

**FORT WORTH/ARLINGTON/TARRANT COUNTY CONTINUUM OF CARE  
TX-601  
COORDINATED ENTRY – SYSTEM NAVIGATORS  
REQUEST FOR PROPOSALS**

**RFP PROPOSAL DATE:** March 14, 2017

**Proposal Due Date:** **12:00pm (noon) on Tuesday, March 28, 2017**

**Funds Available:** \$324,600

Tarrant County Homeless Coalition (TCHC) is now accepting proposals from organizations within the Continuum of Care (CoC) for contracted navigation services for the Tarrant and Parker County CoC Coordinated Entry System. TCHC will fund navigation services to aid in the successful implementation and ongoing progress of Coordinated Entry Services. Submit proposals to Carla Storey at [carla@ahomewithhope.org](mailto:carla@ahomewithhope.org).

**INTRODUCTION**

HUD defines coordinated entry as a centralized or coordinated process designed to coordinate program participant intake, assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.

This Request for Proposals (RFP) is for organizations who will provide navigation services throughout the CoC, which includes both Tarrant and Parker Counties. System Navigators will work with individuals and families on the Homebase list to prepare them for the next housing vacancy. This CoC has a coordinated assessment system and is in the process of redesigning the system in order to meet the federal requirements and needs of the community.

TCHC will award \$324,600 to fund navigation services. Funds will be awarded April 14, 2017 with an anticipated start date of May 15, 2017. Contracts are eligible for renewal based on program performance and availability of funds.

**ELIGIBLE ACTIVITIES**

Eligible expenditure of funds include:

- Salary for System Navigators
- Benefits for System Navigators
- Travel expenses for System Navigators

- Supplies and equipment to be used by System Navigators

At minimum, budget proposals should include the following categories and thresholds ( ± 10%):

<b>Category</b>	<b>Thresholds ( ± 10%)</b>
Salary	\$38,000.00
Benefits	\$9,500.00
Travel	\$5,000.00
Supplies & Equipment	\$1,600.00
Admin	
<b>Total</b>	<b>\$54,100.00</b>

TCHC is requiring agencies to provide a 10% documented match from HUD CoC Program-eligible sources. It is our preference that agencies consider the cost required to administer this program as their match.

### **SCOPE OF SERVICES**

TCHC expects to fund 6 System Navigators to serve all of Tarrant and Parker Counties. System Navigators may office at a central location or various sites throughout the continuum. The successful applicant will ensure System Navigators will serve the entire system, assisting the most vulnerable and at-risk households as they are prioritized and listed on Homebase regardless of their current housing location. It is expected that navigation services will be provided without delay to any household eligible to receive services regardless of their location within the CoC.

Essential tasks of System Navigators include but are not limited to:

- Populate caseload from Homebase list
- Match identified homeless households to the appropriate housing intervention
- Assist clients in gathering necessary documents and removing barriers to housing
- Transport clients as needed to appointments
- Accompany clients to housing appointments, serving as participants’ primary advocate
- Coordinate housing search with receiving housing agency
- Complete in-depth assessments, as needed, with clients to ensure proper supportive services are provided
- Enter data in a timely manner into HMIS
- Attend all System Navigator and HMIS trainings
- Provide regular feedback to management and CoC Ad hoc Committee of Coordinated Entry regarding process
- Participate in case conferences as scheduled, a minimum of one time per month
- Collaborate with CoC Partners

## ELIGIBLE AGENCIES

Applicants applying for funding must meet the following criteria:

- Active engagement and participation in the CoC ;
- Expertise in working with people who are homeless to improve housing stability and self-sufficiency (e.g. employment, income, utilization of services, social supports);
- Capacity to work collaboratively with other agencies to document and achieve measurable program outcomes;
- Capacity to comply with Homeless Management Information System (HMIS) protocol and enter accurate data in a timely manner; and
- Fiscal and organizational capacity to administer public funds.

## PERFORMANCE METRICS

Initial expectations for System Navigators are:

- House 10 clients per month
- Move clients from homelessness to housing in 60 days
- Maintain accurate and up-to-date HMIS records to include, at minimum, the following:
  - Case notes
  - Critical documents
  - HMIS consent forms
  - Assessments (initial and updated every 90 days)

TCHC will evaluate these outcomes each quarter to determine if metrics are achievable and whether or not they are being met. TCHC reserves the right to modify the metrics to better meet the needs of the CoC. Revised metrics will be negotiated with selected contractors based on performance across agencies and System Navigators.

## CONTENTS OF PROPOSAL

The proposals are to be typed (in no smaller than number 12 Times New Roman font), on 8-1/2 x 11 paper, with pages collated and numbered. Printing double sided is preferable. The maximum number of pages is 10. All proposals must contain the following elements:

1. **Identification of Applicant:** Agency Name, contact name, address, email, phone number, and qualifications of the non-profit contractor responsible for delivery of services; a history of experience and expertise in providing services to the homeless or at-risk populations; and experience with and use of HMIS
2. **Mission:** The agency's mission statement or goals and objectives
3. **Description of prior experience with same or similar programs:** The agency's experience providing case management or navigation services as well as any experience managing HUD funds.

4. **Proposal Narrative:** A detailed narrative describing your program that will address the needs of the homeless to be served by these funds, number of System Navigators agency proposes to provide, how metrics will be met, geographic area to serve, and available agency resources for the System Navigator.
5. **Staffing:** Identification of the agency's current principals including the current Board of Directors, Officers, administrators, and senior staff
6. **CoC Collaborations:** A description of relevant affiliations with partner agencies and how these collaborations benefit clients.
7. **Budget:** A spreadsheet/table of all sources of agency funds and amount of funds requesting.
8. **Financial:** A copy of the agency's most recent audit.

## **ADDITIONAL INFORMATION**

Submission of proposals from all qualified organizations is encouraged. TCHC reserves the right to fund a portion of a proposal or to reject any and all proposals. Proposals arriving past the deadline will not be considered. Any questions about this RFP or any related matter should be sent to [tchc@ahomewithhope.org](mailto:tchc@ahomewithhope.org) with the subject line "System Navigator RFP".

## **HELPFUL RESOURCES**

### **Coordinated Entry System Operations Manual**

<http://www.ahomewithhope.org/wp-content/uploads/170111-076-CE-Operations-Manual.pdf>

### **Coordinated Entry Redesign Workshop Executive Summary**

<http://www.ahomewithhope.org/wp-content/uploads/FINAL-CSH-Summary-Recommendations-of-Ft.-Worth-CES-Redesign-8.21.16....pdf>

### **HUD Notice CPD-17-01 and Coordinated Entry Brief**

[Coordinated Entry Landing Page](#)

### **Opening Doors: Federal Strategic Plan to Prevent and End Homelessness**

<https://www.hudexchange.info/resources/documents/USICH-Opening-Doors-2015-Amendment.pdf>

### **TX 601 Continuum of Care Guidelines Policies & Procedures**

<http://www.ahomewithhope.org/tchc-services/continuum-of-care-program/coc-policies-procedures/>