

A Home for Every Neighbor Request for Proposals

Coordinated Outreach, Engagement & Rehousing

City of Cleveland Responses to RFP Questions

March 15, 2024

1. Is service provision the primary intended use of these funds, or can they be used for permanent supportive housing development – either new construction, acquisition/rehab, or acquisition?

PSH development is not an eligible use for these funds.

2. If funding can be used for housing development/acquisition, would those units need to be available within 60 days, or within 12-18 months?

PSH development is not an eligible use for these funds.

3. How does the City envision outreach performed under this RFQ will from that of the Cuyahoga County CoC/Coordinated Intake?

A Home for Every Neighbor is fully funded with City of Cleveland general fund dollars and, therefore, not subject to prioritization requirements of HUD's CES rehousing efforts.

4. In the event the person/organization is registered with the State of Ohio as a Corporation and not a 501C3 does the business status disqualify the Corporation from the ability to submit an RFP? If so, how can the



individual/corporation partner obtain the opportunity to win the RFP? (Page 6 Section IV Proposer Qualifications Note)

The Note in the RFP on page 6, section IV relates to the need for non-profit organizations to have completed an internal audit or a review of certified financial statements within the last 18 months. The Proposer must fulfill the public purpose of the RFP in their proposal, but does not have to be a non-profit corporation or a non-profit corporation that has federal 501(c)(3) status to be eligible as an awardee.

5. Can the City of Cleveland approve/accept a new model approach to reducing homelessness by 30% even if the corporation presenting the new innovative approach is not a registered Non-Profit Organization (501C3) with the State of Ohio?

The Proposer must fulfill the public purpose of the RFP in their proposal, but does not have to be a non-profit corporation or a non-profit corporation that has federal 501(c)(3) status to be eligible as an awardee.

6. What are the geographical targeted areas selected by the City of Cleveland for an Emergency Safe Place?

The City of Cleveland will develop a health and safety risk assessment protocol to identify and prioritize sites for the rehousing process. Specific sites have not been selected yet.

7. Does the City of Cleveland provide the building/physically structured place for services and programs to be provided to winning organizations/organizations who will manage the contract?

The City is not providing office or supportive service space as part of the contract.

8. How do vendors ask CSB, MBE, and FBE organizations to partner and collaborate during the RFP process if the contract outlines the demand and



need of discreteness and confidentiality through the entire process?
(Advertising rule on page 11. of the request)

The Advertising section of the RFP relates to the ultimate placement of an order for goods or services with a vendor/proposer. Discussions with potential partners to respond to the RFP is not restricted by the City.

9. Is there a specific community development organization working with this initiative? If so, who? If not, does the City of Cleveland choose the developmental organization that will partner in ensuring the success of this approach and contract?

The City is not working with a specific community development organization related to the scope of the RFP.

10. Does the City of Cleveland view reposting political media, data, and/or City and County officials post on social media sites NOT in the best interest of parties submitting a proposal? If so, does this include like an officials post (pg. 9. Basis for award, evaluation criteria, and Questions)

The City will evaluate submitted proposals to determine if those proposals are in the best interests of the City at its sole discretion.

11. For example, Perspective vendor see the mayor post the mayors initiative" A home for every neighbor" on Instagram the perspective vendor reposts the mayor's post. Is this a violation to the RFP agreement?

The City's RFP does not form an agreement with any proposer/vendor. The City reserves the right to consider any information or factors deemed relevant by the City" in determining any award made related to this RFP. If a social media post provides information deemed relevant to the City's review of proposals, the City may consider that information.

12. In the event the City of Cleveland does not select a specific vendors proposal that does not reserve the right for the City of Cleveland to utilize the specific



vendor approaches and philosophies without compensation, correct? (pg. 11. Confidential Information)

Any information provided in a proposal may be used by the City regardless of whether the proposal is awarded.

13. What does the City of Cleveland consider advertising? (Page 11. Advertising)

The City has not yet placed any "order" as described in the Advertising paragraph on page 11 of the RFP.

14. During the entire process of the RFP what does the City of Cleveland mean by contacting other City Officials? (pg.15) Does this include communication that does not have anything to do with the RFP or other disparities in the City of Cleveland?

The restriction on contacting City Officials during an RFP process exists to ensure fair treatment of all proposers and to prevent undue influence on City decision-makers that may impact the consideration of proposals.

15. How much funding does CD intend to allocate for rental assistance?

Proposers should develop a budget inclusive of all costs necessary to achieve the objectives of the RFP. Specific budget line-item amounts should reflect the proposer's specific approach and program design, in accordance with RFP objectives.

16. How much funding does CD intend to allocate for direct outreach services?

Proposers should develop a budget inclusive of all costs necessary to achieve the objectives of the RFP. Specific budget line-item amounts should reflect the proposer's specific approach and program design, in accordance with RFP objectives.



17. Can the City provide a history of funding and programs that have been previously administered by CD that are similar in scope and/or funding source?

This RFP represents a new initiative. No comparative programs similar in scope and funding amounts are available.

18. The Scope of Services mentions “City-sponsored housing resources”: Can CD elaborate on what these are and how the selected contractor should engage recipients and these resources?

The term “City-sponsored housing resources” refers to housing subsidies funded with City of Cleveland resources through this RFP. The City of Cleveland anticipates RFP respondents will likely propose a Rapid Rehousing (RRH) model, in whole or in part, to support participants in resolving their unsheltered status. Costs associated with subsidizing rent during program enrollment should be included in proposal budgets.

19. Can the City provide a sample of the HMIS report required to be submitted monthly?

Required HMIS reports associated with this initiative will be developed in partnership with Cuyahoga County Office of Homeless Services (OHS). Data will likely be comprised of required HMIS data elements. Report samples are not yet available.

20. Is the City open to technology solutions to manage intake of eligible participants?

Yes.

21. Does the current HMIS track communications with participants and activity across available resources and outreach?

The City intends to fully leverage existing HMIS capacity and functionality for all aspects of program activity, participant care coordination, and



outcome monitoring. Specific questions about HMIS functionality should be directed to the HMIS lead entity at Cuyahoga County's Office of Homeless Services (OHS).

22. Can CD elaborate further on the required workflow with the HMIS system? How are records tracked and obtained at CBOs prior to HMIS submission?

The City intends to fully leverage existing HMIS capacity and functionality for all aspects of program activity, participant care coordination, and outcome monitoring. Specific questions about HMIS functionality should be directed to the HMIS lead entity at Cuyahoga County OHS.

23. Does CD leverage reporting on a monthly basis, based on new report submissions?

The City intends to fully leverage existing HMIS capacity and functionality for all aspects of program activity, participant care coordination, and outcome monitoring. Specific questions about HMIS functionality should be directed to the HMIS lead entity at Cuyahoga County OHS.

24. Are awarded vendors generally compliant with submitting HMIS reports formatted and on time?

The City will assess RFP responses and award contracts based on the strength of the proposal and capacity to successfully complete the scope of work. Historical evidence of compliance with other similar grant agreements, inclusive of HMIS reporting requirements, may be considered.

25. Will funds be disbursed to awardees by the City or by the vendor? If by the vendor, will the funds be released in tranches for the vendor's use, or will the vendor be invoicing the City for reimbursement following disbursement?

The City is open to a schedule of disbursements that includes one-third (1/3) of the award distribution up-front. In addition, the City will consider



proposals with a stated intent to subcontract a portion of the funds for specific purposes.

26. What is the number of anticipated clients to be served by this program?

The City expects contracted provider(s) to successfully house at least 150 households (at least one individual per household) who are experiencing unsheltered homelessness.

27. Do you have any caps or limits on the percentage of funds that can be used for administration?

General fund awards typically use a 15% cap for administrative fees. Please reference the budget form, terms, and definitions issued with the RFP for the definition of "Administrative."

28. Is there any software that the winning bidder is expected to use?

The City intends to fully leverage existing HMIS capacity and functionality for all aspects of program activity, participant care coordination, and outcome monitoring. Grant recipients will use the HMIS software, Clarity.

29. Is the prime contractor required to be a nonprofit organization?

No.

30. Can you specify any language requirements?

The City is uncertain of the context for this question. If it relates to software capability, the City is interested in both English and Spanish language capabilities. If it relates to the skills of outreach, housing navigation, and rehousing service personnel, the City is similarly interested in both English and Spanish language skills. However, multi-lingual staffing or multiple-language software capabilities is only a consideration in the competitiveness of a proposal rather than a requirement.



31. Please specify any data reporting, data tracking, or data metrics you would like to see.

The City of Cleveland intends to fully leverage existing HMIS capacity and functionality for all aspects of program activity, participant care coordination, and outcome monitoring.

32. Please clarify if you have a list of preferred vendors or community partners you have previously worked with.

The City does not have a list of preferred vendors or community partners related to the scope of this RFP.

33. Can you disclose your anticipated "go live" date?

The City plans to execute a contract with the selected provider(s) on May 1. Upon selection and contract certification the City expects selected provider(s) to engage in additional program design and development work with City partners, hiring and onboarding of additional staff, and necessary coordination with other system partners. The City does not expect the contracted provider(s) to engage in targeted outreach and rehousing efforts until several weeks after contract execution, likely not until July 1, 2024.

34. Are we restricted by the cost format?

Yes.

35. Can a person work for a current existing COC agency and still apply their personal organization for the proposal?

The City will consider applications by any person or organization that submits a proposal that complies with the minimum criteria of the RFP.



36. Does the 18 month clock start on May 1st?

Yes.

37. How quickly will funds be distributed?

The City's contracting and disbursement timeframes depend on negotiations with the awardee(s), the time to contract and certify a contract in compliance with the City of Cleveland Ordinances, and the terms of the contract. Funds cannot be distributed until the contract is fully certified as required by City law.

38. Will the city provide contracts to each specific organization in the RFP collaboration?

The City may execute a single contract with a provider who performs all required functions of the initiative. The City may execute several contracts with different providers. The City may execute a single contract with a prime contractor holder who then subcontracts to additional providers. All of these scenarios are dependent on the specific number, breadth, and quality of proposals.

39. Is there a phase 2 with more money available after 18 months?

The Mayor has publicly expressed willingness to commit ongoing and expanded funding for this initiative, dependent on the initiative achieving key performance indicators. Renewal funding is highly likely if providers rehouse the target number of unsheltered participants.

40. What is the guarantee for continued support after the 18 months to maintain housing?

Similarly to all federal and state grants, the City cannot guarantee funding beyond the initial 18-month contract period.



41. What role will the city play in parent leasing?

The City is actively pursuing new partnerships and negotiations with existing property owners to investigate options for parent leasing. The City looks to contracted providers to engage in further design and operational guidelines for the parent leasing model.

42. Will the City provide a building or housing to implement this plan?

The City is actively pursuing new partnerships and negotiations with existing property owners to investigate options for parent leasing. The City looks to contracted providers to engage in further design and operational guidelines for the parent leasing model.

43. With folks staying in temporary housing, who/where are the vouchers coming from?

This initiative allows for full funding of up to 12 months of rental subsidy. Participants who require additional housing supports beyond 12 months should be linked and prioritized for existing CoC housing slots within the Cuyahoga/Cleveland CoC system. While unsheltered participants are receiving City rental assistance, they retain their eligibility for CoC-funded PSH housing.

44. What is the exact involvement with coordinating with CPD and this contract?

The City of Cleveland's Division of Police (CDP)'s primary function is to conduct safety planning and risk assessment for all City of Cleveland locations and residents. After unsheltered participants have been housed, CDP will complete regular patrols of previous encampment sites and ensure that public spaces are maintained for the well-being of all City of Cleveland residents.

45. Will we have to do police reporting as outlined in the 30 day/60 day plan?



Contracted providers are not expected to complete police reporting. Providers will be required to review previous law enforcement activities and reports of incidents for targeted engagement areas.

46. Can we apply specifically stating we will participate in certain aspects of RFP, but not the CPD involvement?

Prospective RFP respondents are welcome to apply for all or just a portion of RFP activities. Note that CDP roles and functions are separate from the activities outlined in the RFP. A *Home for Every Neighbor* providers are not expected to perform the functions of law enforcement or first responders.

47. What does the clearing of sites entail?

Each targeted location will have its own site engagement, rehousing and maintenance plan. City leadership may elect to uses notices, site patrols, and possibly fencing to cordon off areas not suitable for ongoing encampments.

48. Will the city be making it impossible for folks to return to these sites (fencing etc)?

Each targeted location will have its own site engagement, rehousing and maintenance plan. City leadership may elect to uses notices, site patrols, and possibly fencing to cordon off areas not suitable for ongoing encampments.

49. If someone does not agree to move into housing and does not want to leave the area, what is the next step and CPD involvement?

Based on evidence-based practices and national rehousing models from Houston, Dallas, Denver, Oklahoma City, and St.Paul/Minneapolis, MN, the City of Cleveland expects 90%+ of unsheltered participants to accept offers of housing when the offers are real, immediate and supported with services



and rental subsidies. Participants not willing to accept housing will be offered emergency shelter. CDP will only enter the targeted space after the rehousing surge period is complete and participants have relocated to housing or other shelter options.

50. If folks are being rehoused, why are we storing belongings for 30 days then trashed?

Participants are welcome to bring appropriate belongings with them upon housing move-in. Storage is offered for select items not needed after participants have moved into housing (i.e. tents, coolers, lawn chairs, etc.). Offers of storage are an engagement strategy for participants reluctant to leave their camp. Any items not claimed after 30 days will be disposed of.

51. What is meant by providing ID's to CPD as needed?

Identification is a critical and necessary aspect of applying for and obtaining a lease.

52. Who is distributing and posting city notices in affected areas?

The City of Cleveland will prepare notices, indicating an applicable City ordinance will be enforced and persons will no longer be able to reside in the specific location targeted for rehousing. Outreach staff will have access to these notices and are expected to share this information with program participants.

53. If heavy involvement with CPD is expected, what happens if no one applies?

The Coordinated Outreach, Engagement & Rehousing RFP for *A Home for Every Neighbor* is fundamentally a rehousing surge event. CDP involvement is necessary only after a specific location has completed its housing surge. The City is hopeful that qualified RFP respondents are similarly invested in ensuring Cleveland's most vulnerable neighbors are housed.



54. Is the city indicating a rehousing manager or is that part of the collaborators on contract?

A Rehousing Project Manager is a critical management role/staffing function that should be included in a respondent's proposal. The Rehousing Manager ensures outreach, housing identification, coordination with City of Cleveland leadership, and rehousing surge weeks are planned and executed successfully.

55. Can you clarify the role of the rehousing manager?

A Rehousing Project Manager is a critical management role/staffing function that should be included in a respondent's proposal. The Rehousing Manager ensures outreach, housing identification, coordination with City of Cleveland leadership, and rehousing surge weeks are planned and executed successfully.

56. How do you see this program integrated into the CoC current requirements such as Coordinated Entry?

A Home for Every Neighbor is fully funded by City of Cleveland general fund dollars and, therefore, not subject to prioritization requirements of HUD's CES rehousing efforts.

57. What criteria will be used by the city to determine geographical prioritizations?

The City of Cleveland will develop a health and safety risk assessment protocol to identify and prioritize sites for the rehousing process. A Home for Every Neighbor partners are not required to participate in that decision making process.

58. How will you pick the site?

The City of Cleveland will develop a health and safety risk assessment protocol to identify and prioritize sites for the rehousing process. A Home for



Every Neighbor partners are not required to participate in that decision making process.

59. What are the current and formal addenda connected to the RFP?

Currently no formal addenda to the RFP have been released.

60. Is it assumed that outreach teams be utilized in the same general footprint they currently operate?

No.

61. What role will outreach play and how will the teams be configured?

The scope of services is defined in the RFP. Proposers should provide a statement of work that includes a statement of work related to some or all of the following components of an expected model for outreach, engagement and rehousing: staffing, housing central command, engagement & assessment, service coordination, housing navigation, and data reporting. Each of those components of the work are more fully described in the RFP.

62. Current outreach model operates 7 days a week year-round. Is it assumed they will engage beyond extreme weather events and emergencies?

Yes.

63. Is the city open to considering locations to provide a safe crisis de-escalation and immediate support as part of the continuum of care?

This RFP does not seek to fund the same kind of crisis intervention teams already developed by the Cleveland Division of Police nor the Care Response teams that are being piloted by the ADAMHS Board and the Cleveland Department of Public Health in the 44105 and 44102 zip codes.

64. What is the anticipated timeline of commitment for the collaboration?



12-18 months.

