



## **Coordinated Outreach Expansion RFP**

### **1. Background Information**

The Dallas and Collin Counties All-Neighbors Coalition has a shared goal of significantly reducing chronic unsheltered homelessness. Our community has made great progress this year, reducing unsheltered homelessness by 14 % and chronic homelessness by 32 % between 2022 and 2023. This success was achieved by providing immediate access to low barrier permanent housing and wrap around services to people living in encampments and other locations outside. To build on this progress, the All Neighbors Coalition has made it a top priority to expand the capacity of dedicated outreach teams working under the communitywide Coordinated Outreach Strategy. The Coordinated Outreach Strategy brings together multiple agencies to deliver a standardized outreach response and more effectively create pathways to housing for people living unsheltered.

### **2. General Overview and Funding Available**

*Please note: The amount of funding available and final applicant eligibility and service requirements are subject to the final contract executed between the City of Dallas and Housing Forward.*

The All-Neighbors Coalition is issuing a Request for Proposals (RFP) to fund staff providing Coordinated Outreach services.

The primary focus of Coordinated Outreach is to engage people residing in unsheltered locations and connect them to services and housing.

The Coordinated Outreach Expansion RFP includes a budget of \$2,023,948\* over 20 months from City of Dallas general revenue funds.

The anticipated grant term will be 19 months starting 3/1/2024. Housing Forward will actively work to ensure there is sustainable funding for these new staff positions, after the period of performance of this initial award.

Housing Forward anticipates making up to 7 awards under this RFP, with each agency being awarded a minimum of 2 FTEs. Each agency will submit a budget proposal with their application using the template provided, which outlines the funding parameters for each budget line item.

### **3. Key Terms**

Below are definitions for key terms used throughout the RFP.

- a. [Coordinated Access System \(CAS\)](#): CAS, is a community response to end homelessness that accounts for the diversity of needs of people experiencing homelessness and urgently responds to these needs with housing solutions. CAS has an easily accessible set of Access Points equipped to effectively assess the needs of individuals, match people to an intervention to end their experience of homelessness and rehouse them as quickly possible.
- b. Housing Focused Street Outreach: Street outreach has historically centered around providing wellness checks, basic goods or light services, and connections to emergency services including emergency shelter. While these critical resources can be used to help fulfill temporary crisis needs of persons experiencing unsheltered homelessness, they fall short of achieving the primary objective of housing-focused outreach: connecting people as quickly as possible to permanent housing with the necessary supports needed to end their homelessness and remain stably housed. Housing-focused outreach fulfills the goals of traditional outreach through the provision of support for basic health and safety needs, but with a greater emphasis on the need to work with people experiencing homelessness to develop and implement a housing plan.
- c. [Homeless Management Information System \(HMIS\)](#): HMIS, is a local information technology system used to collect data from service providers serving individuals or households experiencing or at risk of homelessness.

#### **4. Coordinated Outreach Program Model**

Coordinated Outreach supports people experiencing homelessness in achieving permanent, sustainable housing rather than only alleviating the burden of living on the streets. Outreach efforts are targeted to individuals and families who are living unsheltered, meaning those with a primary nighttime residence that is a public or private place that is not designated for, or ordinarily used as, regular sleeping accommodation for human habitation.

The All Neighbors Coalition has co-created a Coordinated Outreach Strategy that allows for the effective use of existing resources to identify persons living unsheltered through a comprehensive coverage plan with a model of service delivery that puts an intentional focus on connecting people to housing. This approach allows for strategic use of staffing, funding, and knowledge through collaboration with partners implementing outreach efforts on behalf of the community, rather than one organization.

The coordinated approach includes four models of outreach. This expansion initiative is specifically aimed at filling gaps in two types of outreach – General Outreach and Encampment Outreach – which both support people to move back into permanent housing as quickly as possible and connect to comprehensive wrap around services.

1. **General Outreach:** General Outreach engages individuals/families who are generally experiencing unsheltered homelessness alone or in a group of fewer than three people. To ensure full coverage, dedicated outreach teams cover distinct geographic zones across Dallas and Collin Counties. There are 6 teams of 3 individuals, all of which include at least one staff who can conduct Coordinated Access System (CAS) assessments and provide Housing Navigation support (collecting critical documents, upload documents to HMIS, connection to housing case managers, etc).
2. **Encampment Outreach:** Encampment Outreach is a key component of the All-Neighbors Encampment Decommissioning initiative. Encampment Decommissioning is an intentional, structured effort where outreach engages individuals and households in established encampments of 3 or more people and provide pathways to safe permanent housing solutions prior to permanently closing an encampment. Outreach teams are right-sized to meet the needs of the site being closed. Outreach works closely with other community partners to support encampment residents through the rehousing process utilizing an 8 to 12 week cycle.

The Initiative is structured to align with the All Neighbors Coalition’s standardized program models for General and Encampment Outreach ([Linked here](#)), which outline the essential program elements and expected outcomes to be delivered by agencies awarded these funds.

## 5. Award Parameters

The Coordinated Outreach Expansion initiative provides funding for staff to conduct General *and* Encampment Outreach. Staff will be expected to provide both types of outreach throughout the geographical area of the Continuum of Care for the duration of the contract term. Outreach team assignments are made based on capacity needs, which fluctuates with the varying sizes of encampments to be closed. Below are key responsibilities of Coordinated Outreach staff.

Role	Key Responsibilities
General Outreach Staff	<ul style="list-style-type: none"> <li>• Engaging and building relationships with neighbors experiencing unsheltered homelessness to effectively build rapport and trust.</li> <li>• Completing CAS Program Enrollment in HMIS</li> <li>• Service Coordination including referrals to services, shelter, connection to population specific systems and/or to system specific liaisons.</li> <li>• The provision of services to meet basic needs including food and water, clothing and living materials, health and hygiene items, and income connection (if appropriate).</li> </ul>

	<ul style="list-style-type: none"> <li>• Pre-navigation activities including collection of critical documents and warm hand off to housing case manager.</li> <li>• Completing timely and accurate data entry and reporting including client program enrollments, client services, and uploading critical documents.</li> </ul>
Encampment Outreach Staff	<ul style="list-style-type: none"> <li>• Engaging and building relationships with neighbors experiencing unsheltered homelessness to effectively build rapport and trust.</li> <li>• Completing CAS Program Enrollment in HMIS</li> <li>• Service Coordination including referrals to services, shelter, connection to population specific systems and/or to system specific liaisons.</li> <li>• The provision of services to meet basic needs including food and water, clothing and living materials, health and hygiene items, and income connection (if appropriate).</li> <li>• Housing Navigation activities including document collection, providing housing process support (i.e., PHA application), client transportation, partner connection to support critical doc collection, and behavioral health partner connection</li> <li>• Completing timely and accurate data entry and reporting including client program enrollments, client services, and uploading critical documents.</li> </ul>

## 6. Applicant Requirements

Eligible applicants include the following:

- Non-profit organizations that are members of the All Neighbors Coalition.
- Agencies that agree to:
  - Cover an assigned geographic area or dedicated outreach team based on capacity needs at any given time (which fluctuates with the size of the encampment and staffing changes among existing outreach agencies).
  - Participate in regular Coordinated Outreach Team meetings with other dedicated outreach teams.
  - During encampment closures, outreach staff arrive on site at the assigned time and participate in the morning huddles each day of an assigned closure (typically beginning at 9 am).
  - Deliver services in alignment with CoC Housing First principles.
  - Fully participate in the Homeless Management Information System (HMIS).

- Deliver services in accordance with the All Neighbors Coalition [Coordinated Outreach Model](#) – General and Encampment Outreach Program Models.
- Attend required annual trainings to include topics such as, but not limited to, HMIS, Coordinated Access System, Core Components of Street Outreach, and Housing First Essentials.
- Agencies must meet the following financial management thresholds:
  - Agencies must be able to execute a cost reimbursable contract.
  - Agencies must have completed an independent audit or a review of certified financial statements within the last 18 months.

## 7. Selection Criteria

Applications containing all required items and submitted by the deadline will be reviewed and scored based on the selection criteria outlined in the Coordinated Outreach Expansion Scorecard which can be found [here](#).

Selection Criteria	Total Points
Agency Experience	20
Financial Management Capacity	20
Program Design	30
Promoting Equity and Inclusion	30
TOTAL	100

## 8. Submission Instructions

All applicants must attend a mandatory RFP information session on Wednesday, January 17<sup>th</sup> at 4 PM. Register for the virtual RFP information session using the registration form linked [here](#).

Applications are submitted through AmpliFund which is linked [here](#).

Applications must be submitted along with all supporting documentation no later than Thursday, February 1st by 9 PM.

Please reach out to [Rebecca.Hickom@HousingForwardNTX.org](mailto:Rebecca.Hickom@HousingForwardNTX.org) if you have questions.