

**CITY OF AUSTIN, HEALTH AND HUMAN SERVICES DEPARTMENT (HHSD)
AUSTIN RESOURCE CENTER FOR THE HOMELESS (ARCH)
2013 REQUEST FOR INTEREST (RFI)**

INTRODUCTION

In 2004, the City of Austin opened the Austin Resource Center for the Homeless (ARCH) at 7th and Neches in downtown Austin. ARCH is a 28,000 square foot facility designed to offer a variety of services for the homeless. The facility is operated by a nonprofit agency responsible for service provision, oversight, and facility management. The City of Austin funds the operation and management of the facility, working in partnership with the nonprofit agency.

The City wishes to determine if there are other nonprofit organizations interested in this private/public partnership and in providing services at the ARCH.

The RFI document is located on the HHSD Website: <http://www.austintexas.gov/health>

This RFI may lead to one or more of the following outcomes:

- a request for additional information from RFI respondents;
- issuance of a Request for Applications (RFA) to one or more responders; or
- issuance of an RFA open to all potential respondents.

Note 1: An award cannot be made based on a Request for Interest (RFI).

Note 2: The current operator of ARCH is not required to respond to this RFI.

ARCH services and operations currently include:

- Overnight emergency shelter (single men)
- Day sleeping (single men and single women)
- Day Resource Center (laundry, showers, phones, lockers, etc.)
- Case management services to transition individuals into housing
- Coordination of co-located agency services (ACCESS, Health Care for Homeless, etc.)
- Coordination of cold weather shelter
- Coordination with downtown homeless services and social services providers, and other downtown stakeholders (e.g. Downtown Austin Alliance)
- Facility management, repair, and preventative maintenance

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Approximately \$2.2 million in local and federal funding is available annually to operate ARCH.

SUBMISSION REQUIREMENTS

Nonprofit organizations qualified to operate ARCH should submit a statement of interest and experience.

- The response must include a description of experiences for each of the services listed on the following page.
- Submit up to four total pages, including the cover letter on agency letterhead.
- Identify the individual authorized to enter into discussions regarding the response.

Responses must be hand delivered to:

City of Austin Health and Human Services Department (HHSD)
Health and Human Services Campus, Building E
Community Based Resources Unit
7201 Levander Loop
Austin, TX 78702

Due Date: Tuesday, July 30, 2013 by 12:00 p.m.

Respondents will be notified by August 2, 2013 regarding the results of this RFI.

RFI Contact

All questions, clarifications, or requests for general information regarding this request shall be submitted, in writing, to:

Natasha Ponczek Shoemake, Homeless Services Coordinator
natasha.ponczek@austintexas.gov
512-972-5027

OVERALL REQUIREMENTS

- All services must be provided to eligible homeless individuals living in Austin/Travis County
- All clients must be at 200% of federal poverty level or below
- Organizations must meet the qualifications for the service and be able to meet the City's Insurance Requirements for social services contractors. Copies of insurance requirements can be found at <http://www.austintexas.gov/health>
- Organizations must be eligible to contract with the City of Austin and the U.S. Department of Housing and Urban Development (HUD)

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SERVICE DESCRIPTIONS

Housing

Describe experience providing emergency shelter, transitional housing, and/or permanent supportive housing to homeless individuals and the populations of clients you have served (single adult men, families, youth, etc.) Note if the clients housed have been chronically homeless, have criminal histories, have substance abuse/mental health conditions, or represent other sub-populations of homeless persons.

Case Management and Rapid Rehousing

Describe case management experience with homeless individuals or households, including demonstrated success moving individuals from homelessness into housing. Explain your familiarity with Rapid Rehousing concepts and your relationship with landlords. Describe experience using a Rapid Rehousing model for homeless individuals, families, and/or chronically homeless, and explain strategies employed to house these different populations.

Service Provision

Describe experiences providing services to homeless individuals or other at-risk population in addition to housing or case management.

Coordination

Describe experiences coordinating services with or for other agencies, programs, and/or stakeholders in the community. Include facilitation of multi-agency collaborations to serve the homeless or other high-risk populations and experience with stakeholders that may be in disagreement with services your agency provides.

Facility Management, Repair, and Preventative Maintenance

Describe experiences managing a facility, including facilities where group shelter or housing is provided (scattered site individual housing does not apply). Note responsibilities for preventative maintenance, repairs, and replacement of building systems.

Data Management and Reporting/Coordinated Intake and Assessment

Describe experience utilizing the current Homeless Management Information System (HMIS)(or comparable) data base system for client data input and ability to input data in a timely manner for reporting. Describe experience reporting activities to the City or other public entities. Contracted agency will be required to support the community's Coordinated Intake and Assessment system in HMIS. Describe agency's capacity to support and participate in this system.

Collaboration with the City

Describe experience and/or willingness to work in partnership with the City and in taking on a visible leadership role in homeless services.