

Questions and Answers Addendum for Request for Proposal (RFP) #HOST-32-2022

Question 1) Can you offer clarification around the required location of service delivery, specifically for service proposal B- Access Point and Intake Team? The team would primarily be delivering services in-person at our day center location, which is not a non-congregate shelter. Services would be delivered in-person well beyond the 50% expectation. Would the team also be expected to travel to other motel/ NCS sites, and if so, how often?

Answer:

HOST is planning for this program to be housed in hotel(s)/motel(s) leased/contracted by HOST, with rooms and space set aside for office space and case management activities. The Access Point and Intake Team would not be need to be housed at this location, and would likely need to be embedded into some existing family NCS shelter sites, at least initially. As expressed in the RFP, HOST is very interested in ensuring that families experiencing homelessness are able to access shelter in-person and virtually. Case Managers and Housing Navigators would be expected to work at least 50% from the NCS space in order to provide in-person services and meet with families on site. There will only be one NCS site that the case management and housing navigation team would need to work from.

Question 2) Are evenings and weekends required for consideration for all service proposal B applications?

Answer:

Evening and weekend access is required for the Access Point and Intake Team to ensure that we are providing access to the program for families who cannot make it to the office during usual business hours.

Question 3) Is there or will there be specific guidance and/ or training available around delivery of rapid resolution services?

Answer:

HOST staff are currently engaged in a Rapid Resolution (aka Housing Problem Solving) training and engagement series. HOST plans to provide a region-wide training on Rapid Resolution as well as engage interested stakeholders in a workgroup to grow Rapid Resolution response throughout the community. Additionally, there are available trainings on Rapid Resolution through National Alliance to End Homelessness and some existing local tools that can be made available.