



Destination Home Supportive Services RFP

1. Background Information

In May of 2024, City Square, a long-standing homeless service organization within the Dallas and Collin Counties Continuum of Care (CoC), announced that they will shut down by the end of the year. They informed Housing Forward of their intention to relinquish the Destination Home (DH) project, which currently serves 272 neighbors with Permanent Supportive Housing (PSH), at the end of the grant term on June 30, 2024. Destination Home is funded by the US Department of Housing and Urban Development (HUD) Continuum of Care (CoC) grant program.

Housing Forward, in its role as Collaborative Applicant and Lead Agency for the Continuum of Care (CoC), agreed to become the grantee and assume match responsibility for the grant beginning on July 1, 2024. This ensured the grant would remain within the Dallas/Collin County CoC portfolio and continuity of service delivery and payment of rent for program participants.

Housing Forward has been informed by HUD that the grant transfer process will take approximately three months from receipt of the relinquishment letter provided by City Square. At that time, the grant may be amended to reorganize the budget and to add a new subrecipient that will function as the service provider for the project.

City Square is continuing to provide supportive services to neighbors enrolled in the program until the end of October. At that time, Housing Forward expects that the grant transfer process with HUD will be completed and new subrecipient(s) may be added to the grant to provide Housing Stability Case Management services.

2. General Overview and Funding Available

The All-Neighbors Coalition is issuing a Request for Proposals (RFP) to fund Housing Stability Case Management for an estimated 250 neighbors enrolled in the Destination Home project.

The initial Destination Home (DH) Supportive Services RFP grant term is 9 months (October 2024–June 2025) from the time of award, with annual renewal contracts beginning in July 2025. Housing Forward will assume match responsibility for the grant and pay rental assistance and utilities for neighbors enrolled in the project.

Housing Forward anticipates awarding 10 FTE for Housing Stability Case Management under this RFP, however more FTE may be awarded in the future following the project transfer and budget amendment process with HUD. Each agency will submit a budget proposal with their application using the template provided in the section below, which outlines the funding parameters for each budget line item.

*Funding availability is contingent on final execution of grant transfer process with HUD.

3. Permanent Support Housing and Integrated Behavioral Healthcare Program Model

The service provider will be required to deliver Housing Stability Case Management in alignment with the [CoC PSH Program Model](#), which aims to ensure program participants move back into permanent housing as quickly as possible and have access to a comprehensive suite of supportive services to promote long term housing stability.

Through communitywide planning to expand PSH and promote equity in service delivery, the All Neighbors Coalition co-created a common approach to supportive service delivery. All new tenants of PSH will have access to integrated behavioral healthcare services and teams. Behavioral Health Care Coordinators are working with the Coalition to streamline access to assessment and services for those needing behavioral health support. This includes access to Housing First Assertive Community Treatment (ACT) and Intensive Case Management Teams (ICM), which are evidence-based treatments for PSH tenants who have behavioral health diagnoses and complex health needs. These teams will partner with Housing Stability Case Managers to provide intensive, multidisciplinary services to promote housing stability among PSH participants.

The expected outcomes for this project are outlined in the CoC PSH Program Model and include:

- Households referred to PSH will be enrolled in the program within 10 days of referral;
- PSH households will secure permanent housing within 30 days from enrollment;
- 60% of households will increase income; and
- 87% of households remained housed and did not return to shelter.

4. 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 as possible.

- b. [Housing First](#) is a homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness, thus ending their homelessness and serving as a platform from which they can pursue personal goals and improve their quality of life. This approach is guided by the belief that people need basic necessities like food and a place to live before attending to anything less critical, such as getting a job, budgeting properly, or attending to substance use issues. Housing First does not require people experiencing homelessness to address all of their problems, including behavioral health problems, or to graduate through a series of services programs before they can access housing.
- 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.
- d. [Permanent Supportive Housing \(PSH\)](#): Permanent Supportive Housing is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.
- e. Housing First Assertive Community Treatment (HFACT) and Housing First Intensive Case Management (HFICM): These models are evidence-based treatments for PSH tenants who have behavioral health diagnoses and complex health needs. HFACT and ICM provide team-based support, partnering with Housing Stability Case Managers to provide intensive, multidisciplinary services to promote housing stability. Teams are mobile, providing services at the participants' homes. Supports are tailored to meet the needs and preferences of each participant. HFACT focuses on the highest acuity participants who have severe mental illness, often with co-occurring physical health and substance use disorders. HFICM is for lower acuity participants who are assessed as needing intensive support but for a shorter period.

5. Supportive Service Requirements

This RFP seeks service provider(s) to deliver Housing Stability Case Management for the Destination Home project. The selected service provider(s) will be responsible for delivering case management to neighbors residing in the project, filling vacancies using the CAS system as they arise, and completing HMIS reporting requirements.

Housing Stability Case Managers will be responsible for supporting program participants to

- Search for available units that meet participant's needs and preferences in partnership with Housing Forward's centralized Housing Location Team
- Collect critical documentation needed for the housing process (e.g. IDs, Social Security Cards etc), in partnership with Systemwide Housing Navigators
- Transition back into permanent housing
- Create a Housing Stability Plan which draws on participants' strengths, personal goals, and needs and provides case management services to achieve participants' long term housing goals and other areas of personal growth
- Pay their portion of the rent and coordinate with Housing Forward consistently when participant incomes change
- Understand tenant rights and responsibilities, avoid lease violations, and connect to community-based services to promote long term stability
- Coordinate with centralized Behavioral Health Peer Coordinators to support participants to connect with Housing First Assertive Community Treatment (ACT), Housing First Intensive Case Management (ICM) teams, and other behavioral healthcare supports for eligible clients needing a higher level of wrap around behavioral healthcare.

The unique demands of this project necessitate that service provider(s) possess the capacity to rapidly deploy and deliver comprehensive supportive services to PSH participants.

Qualified applicants should demonstrate:

- Extensive experience in providing supportive services to chronically homeless individuals within permanent supportive housing.
- The ability to quickly scale staffing to stabilize households and establish service connections with community members in the program.
- Coordination with Housing Forward on rental assistance costs and payments.
- The capability to swiftly assess households and implement the Permanent Supportive Housing (PSH) [program model](#), integrating behavioral health services.

Applicants should include these components of service delivery in their responses:

- a. **Client-Centered:** Neighbors should have individualized service plans developed with their input.
- b. **Housing First Approach:** The project operates with a focus on immediate access to permanent housing with low barrier eligibility criteria.

- c. **Equity-Centered:** Ensure that services are designed and delivered with a focus on equity and inclusion.
- d. **Stabilization Services:** Support neighbors in adjusting to their housing situation; connecting them with community resources and services that support their overall well-being.
- e. **Connection to Mainstream Agencies :** Assist neighbors in accessing all benefits for which they qualify including healthcare and behavioral health services, SNAP, and SSI/SSDI.
- f. **Coordination with Housing First Assertive Community Treatment (ACT), Housing First Intensive Case Management (ICM), and other Behavioral Healthcare services:** Commitment to working with the centralized Behavioral Healthcare Coordinator assigned to this project to ensure clients needing wrap around support are engaged and referred to an appropriate level of care.

6. Award Parameters: November 1, 2024-June 30, 2025

Housing Forward anticipates making no more than 3 awards. Each agency must apply for a minimum of 3 case managers to support the most efficient and effective client transfer process between City Square and the new Service Provider.

The DH program will offer behavioral health services to eligible applicants in accordance with the Continuum of Care [PSH Program Model](#). Housing First ACT, Housing First ICM, and other behavioral healthcare services will be available for those households that qualify and should be initiated by the service provider through the process established by Housing Forward and North Texas Behavioral Health Authority.

Incorporating this service delivery model into the DH program establishes equity and consistency in service provision across the CoC. Below are the established budget line items that are eligible through this grant. In some cases, estimated rates established by the All Neighbors Coalition for service packages have been noted.

Budget Items Categories		FTE Awarded
Housing Stability Case Management	At a ratio of 1:25. Max salary of \$60,000	Minimum of 3 FTE and maximum of 10 FTE awarded
Staff benefits	Max 20% of base salary per employee	
Program Manager	Max 10% FTE for supervision by a program manager	

Mileage	0.67 @ at 18 miles/day @ 5 days/week @ 52 weeks/year
Admin	Max 10% of supportive service budget

Additional cost categories will be included in the Supportive Services package such as moving costs, transportation, and utility deposits. These budgets, subject to change until finalization of the project transfer and amendment process, will be proportional to the amount awarded.

7. Rental Assistance and Utility Funds

Housing Forward will pay security deposits, rent payments, and utility payments on behalf of program participants. Housing Forward will issue rental assistance agreements and pay rents directly to landlords. Housing Forward’s current centralized rent payment processes include Case Managers conducting rent reasonableness evaluations, housing unit inspections, and submitting flex fund requests for security deposits and utility payments. Agencies may choose for Housing Forward to pay those expenses directly to vendors or to pre-pay expenses and seek reimbursement. **Housing Forward remains committed to continue working with providers to refine and design the most effective and efficient centralized rent administration processes for providers, program participants, and landlords.**

8. Administrative Funds

The Administrative line item offers applicants the opportunity to charge general management, oversight, and coordination, monitoring and evaluation of the grant. Below is a list of program administration funds defined by HUD. Additional information may be found at ([§ 578.59\(a\)](#)). A summary of these cost categories is provided herein:

(i) Salaries, wages, and related costs of the staff of subrecipients, or other staff engaged in program administration. In charging costs to this category, the subrecipient may include the entire salary, wages, and related costs allocable to the program of each person whose primary responsibilities with regard to the program involve program administration assignments, or the pro rata share of the salary, wages, and related costs of each person whose job includes any program administration assignments. The subrecipient may use only one of these methods for each fiscal year grant. Program administration assignments include the following:

(A) Preparing program budgets and schedules, and amendments to those budgets and schedules;

- (B) Developing systems for assuring compliance with program requirements;
- (C) Developing agreements with subrecipients and contractors to carry out program activities;
- (D) Monitoring program activities for progress and compliance with program requirements;
- (E) Preparing reports and other documents directly related to the program for submission to HUD;
- (F) Coordinating the resolution of audit and monitoring findings;
- (G) Evaluating program results against stated objectives; and
- (H) Managing or supervising persons whose primary responsibilities with regard to the program include such assignments as those described in
 - (ii) Travel costs incurred for monitoring of subrecipients;
 - (iii) Administrative services performed under third-party contracts or agreements, including general legal services, accounting services, and audit services; and
 - (iv) Other costs for goods and services required for administration of the program, including rental or purchase of equipment, insurance, utilities, office supplies, and rental and maintenance (but not purchase) of office space.
- (2) Training on Continuum of Care requirements. Costs of providing training on Continuum of Care requirements and attending HUD-sponsored Continuum of Care trainings.

9. Applicant Requirements

Eligible applicants include the following:

- Non-profit organizations that are members of the All Neighbors Coalition.
- Agencies that agree to:
 - Coordinate closely with Housing Forward on rent payment requirements
 - Identify housing as needed for new entries into the project, drawing on support from Housing Forward's Housing Location Team and Systemwide Housing Navigators
 - Coordinated with centralized integrated behavioral healthcare support available to PSH tenants, including referring eligible clients to Housing First ACT and ICM teams.

- Deliver services in alignment with CoC Housing First principles, standard CoC Permanent Supportive Housing , and the requirements set forth in this RFP.
- Fully participate in the Homeless Management Information System (HMIS).
- Attend required annual trainings to include topics such as, but not limited to, HMIS, Coordinated Access System, 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.

10. 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	40
Program Implementation	30
Promoting Equity and Inclusion	30
TOTAL	100

11. Submission Instructions

All applicants must attend a mandatory RFP information session on Monday, August 19th. 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 Friday, August 30th at 11:59 PM.

Please reach out to Rebecca Hickom at Rebecca.Hickom@housingforwardntx.org if you have questions.