



CITY OF GLENDALE
COMMUNITY SERVICE & PARKS
DEPARTMENT

REQUEST FOR PROPOSALS

**HOMELESS HOUSING, ASSISTANCE AND
PREVENTION PROGRAM – ROUND 3 & 4**

RELEASED: October 16, 2023

DEADLINE FOR SUBMISSIONS:

November 16, 2023, at 5:00 PM (PST)

Submit all application materials electronically to:

City Staff at HMIS@glendaleca.gov

Attention: Arsine Isayan, Homeless Programs Manager

Phone: (818) 550-4474

Email: arisayan@glendaleca.gov

THE CITY OF GLENDALE INTENDS TO PROVIDE REASONABLE ACCOMODATIONS FOLLOWING THE AMERICANS WITH DISABILITIES ACT OF 1990. IF SPECIAL ACCOMODATION IS DESIRED, PLEASE CALL THE COMMUNITY SERVICES & PARKS DEPARTMENT AT (818) 548-2000.

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CITY OF GLENDALE
COMMUNITY SERVICES & PARKS DEPT.
HOMELESS HOUSING, ASSISTANCE AND PREVENTION
PROGRAM – ROUND 3 & 4 REQUEST FOR PROPOSALS

A. INVITATION FOR PROPOSALS

The City of Glendale seeks to support a portfolio of services for the entire population of unsheltered individuals and families in the city with the goal of increasing long-term stability and upward economic mobility. This work is done through the City’s Continuum of Care (CoC), which is dedicated to collaborating with regional and citywide entities to develop and implement solutions for addressing homelessness with an equity lens and “housing first” approach.

The City’s 2023 Homeless Point-In-Time count identified a total of 89 unsheltered persons, a 14% decrease in the City’s unsheltered population since 2022. Among this population, 55% reported becoming homeless in Glendale, while 38% reportedly became homeless for the first time within the city. The CoC has expanded its Homeless Services direct assistance budget and expedited housing placement through the CES system. However, the region continues to experience a significant increase in homeless populations being served throughout the year. This is due in part to the influx of unsheltered community members from neighboring regions. Consequently, the CoC aims to expand on existing homeless programming to further collaborative efforts with regional partners in efforts to end and prevent homelessness. The CoC has made significant progress in addressing homelessness in the area, particularly through the successful leasing up of Emergency Housing Voucher Program and Rapid Rehousing Programs, however, there are only 45 shelter beds that Glendale residents can access, and none are reserved exclusively for them, except for 16 additional beds for Glendale women and children who are victims of domestic violence and related crimes. Gaps in case management and discharge planning between service providers have resulted in some residents to falling through the cracks.

The CoC’s objective is to decrease the number of unsheltered individuals and families in Glendale by 17% before 2024. The City aims to offer sufficient congregate and non-congregate sheltering, interim housing, rapid re-housing, and permanent housing programs with intensive wrap around services to ensure long-term stability and housing retention.

We would like to invite qualified applicants to apply for funds to address the needs of unsheltered homeless individuals and families into emergency sheltering, interim housing, rapid re-housing, and permanent housing, while supporting the efforts of those individuals and families to maintain housing stability and upward economic mobility. Funding should be housing-focused, by either funding permanent housing interventions directly or providing clear pathways to connect people to permanent housing from a shelter or via street outreach. This Request for Proposal (RFP) provides the information and forms necessary to prepare a proposal for the Homeless Housing, Assistance and Prevention (HHAP) Round 3 & 4 grant funds. Qualified applicants are invited to submit proposals in accordance with this RFP no later than:

Thursday, November 16, 2023, at 5:00 PM (PST)

PROPOSALS MUST BE SUBMITTED BY THE SPECIFIED DATE AND TIME. THE CITY OF GLENDALE WILL NOT CONSIDER PROPOSALS RECEIVED AFTER THE DUE DATE. AN AMENDMENT IS CONSIDERED A NEW PROPOSAL AND WILL NOT BE ACCEPTED AFTER THE SPECIFIED DATE AND TIME.

Addenda to this Request for Proposals

Revisions to this RFP or the timeline will be posted on the following website:

City of Glendale Homeless Services Homepage:

<https://www.glendaleca.gov/government/departments/community-services-parks/human-services/homeless-services>

B. INTRODUCTION

The California Homeless Coordination and Financing Council (HCFC) has additional funding available through a one-time block grant program designed to provide one-time grant funds to support regional coordination and expand or develop local capacity to address immediate homelessness challenges. Spending must be informed by the best practices **framework focused on moving homeless individuals and families into permanent housing and supporting the efforts of those individuals and families to increase housing stability**. The HHAP grant program was authorized by AB140 ([Health & Safety Code § 50218.6, et seq.](#)) which was signed into law by Governor Gavin Newsom on July 19, 2021.

C. FUNDING AVAILABILITY

HHAP is administered by the California Interagency Council on Homelessness (Cal ICH), a subdivision of the California Business, Consumer Services and Housing Agency (BCSH). HHAP Round 3 and HHAP Round 4 funding of \$662,785.04 is made available for eligible applicants. City of Glendale will maintain HMIS and administration in the amount of \$79,533.52. Therefore, RFP available amount to public is \$583,251.52.

To meet [HSC § 50218\(b\)](#) and [§ 50218.5\(f\)](#) youth set-aside requirements, each proposal must allocate at least 10% of funds awarded to serve homeless youth populations. (See Section Q for Homeless Youth definition). Funds spent under this provision must still comply with the eligible use requirements of [HSC § 50219\(c\)](#) and [§ 50220.5 \(d\)](#).

Administrative costs are not an eligible expense under the HHAP grants for applicant(s). Indirect costs associated with carrying out program-related activities should be included in the program budget submitted and not classified as administrative costs.

Please refer to the HHAP NOFA for more information on Program Eligibility Criteria

https://bcsh.ca.gov/calich/hhap_program.html

Please note: Funding availability is based on City of Glendale's ability to get full funding under our application to the State.

Grant Term

The anticipated project period will begin as early as January 1, 2024. Funds must be fully

expended by June 30, 2025, for HHAP Round 3 and June 30, 2027, for HHAP Round 4. In the event additional funds become available to the City for extension of the program beyond these dates, the City may offer a contract extension to the winning bidder without a new RFP process, for purposes of service continuity and efficiency.

Budgets must reflect a one-year grant period. Eligible costs will be invoiced to the City of Glendale on a reimbursable basis monthly. The HHAP program has no matching contribution requirements for activities funded with HHAP program funds. However, HHAP program funds may be used for the one-to-one match for Federal Emergency Solutions Grant funds if they are for the same approved activity. The HHAP funds have a youth set-aside component. Extensions may be available and must be submitted in writing and approved by the City of Glendale.

Proposals for each program request for funding shall not exceed the amounts listed below. Agencies may apply for one or more eligible component types.

Application Review and Selection Process

An applicant may not be recommended for funding, regardless of the merits of the application submitted, if it has a history of contract non-compliance with the requirements of the City or other funding source or poor past performance with any City funded project. The applicant may be given a provisional award with the stipulation that special terms and conditions regarding the areas of concern will be a part of the contract.

Section	Points
Program Design	35pts
Organization Experience and Capacity	20pts
Racial Equity	15pts
Data Collection and Program Performance	15pts
Budget and Narrative	10pts
Overall Quality, Coherence, and Completeness	5pts

D. MAXIMUM & MINIMUM REQUEST

Applicants can request up to the maximum available amount under each funding source while the minimum will be set at \$30,000. Funds shall be expended within a 12-month period.

Component Type	HHAP 3	HHAP 4
Rental Assistance and Rapid Re-Housing		\$233,290
Youth Set-Aside (10%) (See Section C. Funding Availability)	\$36,370	\$29,909
Prevention and Shelter Diversion to Permanent Housing	\$83,330	
Outreach and Coordination (including employment)	\$60,301.72	
Operating Subsidies	\$40,052.52	

Component Type	HHAP 3	HHAP 4
Strategic Homelessness Planning, Infrastructure Development, CES, and HMIS (up to 5%)	\$18,184.80	
Interim Sheltering	\$100,000	
Admin (City of Glendale Only)	\$25,457	\$20,936
Systems Support (City of Glendale Only)		\$14,954
TOTAL	\$363,696.04	\$299,088.75

Funding for the project(s) is based upon an award of HHAP Program funds to the City by the State of California Homeless Coordinating and Financing Council in conjunction with the Business, Consumer Services and Housing Agency (BCSH) and the State of California Department of General Services (DGS). If the Glendale City Council, BCSH, or DGS fail to appropriate the necessary funds for any fiscal year, the projects conditionally awarded for that period will either not be funded or funded at a reduced award level.

Proposer's Indemnification of the City

At its expense, Proposer agrees to indemnify, defend, and hold harmless the City and its officers, agents, employees, and representatives from and against any liability, suits, actions, proceedings, judgments, claims, demands, liens, losses, damages, costs, and expenses (including attorneys' fees, litigation, arbitration, mediation, appeal expenses) if a dispute, lawsuit, or other proceeding arises out of any one or more of the following:

- Proposer's submitting the Proposal.
- The City's accepting Proposer's Proposal; or
- The City's awarding a Contract to Proposer in compliance with this RFP, or state, federal, or local law.

City's Project Representatives

The City Project Manager in charge of this project is:

Arsine Isayan, Homeless Programs Manager

Telephone: (818) 550-4490

arisayan@glendaleca.gov

E. ELIGIBLE ACTIVITIES

The HHAP Round 3 and Round 4 Program requires subrecipients to provide housing and services that are Housing First compliant, per Health and Safety Code Section 50220.7(g), and delivered in a low-barrier, trauma-informed, and culturally responsive manner. Individuals and families assisted with these funds must not be required to receive treatment or perform any other

prerequisite activities as a condition for receiving shelter, housing, or other services for which these funds are used. **Priority will be given to applicants who prioritize the use of HHAP funds to assist people experiencing literal homelessness move into safe, stable housing, with a particular focus on rehousing individuals who are currently unsheltered.** HHAP funding should be requested for programs that are housing-focused, such as funding permanent housing interventions directly, and shelter or street outreach that have clear pathways to connecting people to permanent housing options. Sub-recipients should strive to employ a progressive engagement approach and offer opportunities to increase a household's income or retain employment. Additionally, programs tailored towards ending youth homelessness should ensure services are tailored around the specific needs of the unaccompanied youth ages 12 to 24.

Eligible activities include:

1. **Rapid Rehousing (RRH)** including rental subsidies and incentives to landlords, such as security deposits and holding fees. The RRH assistance must be provided under the HUD requirements specified at [24 CFR 578.37](#), the short-term and medium-term rental assistance requirements in [24 CFR 578.51](#), eligible costs requirements in [24 CFR 578.53](#), the Glendale Continuum of Care (CoC) written standards, and the Program Requirements outlined in [24 CFR 578 Subpart F](#).
2. **Operating Subsidies** for new or existing affordable or supportive housing units, emergency shelters, non-congregate shelters, interim or bridge housing, and navigation centers. Operating subsidies may include operating reserves.
3. **Interim Housing** provides a safe, low-barrier, housing first, housing-focused, and supportive twenty-four (24) hour housing to PEH, while they are working on locating, applying to, and obtaining their permanent housing. Individuals and families who are experiencing homelessness. Participants must be determined to be homeless Categories 1 and 4 according to the U.S. Department of Housing and Urban Development's Final Rule on "Defining Homeless" ([24 CFR parts 91, 576](#) and [578](#)) or would be experiencing homelessness upon exiting an institution.
Note: Local preference is permitted. Priority for interim housing beds may be given to clients within the City of Glendale Continuum of Care (CoC) boundaries, but eligibility is not restricted to clients from outside this area.
4. **Street Outreach** to assist persons experiencing homelessness to access permanent housing and services.
5. **Service Coordination** which may include access to workforce, education, training programs, or other services needed to promote housing stability in supportive housing.
6. **Systems Support** for activities necessary to create regional partnerships and maintain a homeless services and housing delivery system, particularly for vulnerable populations, including families and homeless youth.
7. **Prevention and Shelter Diversion** including crisis resolution, mediation and conflict resolution, creative problem solving, connection to mainstream resources, and light-tough financial assistance that directly results in a housing solution.
8. **Youth Centric Programs**, if they meet the criteria outlined below.
HHAP funding for youth homelessness supports programs that employ the following housing services practices and interventions:

- i. Youth, including those who are transgender and gender-nonconforming, have access to

- inclusive, nondiscriminatory shelter and housing.
- ii. Programs prioritize family reunification or support reunification as the initial intervention for youth experiencing homelessness.
- iii. Youth in crisis are provided alternative housing models such as motel vouchers, flexible emergency shelter responses, or host homes.
- iv. Rapid re-housing programs offered to youth are tailored to youth.
- v. Supportive housing units are prioritized for most vulnerable.

F. FUNDING PRIORITIES

On November 14, 2022, the Glendale CoC Board approved a specific list of eligible activities based on local need. These activities were ranked from highest to lowest priority based on input received from the community and service providers as part of the Glendale Homeless Action Plan Stakeholder kick-off meeting. The priority rank will be utilized as part of the application's scoring and ranking process. The top four funding priorities were as follows:

1. Rental assistance and Rapid Rehousing
2. Landlord Incentives including, but not limited to, security deposits and holding fees.
3. Prevention and Shelter Diversion to permanent housing
4. Interim Housing
5. Outreach and Coordination (which may include access to job programs) to assist vulnerable populations in accessing permanent housing and to promote housing stability in supportive housing.

G. PROGRAM GOALS

Applicants are required to establish program outcomes to monitor progress toward the goal of preventing and ending homelessness based on the Department of Housing and Urban Development's (HUD) System Performance Measures. There are seven areas of performance. All proposals should address the alignment of proposed programs with at least two of the following system performance goals:

1. Length of Homelessness—reducing the number of persons experiencing homelessness
2. Returns to Homelessness—reducing the number of persons who return to homelessness
3. Reducing the number of People Experiencing Homelessness
4. Employment and Income Growth for Homeless Persons
5. Reducing First Time Homelessness
6. Homelessness Prevention
7. Exits to Permanent Housing—successful housing placement after program participation

H. RACIAL EQUITY EFFORTS

All proposals should address how the agency will advance racial equity at every level of programming. Agencies must address disproportionality in access to services, service provisions, and outcomes. Agencies cannot rely on delivery of standardized services that disregard special population needs. Agencies are responsible for examining their program data to ensure all eligible persons receive services and are served with dignity, respect, and compassion regardless of circumstances, ability, or identity. Agencies will be asked to report on their progress during monitoring if awarded HHAP

funding.

I. INELIGIBLE USES

It is important to note that HSC § 50218(a)(5) states that program recipients shall not use HHAP program funding to supplant existing local funds for homeless housing, assistance, or prevention. The intent of the HHAP program funds is to expand or increase services and housing capacity. HHAP funds cannot replace local funds that are committed to an existing or developing homeless assistance program. However, if funds previously supporting a service or project end or are reduced for reasons beyond the control of the grantee and services or housing capacity will be lost as a result of these funds ending, HHAP program funds may be used to maintain the service or program and are not considered supplanting. Funds shall not be used for costs associated with activities in violation of any law or for any activities not consistent with the intent of the Program and the eligible uses identified in HSC §50220.7.

Reimbursements are not permitted for any activities incurred prior to the execution of an awarded HHAP Round 3 / 4 grant.

Use with Other Subsidies

Financial assistance cannot be provided to a program participant who is receiving the same type of assistance through other public sources or to a program participant who has been provided with replacement housing payments under the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA), during the period covered by the URA payments.

Rent Restrictions

Rental assistance cannot be provided unless the rent does not exceed two times the Fair Market Rent established by HUD, as provided under 24 CFR part 888, and complies with HUD's standard of rent reasonableness, as established under 24 CFR § 982.507. For purposes of calculating rent under this section, the rent shall equal the sum of the total monthly rent for the unit, any fees required for occupancy under the lease (other than late fees and pet fees) and, if the tenant pays separately for utilities, the monthly allowance for utilities (excluding telephone) established by the public housing authority for the area in which the housing is located. See HUD's FY2023 Fair Market Rent Documentation System - <https://www.huduser.gov/portal/datasets/fmr.html>

J. ELIGIBLE APPLICANTS

1. Eligible applicant(s) shall be defined as local government, private non-profits, or for-profit organizations that the City determines are qualified to undertake the proposed activities.
2. Applicant must have provided the same or similar services for at least the last 24-month period.
3. Applicant must have a Dun and Bradstreet Universal Numbering System (DUNS) number.
4. Applicant, its officers, and employees are not currently debarred or suspended from doing business with the Federal Government, State of California, or a local government; and
5. The applicant does not have unresolved current or past contract non-compliance, non-performance, suspension, termination, or other adverse audit funding with one or more funders in the past five (5) years.

K. PERFORMANCE PERIOD/TIMELINE/IMPORTANT DATES

The schedule for processing applications is as follows:

EVENT	RESPONSIBILITY	DATE
RFP Distribution	City	10/16/2023
Last Day to Submit Interim Questions	Proposer	11/01/2023
Mandatory Application Workshop	City	10/31/2023
RFP Proposals Due by 5:00 p.m.	Proposer	11/16/2023
Scoring/Ranking	City	11/20/2023
Appeals Due	Proposer	11/30/2023
Panel Review Proposal/Candidate Interview	City	TBD
Contract Award	City	TBD

Last Day to Submit Interim Questions

Questions will be accepted via email through **November 1, 2023, by 5:00 pm.** The purpose is to ensure that Proposers have adequate information to respond fully and comprehensively to the City's requirements. If a Proposer has any question about this RFP, or the scope of work— or if a Proposer finds any error, inconsistency, or ambiguity in the RFP— the Proposer must make a "Request for Clarification" before submitting its Proposal. Before contacting the City, Proposers should review the RFP thoroughly and should be familiar with its content, as well as the City's functional and technical requirements. The Proposer must submit a Request for Clarification to: Arsine Isayan, Homeless Programs Manager via email arisayan@glendaleca.gov.

Withdrawal or Cancellation of a Proposal Before the Proposal Deadline:

A Proposer may withdraw a Proposal, by giving written notice, signed by the Proposer. A withdrawal request must be addressed as follows and delivered to:

The City may allow a Proposer to amend, withdraw or cancel a Proposal after the opening of the Proposals, if the Proposer establishes, to the City's satisfaction, that all of the following circumstances exist:

1. The Proposer made a mistake in its Proposal.
2. Within five (5) days after the Proposal's opening, the City receives from the Proposer written notice of the mistake and the notice specifies in detail how the mistake occurred.
3. The mistake made the Proposal materially different from what the Proposer had intended it to be; and

4. The mistake was made in filling out the Proposal and was not due to an error in judgment, or carelessness in reading the RFP or the proposed Contract.

Proposal Preparation Expenses

Expenses for developing the RFP response are entirely the responsibility of the proposer and are not chargeable to the City in any manner. The City is not liable for any pre-contractual expenses, which are defined as expenses incurred by the proposer in:

- Preparing its proposal in response to this RFP.
- Negotiating with the City any matter related to the proposal.
- Any other expense incurred by the proposer before the date of award of the Contract for this RFP.

L. PROGRAM REQUIREMENTS

1. The program will be operated following the Glendale CoC Written Standards C.
2. Documentation of client eligibility must be kept in the file and meet the requirements specified in the Glendale CoC Written Standards.
3. Providers must adhere to the requirements of the eligible cost in 24 CFR 578.53
4. Client-level data will be entered into HMIS.
5. Providers are expected to provide these services for any person being encountered, including families. All homeless persons must be connected to the Glendale CoC Coordinated Entry system unless the project is a victim services agency.

- a) **Program Participant Eligibility:** Projects supported by the HHAP Program funds are required to ensure all program participants meet the eligibility requirements for each project. At a minimum, this requires an initial evaluation conducted following the coordinated entry system assessment to determine:
 1. Eligibility of each individual or family for assistance, and
 2. The amount and types of assistance needed to achieve or regain stability in permanent housing.
- b) **Budget, Match, and Leverage Requirements:** Applicants are required to submit a competitive budget based on the program terms of funding requested as part of the application submission. The City does not require a match to be provided by the applicants to match the funds provided by the City through this RFP, but matching funds are highly encouraged. The program budget must be used directly for costs associated with temporary financial assistance.
- c) **Reporting:** The agency will be required to submit monthly, quarterly, and

annual performance reports on outputs and outcomes, including information on the number and demographics of participants served to date. Monthly reports are due by the 5th of each month. Quarterly reports are due within 15 days of the end of each quarter for the period of program operation and shall include the current quarter and cumulative data. An annual performance report will also be required within 30 days of the end of each fiscal year. Details are outlined in sub-recipient agreements when awarded.

- d) **Coordinating with other resources:** Projects supported by the HHAP Program funds must coordinate and integrate, to the maximum extent practicable, HHAP Program-funded activities with other programs targeted to people experiencing homelessness in Glendale, mainstream benefits, housing, health, social services, employment, education, and other programs for which individuals and families experiencing homelessness may be eligible. Specifically, recipients must work in coordination with and prioritize referrals through the Glendale CES.
- e) **Homeless Management Information System (HMIS) Participation:** All HHAP Program funded projects are required to participate in the Glendale HMIS, or comparable database for domestic violence providers. Program participant data entry is required daily for service coordination purposes.
- f) **Certification of Homelessness or at Risk of Homelessness:** The Glendale CoC has standardized certification documents to obtain necessary documentation of program participant eligibility. Funded projects are required to complete these documents as proof of program participant eligibility.
- g) **Confidentiality:** Funded projects are required to develop and implement written policies and procedures, to ensure the security and confidentiality of program participants and their protected identifying information. This includes program participant records, releases of information, and the address or location of any housing of a program participant.
- h) **Identifying Proprietary Information; Public Records Act**

A Proposer must identify, and list all copyrighted material, trade secrets, or other proprietary information (“protectable documents”) that the Proposer included in its Proposal which Proposer believes should be exempt from disclosure under California’s Public Records Act, Government Code Section 6250, et seq. (See: PF:33).

By listing the documents, the Proposer agrees to indemnify, defend, and hold harmless the City and its officers, agents, employees, and representatives from and against any action, claim, lawsuit, or proceeding, including costs and expenses, arising out of or connected with the City’s refusal to disclose the protectable documents to any party requesting those items. The City will treat any Proposer, who fails to identify documents that the Proposer believes should be exempt from disclosure, as having waived its right to an exemption from disclosure, as the Public Records Act provides.

All Proposals and other material submitted become the property of the City and may be returned only at the City's option. The City reserves the right to use any ideas presented in any response to the RFP. The selection or rejection of the Proposal does not affect this right.

- i) **Housing First:** Funded projects shall adhere to Housing First principles. Housing First is a model of housing assistance that prioritizes rapid placement and stabilization in permanent housing and does not have service participation requirements or preconditions, such as sobriety or a minimum income threshold. Projects using a Housing First approach offer supportive services to maximize housing stability and prevent returns to homelessness; however, participation in these services is based on the needs and desires of program participants.
- j) **Universal Assessment:** The agency shall utilize the universal assessment tool adopted by the Glendale CoC to assess program participants' housing and service needs. Currently, the Glendale CoC is utilizing the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT).
- k) **Coordinated Entry System:** The agency shall work in collaboration with the broader Continuum of Care (CoC) system in Glendale, including participating in the Glendale Coordinated Entry System (CES). The agency must coordinate with the local CES to ensure that any point of entry in the CoC provides participants access to housing. The agency will participate in the Glendale CES's intake process, which includes direct service for and referrals to appropriate homeless programs, mainstream resources, and housing. The agency will participate in the CoC meetings, any relevant subcommittees, training opportunities, and technical assistance that support quality service delivery within the system of care.
- l) **Program Monitoring:** Funded agencies will be required to maintain and submit to the City of Glendale Community Services & Parks Department adequate information necessary to monitor program accountability and progress following the City of Glendale requirements as outlined in this RFP. These conditions include programmatic reports including tracking of participants who refused service or was referred to other sources, invoices with supporting documentation of eligible expenditures, and insurance/contract requirements as stated within the RFP.

M. PERFORMANCE MONITORING AND REPORTING

Successful Applicants shall be required to participate in regular meetings with the Glendale Continuum of Care (CoC) Committee and HMIS data quality workgroup to review program performance and compliance with HMIS reporting requirements.

These meetings shall be held monthly and shall include representatives from the grantee and the CoC. The purpose of these meetings shall be to review and discuss progress made towards achieving program outcomes, as well as to identify and address any challenges that arise.

To facilitate these meetings, the successful applicant shall be required to maintain accurate

and up-to-date records in the HMIS system, including client-level data, service data, and other data elements required by the CoC. The successful bidder shall also be required to provide timely and accurate reports to the City on a monthly basis, detailing progress towards achieving program outcomes, as well as any issues or challenges encountered.

The performance measures are designed to measure Glendale CoC's performance as a coordinated system as opposed to homeless programs operating independently of the CoC. The measures are interrelated and help to provide a holistic view of system performance for the CoC. To facilitate this perspective, the CoC team is measuring its performance as a coordinated system, in addition to analyzing performance by specific program and project. Program Components: Homelessness Prevention (**HP**), Street Outreach (**SO**), Supportive Services Only (**SSO**), Emergency Shelter (**ES**), Transitional Housing (**TH**) and Permanent Housing – Permanent Supportive Housing (**PH- PSH**), and Permanent Housing – Rapid Re-housing (**PH-RRH**). [See Appendix B.](#)

N. PROPOSAL SELECTION AND APPEALS PROCESS

An application must meet threshold requirements as described below to be eligible for rating and ranking:

1. The application is received by the published RFP deadline.
2. The applicant is an eligible applicant as described in Section I.
3. The applications must support the HHAP program performance goals.

An application may be deemed ineligible if the application does not meet threshold requirements or if the application is incomplete and the Department cannot determine compliance with threshold requirements. The Department may also request clarification of unclear or ambiguous statements made in the application and other supporting documents when doing so will not impact the competitive scoring of the application.

Once all applications are received, proposals will be analyzed by City staff as to completeness in addressing questions in the Funding Application, or other funding requirements. Staff will be making funding recommendations to the CoC Board. CoC Board will approve final recommendations for sub-recipients.

All applications that meet threshold requirements will be rated based on the following criteria:

- Organizational capacity and experience. (15%)
- Service Delivery Model (20%)
- Performance History (15%)
- Racial Equity Efforts (20%)
- Program ability to decrease unsheltered homelessness (15%)
- Budget/Cost efficiency (15%)

Each criterion will be rated separately. A composite score will be computed for each proposal based on a weighted sum of the individual ratings.

The original proposal, the staff analysis, and the response to the staff analysis will be reviewed and evaluated by the Glendale CoC Board. Also, representatives from proposing organizations will be required to meet with and interviewed by the Glendale CoC Board to discuss their proposals.

Appeals – Agencies that do not meet the threshold score or who are not recommended for funding may appeal and address the members of the Glendale CoC Board Appeal Panel based only on the following guidelines (agencies recommended or only partial funding are not eligible to request an appeal):

1. If the project is not selected for funding, the agency has the right to appeal, provided that the appeal is based upon Glendale CoC Board violations of program regulations or errors on the part of the Board or staff. For example, reviewing members did not consistently follow the scoring criteria and process, as detailed above or there was a conflict of interest that prevented a fair review of the proposal.
2. No appeals will be heard based on the funding level.
3. Agency's written appeal must be submitted within the timeline indicated in the notification letter. Each agency will have the opportunity to present the appeal to the Glendale CoC Board. Each agency will receive a written notification on the outcome of the appeal.

O. EVALUATION AND SELECTION PROCESS

A non-conflicted Scoring and Ranking Committee selected by the CoC will review, score, and rank each proposal that has met the minimum threshold criteria. It is the intent to select proposals that are in accordance with the evaluation criteria set forth in the RFP.

PROPOSAL CHECKLIST

Attachment I – Internal Revenue Service (Required) tax-exempt determination letter (501) c3.

Attachment II - Most recent financial audit (Required) Including management letters and any findings or concerns.

Attachment III – Budget & Budget Narrative (Required) Please attach a Budget and Budget Narrative for the project for which you are applying. The budget narrative should include FTEs to be provided. While matching funding is not required, it may be helpful to include the value of any matching funding.

Attachment IV – Pre-Award Risk Assessment Worksheet (Required)

Attachment V – Housing First Policy

Attachment VI – Policies and Procedures

Attachment VII – Board Contact information and Current Organizational Chart

Attachment VIII - Résumés / Job Description of Key Staff

TECHNICAL ASSISTANCE INFORMATION

Mandatory Application Workshop

A Proposer Conference will be held virtually via teams on 10/31/2023 at 10:00 am.

OPTION 1	OPTION 2
<p>Join on your computer or mobile app</p> <p>Click here to join the meeting Meeting ID: 288 885 282 538 Passcode: GHGEhR Download Teams Join on the web</p>	<p>Or call in (audio only)</p> <p>+1 323-886-7427,,814507952# Phone Conference ID: 814 507 952# Find a local number</p>

P. GENERAL REQUIREMENTS

To be eligible for funding, applicant(s) shall submit a proposal that clearly describes how the project meets minimum requirements outlined below:

Service Delivery Conditions / Implementation Requirements

- Project must implement *California's Housing First Policy* in all aspects of program design and operation.
- Project funds shall be expended on uses that support regional coordination and expand or develop local capacity to address immediate homelessness challenges. Such activities must be informed by a best-practices framework focused on moving homeless individuals and families to maintain their permanent housing.
- Ensure the proposed project aligns with HCFC's Promising and Evidence Based Practices or evidence-based practices identified as such by State or Federal agencies. HCFC's Promising and Evidence Based Practices

- can be found in [HHAP Promising Practices](#)
- d) Projects must ensure HMIS data is collected in accordance with applicable laws and in such a way as to identify individual projects, services, and clients that are supported by HHAP funding. Successful applicant(s) will acknowledge that CoC staff shall have read-only access to all information input by all agencies within the HMIS trust network of the Glendale CoC. As such, successful applicant(s) will grant access immediately and there shall be no delay in providing access.
 - e) Project must participate in the CoC Coordinated Entry System (CES) and ensure all potential clients have been properly assessed and referred by defined CES entry points prior to receiving services supported by HHAP Round 3 / 4 funds.
 - f) Project must designate at a minimum ten percent (10%) to provide permanent housing or provide services to youth populations as defined in [HSC § 50216\(k\)](#) and [§ 50218.5\(f\)](#). For Permanent Housing projects, the designation of a number of housing units and/or beds for youth can be utilized to satisfy this requirement as long as the minimum ten percent (10%) funding expenditure is met.
 - g) Projects must adhere to the expenditure deadlines listed in Section D for each of the funding grant sources.
 - h) Funds shall not supplant existing local funds or homeless housing assistance or prevention.
 - i) Agencies contracting with the City may be subject to fiscal review before the finalization of an award. During such a review, the agency must demonstrate appropriate administrative and financial controls as approved by City staff.
 - j) Projects supported by the City of Glendale funds must be of primary benefit to homeless persons or who are at-risk of homelessness and who are living in the City of Glendale and should be focused on providing direct services to program participants. Services under these contracts must be delivered within the city limits of Glendale.
 - k) Operating Agreement: Applicants approved for funding will be required to sign a contract with the City to ensure compliance with civil rights laws, and Federal Executive Orders. Funds are subject to Federal and local regulations including, but not limited to: non-discrimination, equal opportunity, accessibility, lead-based paint, audits, procurement, and environmental review. RFP and the proposal evaluation process do not constitute an agreement by the City that it will enter into any contract with any Proposer.
 - l) The City reserves the right to negotiate further the terms and conditions of the Contract. The Proposer whom the City Council selects must cooperate with the City in good faith to negotiate, sign, and deliver the final Contract. The City will draft the Contract and may require the selected Proposer to attend one or more Contract negotiation conferences to discuss possible:
 - m) Revisions to the Contract's service-related terms, conditions,

- requirements, specifications, or minimum performance standards, other than the insurance and the indemnity provisions; and
- n) Additions to the Contract, by the parties' mutual agreement, or as a City Ordinance or Resolution, the City's Charter or Municipal Code, or any other law may require.
 - o) OMB Administrative Requirements and Cost Principles. Contractors will ensure that an annual financial audit is performed in compliance with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, outlined in [2 CFR part 200](#).
 - p) Non-discrimination in Services and Employment: Applicants approved for funding shall not, under Federal law, discriminate in the provision of services hereunder because of race, color, religion, national origin, ancestry, sex, age or physical or mental handicap as identified in Section 109 of the Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and 24 CFR § 570.602. Also, the contractor shall not discriminate in the provision of services hereunder because of religious belief, creed, medical condition, blindness, sexual orientation, marital status, pregnancy, parenthood, citizenship, gender identity, domestic partner status or AIDS or HIV status.
 - q) Applicants approved for funding shall certify and agree not to discriminate against any employee or person who is employed or compensated in whole or in part using funds provided under this Agreement because of race, color, creed, religion, religious belief, national origin, ancestry, citizenship, age, sex, sexual orientation, marital status, pregnancy, parenthood, medical condition, physical or mental disability, gender identity, domestic partner status or AIDS or HIV status.
 - r) Funds may be awarded to faith or religious-based organizations performing public social service activities, provided certain contractual provisions are included in agreements between the City and the entity. The grant agreement must include contract conditions stating that the social services provided are exclusively non-religious in nature and scope, there are no religious services, proselytizing, instruction or any other religious influences in connection with the public services and there is no religious discrimination in terms of employment or benefits under the social service project.
 - s) Dun and Bradstreet (D&B) Data Universal Numbering System (DUNS) Requirement – Any applicant seeking funding directly or indirectly from federal agencies must obtain a DUNS number. Failure to provide a DUNS number will prevent you from obtaining an award. The number can be registered or verified by calling 866-705-571. For additional information, please visit <http://fedgov.dnb.com/webform>.
 - t) Active Registration in the System for Award Management (SAM) – All applicant organizations must have an active registration in the SAM. To register, please visit <https://www.sam.gov/portal/public/SAM/>; you will need your DUNS number. The SAM is an ongoing project to integrate

nine government-wide acquisition and award support systems into one system. Currently, the SAM consolidates information from four systems: The Central Contractor Registry (CCR), Federal Agency Registration (Fed Reg.), Online Representations and Certifications Application (ORCA), and Excluded Parties List System (EPLS).

- u) Safeguarding Resident/Participant Files. In maintaining resident and participant records, recipients shall observe federal, state, and local laws concerning the disclosure of records about individuals. Further, recipients are required to adopt and take reasonable measures to ensure that resident and participant records are safeguarded. This includes when reviewing, printing, or copying participant records.

I. CONDITIONS AND RESERVATIONS

- A.** The City of Glendale shall not, in any event, be liable for any costs incurred by applicants before entering a formal contract. The costs of developing the proposals or any other such expenses incurred by the applicant in responding to the RFP, are entirely the responsibility of the applicant, and shall not be reimbursed in any matter by the City.
- B.** The proposal must set forth full, accurate, and complete information as required by this application. The City may accept amendments to Proposals after the Proposal Deadline if it best serves the City's interests.
- C.** The City of Glendale reserves the right to retain all submitted applications and the applications shall become the property of the City of Glendale. Applications may be disclosed under the California Public Records Act at a later date. Any department or agency of the City shall have the right to use any or all ideas presented in applications submitted in response to this RFP without any change or limitation. The selection or rejection of a proposal does not affect these rights.
- D.** The City of Glendale reserves the right to communicate with funders or providers associated with the applicant to obtain additional clarification of design, program, or agency fiscal and programmatic capacities and to utilize this information in the evaluation process. This includes verification of sources of match and leverage as stated within the application submission.
- E.** The City of Glendale reserves the right to conduct scheduled and unscheduled site visits of agency applicants by City staff, County, State, and Federal funding entities.
- F.** The City of Glendale reserves the right to reject any or all applications received in answer to this RFP if deemed incomplete or inappropriate.
- G.** The City of Glendale makes no representation that any contract will be awarded to any applicant responding to this RFP.
- H.** The City of Glendale reserves the right to change application components, including services, costs, and program design, as it sees fit to better meet the City, Los Angeles County, and/or local requirements.

II. CONTRACT CONDITIONS

- A.** Contractors will be required to comply with conditions set forth by the City of Glendale in this RFP.
- B.** The City's policy is that the Contract be accepted. Contractors will be required to comply with conditions set forth by the City of Glendale in its executed contract with the contractor and any conditions and requirements for subcontractors set forth by the State.
- C.** The City reserves the right to negotiate further the terms and conditions of the Contract. The Proposer whom the city council selects must cooperate with the City in good faith to negotiate, sign, and deliver the final Contract. The City will draft the contract and may require the selected Proposer to attend one or more contract negotiation conferences to discuss possible:
 - Revisions to the contract's service-related terms, conditions, requirements, specifications, or minimum performance standards, other than the insurance and the indemnity provisions; and
 - Additions to the contract, by the parties' mutual agreement, or as a city ordinance or resolution, the city's charter or municipal code, or any other law may require.

D. City's Reservation of Rights

This RFP and the proposal evaluation process do not:

- Obligate the City to accept or select any Proposal;
- Constitute an agreement by the City that it will enter into any contract with any Proposer.

When it best serves the City's interests, the City may do any one or more of the following:

- Reject any Proposal or all Proposals at its sole discretion.
- Extend the deadline for accepting Proposals.
- Accelerate the pace of the RFP process if only one or a handful of Proposals is received.
- Waive any or all information, defects, irregularities, or informalities in a Proposal.
- Accept amendments to Proposals after the Proposal Deadline.
- Amend, revise, or change the RFP's evaluation or selection criteria.
- Cancel, withdraw, amend, revise, change, or negotiate the terms of this RFP, the proposed Contract, or both.
- Reissue a Request for Proposals.
- Conduct one or more oral interviews.
- Visit a Proposer's facilities or business.

- Examine financial records of a Proposer to the extent necessary to ensure financial stability.
 - Make a partial award.
 - Negotiate with one or more Proposers.
 - Award contracts to one or more Proposers.
 - Require the best and final offer from one or more Proposers.
 - Provide or perform the Services using a City officer or employee, or contract directly— without an RFP or bids— for the Services.
- E.** The City must have an executed contract with the funding entity and an executed contract with each subcontractor before reimbursement of funded activities under this RFP. Agencies will NOT be reimbursed for eligible costs incurred before the operational period. The City will not reimburse any agency for incurred project costs beyond the contract operational period as detailed in an executed City contract.
- F.** Insurance Requirements: Public and community non-profit agencies approved for HHAP Program funding will be required to obtain insurance, evidenced by an original certificate of insurance and endorsement.
- G.** Financial Requirements: Agencies contracting with the City may be subject to fiscal review before the finalization of the award. The focus of the review is to verify that the accounting system is adequate. If awarded a grant, the contractor shall establish a tracking system that will clearly and distinctly identify units of services and/or direct costs applicable to the services to be rendered under this contract. The contractor shall be required to submit invoices for the funds in a format to be established by the City.
- Maintain proper tracking, documentation, management, and uses for program fees, client savings programs, and resident rent calculations.
 - Full Cooperation for an Audit by the City Auditor, as deemed necessary.
- H.** Contractor shall allow representatives of the City of Glendale to inspect facilities, which are used in conjunction with the contracts made to implement programs funded under this proposal.
- I.** Each contractor must comply fully with all the requirements specified in this RFP. The responsibility for accuracy rests entirely with the applicant.
- J.** Contractors shall make available to representatives of the City of Glendale upon reasonable notice, all documentation related to the program funded by this contract (i.e., case files, program files, policies, and procedures). Demographic information about clients will be regularly transmitted to the City of Glendale Community Services & Parks Department in a manner consistent with agreements protecting client and/or agency confidentiality rights.
- K.** On the City's application form, the Contractor must disclose any prior or ongoing contract failures, and any civil or criminal litigation or investigation involving the Contractor. Failure to disclose the required information may disqualify a proposal.

The City reserves the right to reject a proposal based upon the Contractor's prior history with the City or with any other party, which documents, without limitation, unsatisfactory performance adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.

- L.** Contractors acknowledge that, as recipients of Los Angeles County funds, they will be required to comply with regulations pertaining to the use of such funds. All regulations will be enumerated in the contract and will be incorporated by reference. It will be the contractor's responsibility to assure compliance with applicable regulations. To the extent feasible, the City of Glendale will provide successful bidders with the applicable regulations.
- M.** Contractors will ensure an annual financial audit is performed in compliance with the Federal Single Audit Act and will submit a copy of the audit report to the City of Glendale Community Services & Parks Department, with funding application and six months after the end of the contractor's fiscal year.
- N.** Contractors acknowledge that funds are NOT meant to replace or supplant other sources of funding and contractor will assure funds awarded are not used to replace or supplant other funds.
- O.** Contractors shall maintain any applicable licenses or permits, and meet any facilities code regulations required for the program(s) funded under this contract at the contractor's expense.
- P.** Contractors shall participate in local CoC planning, networking, training, capacity building, advisory boards, and coordination meetings as appropriate.
- Q.** Contractors shall cooperate with related research and evaluation activities.
- R.** Contractors will be required to sign the certification on lobbying and debarment.

The City's obligation to pay any sum for any fiscal year shall be contingent upon receipt of funds and upon appropriation by the City Council of the necessary funds for such payment by the City in each fiscal year during the term of contracts awarded. In the event that the City Council of the City of Glendale fails to appropriate the necessary funds for any fiscal year, the contracts awarded for that period will not be funded and/or renewed.

The following fiscal and accounting procedures shall be required:

- Maintain a bank account and perform monthly bank reconciliation.
- Designate specific employees to perform each of the following functions:
 - Receipt for goods and services provided to the Contractor.
 - Approve the purchase of goods and services for the Contractor.
 - Approve employee time worked.
- Deposit all receipts in the bank account promptly and intact. (Do not pay any expense directly out of cash receipts.)
- Maintain bank-validated copies for every deposit slip in chronological order. Each deposit slip should include sufficient detail to explain the source of the funds being deposited. (This may be done by recording the details on the

deposit slip or by attaching supporting documentation, which may have been received with the receipts.)

- Disburse all funds by check, preferably signed by two officers of the contractor, neither of who is the bookkeeper or the accounting clerk.
- Maintain documented support for every check written, which should include:
- Original invoice from the vendor.
- Indication by signature and date of an authorized employee that the goods or services were received by the contractor. (This may be done on a separate receiving report, a copy of the packing slip or on the invoice itself).
- Indication that the goods or services were approved for purchase by an authorized individual (This should be by signature and date and should appear on the invoice or on the purchase requisition if the contractor uses such).
- Maintain and file all required tax and payroll reports with appropriate Federal and State agencies.
- Maintain the following records in an orderly fashion by contractor's fiscal year until audited by the City:
 - Bank Statements and Bank Reconciliation
 - Deposit slips and supports
 - Checks and supports Payroll records
 - Cash receipts and disbursements journals
 - Monthly financial statements
 - Requests for reimbursements from the City and appropriate supporting documents
- Maintain individual participant files following the Glendale CoC written standards to include, but not limited to, proof of homelessness, proof of disability, as applicable, income status, proof of resident rent calculations, program fees collected and/or savings programs, intake forms, assessments, and documentation of services.

The required insurance is as follows:

a. Comprehensive General Liability: The insurance must be written for the limits of liability specified below

(1) ONE MILLION DOLLARS (\$1,000,000) per occurrence or the full per occurrence limits of the policy—whichever limit is greater— for bodily injury (including accidental death) to any one person;

(2) ONE MILLION DOLLARS (\$1,000,000) per occurrence or the full per occurrence limits of the policy—whichever limit is greater— for personal and advertising injury to any one person;

(3) ONE MILLION DOLLARS (\$1,000,000) per occurrence, or the full per

occurrence limits of the policy—whichever limit is greater— for property damage; and

(4) TWO MILLION DOLLARS (\$2,000,000) general aggregate limit or the full aggregate limits of the policy—whichever limit is greater.

- b. Automobile Liability: Insurance coverage shall include automobile coverage for projects involving the use of automobiles. The insurance must not be written for less than the limits of liability specified below or required by law, whichever coverage amount is greater:

(1) ONE MILLION DOLLARS (\$1,000,000) per occurrence for bodily injury (including accidental death) to any one person; and (2) ONE MILLION DOLLARS (\$1,000,000) per occurrence for property damage; or (3) TWO MILLION DOLLARS (\$2,000,000) combined single limit (“CSL”).

- c. Workers’ Compensation: Insurance coverage for Workers’ Compensation shall be obtained and maintained through the duration of the project.

(1) Complete Workers’ Compensation insurance, meeting or exceeding the coverages and amounts that California law requires; and

(2) Employer’s Liability insurance in an amount not less than (i) ONE MILLION DOLLARS (\$1,000,000) per accident for bodily injury or disease; (ii) ONE MILLION DOLLARS (\$1,000,000) per employee for bodily injury or disease; and (iii) ONE MILLION DOLLARS (\$1,000,000) policy limit.

- d. Certificate and Endorsement: Awarding applicants shall provide City with a “certificate of insurance,” an “additional insured endorsement,” and a subrogation endorsement, “Waiver of Transfer to Rights of Recovery Against Others”— on forms satisfactory to the City Attorney or City’s Risk Manager, and signed by the insurance carrier or its authorized representative— which fully meet the requirements of, and contain provisions entirely consistent with, all of the Insurance Requirements.

- e. Rating of Insurance Company: At all times, the insurance company issuing said policy shall be an “admitted” insurer in the State of California; shall be domiciled within, and organized under the laws of, a state of the United States; and shall carry an A.M. Best & Company minimum rating of “A: VII.”

The organization shall within thirty (30) days prior to the expiration of this insurance, full City certificates of insurance and endorsements evidencing renewal of the insurance. The City reserves the right to require complete certified copies of all policies of the Organization and Organization’s contractors and subcontractors, at any time.

APPENDIX A: DEFINITIONS

HHAP §50216 General Provisions Definitions

- a) **Agency**: The Business, Consumer Services, and Housing Agency.
- b) **Applicant**: A local government, private non-profit, or for-profit organizations that the CoC determines are qualified to undertake the proposed activities.
- c) **California Housing First Policy**: “Housing First Model”, is a model of housing assistance that is offered without preconditions (such as sobriety or a minimum income threshold) or service participation requirements, and rapid placement and stabilization in permanent housing are primary goals. Research shows that it is effective for the chronically homeless with mental health and substance abuse disorders, resulting in fewer inpatient stays and less expensive interventions than other approaches. For more information about Housing First see: [What Housing-First Really Means](#)
- d) **Coordinated Entry System**: A centralized or coordinated process pursuant to Section 578.7 of Title 24 of the Code of Federal Regulations, as that section read on January 10, 2019, designed to coordinate homelessness program participant intake, assessment, and provision of referrals. In order to satisfy this subdivision, a centralized or coordinated assessment system shall cover the geographic area, be easily accessed by individuals and families seeking housing or services, be well advertised, and include a comprehensive and standardized assessment tool.
- e) **Chronically Homeless**: HUD defines a chronically homeless person as an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more, or has had at least four episodes of homelessness in the past three years. To be considered chronically homeless, persons must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency homeless shelter during that time.
- f) **Continuum of Care**: As defined by the United States Department of Housing and Urban Development at [Section 578.3 of Title 24 of the Code of Federal Regulations](#)
- g) **Emergency Shelter**: Any facility whose primary purpose is to provide temporary shelter for the homeless in general or for specific populations of the homeless.
- h) **CoC Board**: Refers to Glendale Continuum of Care executive board members.
- i) **Homeless**: As defined in [Section 578.3 of Title 24 of the Code of](#)

Federal Regulations

- j) **Homeless Management Information System**: The information system designated by a continuum of care to comply with federal reporting requirements as defined in Section 578.3 of Title 24 of the Code of Federal Regulations. The term “Homeless Management Information System” also includes the use of a comparable database by a victim services provider or legal services provider that is permitted by the federal government under Part 576 of Title 24 of the Code of Federal Regulations.
- k) **Homeless Youth**: An unaccompanied youth between 12 and 24 years of age, inclusive, who is experiencing homelessness, as defined in subsection (2) of Section 725 of the federal McKinney-Vento Homeless Assistance Act (42 U.S.C. Sec. 11434a(2)). “Homeless youth” includes unaccompanied youth who are pregnant or parenting.
- l) **Jurisdiction**: A city, city that is also a county, county, or continuum of care, as defined in this section.
- m) **Navigation Center**: A Housing First, low-barrier, service-enriched shelter focused on moving homeless individuals and families into permanent housing that provides temporary living facilities while case managers connect individuals experiencing homelessness to income, public benefits, health services, shelter, and housing.
- n) **Permanent Housing**: As specified in 24 CFR 578.3, permanent housing means community-based housing without a designated length of stay and includes permanent supportive housing. To be permanent housing, the program participant must be the tenant on a lease for a term of at least one year, which is renewable for terms that are a minimum of one month long and is terminable only for a cause. A structure or set of structures with subsidized rental housing units subject to applicable landlord-tenant law, with no limit on length of stay and no requirement to participate in supportive services as a condition of access to or continued occupancy in the housing. “Permanent housing” includes permanent supportive housing.
- o) **Permanent Supportive Housing**: Permanent housing with no limit on the length of stay that is occupied by the target population and that is linked to onsite or offsite services that assist the supportive housing residents in retaining the housing, improving his or her health status, and maximizing his or her ability to live and, when possible, work in the community.

APPENDIX B: PROJECT PERFORMANCE METRICS

Performance Metrics	Outcome Goal	Applicable Projects
Achieve the target annual outreach and engagement numbers for homeless individuals and families	95%	Street Outreach
Reduce Length of Time Homelessness	≤ 120 days	Emergency Shelter, Rapid Rehousing
Time spent in homeless	≤ 270 days	Emergency Shelter, Transitional Housing
Length of time between Client's Project Start Date and Move-In Date	≤ 90 days	Rapid Rehousing, Permanent Supportive Housing
Meet the required number of persons to be engaged annually	40-89 persons minimum	Street Outreach
Reduce Recidivism • Decrease the number of persons exiting from permanent housing to homelessness (includes shelters and temporary destinations)	≤ 2% (Less than 2%)	Rapid Rehousing, Permanent Supportive Housing

Performance Metrics	Outcome Goal	Applicable Projects
Successful Placements from Street Outreach • Increase the number of unsheltered participants referrals and placements in hotel/motel, shelters, recuperative care, and other transitional housing destination	At least 70% of members	Street Outreach
Bed/unit utilization rate Increase daily utilization of beds / project occupancy	90%	Emergency Shelter & Transitional Housing
Increase the number of persons exiting to permanent housing	$\geq 50\%$	Emergency Shelter, Transitional Housing, and Rapid Rehousing
Retention of persons in permanent housing	95%	All projects
Data Quality Reduce the number of persons exiting with Unknown Destinations (“Client Doesn’t know/Client Refused” or “Data not Collected no exit interview completed”)	$\leq 5\%$	All projects