



COMMUNITY DEVELOPMENT

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**Coordinated Entry with Diversion
Pre-Application Virtual Workshop**

January 28, 2022

10:00 am

Agenda

- Welcome & Introductions
- Overview of Forever Home Durham
- Overview of Durham Coordinated Entry
- Overview of Request for Proposal
- Request for Proposal Schedule and Review Process
- Summary
- Questions and Answers



Forever Home Durham



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Forever Home, Durham

Forever Home, Durham is a \$160 million, multi-year investment in affordable housing and services for low-income Durham residents, funded with a combination of a \$95 million Affordable Housing Bond and \$65 million in existing City and federal funds. Program goals include:

- Build 1,600 new affordable rental homes and preserve 800 affordable rental homes
- Provide 400 affordable homeownership opportunities for first-time homebuyers
- Move 1,700 homeless persons into permanent housing
- Help 3,000 low-income renters and homeowners remain in or improve their homes
- Create at least \$130 million in contracting opportunities for Minority and Women-Owned Business Enterprises (MWBEs)

Coordinated Entry in Durham



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Goals

To ensure that all those who seek homeless services in Durham can access coordinated entry

To plan for a system that can divert as many clients as possible from entering the homeless system

To ensure that homeless services are given fairly and to those most in need

To be able to track and analyze the flow of the homeless population in Durham

To ensure that implementation and policy are aligned



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Front Door Services



The Front Door

Street Outreach

Mobile intakes
as needed for
unsheltered

Project Access

Intakes for clients
coming out of the
hospital in need
of medical respite

Entry Point Durham

HUB

As
Needed

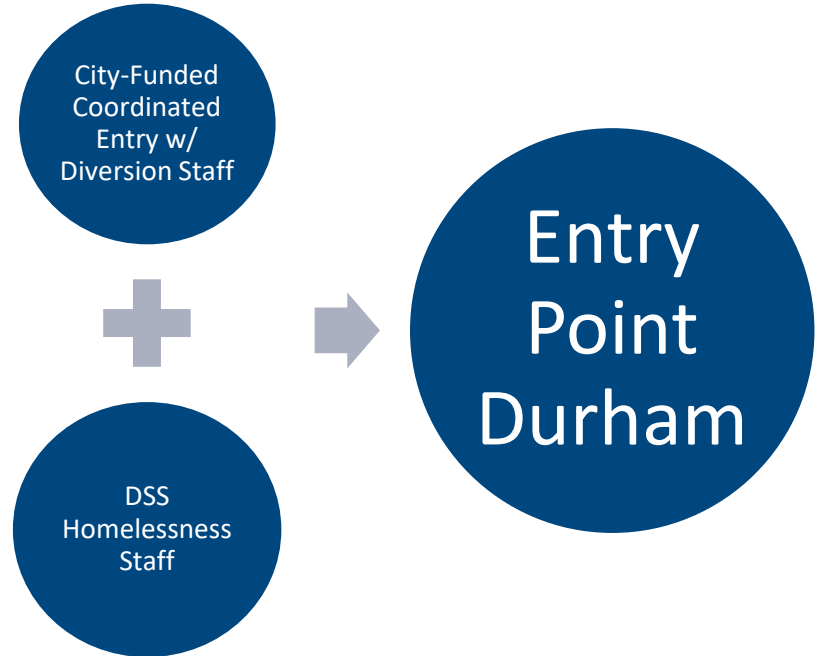


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Entry Point

Entry Point Durham: A unit made up of DSS Homelessness Staff and staff from the Coordinated Entry with Diversion team contracted by the City of Durham



Entry

Anyone who seeks entry into the homeless system in Durham needs to go through a coordinated entry front door provider who will conduct a standard intake and attempt to divert them.

The only way to enter emergency shelter in Durham is through a referral from a Coordinated Entry Front Door provider



Diversion Services

- Solution-focused open-ended conversation
- Designed to help clients identify their own housing solution



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Coordinated Entry Intakes

Intake process is detailed in the Coordinated Entry Policies and Procedures included in the RFP Library

Includes assessment of:

- Need for special population services
- Eligibility for emergency shelter
- Priority for emergency shelter

Will attempt to divert (rapidly exit from homelessness without entering shelter) clients whenever possible

Data should be entered during or immediately after intake

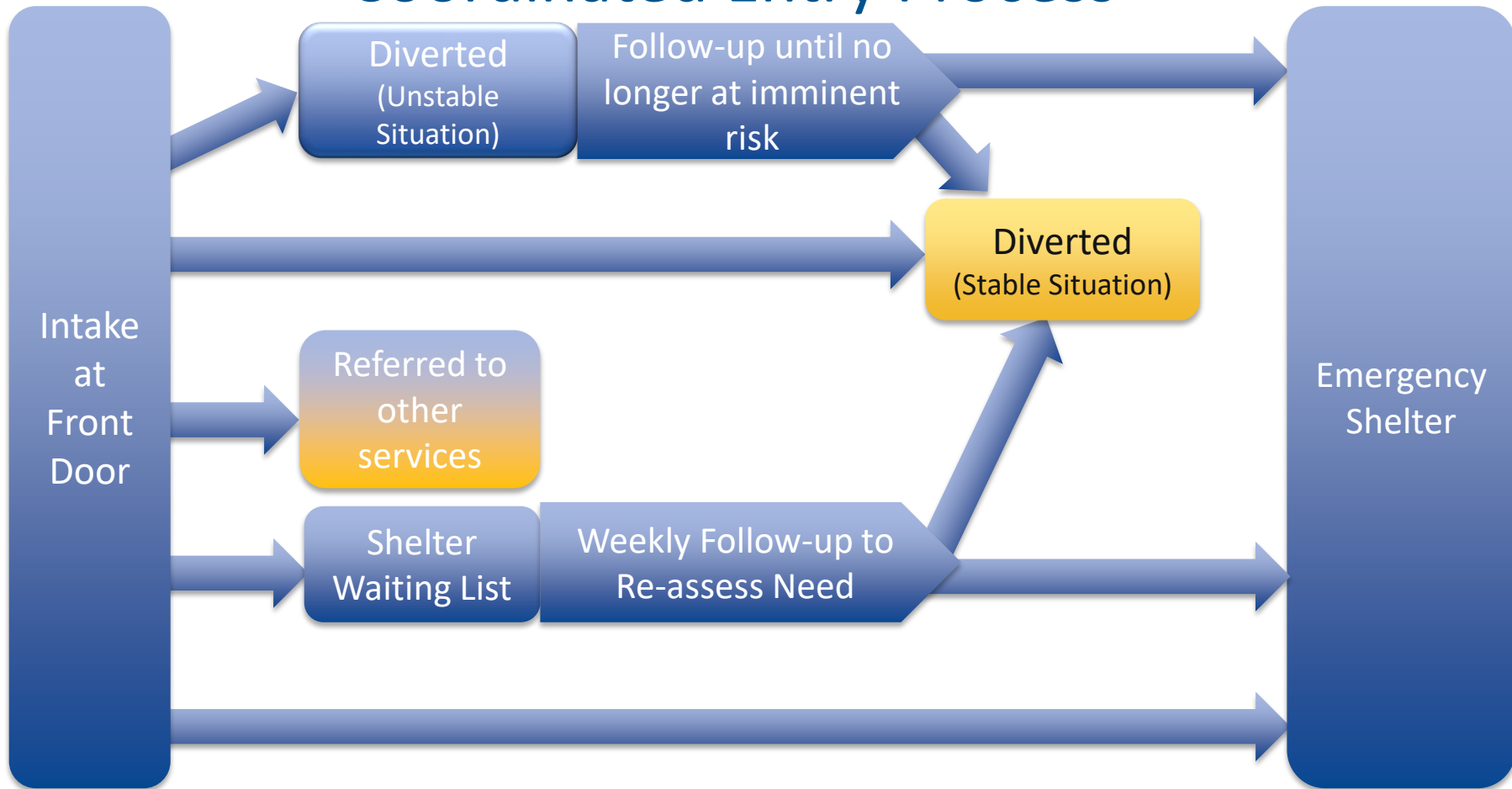


Process for Coordinated Shelter Referrals

- Eligible clients will be placed on an emergency shelter waiting list
- Entry Point follows up with clients on the waiting list to assess ongoing need and homeless status
- Entry Point is notified of available beds/rooms by shelters
- When a client is at the top of the waiting list for an available slot, they will be referred. The order clients are referred will depend on:
 - Where the client is sleeping
 - Medical vulnerability that could place person at medical risk if unsheltered
 - Date/time seen for **initial** intake
 - County of Residence



Coordinated Entry Process



Overview of Request for Proposals



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Overview of Request for Proposals (RFP)

- Purpose
- Funding Available
- Required Activities
- Eligible Expense
- Application Timeline
- Review Process



RFP Purpose

Work with the Durham County Department of Social Services to serve as Entry Point Durham, the primary front door into Durham's homeless system.

- The primary goal of the project is to divert people from the homeless system.
- The secondary goal is to ensure fair and equitable access to Durham's homeless system.
- The project will also administer financial assistance to help clients receiving services from a Durham homeless service providers exit homelessness to permanent housing.



Funding Available

- **Amount Available:** \$955,000
- **Funding Source:** City of Durham Dedicated Housing Funds
- **Anticipated Contract Term:** July 1, 2022 – June 30, 2024
- Potential for renewal of contract for an additional two-year term from July 1, 2024 – June 30, 2026



Eligible Applicants

- Non-profit organization in operation for at least 1 year
- Government entities
- Partnerships made up of multiple non-profit organizations in operation for at least one year and/or government entities



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Minimum Requirements

- Applicants must provide audited financials or CPA-prepared financial statements for FY 2019 & 2020 (& 2021 if available)
- Applicant demonstrates financial capacity to manage a reimbursement-based contract by having sufficient current or liquid assets at least equal to one-twelfth of its annual operating expenses.
- Applicants must submit a signed and notarized statement of non-collusion
- Applicants must submit a signed and notarized cover letter using template provided
- Applicant is in good standing with the City of Durham.



Overview of Required Activities

- Coordinated Entry Intakes
- Case Management
- Vacancy and Waitlist Management
- Permanent Housing Assistance
- Publicity



Required Activities: CE Intakes

- Project Staff must conduct coordinated entry front door intakes in accordance with the Coordinated Entry Standards *Case Management and include:*
 - *Diversion conversation*
 - *Housing status assessment*



Required Activities: Case Management

- Whenever possible, provide Unsheltered Case Management to help clients who are experiencing unsheltered homelessness, who decline or are ineligible for a shelter referral, and who are interested in receiving services, to access housing.



Required Activities: Vacancy and Waitlist Management

- Follow-up with clients on the Emergency Shelter Waitlist in accordance with the Coordinated Entry Standards
- Coordinate with DSS Homelessness Staff for all activities



Required Activities: Permanent Housing Assistance

- Administer financial assistance to help clients experiencing homelessness in Durham County, and who are receiving services from Durham Continuum of Care Homeless Services Providers, exit homelessness to permanent housing.



Required Activities: Publicity

- In partnership with DSS, publicize Entry Point's services, with the goal that anyone experiencing homelessness in Durham is aware of Entry Point and understands how to contact Entry Point for assistance
- Recipient will be expected to provide a summary of these activities in the quarterly report for the contract.



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Eligible Expenses

- Operating Expenses: Personnel, equipment, facilities, supplies
- Administrative Expenses (Up to 10% of the award)
- Financial Assistance:
 - A minimum of \$240,000 must be set aside for financial assistance over the two-year term
 - This category includes both diversion and permanent housing exit assistance



		Eligible Uses		
Purpose	Definition	Hotel	Rental Arrears	Rent/Security Deposit
Diversion Plan Viable for Less than 120 Days	A housing plan that will rapidly exit a client from homelessness for up to 120 days	Ineligible	Ineligible	Ineligible
Diversion Plan Viable for 120 Days or More	A housing plan that will rapidly exit a client from homelessness for at least 120 days	Eligible	Only when: DSS \$ can't be used; client contributes	Only when: DSS \$ can't be used; will lead to diversion; client has means to pay future rent
Permanent Housing Exit	A permanent housing exit for a client receiving services from a Durham homeless service provider	Eligible, Once per year	Only when: DSS \$ cannot be used; client contributes	Only when: DSS, RRH, & PSH \$ can't be used; client has sustainability plan

Required Documents

- You must upload a document for every required attachment. If the attachment does not apply, upload a blank document.
- Provided templates must be used for the following attachments:
 - Project Budget
 - Intake Schedule
 - Cover Letter (*signed and notarized*)
 - Workforce Diversity Questionnaire
 - Workforce Diversity Scoring Sheet



MWBE Requirements

- Equal Business Opportunity Program (EBOP): City ordinance providing contracting opportunities for economically disadvantaged businesses (*Sec 18-51*)
- City's of Durham Equity and Inclusion Department sets goals for the City, including all City RFPs
- No contracting goals have been set for this RFP, but applicants **must** submit following forms found in EBOP Professional Services Forms package:
 - Workforce Diversity Questionnaire
 - Workforce Diversity Scoring Sheet



RFP Timeline and Evaluation Process



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RFP Timeline

Date	Action
January 18, 2022	RFP Issued
January 28, 2022 at 10:00 am	Pre-Application Workshop
January 28, 2022 – February 7, 2022	Written Questions and Response Period
February 11, 2022	Written Questions and Responses Posted
February 21, 2022 by 4:00 PM	Proposal Applications Due
February 22, 2022 - March 14, 2022	Evaluation of Proposals
July 1, 2022	Contract Start Date

Scoring Categories and Weights

Category	Points
Organizational Capacity	20
Relevant Experience	30
Project Proposal	40
System Collaboration and Participation	10
Total	100



How Can Proposals be Submitted?

- Applicants must complete and submit proposals via ZoomGrants:
https://www.zoomgrants.com/zgf/City_of_Durham/2021-2022_Coordinated_Entry_With_Diversion
- Link to the RFP is located on the following City websites:
<https://www.zoomgrants.com/gprop.asp?donorid=2251>
- Proposals must be
 1. Complete
 2. Responsive
 3. On Time



When are Applications Due?

All Proposal Applications are **DUE** no later than

February 21, 2022 at 4:00 pm

Late Proposals Applications will **not** be considered **and**
will be deemed ineligible.



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Got Questions?

Questions must be submitted via the following link:

<https://app.smartsheet.com/b/form/b42a36e74e8641eeaeabe9d9f31af5dc>

January 28, 2022 – February 7, 2022



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