



District of Columbia
Department of Human Services
Family Services Administration (FSA)

NOTICE OF FUNDING AVAILABILITY

Fiscal Year 2022
Homeless Hotline and Transportation Services
(RFA): JA-FSA-HomelessHotline_004-22

Announcement Date: May 2, 2022
RFP Release Date: May 2, 2022
Pre-application Conference Date: May 9, 2022
Application Submission Deadline: May 30, 2022

Government of the District of Columbia
Department of Human Services
Family Services Administration
Washington, DC 20002
202-262-9416

LATE APPLICATIONS WILL NOT BE FORWARDED TO THE REVIEW PANEL



**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
FAMILY SERVICES ADMINISTRATION (FSA)**

**NOTICE OF FUNDING AVAILABILITY (NOFA): JA-FSA-HomelessHotline_004-22
Homeless Hotline and Transportation Services.**

The District of Columbia, Department of Human Services, Family Services Administration invites the submission of applications for funding for the provision for the provision of Homeless Hotline Operations and Transportation Services. The total amount available for the solicitation is up to \$3,300,000.00.

Purpose/Description of the Project: The District of Columbia (District), Department of Human Services (DHS), Family Services Administration (FSA), is seeking applications to provide homeless hotline services and transportation services for individuals experiencing homelessness through funding for Fiscal Year (FY) 2022.

[Homeward DC](#), the District's first-ever comprehensive strategic plan to guide homeless service systems transformation efforts, was released in 2015. The plan established a vision for transformation of the District's homeless services system into an efficient crisis response system focused on a) preventing homelessness whenever possible, b) ensuring immediate access to safe, dignified, service enriched emergency shelter when housing loss cannot be prevented, and c) providing rapid reconnection to permanent housing using a variety of tools and strategies to meet each individuals unique needs and circumstances. Throughout the early years of implementation, the District made tremendous progress on family homeless, achieving a 73% reduction in homelessness among families between 2016 and 2021.

In early 2021, the District's Interagency Council on Homelessness (ICH) released Homeward DC 2.0 – a plan that attempts to build on key lessons learned from the early years of Homeward DC implementation to continue driving reductions in homelessness in the District. Importantly, the plan highlights the ways in which the District can apply many of the same tools used to reduce family homelessness to target homelessness among unaccompanied adults.

This RFA is central to that work. At the same time the District is working to improve its emergency shelter facilities and expand permanent housing options, the District is also working to improve the “front door” of the system by providing a clearer point of entry, more consistent and reliable information about available services and resources, and more intentional support in helping people get connected to those services and resources.



Through this RFA, DHS seeks to establish a 24 hours a day, 7 days a week homeless services hotline and accompanying transportation for single unaccompanied adults, youth over the age of 18, and families who are seeking services from the homeless services system. Providing high quality customer service is at the heart of this RFA. The selected applicant must be able to assess the needs of all callers, identify the appropriate referrals, log all calls in the system designated by DHS, and determine the appropriate follow-up. The homeless services hotline will be the clients' first opportunity to learn about available services – including homelessness prevention services and resources. Through this RFA, DHS also seeks to support a fleet of vehicles that will provide scheduled and unscheduled transportation to single unaccompanied adults, youth over age 18, and families.

Eligibility: 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 that have demonstrated experience working with individuals experiencing homelessness are encouraged to apply. Applications are also encouraged for collaborating community-based and faith-based organizations.

Length of Grant Award and Available Funding: The Grantee(s) will be awarded funding based on their capacity to meet the requirements of the program. The award period for the grant will be from August 1, 2022 through September 30, 2023. The amount available for the project is up to approximately \$3,300,000.00 for one base year and four option years, subject to funding availability.

RFA Release: The RFA will be released on May 2, 2022. A copy of the RFA may be obtained by the following means:

Download from the Office of Partnerships and Grant Services website under the District Grants Clearinghouse (<http://opgs.dc.gov/page/opgs-district-grants-clearinghouse>).

Email a request to Jennifer Miné at jennifer.mine@dc.gov with “Request copy of RFA # JA-FSA-HomelessHotline_004-22 in the subject line.

Deadline for Applications: The deadline for application submissions is Monday, May 30, 2022 at 5:00 PM EST. The applications shall be submitted via email to Jennifer Miné at jennifer.mine@dc.gov. Late or incomplete applications will not be forwarded to the review panel.

For additional information, contact Jennifer Miné at jennifer.mine@dc.gov.