



REQUEST FOR PROPOSALS

Extended Low-Barrier Emergency Shelter

Lancaster County Housing and Redevelopment Authorities
City of Lancaster
Office for the Lancaster County Homelessness Coalition
September 2023

Lancaster County Housing and Redevelopment Authorities and City of Lancaster
Lancaster County Homelessness Coalition
Requests for Proposals for
Extended Low-Barrier Emergency Shelter (City of Lancaster)

Introduction and Background

The primary focus of the Lancaster County Homelessness Coalition (known as PA-510 Continuum of Care by the US Department of Housing & Urban Development) is to provide quality, personalized services for individuals and families facing or experiencing homelessness to ensure homelessness is rare, brief, and non-recurring in Lancaster County. This continuum of services addressing the acute needs of individuals/families experiencing homelessness includes Street Outreach, Emergency Shelter, Winter Shelter, Extreme weather shelters (Code Blue/Code Red), Day Center, and Refresh Lancaster Mobile Hygiene Unit (showers and paramedic care). The current homeless response system, especially emergency shelter, cannot meet the increasing needs.

The January 2023 Point-In-Time Count (PIT) demonstrated a county-wide increase in unsheltered individuals by nearly 500% while, at the same time, the current low-barrier emergency shelter was operating at full capacity all year round. Given the increased community need, the City of Lancaster has partnered with the Lancaster County Housing & Redevelopment Authority (Office for the Homelessness Coalition (O4C) to create an additional low-barrier emergency shelter of forty (40) additional overnight beds to address the need, county-wide. By way of background, the existing low-barrier emergency shelter was established in June 2020, in response to the public health emergency to shelter individuals during the COVID-19 pandemic. This shelter became an extension of the Winter Shelter that was operated by the Lancaster Council of Churches (renamed the Lancaster County Food Hub). Today, the current shelter is hosted at Ebenezer Baptist Church (701 N. Lime St., Lancaster) and operated by the Lancaster County Food Hub (812 N. Queen St., Lancaster) and known as the “Welcome Place Emergency Shelter.” As an overnight shelter for adults only, the Welcome Place Shelter serves forty (40) individuals from 9:00pm – 7:00am by providing a safe, warm, dry overnight stay. Because of the demand, an additional low-barrier emergency shelter is needed to serve the county.

Summary

The Lancaster County Housing and Redevelopment Authority is seeking proposals from eligible non-profit applicants to provide low-barrier emergency shelter and housing-focused case management services for a minimum of forty (40) individuals experiencing homelessness. Only adults (18+) are eligible for these services that will operate 365 days a year. The Lancaster County Housing and Redevelopment Authority has entered into a facilities agreement with Otterbein United Methodist Church (20 E. Clay St., Lancaster) to lease the lower level of the church for the low-barrier emergency shelter. The facility and operations must be ready for occupancy on *December 1, 2023*. Potential providers must begin full operations of the low-barrier emergency shelter on December 1, 2023. This is a yearly contract with the potential of an annual extension, as follows November 1, 2023 – October 31, 2024 (year 1); November 1, 2024 – October 31, 2025 (year 2); and November 1, 2025 – April 1, 2026 (year 3) which is a total of twenty-nine (29) months. *(Note: If awarded, an evaluation of the programming will occur in the ninth (9) month for determination of renewal.)*

Service Expectations

The Service Provider will be expected to have expertise in the homeless response system, preferably in Lancaster or immediately surrounding counties. A general summary of expertise and expectations are set forth below:

Expertise

- *Knowledge:* Working comprehension of the PA-510 Standards and Procedures, guiding manuals (HMIS manual, Service Workbook), protocol (Verification of Homelessness, Coordinated Entry), and system flow process.
- *Program experience:* Knowledgeable and experienced with running emergency housing/shelters.

- *Requirements:* Familiarity with Homeless Management Information Systems (locally known as Empower Lancaster), data collection, and federal requirements for HUD defined homelessness.
- *System:* System experience and current working knowledge of social service providers within Lancaster County.

Expectations

- *Programming:* All services will be client-focused with a high regard for safety, client dignity, and using the Housing First Framework.
- *Scope of services:* In addition to providing a safe, warm, dry overnight stay, services include actively and intentionally working with the client to secure sustainable housing. (Case management services will need to occur during the daytime hours or early evening hours.)
- *Compliance:* Must comply with the current PA-510 Continuum of Care Standards and Procedures, Emergency Solutions Grant (ESG) requirements, and funding requirements.
- *Collaboration:* Work closely with the Office for the Homelessness Coalition and service providers (such as, Coordinated Entry and Street Outreach) to determine service needs, gaps, and program development. Collaborate closely with current emergency shelter providers, such as the Lancaster County Food Hub, Water Street Mission, Tenfold, Hands Across the Street (Columbia), ECHOS, and Good Samaritan Services.
- *Data collection:* Full usage of Empower Lancaster, abiding by the Code of Ethics, and entering data into Empower Lancaster within 72 hours with an error rate of 5% or less.
- *Extreme weather conditions:* Operations will expand when severe weather dictates a need for additional beds and/or expanded hours (Code Blue/Code Red) (*Note: additional expenses from extended shelter are subject to reimbursement.*)

Budget

The extended low-barrier emergency shelter is an extension of the system’s existing low-barrier shelter which will continue to operate. The budget constraints for services (not including leased facilities costs) for this Request for Proposal are expected not to exceed an annual total of \$307,000 for bed nights, housing case management, and operations. (*Note: the current contracted rate for emergency shelter is \$21.00 per bed night which includes case management.*)

RFP Timeline

RFP Released:	September 5, 2023
Scheduled Site Visit of Otterbein United Methodist Church:	September 12, 2023 (10:00-12:00pm) If interested, RSVP to Deb Jones (djones@lchra.com)
Submission Deadline:	September 29, 2023 by 5:00pm
Submission by Email:	Email to Beth DeGoede (bdegoede@lchra.com)
Presentations may be requested for the week of October 9th:	October 10, 2023 (1:00-3:00pm)
Anticipated Award Announcement:	October 18, 2023
Initial Contract Period:	November 1, 2023 – October 30, 2024

Section I: Applicant Information

Organization Legal Name:

Organization Full Address:

Organization Contact Person and Title:

Contact Person's Phone Number:

Contact Person's E-mail Address:

UEI Number:

Organizational Vision:

Organizational Mission:

Organizational Core Values:

Section 2: Approach to Performing Services

Please limit each response to 400 words.

1. Describe your proposed emergency shelter project (including staffing complement, hours of operations of 9pm-7am, security precautions, etc.).
2. Describe how your organization will serve 40 individuals (at minimum) each night and how you will be able to accommodate more people in extreme and severe weather. (Winter: Code Blue and Summer: Code Red)
3. Describe how your Shelter model will incorporate a Housing First framework.
4. Describe how your shelter will abide by HUD Equal Access Rules from [2012](#) and [2016](#).
5. Describe how your organization will decrease the length of time people experience homelessness and increase the percentage of people exiting homelessness to a permanent destination.

Section 3: Experience and Qualifications

Please limit each response to 400 words.

1. Describe your organization's experience or capacity to operate a low-barrier emergency shelter (congregate or non-congregate).
2. Describe the services and supports your emergency shelter(s) has/will have to reduce a person's length of time experiencing homelessness, including any eligibility criteria to access these.
3. Describe how your organization provides trauma-informed services.
4. Describe your organization's use of Homeless Management Information System (commonly known as Empower Lancaster) to track data, such as housing outcomes, shelter utilization, and case management.
5. Please describe any leveraged or match funds your organization can contribute to your proposed project. (Match is not required but encouraged)

Section 4: Commitment to Equity

Please limit each response to 400 words.

1. Describe how your organization will provide equitable access to your emergency shelter and onsite services. Please describe the requirements for accessing and utilizing the shelter. Be descriptive of who may be unable to use your shelter as a result.

2. Describe how you plan to incorporate people with lived experiences of homelessness in programmatic decision-making. Please include if you have people with lived experiences on your staff and/or leadership teams.

Section 5: Budget

Instructions: To the best of your ability, indicate the anticipated budget for providing services for an evening, year-round homeless shelter, including but not limited to staff salary and fringe benefits, travel costs, indirect operational costs, supplies, administration, paper supplies (restrooms), cleaning services and supplies, laundry services (bed linens), programming costs, safety precautions, and start-up supplies.

Do not include any expenses to the actual shelter building for rental or utilities (paid by LCHRA), liability insurance for the shelter building (paid by LCHRA), beds and mattresses (purchased by LCHRA).

Extended Low-Barrier Emergency Shelter Proposal Budget

Direct Service <u>Personnel</u> Expenses	Year 1 November 1, 2023 -October 30, 2024 Projected	Year 2 November 1, 2024 -October 30, 2025 Projected	Year 3 November 1, 2025- April 1, 2026 Projected	Notes
Direct Service Staff				
Direct Service Staff Benefits				
Direct Service Staff Development				
Direct Service Staff Travel				
Total Direct Service Personnel Expenses				

Direct Service <u>Operating</u> Expenses (list)				
Total Direct Service Operating Expenses				
Indirect/Admin Expenses (list)				
Total Indirect/Admin Expenses				
Total Project Expenses				

Section 6: Acknowledgement

In submitting this application, the organization agrees to comply with the PA-510 Standards and Procedures for services provided within this project, fully utilize Empower Lancaster, and actively attend and participate in emergency shelter and outreach program meetings.

In addition, prior to December 1st, the organization agrees to provide a copy of the following for approval by the Office for the Coalition:

- Shelter Policies and Rights of Guests
- Grievance Procedure and Forms
- Nondiscrimination Policies
- Safety Precautions Protocol
- First Aid Protocol

Upon Award the following will be require prior to December 1, 2023:

- Certificate of Insurance
- Counter Terrorism Compliance

The awarded organization will be required to contract directly with Lancaster County Housing and Redevelopment Authority for services, along with a separate Facilities Agreement signed as a third party with Otterbein United Methodist Church and the Redevelopment Authority of the County of Lancaster. The Facilities Agreement will also indicate the level of insurance coverage required.

The applicant, for himself/herself, and for all members of the organization and those associated therewith, consents to the verification of the information contained in this application and the requirements and attachments hereto by the Redevelopment Authority of the County of Lancaster, The City of Lancaster, or their assignees.

Name (electronic signatures permitted)

Date

Additional Information

Attachments

Along with your application, please submit the following (electronically):

- Letter of Determination 501(c)(3)
- Organizational Current Audited Financial
- Non-Discrimination Policy
- Current Organization Board of Directors List

Information

Please contact Deb Jones, Director of Human Services at Lancaster County Housing and Redevelopment Authority if you have questions concerning the RFP at djones@lchra.com or 717.394.0793 extension 234.

To RSVP for the September 12th site visit at Otterbein United Methodist Church, please contact Deb Jones at djones@lchra.com or 717.394.0793 extension 234.