticipated to 7a to 7p, 7 days per week. The Shelter Operator will be responsible for opening/closing the Day Center and providing oversight of self-service amenities (e.g., showers, laundry).
- In contrast, the Grantee is responsible for the development and delivery of individual and group programming during core business hours (M-F, 9a-5p).
- The Grantee is also responsible for providing light-touch services, including - but not limited to - concierge/information services, routine troubleshooting, and one-off client supports (e.g., appointment scheduling, transportation tokens) for clients accessing the Day Center minimally during core business hours.
- The Grantee shall be prepared to maintain a skeleton staff that is able to provide light-touch service during the full Day Center operating hours.
- DHS reserves the right to require reduced or expanded operating hours depending on system needs, weather conditions, funding availability, or other variables.

# Component A: Day Center Programming

## Additional Requirements

- The Grantee shall be responsible for identifying community partners to support programming in the Day Center. This may include a combination of services subcontracted under this grant, services funded through another vehicle but co-located at the Day Center, or volunteer/pro-bono services.
  - The Grantee shall also be responsible for informing DHS when it needs assistance securing the cooperation of District govt agency partners (e.g., DBH, DOES).
  - DHS will be looking for MOAs/MOUs to outline the nature of the agreement and the specific services to be delivered.
- The Grantee shall be responsible for providing snacks, beverages, hygiene items, etc. to guests as needed, and should include resource needs in their programming budget if they are not otherwise able to leverage items through partnerships or donations.
- The Grantee shall be responsible for establishing written protocols for the management of the Day Center (see schedule of deliverables).

# Component B: Housing-Focused Case Management

## Overview

- The new 801 E shelter has three dorms:
  - Wing A: Low Barrier Shelter Dorm, 192 beds
  - Wing B: Employment Dorm, 96 beds
  - Wing C: Senior and Medically Frail Dorm, 44 beds
- Individuals will be assigned to Low Barrier Shelter on a first come, first served basis in accordance with the HSRA. It is anticipated that clients will have to leave the dorm at some point during the day to facilitate janitorial and maintenance services (as outlined in Program Rules).
  - In accordance with the HSRA, participation in case management or supportive services will not be required to receive a bed, though the Grantee is expected to continue engaging clients.
- Accepting a placement in the Employment or Senior & Medically Frail Dorm brings an expectation that individuals will work with a Case Manager to establish & pursue a Housing Plan to facilitate greater flow through the beds and ensure space for others a greater level of service supports.

# Component B: Housing-Focused Case Management

## Service Requirements

- The Grantee will be responsible for three different categories of service under this component.
  - 1) Orientation, Screening, and Bed Assignment
  - 2) Housing-Focused Case Management
  - 3) Engagement of Long-Term Stayers
- As explained in the solicitation, the Grantee shall determine which staff role(s) are responsible for activities 1 and 3 in their staffing plan.
- Bidders will also have to consider *when* these activities will occur as they develop staffing plans and consider the number of shifts needed.
  - It is anticipated that the bulk of case management will occur during core business hours, largely operating out of the Day Center private consult rooms and conference rooms, though there are also some consult rooms located in the dorms.

# Component B: Housing-Focused Case Management

## Activity 1: Orientation, Screening, and Bed Assignment

- Upon newly entering shelter, every individual seeking a bed in Low Barrier or Hypothermia Shelter should receive screening for immediate referral to the onsite Rapid Exit staff – once up and running. (This will be DHS staff or contractors.)
- If Rapid Exit is not an option, the client should then receive:
  - 1) An orientation to the 801 East facility and an explanation of the Program Rules;
  - 2) Initial screening for onsite programs and services to determine any critical, immediately obvious needs (e.g., Senior/Medically Frail Dorm, Medical Respite);
  - 3) A request to complete a Housing Assessment and an invitation to participate in Housing-Focused Case Management; and
  - 4) A bed assignment (note: the Grantee shall be expected to use an electronic system, to be determined by DHS, to immediately enter bed assignments to facilitate real-time tracking of bed lists in the facility).



# Component B: Housing-Focused Case Management

## Activity 2: Housing-Focused Case Management

- Any client that is housing motivated and wishes to engage in shelter exit planning shall be assigned a Case Manager. Each Case Manager shall maintain an ongoing caseload of between 25 and 30 clients.
  - With regard to development of a staffing plan, as previously noted, pursuit of housing is a requirement for placement in the Employment Dorm and Senior and Medically Frail Dorm, so bidders should assume 100% of clients in those dorms will participate in Case Management.
  - Bidders should use their expertise to determine the percentage of clients in the Low Barrier Shelter assumed to be engage in Housing-Focused Case Management at any point in time.
- The RFA includes a very specific set of expectations that Case Managers shall work with clients on during their time in shelter to support their housing goals.
- Bidders should consider how they will cultivate the necessary expertise (in-house or through teaming arrangements) to provide specialized support in the Employment Dorm and Senior & Medically Frail Dorm.

# Component B: Housing-Focused Case Management

## Activity 3: Engagement of Long-Term Stayers

- Finally, the Grantee shall be responsible for identifying and continuously engaging Long-Term Stayers to participate in Housing-Focused Case Management, using techniques such as motivational interviewing, relational strategies, and other evidenced-based social work practices.
- The Grantee will be responsible for identifying which staff position(s) is (or are) responsible for this function in its Staffing Plan.

# Component C: Health Clinic & Medical Respite

## Overview

- The third component combines a Health Clinic and a 24-bed Medical Respite Program on the first floor of Wing C.
- Medical Respite, also referred to as recuperative care, is acute and post-acute medical care for individuals experiencing homelessness who are too ill or frail to recover from an illness or injury on the streets or in a congregate shelter setting, but not ill enough to be in a hospital.
- The Health Clinic shall be open minimally from 9am to 5pm, Monday through Friday.
  - DHS reserves the right to require reduced or expanded operating hours depending on system needs, funding availability, or other variables.
- Individuals will receive a placement in the Medical Respite Program according to prioritization protocol established by the Grantee (which must be approved by DHS). Beds will be available to clients 24 hours a day until discharged from the program.

# Component C: Health Clinic & Medical Respite

## Service Requirements

- The Grantee must bill Medicaid for the maximum amount allowable to cover the services provided in the Health Clinic and Respite Program. Bidders should identify any additional gap funding needed in its proposed Program Budget in response to this solicitation.
- The Grantee will be responsible for developing a schedule for the Health Clinic, outlining general hours of operation, as well as hours for any specialty services (e.g., pharmacy, dental care).
- The Grantee will be responsible for identifying partners to support operation of the Health Clinic. This may include a combination of subcontracted services and co-located or volunteer services.
- The Grantee will be responsible for maintaining a supply of Narcan and any other commonly needed medicines/pharmaceuticals, and dispensing/administering those pharmaceuticals in accordance with written protocol to be established by the Grantee.
- The Grantee will be responsible for providing medical care to clients in the Medical Respite Program. In addition, a Case Coordinator will be responsible for managing client intake and orientation to Program Rules, bed assignments, discharge planning (including facilitating referrals to/placement in nursing homes as needed), and coordination with other programs in the building.

# Deliverables

# Deliverables

No.	Deliverable	Quantity	Format / Method of Delivery	Due Date
1	Final Program Budget/Budget Narrative	Annual	Written Report (electronic)	2 weeks post award; to be renewed annually
2	Final Staffing Plan	Once	Written (electronic)	2 weeks post award; to be updated upon changes in accordance with Section 3.6
3	Onboarding & Training Plan	Once	Written (electronic)	4 weeks post award; updates as applicable.
4	Final Programming Schedule (Day Center and Health Clinic Grantees)	Once	Written (electronic)	4 weeks post award; to be updated as applicable
5	Executed Memorandums of Agreement/subgrants (as applicable)	Once	PDF Copies	4 weeks post award; to be updated as applicable
6	Quality Assurance Plan	Once	Written (electronic)	8 weeks post award; to be updated as needed
7	Written Protocols, as outlined in Section 2.3	Once	Written (electronic)	8 weeks post award, with final being submitted 2 weeks after receiving DHS comment
8	Program Rules	Once	Written (electronic)	8 weeks post award; to be updated as needed
9	Monthly Report	Monthly	Written Report (electronic)	10 <sup>th</sup> day of each month
10	Close-Out Report	Once	Written Report (electronic)	30 days after award period of performance expired
11	Staff Background Check Clearances	Annual	Written Report (electronic)	Prior to hiring staff

# Application Format

# Application Format

- Applicants are encouraged to carefully consider the Evaluation Factors described in Section 5 of the RFA as they prepare their responses.
- Excluding attachments and appendices, the Application must not exceed 50 pages.
  - 1) Applicant Profile (Attachment A)
  - 2) Table of Contents
  - 3) Executive Summary
  - 4) Proposed Approach/Strategy
  - 5) Organizational Capacity and Staffing Plan
  - 6) Past Performance
  - 7) Program Budget and Budget Narrative
  - 8) Certifications and Assurances (Attachment B and C)
  - 9) Appendices (Not included in page limit)
- Additional reminders:
  - One-inch margins
  - 12-point font (Times New Roman recommended) with 1.5 line spacing
  - Pages numbered



# Application: Program Budget & Narrative

- Proposed salaries and wages for project staff.
- Proposed benefits comparable to those paid to the other staff (show fringe rate).
- Proposed supplies and materials.
- Rental or leasing of space for project.
  - ❖ Rents must not exceed prevailing rates.
  - ❖ Include utilities, telephone, maintenance services directly related to project activities.
  - ❖ Include insurances, subscriptions and postage.
- Indirect: Show calculation and indirect rate.

# Application: Program Budget & Narrative cont'd.

**DISTRICT OF COLUMBIA**  
**DEPARTMENT OF HUMAN SERVICES**  
**FAMILY SERVICES ADMINISTRATION (FSA)**  
**801 EAST MEN'S SHELTER SERVICE DELIVERY**  
**RFA #JA-FSA-801E\_001-22**

Below is an example of a high-level budget. In submitting the budget with the application package, Grantee(s) must a) provide a separate budget for each of the three programming components described in Section 2.3, and b) provide supporting detail that provides a breakdown of anticipated expenses under each category.

<b>Agency:</b>		<b>Program Year:</b>	
<b>Service Area:</b>		<b>Project Manager:</b>	
<b>Budget:</b>		<b>Telephone Number</b>	
<b>CATEGORY</b>	<b>GRANT FUNDS</b>	<b>MATCHING/LEVERAGED FUNDS*</b>	<b>TOTAL</b>
<b>Personnel</b>			
<b>Fringe Benefits</b>			
<b>Travel</b>			
<b>Equipment</b>			
<b>Supplies</b>			
<b>Contractual</b>			
<b>Other (specify)</b>			
<b>Subtotal Direct Costs</b>			
<b>Indirect/Overhead</b>			
<b>Total</b>			

\*Applicants should include the amount of other funding sources that will be leveraged (e.g., Medicaid) as well as the value of donated goods and volunteer services that will be used to support onsite programming. A list of these goods and services should be included in the budget detail.

# Application: Attachments

- Attachment A Applicant Profile
- Attachment B Certifications
- Attachment C Assurances
- Attachment D Work Plan
- Attachment E Staffing Plan
- Attachment F Budget (separate attachment)
- Attachment G Definitions
- Attachment H Confidentiality Statement
- Attachment I Facility Renderings

# Evaluation Factors

# Evaluation Factors

- **Factor A: Proposed Approach/Strategy (40 Points)**
  - Day Center Programming (15 points)
  - Housing Focused Case Management (20 points)
  - Health Clinic and Medical Respite (5 points)
- **Factor B: Organizational and Staff Capacity (Total 35 Points)**
- **Factor C: Past Performance (10 Points)**
- **Factor D: Budget and Budget Narrative (Total 15 Points)**

# Application Deadline & Submission

# Application Deadline

- To be considered for funding, Applications must be received no later than **5:00 p.m. on Monday, September 27, 2021**
- Supplements, deletions or changes to the application will not be accepted after submission

# Application Submission

➤ Please send via electronically (**email**) only

➤ Attention:

Jennifer Miné, Grants Specialist

Email: [Jennifer.mine@dc.gov](mailto:Jennifer.mine@dc.gov)



# Milestones

- August 27: Pre- Bid Meeting Questions Consolidated and Distributed
  
- 2<sup>nd</sup> Round of Questions from Applicants:
  - 9/10-9/13 accepting supplemental questions
  - 9/15 issuing a 2<sup>nd</sup> set of Questions and Answers
  
- Early October: Grantee(s) selected
  
- Grant Awarded: Early November
  - Anticipate two months for staff hiring/onboarding, program design, and prep for program launch

# Contact Information

Jennifer Miné, Grants Specialist

Email: [Jennifer.mine@dc.gov](mailto:Jennifer.mine@dc.gov)



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# Final Thoughts