

Request for Qualifications (RFQ)

Winter Warming Centers July 31, 2023

Part 1: GUIDELINES

Community Shelter Board
355 E. Campus View Blvd, Suite 250
Columbus, OH 43235

1. Purpose

Community Shelter Board (CSB) leads a coordinated, community effort to make sure everyone has a place to call home in Columbus and Franklin County, Ohio.

Community Shelter Board (CSB) is seeking qualifications for the provisions of four (4) Winter Warming Centers for the Columbus and Franklin County area for the timeframe of 12/1/23 – 3/31/24 (an earlier opening date may occur dependent on weather), geographically distributed in the north, east, south and west side of Columbus. The geographic distribution is important to allow individuals experiencing unsheltered homelessness to find safe accommodations around the areas that are close to where they are most likely to reside throughout the year, to facilitate easy access to safe shelter during severe winter weather events.

The purpose is to provide a safe, trauma-informed, and client-centered environment for people experiencing unsheltered homelessness who are hesitant to access traditional shelters, or who have barriers to access the standard shelter system. The Warming Centers will center service delivery on safety, access to rehousing support, and connectivity to appropriately aligned services (access to mental and physical healthcare services, treatment and benefit needs, etc.).

Applicants can apply to provide one or multiple components of the Winter Warming Center program, in any combination:

- < Winter Warming Center operations
- < Winter Warming Center services
- < Winter Warming Center facilities

CSB is seeking community-based partnerships to lead and/or operate the Winter Warming Centers. CSB will award funds to multiple partners.

2. Target Population

The Winter Warming Center program will serve individuals experiencing unsheltered homelessness who are hesitant to access traditional shelters, not able to access traditional shelters or it is determined that they would benefit from accessing services in a Warming Center. The Winter Warming Centers may also serve individuals experiencing unsheltered homelessness in cases where the traditional shelters are at capacity. The facilities may also serve as drop-in centers during the day for those that do not need overnight accommodations.

Out of the populations outlined above, specific focus will be provided to transition age youth, LGBTQI individuals, couples without children who cannot currently access shelter options together, victims of intimate partner violence or survivors of human trafficking, people with pets (Service Animals and non-Service Animals), adults experiencing chronic homelessness and other populations that may experience homelessness.

3. Expectations

CSB is seeking qualifications that will demonstrate the ability and willingness to work collaboratively with CSB and other providers to implement the program. The organization should have experience serving homeless and/or disabled and/or marginalized populations and should be able to document its community leadership, collaboration, conflict resolution skills, a high level of satisfaction with existing consumers, and credibility with other service providers and consumers. If the applying organization is in need of technical assistance, has specific training needs or general questions about what is needed for the organization to apply, CSB will provide this support. It should be noted that all organizations who will be awarded the Winter Warming Center funds will be provided with specific training opportunities that will include de-escalation and crisis intervention, trauma-informed

care, motivational interviewing, harm reduction, customer engagement, intake, homeless management information system training, direct client assistance (rent assistance) training, permanent supportive housing (PSH) training and others.

3. Program Specifications

a. Winter Warming Center services

For the Winter Warming Center services, CSB is seeking proposals with the following specifications:

- ⟨ Engage individuals experiencing homelessness throughout their stay to link them to housing or resources that will facilitate their housing. Additional linkages in the community, including street outreach, are critical and CSB can assist in this planning.
- ⟨ Implement services that demonstrate cultural humility to a diverse array of people who may also have physical, mental or emotional conditions that impact their current homeless crisis. Services will be grounded in a harm reduction approach.
- ⟨ Consider use of peer supports and/or employ people with lived experience of homelessness in the program, however applicants should refrain from staffing that includes individuals who are actively in a homeless crisis; applicants should also be able to show how people with lived experience of homelessness, addiction, physical or mental healthcare needs or recovery provided input into the services components of the application.
- ⟨ The staffing plan will assure continuity of care throughout the funding term and that there is adequate and regular case supervision and program management.
- ⟨ Commit program staff with appropriate education, experience (work or lived), and training necessary to provide effective, housing focused services. Training will incorporate motivational interviewing, trauma-informed care, harm reduction, domestic violence, community resources, etc. Training will be completed pre-program start date and CSB will work collaboratively with partner on training needs.

b. Winter Warming Center operations

For the Winter Warming Center operations, CSB is seeking proposals with the following specifications:

- ⟨ Provide individuals experiencing unsheltered homelessness throughout their stay with safe, 24/7 low barrier harm reduction-based shelter. The facility is safe, secure and provides dignified overnight shelter accommodations.
- ⟨ Shelter operations are supported by policies and procedures that have been developed in collaboration with and approved by CSB.
- ⟨ Provide access to the facility during the day to individuals that do not need overnight accommodation, as a drop-in center.
- ⟨ Implement culturally competent operations to a diverse array of people who may also have physical, mental or emotional conditions that impact their current homeless crisis.
- ⟨ Consider use of peer supports and/or employ people with lived experience of homelessness in the program, however applicants should refrain from staffing that includes individuals who are actively in a homeless crisis; applicants should also be able to show how people with lived experience of homelessness, addiction, physical or mental healthcare needs or recovery provided input into the operational components of the application.
- ⟨ Commit operations staff with appropriate education, experience (work or lived), and training necessary to provide effective, safe, trauma informed shelter accommodations. Training will incorporate motivational interviewing, trauma-informed care, harm reduction, domestic violence, etc. Training will be completed pre-program start date and CSB will work collaboratively with partner on training needs.

- < The staffing plan will ensure appropriate 24/7 staff coverage throughout the funding term with adequate supervision and program management. The staffing plan will be supported by security staff, if so determined as necessary. Involuntary participant exits are done only in instances where the individual is threatening the safety of others or their own and applicant is to provide a grievance and appeal process.
- < Commit to collecting data in the community's Homeless Management Information System (HMIS) on program participants and collaboratively work with CSB, the Homeless Hotline and participants and have staff trained in HMIS data collection to achieve comprehensive data collection. CSB is committed to implementing new and innovative data collection approaches as it relates to client engagement, the use of the Hotline and data entry. The goal is to have an equitable system that provides comprehensive program needs to the individual while at the same time captures the data needed to show the scope and impacts of the Warming Centers alongside community gaps and needs.
- < Work with CSB to develop a plan for food provision for program participants.

c. Winter Warming Center facilities

For the Winter Warming Center facilities, CSB is seeking proposals that will have the following specifications:

- < In a neighborhood that would accept a temporary shelter facility, with the appropriate engagement of the neighborhood. Commit to collaboratively working with CSB pre-facility opening and throughout the program operations to garner community acceptance for the program.
- < Geographically distributed in the north, south, east and west side of Columbus.
- < Capacity to shelter 40 individuals at any point in time, 24/7, throughout the lifecycle of the program, between 12/1/2023 - 3/31/2024 (an earlier opening date may occur).
- < Appropriately zoned for the activity.
- < Equipped with water sprinklers and with two means of egress.
- < Preferably with sufficient restrooms and showers to accommodate need.
- < Wheelchair accessible and preferably able to accommodate other special needs (i.e. private to semi-private accommodation when this might be needed).
- < Preferably able to accommodate pets (in addition to Service Animals).
- < Preferably with a commercial kitchen but not required.

4. Contract Amount and Terms

The total amount of available funding is not known and is dependent on the funding requested by the applicants and is non-renewable.

Applicants should apply for the amount of funding that can reasonably be spent through 3/31/2024. Applicants should account for the initial, staff hiring and training costs, pre-opening of the Winter Warming Center, estimated to be two weeks prior to the 12/1/2023 opening day. We are projecting a contract effective date of 11/15/2023.

5. Schedule

Dates	Activities
7/31/23	Request for qualifications released
7/31/23	Information Session

8/14/23	All questions on the RFQ due, emailed to: grants@csb.org
8/15/23	Responses to RFQ questions submitted posted: Applying for Funds: Providers: Community Shelter Board (csb.org)
8/31/23	Completed proposals due to CSB by 5 pm, emailed to: grants@csb.org
9/1/23 - 10/15/23	Application review and selection process with applicants; community work on facilities selection
10/16/2023	Providers selection and announcement
11/01/2023	Grants issuance, with an 11/15/23 effective date
11/15/23 - 11/30/23	Staff hiring and training
12/1/2023	Program fully staffed and operational, site may open as early as 11/15/23 if ready, weather and staff dependent

6. Review Criteria

Proposals will be reviewed based on the following:

- ⟨ Administrative Capacity: Does the applicant have the capacity to comply with [CSB Partner Agency Standards](#) and the [Homeless Crisis Response System Policies and Procedures](#), within the flexibilities allowed by CSB, given the limited timeframe of the program?
- ⟨ Does the applicant demonstrate the capacity to implement the Winter Warming Center component selected as described in the RFQ, collaboratively working with CSB and in partnership with other providers? Special consideration is for applications that demonstrate a multi-partner approach toward safe overnight programs and rehousing support.
- ⟨ Does the applicant demonstrate the capacity and expertise to engage a specific population that does not traditionally utilize emergency shelter (i.e. transitional age youth, LGBTQI individuals, couples, individuals with pets, survivors and victims of human trafficking, etc.)
- ⟨ Application Completeness: Is the RFQ responsive? Is the application complete? Does the applicant adequately describe the component selected for implementation?
- ⟨ Cost Efficiency: Is the requested budget reasonable? Are costs adequately explained and reasonable?

7. Questions and Submission Requirements

Please direct any questions to grants@csb.org by 8/14/2023. Responses to all questions submitted will be posted to CSB's website at this link [Applying for Funds: Providers: Community Shelter Board \(csb.org\)](#) on 8/15/2023.

Completed applications are due electronically no later than **5 pm on 8/31/2023**, sent to grants@csb.org. A complete application consists of the Winter Warming Centers Part 2 Application, a Budget form with all worksheets completed and a list of Board of Trustees/Governing body.