

**DOWNTOWN AUSTIN COMMUNITY COURT
HOUSING FOCUSED SUPPORT SERVICES RFA (HFSS2019LW)
PERMANENT SUPPORTIVE HOUSING AND TRANSITIONAL HOUSING RFA (PSH2019LW)
STORAGE SOLUTIONS FOR INDIVIDUALS EXPERIENCING HOMELESSNESS (SS2019LW)
QUESTIONS & ANSWERS**

1. **Question:** One of the stated criteria in the Scope of Work and Application section, Item 1.1, is that applicants must be a nonprofit or government entity to apply. Are for-profit entities ineligible to apply for these RFAs?

Applicable to RFA(s): HFSS2019LW, PSH2019LW, and SS2019LW

Answer: Yes, for-profit entities are ineligible to be the lead Applicant for these solicitations. As stated in the Funding and Timeline section of 0500, "Potential Applicants may submit an application to provide services as one agency or through a collaboration, but there may be only one agency as the lead Applicant."

Any lead Applicant that would be eligible for evaluation will be a nonprofit or government entity, but there are not restrictions that every participant in a collaboration must be a nonprofit or government entity. For-profits are encouraged to seek collaborations with nonprofits or government entities if their organizations have services that would be beneficial for Downtown Austin Community Court clients and fall within the services requested in each RFA.

2. **Question:** Are there any limitation on the types of services that are eligible for the Housing Focused and Support Services RFA?

Applicable to RFA(s): HFSS2019LW

Answer: As stated in the Purpose section of 0500 – Scope of Work and Application, "Housing-focused supportive services that are eligible for funding in this RFA include:

- Medication Management
- Payee Services
- SSDI Outreach, Access, and Recovery (SOAR) Application Assistance
- Day Programming
- Respite Care
- Inpatient or Outpatient Substance Use Treatment that utilizes a harm-reduction approach
- Detox Services
- Workforce Options
 - Should meet the City's living wage requirement of \$15/hour
- Innovative supportive service(s), program(s), resource(s) that meets one or more needs of the target population such as basic needs support, medication storage/access, pet care/boarding"

The description of eligible services is left intentionally broad so that organizations are able to propose programs that fall within each category and will serve DACC's Intensive Case Management (ICM) clients. As stated in the Program Strategies & Target Population Section, the "target population is single adult men and women who have experienced or are experiencing homelessness and present themselves to the DACC ICM staff where it is determined that a referral to the successful Applicant

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would be beneficial in assisting the client to transition from homeless to housing and/or to maintain housing. The demographics of clients will vary so the successful Applicant must be flexible based on the needs of each client. Historically, DACC ICM clients:

- Are high users of public services such as homeless shelters, EMS, hospital emergency rooms, Austin State Hospital, jails, and courts;
- Have a history of substance abuse that is periodically disabling;
- Have a persistent mental illness that is periodically disabling;
- Have ongoing physical health issues that present barriers to employment; and
- Have a criminal history ranging from Class C misdemeanors to felonies”

3. **Question:** Please provide an explanation about what “workforce options are eligible under the Housing-Focused Support Services RFA.

Applicable to RFA(s): HFSS2019LW

Answer: As stated in the Purpose section of 0500 – Scope of Work and Application, “Housing-focused supportive services that are eligible for funding in this RFA include:

- Medication Management
- Payee Services
- SSDI Outreach, Access, and Recovery (SOAR) Application Assistance
- Day Programming
- Respite Care
- Inpatient or Outpatient Substance Use Treatment that utilizes a harm-reduction approach
- Detox Services
- Workforce Options
 - Should meet the City’s living wage requirement of \$15/hour
- Innovative supportive service(s), program(s), resource(s) that meets one or more needs of the target population such as basic needs support, medication storage/access, pet care/boarding”

Workforce Options may include employment, training, or other services. The only specific requirement for proposed Workforce Options is that they should meeting the City’s living wage requirement of \$15 per hour if clients will be paid for their work as part of the proposed program. The description is left intentionally broad so that organizations are able to propose programs that fall within each category and will serve DACC’s Intensive Case Management clients.

4. **Question:** What is Downtown Austin Community Court’s definition of harm reduction? What is expected of providers in order to align with this definition?

Applicable to RFA(s): HFSS2019LW

Answer: As stated in the Purpose section of 0500 – Scope of Work and Application, one of the housing focused support services that is eligible for funding in this RFA is “Inpatient or Outpatient Substance Use Treatment that utilizes a harm-reduction approach.” DACC has not provided a definition of harm reduction, and understands that there is a variety of definitions

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and approaches to harm reduction services. Applicants applying to provide these services should clearly describe how harm reduction fits into their model and approach to services. Item 1.4 in 0500 – Scope of Work and Application provides Applicants space to “describe how the service(s) are provided, and the activities and content of proposed services, including how they are delivered, by whom, the average client/case load per staff and other relevant information that clearly illustrates service provision processes.”

5. **Question:** If a for-profit company is willing to create a nonprofit organization to provide services for this solicitation, is there a way to meet the required documentation for financial records?

Applicable to RFA(s): HFSS2019LW, PSH2019LW, and SS2019LW

Answer: As stated in Item 1.2 in 0500 – Scope of Work and Application for each solicitation, “Applicants must meet all of the following criteria to be eligible for a grant award through this solicitation process.

- a. Applicants shall be a nonprofit or government entity that can legally contract with the City of Austin (City)
 1. City policy does not permit entering into an agreement with an entity that owes taxes to the City.
 2. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- b. Applicants shall be able to meet the City’s insurance requirements for social services grantees. See the insurance requirements in Section 0400 of the RFA.
- c. The Applicant’s Board of Directors shall:
 1. Have specific terms delineated by a beginning and ending date
 2. Meet in person a minimum of four times per fiscal year
- d. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and/or providing the proposed service(s) to clients.”

This Item provides space for Applicants to “Describe how the Applicant meets criteria a-d listed above (please note that a copy of the Board of Directors bylaws & roster, the most recently filed IRS Form 990 or 990 EZ, current & previous fiscal year budget, and Board of Directors minutes are required documents as discussed in Section 0600 – Response Preparation Instructions and Evaluation Factors of this application).”

If an Applicant is not able to meet all of the criteria listed in 1.2, they should state that in the response and provide context that it is a new organization that does not have recently filed financial documents. Applicants in this case may consider submitting financial documents from their other organization with an explanation of how this experience and documentation is relevant to their application.

6. **Question:** In response to the questions regarding outcomes and outputs in 0500 – Scope

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of Work and Application, should organizations provide outcomes and outputs for the entire grant period of 55 months, or for each 12-month term?

Applicable to RFA(s): HFSS2019LW, PSH2019LW, and SS2019LW

Answer: In questions 1.19, 1.20, and 1.21 in 0500 – Scope of Work and Application, Applicants are asked to provide a short-term outcome, a long-term outcome, and a goal for the output of unduplicated clients served. Each of these should be provided for a 12-month period. A revised version of 0500 – Scope of Work and Application has been uploaded as of November 25, 2019 that clarifies the time period for each of these questions, with any next text in red font.

7. **Question:** Should the proposed budget be provided for the initial 7-month period or annually?

Applicable to RFA(s): HFSS2019LW, PSH2019LW, and SS2019LW

Answer: As stated Funding and Timeline section of 0500 –Scope of Work and Application, the initial contract period will be 7 months, which includes 6 months of services and one month to establish staffing, supplies, and/or program infrastructure. Up to four 12-month extension options will be available, contingent on Council approval of funding during future budget processes.

Responses to Items 2.1, 2.2, and 2.3 in 0500 – Scope of Work and Application related to the proposed budget should be provided on an annual, 12-month basis. A revised version of 0500 – Scope of Work and Application has been uploaded as of November 25, 2019 that clarifies the time period for each of these questions, with any next text in red font. A revised version of 0650 – Program Budget and Narrative has also been uploaded with new text in red to reflect that it should be an annual budget.

8. **Question:** Please provide an explanation of what is expected to qualify for the bonus points awarded for a Tobacco-free Campus.

Applicable to RFA(s): HFSS2019LW, PSH2019LW, and SS2019LW

Answer: As stated in the Healthy Service Environment section of 0500 – Scope of Work and Application, “A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff,” which includes a Tobacco-free Campus (3 points), a Mother-Friendly Workplace (3 points), an Employee Wellness Initiative (3 points), and a Violence Prevention Policy (1 point).

The following information is provided regarding the Tobacco-Free Campus in 0500 – Scope of Work and Application:

“Tobacco-free Campus (3 points) - Applicant has established and is enforcing a tobacco-free

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worksite policy and has developed initiatives and programming that promotes tobacco-free living. A tobacco-free campus policy states:

- Use of tobacco products of any kind, including e-cigarettes and vaporizers, are not permitted on any property owned, leased, or rented by the organization (indoors and outdoors). This also includes parking areas and company cars. The policy applies to all employees, subcontractors, temporary workers, and visitors.”

Applicants may receive credit for already having implemented this policy in response to Item 3.1, or for having plans to implement this policy in Item 3.2 of 0500 – Scope of Work and Application. Technical assistance is available from the City of Austin Public Health Department – Chronic Disease Prevention and Control Program to assist Applicants in planning and implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760.

9. Question: What was the budget for transitional housing for DACC clients last year and how many clients accessed transitional housing services with that budget?

Applicable to RFA(s): PSH2019LW

Answer: In Fiscal 2019, DACC had 2 social service contracts that included transitional housing among several other services available through each agreement as follows:

The Substance Abuse Managed Services Organization (MSO) interlocal agreement with Integral Care included \$392,000 in funding from DACC, which served 68 unduplicated clients across all services available including transitional housing, mental health services, and substance use treatment. The per diem rate for supported transitional housing in this agreement was \$31 per day.

An agreement with New Entry, Inc. included \$94,058 in funding from DACC and served 18 unduplicated clients across all services available including transitional housing and various levels of substance use treatment. The per diem rate for transitional housing in this agreement was \$53 per day.

10. Question: Is DACC able to provide a sense for what the need is for transitional housing for DACC clients?

Applicable to RFA(s): PSH2019LW

Answer: The DACC ICM program includes 11 case managers that each carry a caseload of up to 16 clients at any given time. As stated in 0500 – Scope of Work and Application, “the proposed service(s) shall target individuals enrolled in the DACC’s ICM program and referrals into the proposed service(s) will come solely and directly from DACC ICM staff,” and the “target population is single adult men and women who have experienced or are experiencing homelessness and present themselves to the DACC ICM staff where it is determined that a referral to the successful Applicant would be beneficial in assisting the client to transition from homeless to housing and/or to maintain housing. The demographics of clients will vary so the successful Applicant must be flexible based on the needs of each client. Historically, DACC ICM

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clients:

- Are high users of public services such as homeless shelters, EMS, hospital emergency rooms, Austin State Hospital, jails, and courts;
- Have a history of substance abuse that is periodically disabling;
- Have a persistent mental illness that is periodically disabling;
- Have ongoing physical health issues that present barriers to employment; and
- Have a criminal history ranging from Class C misdemeanors to felonies

The demand for each of the services purchased by DACC varies from year to year depending on clients' needs. DACC's ICM program uses a client-centered and housing-focused approach, and seeks to provide Critical Time Interventions to ensure that individuals can access services when they are ready to engage. Ideally, clients should be able to enter into transitional housing within 24 hours of receiving a referral from DACC. Applicants should describe the intake process and associated timelines in their response to Item 1.4 in 0500 – Scope of Work and Application: "Describe how the service(s) are provided, and the activities and content of proposed services, including how they are delivered, by whom, the average client/case load per staff and other relevant information that clearly illustrates service provision processes."

11. Question: Does a subcontractor with another organization need to fill out any application paperwork, or does the other organization that is the lead Applicant simply complete the Subcontracting Utilization Plan (Section 0905) document?

Applicable to RFA(s): HFSS2019LW, PSH2019LW, and SS2019LW

Answer: As stated in 0500 – Scope of Work and Application, "Potential Applicants may submit an application to provide services as one agency or through a collaboration, but there may be only one agency as the lead Applicant." All required documentation for the application should be submitted by the lead Applicant. This includes the subcontracting forms - Section 0900 and 0905. The lead Applicant should also provide relevant information to any and all applicable questions in 0500 – Scope of Work and Application regarding how subcontractors will be utilized in the proposed program, and address the financial component in 0650 – Program Budget and Narrative.

12. Question: Are there any data regarding the success of the population that will be served for this project - such as, success rate in employment and housing placement here in Travis County, and any data supporting the city's living wage requirement of \$15/hour for this population (second chance and homeless)?

Applicable to RFA(s): HFSS2019LW

Answer: DACC doesn't currently manage any social service contracts for workforce development, so there are no data available for DACC clients in this type of a program. ICM staff has identified workforce options that provide a living wage for clients as an unmet need. The City's living wage for regular and temporary employees is \$15, which is listed on the City's website here: <https://www.austintexas.gov/faq/what-citys-living-wage>. DACC is requiring that any applications for workforce programming that includes an employment component align with the \$15 per hour

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rate for a living wage established in the City's living wage policy.

13. Question: Is there current data available on the number of homeless clients served annually in DACC's Intensive Case Management Program? If so, is the data available on-line?

Applicable to RFA(s): HFSS2019LW, PSH2019LW, and SS2019LW

Answer: As noted in response to Question 10, the DACC ICM program includes 11 case managers that each carry a caseload of up to 16 clients at any given time. The total number of unduplicated clients served annually varies given the wide range of needs for duration and intensity of services. DACC does not limit the amount of time that clients can participate in services, and instead uses a flexible and client-centered approach to serve individuals that are actively engaging in ICM services based on their needs. DACC does not list client data online.

14. Question: Is there a cap on the indirect cost rate for the project? If an applicant has a federally negotiated indirect cost rate, may that rate be applied in the budget?

Applicable to RFA(s): HFSS2019LW, PSH2019LW, and SS2019LW

Answer: Applicants may include up to 10% for indirect costs. The indirect costs should be included in the General Operating section in Section 0650 – Program Budget and Narrative, and the percent rate should be included in the narrative section for General Operating in the same form. In Item 2.1 in Section 0500 – Scope of Work and Application, Applicants should provide a summary description and budget justification for all expenses in a way that clearly demonstrates that the items in the proposed budget are reasonable and necessary.

15. Question: May applicants provide a daily rate for a transitional housing proposal rather than a cost per client as described in solicitation number PSH2019LW? A daily rate encompasses the residential and programming costs necessary to provide transitional housing services and ensures a space is available whenever it is needed. With this in mind, is a proposal for a daily rate acceptable for this RFA?

Applicable to RFA(s): PSH2019LW

Answer: Applicants may propose a daily rate for services such as transitional housing. In Section 0650 – Program Budget and Narrative, the funding should be allocated in row 9, which represents the "Other" category under "Assistance for Program Clients." In the Narrative/Description section, Applicants should list the cost per day and title of the proposed service.

In Section 0500 – Scope of Work and Application, applicants should provide a summary description of the budget justification in response to item 2.1, and expenses should be identifiable, reasonable, and necessary. Applicants are also expected to provide an average cost per client in response to 2.3, with additional context to explain why this is an appropriate amount for the proposed services.

Calculations for cost per client for transitional housing or other services that charge an amount

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per day should factor in the total budget amount requested for the proposed program, the daily rate, and the average number of days clients are anticipated to participate in programming. Since this is an average and the length of engagement may be variable, Applicants may provide that as part of the context in their response to 2.3.