## S ECTION I

**Introduction:**

The City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified nonprofit or government providers (Applicants) to provide supportive services to clients of the Downtown Austin Community Court (DACC) Intensive Case Management (ICM) program. The Representative Payee (RP) Services and Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Application Assistance are supportive services to serve the target population to achieve and maintain stability. Applicants should be an organizational payee approved in writing by the Social Security Administration in managing targeted population benefits and have demonstrated experience working with the targeted population receiving public benefits.

The proposed program shall target individuals enrolled in the DACC’s ICM program and referrals into the proposed program will come solely and directly from DACC ICM staff.

All programs funded through this competitive solicitation should be consistent with other community plans, if any, in which the proposed service(s) would fall under.

## Purpose:

The purpose of this competitive solicitation is to establish a grant agreement with one qualified nonprofit or government entity for Representative Payee (RP) Services and Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Application Assistance services with the objective of assisting the DACC ICM staff in successfully meeting the short-, intermediate-, and long-term needs of their clients. Supportive services that are eligible for funding in this RFA include:

* Representative Payee Services (RP)
* SSI/SSDI Outreach, Access, and Recovery (SOAR) Application Assistance

D ACC ICM staff will provide the majority of all supportive services to the clients served through this funding opportunity while the successful Applicant will be responsible for providing the RP services and SOAR application assistance.

## Funding and Timeline:

Up to $127,434 in total funding is available for an initial thirteen-month program period beginning September 1, 2024, through September 30, 2025, with up to four 12-month extension options and total Agreement amount not to exceed $637,170.

The initial month of the program period beginning September 1, 2024, will be used to establish staffing, supplies, and/or program infrastructure, and access to services for clients will begin October 1, 2024.

## Alignment with Community Plans:

## C ONNECTION TO AUSTIN’S ACTION PLAN TO END HOMELESSNESS:

The Austin City Council passed Resolution 20180426-030 endorsing Austin’s Plan to End Homelessness, which is available here:

h ttps://[www.austintexas.gov/edims/document.cfm?id=297137.](http://www.austintexas.gov/edims/document.cfm?id=297137)

This plan outlines five System Components that work together to end homelessness for individuals and families in Austin/Travis County and make the community stronger for all. These system components include:

1. Outreach and Shelter
2. Housing & Support Services
3. Addressing Disparities
4. System Effectiveness
5. Community Commitment

## A ny program(s) awarded funding through this solicitation will align with the Vision of O bjective 2.2 under Housing and Support Services:

*“*Persons experiencing homelessness access all mainstream benefits and are assisted by social service agencies to successfully enroll in benefit programs*”*

## This will help achieve the Desired Outcome for Objective 2.2 under Housing and Support Services to create:

**“**Persons experiencing homelessness are often eligible for benefits, but are not enrolled to receive them (example include TANF, SNAP, SSI, SSDI and benefits):

* + More people enroll in mainstream benefits
  + More people have increased incomes”

## S ECTION II

**Application:**

Please provide a response in the boxes provided for each item below. **It is preferable to be repetitive rather than to leave an item incomplete as evaluation preference can only be awarded based on the response to the item being evaluated.**

## ELIGIBLE APPLICANTS

No points are assigned to this section, but a response is required for each items below.

**ITEM 1.1**: Please provide a brief description of the Applicant (agency applying for this solicitation). (*250 word limit*)

**Response to Item 1.1**

## Applicants must meet all of the following criteria to be eligible for a grant award through this solicitation process.

1. 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.
2. Applicants shall be able to meet the City’s insurance requirements for social services grantees. See the insurance requirements in Exhibit B of the RFA.
3. 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
4. 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.

**ITEM 1.2:** Describe how the Applicant meets criteria a-d listed above. (*200 word limit*)

**Response to Item 1.2**

**ITEM 1.3:** Provide the following contact information for the person in your organization authorized to negotiate Agreement terms and render binding decisions on Agreement matters.

1. Name
2. Email address
3. Mailing address
4. Telephone number

**Response to Item 1.3**

**PART I – PROGRAM OVERVIEW & STRATEGY Total points: 80**

## B ACKGROUND:

DACC was established by the City in 1999 as one of the first community courts in the nation and the first in Texas. It is charged with adjudicating “quality of life” offenses committed in the downtown Austin area. DACC is a problem-solving court that seeks to empower people to thrive by providing impartial justice and compassionate community-based services. Toward that end, DACC is comprised of both a traditional court staff and a staff of licensed clinical case managers. DACC also funds and manages social service contracts for housing-focused support services the DACC ICM staff use to provide wraparound supports to help resolve their clients’ housing crises and connect individuals experiencing homelessness to safe, stable, long-term housing.

## P ROGRAM STRATEGIES & TARGET POPULATION:

The Applicant proposing a benefits solution may include expanding existing programs or implementing new programs.

The target population includes individuals 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. 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 use 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

## P ROGRAM STRATEGY:

**ITEM 1.4:** Describe the model of the program and the activities and content of the proposed program, including how the program will be delivered, by whom, and other relevant information that clearly illustrates how the program will meet the purpose of this funding opportunity. This should include a description of the type(s) services included in the program, as well as any onsite staffing, if applicable. (*600 word limit*)

**Response to Item 1.4**

**ITEM 1.5:** Describe the intake process, including average service duration per client, and how important documentation is stored and tracked. (*200-word limit*)

**Response to Item 1.5**

**ITEM 1.6:** Describe the termination or discharge process for clients. (*150 word limit*)

**Response to Item 1.6**

**ITEM 1.7:** Describe any barriers and/or challenges your agency may encounter implementing the

proposed services and how your agency will overcome them. (*200 word limit*)

**Response to Item 1.7**

**ITEM 1.8:** Describe successful experience within the last five (5) years providing services identical or

similar to those proposed in this application. (*200 word limit*)

**Response to Item 1.8**

**ITEM 1.9:** If the target population(s) is similar to your current service population, please provide a

description of your experience and success working with this population. (*200 word limit*)

**Response to Item 1.9**

**ITEM 1.10:** If the target population(s) is different from your current service population, describe the

modifications and new strategies you will implement to serve the new target population(s).

(*150 word limit*)

**Response to Item 1.10**

**ITEM 1.11:** Describe any barriers and/or challenges the target population(s) may encounter accessing the

proposed services and how these barriers and challenges will be mitigated. (*200 word limit*)

**Response to Item 1.11**

## P OPULATION(S) SERVED:

**ITEM 1.12:** Describe your experience assessing individuals who are eligible for SOAR and have their initial application denied. (*200 word limit*)

**Response to Item 1.12**

**ITEM 1.13:** If the Applicant is proposing a program with any direct service to DACC clients, describe how the Applicant’s policies and practices will align with the following National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care

[CLAS Standards - Think Cultural Health (hhs.gov)](https://thinkculturalhealth.hhs.gov/clas/standards) to ensure cultural and language differences are not a barrier to participating in the proposed program. (*200 word limit*)

* 1. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
  2. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
  3. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
  4. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

*Agencies are encouraged to implement all 15 CLAS Standards listed on the website identified in the previous sentence but no additional points will be given for doing so.*

**Response to Item 1.13**

**1.13onse**

**ITEM 1.14:** Using Form 4 – Program Staff Positions and Time, list all program staff that will provide support for the proposed program, whether funded through this funding opportunity or funded through other sources. Please include any staff that will be responsible financial or performance management. (*200 word limit*)

**Response to Item 1.14 1.16**

## D ATA MANAGEMENT AND PROGRAM EVALUATION:

**ITEM 1.15:** Describe past successes and challenges with data management and reporting, including experience using an electronic data system. (*200 word limit*)

**Response to Item 1.15**

**ITEM 1.16:** Describe how your data collection processes are used to identify strategies to improve practices and program effectiveness. (*200 word limit*)

**Response to Item 1.16**

## A GREEMENT TERMS AND CONDITIONS

**ITEM 1.17:** Downtown Austin Community Court uses a standard boilerplate agreement for social service grants in addition to negotiated work statements, budgets, performance measures, and other contract exhibits that are specific to each program. Please review all portions of Exhibit B – Standard Agreement Boiler and Exhibits and confirm that your organization will be able to comply with all terms and conditions included in the document. Please also describe any previous successful experience you have with managing agreements with similar requirements. (*100 word limit*)

**Response to Item 1.17**

## O UTCOMES & OUTPUTS:

Downtown Austin Community Court measures outcomes as part of social services grant agreements to track performance and results for clients. The following table provides an example of the format expected for program outcomes.

|  |  |
| --- | --- |
| **OUTCOME EXAMPLE** | **Total Program Annual Goal** |
| **Proposed Outcome Measure** |  |
| Number of DACC clients successfully completing substance use  treatment program (numerator) | 42 |
| Number of DACC clients exiting substance use treatment program  (denominator) | 65 |
| **Percent of individuals successfully completing substance use**  **treatment program** (outcome rate) | **64.6 %** |

**ITEM 1.18:** Please propose a numerator, denominator, and rate for the **short-term outcome** in the table below, and provide additional context that explains how this number was determined and why these figures are appropriate and accurate for the proposed program(s). (*250 word limit*)

**Additional Information for Item 1.18**

|  |  |
| --- | --- |
| **Total Program Performance – OUTCOME** | **Total Program**  **Annual Goal** |
| **Proposed Outcome Measure** |  |
| Number of SOAR/SOAR Assisted applications approved  (numerator) | **#** |
| Number of SOAR/SOAR assisted applications submitted and processed (denominator) | **#** |
| Percentage of SOAR/SOAR Assisted applications approved  (outcome rate) | **%** |

**ITEM 1.19:** Please propose a numerator, denominator, and rate for the **long-term outcome** in the table below, and provide additional context that explains how this number was determined and why these figures are appropriate and accurate for the proposed program(s). Please note this measure is specific to RP services. (*250 word limit*)

|  |  |
| --- | --- |
| **Total Program Performance – OUTCOME** | **Total Program**  **Annual Goal** |
| **Proposed Outcome Measure** |  |
| Number of clients who have improved financial stability after 3 months of Representative Payee Services (numerator) | **#** |
| Number of clients enrolled in Representative Payee Services for at least 3 months (denominator) | **#** |
| Percentage of clients who have improved financial stability after 3 months of Representative Payee Services (outcome rate) | **%** |

**Additional Information for Item 1.19**

Output 1: Number of DACC unduplicated clients served per 12-month agreement period.

Output 2: Number of DACC clients enrolled in the *Representative Payee Services*

Output 3: Number of DACC clients receiving SOAR Application Assistance

**ITEM 1.20:** The number of individuals served will be dependent on DACC referrals, which may vary. Please provide a proposed goal for the number of unduplicated clients served per 12-month agreement period as well as any additional context. The annual goal should be based on past performance experience, budgeted program costs, and/or best estimates. (*150 word limit*)

**Response to Item 1.20**

# Part II – Cost Effectiveness Total points: 20

It is required that Applicants complete Form 3 – Program Budget and Narrative prior to responding to the items in this section of the application.

Applicants shall also provide responses to the following items to describe the budget necessary to accomplish the proposed program strategy/strategies. The application will be evaluated on how well it addresses **a ll** of the following items:

## B UDGET:

**ITEM 2.1:** Provide the total amount of City funding requested and a summary description of the budget justification for the program strategy/strategies. Please note that Applicants must use Form 3 – Program Budget and Narrative to provide the required budget information for the first program period. (*250 word limit*)

**Response to Item 2.1**

**ITEM 2.2:** Using Form 3 – Program Budget and Narrative, provide an overview of all funding sources the Applicant will use for the proposed project. Please provide additional context for the funding sources below. (*100 word limit*)

**Response to Item 2.2**

**SOCIAL IMPACT AND RETURN ON INVESTMENT:**

**ITEM 2.3:** Describe the social impact and/or return on investment for clients and/or the community resulting from the proposed services. Social impact and return on investment refer to the proposed program’s positive impact on social, financial, environmental, and/or quality of life factors for clients and/or the community. (*150 word limit*)

**Response to Item 2.3**

**Item 2.4:** For the purpose of the solicitation, “leveraging” is specifically defined as using non-DACC funding in an effort to enhance or expand the proposed program to provide additional services and/or housing opportunities for the target population. Leveraged funding could include in-kind, non-cash revenue such as time, expertise or commodities that specifically enhance or expand the proposed program. If applicable, describe how you plan to leverage other funding to enhance or expand the proposed program. *(100 word limit)*

**Response to Item 2.4**

## Part III – Presentation to Lived Experience Group Total points: Up to 15

**A. Austin Homelessness Advisory Council Questions for RP Services and SOAR Application Assistance: Maximum 15 points**

**This section will be scored by the Austin Homelessness Advisory Council (AHAC).** AHAC, previously named the Austin Homelessness Advisory Committee, is a group of approximately 15 individuals with lived experience with homelessness in Austin. AHAC is facilitated and administratively supported by DACC and meets on a biweekly basis to provide input on processes, programs, and practices impacting and serving individuals experiencing homelessness.

Short listed Applicant(s) will be invited to present an overview of their Application to the AHAC on June 24, 2024. All applicants will be notified whether or not they are invited to present to AHAC.

## A DDITIONAL INFORMATION:

**Application Acceptance Period:** All responses are valid for a period of one hundred and eighty (180) calendar days subsequent to the RFA closing date unless a longer acceptance period is offered in the response.

**Proprietary and Confidential Information:** All Applications received and opened by the City are subject to the Texas Government Code, Ch. 552, and will be made available to the public. Applicants seeking to keep any portions of their Offer confidential shall mark each such portion as “Proprietary”. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The City may request a review and determination from the Attorney General’s Office of the State of Texas, of any Application contents marked as “Proprietary”. A copyright notice or symbol is insufficient to identify proprietary or confidential information.

**Application Preparation Costs:** All costs directly or indirectly related to preparation of a response to the RFA or any oral presentation required to supplement and/or clarify an offer which may be required by the City shall be the sole responsibility of the Applicant.

**Compliance:** The Applicant agrees to compliance with terms of this RFA and with all applicable rules and regulations of Federal, State, and Local governing entities

**Contract Adjustments:** The City of Austin reserves the right to adjust the agreement amount or scope of work over the contract period based on community needs, Applicant’s ability to expend funds in a timely manner or any other factor. When the City determines adjustments need to be made, the City will provide at least a 90-day notice to the Grantee.