**INTRODUCTION:**

The City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified social service providers (Applicants) who are not currently receiving social service funding directly through the City Health and Human Services Department and who could benefit from capacity building services to expand existing services and/or serve new populations, and build organizational infrastructure. Applicants should have successful experience providing the proposed services and/or working with the proposed target population. Agencies with experience serving a particular population that seek to create a new program, or that have a successful program that could benefit new populations are encouraged to apply.

The proposed services shall target individuals and families who are residents of Austin and/or Travis County with gross household income at or below 200% of federal poverty guidelines, with exceptions to this eligibility requirement for services designed specifically for homeless individuals and families and services designed specifically for victims of sexual and domestic violence.

The Austin City Council has directed that all program funded through this competitive solicitation be consistent with the goals of the Imagine Austin Comprehensive Plan and other community plans outlined in this solicitation.

**GOALS**:

The first goal for this competitive solicitation is to establish agreements with community-based organizations that will provide services for vulnerable populations that address community needs and promote self-sufficiency.

The second goal is to provide capacity building services to Applicants that are awarded funding through this competitive solicitation. These services will be tailored to each agency’s needs and will include options to work directly with organizational development consultants, attend formal classes, and participate in mentoring opportunities to help improve effectiveness, expand availability of services for the community, and/or and enable agencies to successfully fulfill their mission(s).

**FUNDING AND TIMELINE:**

$350,000 in total funding is available for an initial program period beginning September 1, 2016 through September 30, 2017, with up to four 12-month renewal options for a total grant period not to exceed 61 months (contingent on Council approval during future budget processes). It is anticipated that grants will be awarded to between four to seven agencies.

Applicants are required to provide a minimum 20% Cash Match for the amount of requested funds from the City, which can be satisfied through other funding grants, donations, or loans. All grants awarded through this solicitation will require authorization of the Austin City Council.

**APPLICATION SUBMISSION REQUIREMENTS**

The Applicant must submit its response in a sealed envelope.

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| **ENVELOPE INSTRUCTIONS:**  The envelope must be sealed and contain the following:  ***1 paper copy and 6 CDs or flash drives each containing all the elements below:***   1. Completed Application 2. Required Attachments 3. Optional Attachments (if applicable)   The envelope should be labeled: APPLICATION DOCUMENTS  [NAME OF AGENCY]  [NAME OF PROPOSED PROGRAM] |

**Required attachments checklist:**

* Current Board of Directors bylaws
* Copy of the most recently filed 990 or 990 EZ, or Extension to File documentation (no older than FY 2014)
* The following completed sections:
  + Section 0500 – Request for Application (RFA) Offer Sheet
  + Section 0640 – Program Performance Measures and Goals
  + Section 0645 – Program Staff Positions and Time
  + Section 0650 – Program Budget and Narrative

**Optional attachment for Section IV – Bonus Points checklist:**

* Approved & signed Healthy Service Environment policy/policies (*reference question 4.1*)

**ENVELOPE SHOULD BE HAND DELIVERED IN A BOX WITH THE SOLICITATION NUMBER CB2016LW CLEARLY MARKED ON THE OUTSIDE TO THE CITY OF AUSTIN HEALTH AND HUMAN SERVICES DEPARTMENT LOCATED AT 7201 LEVANDER LOOP (BUILDING H), AUSTIN, TX 78702 NO LATER THAN 11:00AM ON JUNE 30, 2016.**

**Application Evaluation**

Applicants must address each question in Parts I, II, & III below to be considered responsive to the goals of this RFA. Part IV is optional and is not required in order for an application to be considered responsive. A total of 100 points may be awarded to the application in Parts I, II, & III below with an additional 10 bonus points available in Part IV for a potential of 110 total evaluation points. The maximum score per section is noted at the beginning of each section. All applications will be evaluated as to how the proposed program aligns with the goals of this RFA and whether each question has been adequately addressed.

**Application Format**

Responses should be included for each question in Parts I, II, and III below and follow the word limit assigned for each question. Applicants may fill in the responses directly on this form or compile responses in a separate document.

If compiling responses in a separate document, clearly label each question and number, use size 12 Times New Roman font, double-space the document, use 1” margins, and print single sided on 8 ½ x 11 inch white paper without page scaling.

Do not submit booklets, pamphlets, or other bulky items. Do not use covers, card stock, staples, binders, notebooks, or dividers with tabs. Fasten the proposal with binder clips only.

**APPLICATION QUESTIONS**

Please provide a response or write N/A for not applicable in the boxes provided for each question below. It is preferable to be repetitive than to leave sections incomplete.

**ELIGIBLE APPLICANTS**

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

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

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**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 agency that can legally contract with the City
2. City policy does not permit entering into a contract with an entity that owes taxes to the City.
3. 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.
4. Applicants shall be able to meet the City’s insurance requirements for social service contractors. See the insurance requirements in Section 0400 of the RFA.
5. 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 two times per fiscal year
6. 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.

**QUESTION 1.2:** Describe how the Applicant meets criteria a-d listed above (please note that a copy of the Board of Director bylaws and the most recently filed 990 or 990 EZ, or Extension to File documentation is one of the required documents as discussed in the Application Submission Requirements section of this application). (*100 word limit*)

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

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

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**PART I – PROGRAM OVERVIEW & STRATEGY Total points: 50**

**PROGRAM STRATEGIES & TARGET POPULATION:**

The City is intentionally leaving program strategies and target population options open beyond the criteria listed in this section, allowing Applicants to propose solutions to meet community needs in an effective and successful manner for the target population(s) identified. Programs that serve clients with a criminal history are encouraged.

The following plans and reports identify significant needs in our community, gaps in services, and/or best practices for strategies that foster and support self-sufficiency and meet basic needs for individuals and families. This is a partial list of the documents used to develop goals for social services and does not include all applicable plans and reports.

1. *School Readiness Action Plan* (May 2012), United Way
2. *Priority Outcomes for Child and Youth Well-being,* (2012) Ready by 21 Coalition of Central Texas
3. *Travis County Community Impact Report* (2015), Travis County HHS & VS
4. *Hunger and Homelessness Survey* (Dec 2014), The U.S. Conference of Mayors
5. *CAN Community Dashboard* (2014, 2015), Community Advancement Network
6. *Permanent Supportive Housing Strategy* (September 2010), City of Austin & CSH
7. *Permanent Supporting Housing in Austin, Texas* (August 2014), Ending Community Homelessness Coalition (ECHO)
8. *Home Health Quality Initiative* (April 2013), Centers for Medicare & Medicaid Services
9. *10 Year Plan to End Homelessness* (2010), Ending Community Homelessness Coalition
10. *American Community Survey* (2014), U.S. Census Bureau – and the *Travis County Snapshot from the 2012 American Community Survey,* Travis County HHS & VS
11. *SAMHSA’s National Registry of Evidence-based Programs and* Practices (2013), The Substance Abuse and Mental Health Services Administration
12. *Austin/Travis County Community Health Assessment* (2012), A/TCHHSD, Travis County HHS & VS, Central Health, St. David’s Foundation, Seton Healthcare Family, UTHSC
13. *Mayor’s Mental Health Task Force Final Report* (2005), Austin/Travis County Behavioral Health Planning Partnership
14. *Embracing an Age Diverse Austin: Mayor’s Task Force on Aging Report and Recommendations* (2013), Mayor’s Task Force on Aging
15. *Imagine Austin (2012),* City of Austin
16. *Health Inequities in Austin Travis County Reports and Recommendations* (August 2015), <http://www.austintexas.gov/sites/default/files/files/Health/Info_to_Post/Health_Inequities_in_Austin_Travis_County_Report.pdf>

The following objectives and goals by service category were developed from extensive community input and the community plans listed above. Applicants are required to utilize one or more of the following goals in their proposed programs.

**PRINCIPLE OBJECTIVES AND GOALS BY SERVICE CATEGORY:**

* **Early Childhood:**
  + - READY FAMILIES GOALS: Parents have a secure attachment to their infants and young children. Parents respond appropriately to their children’s cues. Families provide stimulating learning experiences for their children prior to school entry. Families are financially stable.
    - READY SERVICES: EARLY CHILDHOOD EDUCATION GOALS: Affordable, accessible early education services are available for all families. Available early education services are culturally relevant, healthful, engaging, rigorous, and are of sufficient quality to measurably impact school readiness outcomes.
    - READY SERVICES: PREVENTATIVE PRIMARY CARE & MENTAL HEALTH GOALS: Children and family members are linked to preventative physical and mental health services and treatment as needed. Children with developmental delays are referred to appropriate services.
    - READY CHILDREN GOALS: Low-income Travis County children ages 0–5 are happy, healthy and prepared for school success.

***(School Readiness Action Plan)***

* **Youth:**
  + - Children, youth and young adults:
* Are physically healthy
* Are physically safe
* Respect diversity and demonstrate empathy and pro-social behaviors
* Engage in community, school and/or extracurricular activities
* Are aware of, appreciate and demonstrate behaviors of personal and social responsibility
* Have good mental health and are emotionally resilient
* Avoid risky behaviors
* Are academically successful
* Have awareness and positive attitudes about adult careers
* Graduate from high school college- and/or career-ready and prepared for a Life of learning
* Successfully complete post-secondary education or training
* Are productive and equipped to reach financial self-sufficiency

***(Ready by 21)***

* **Basic Needs:** 
  + - Individuals and families have resources for the most fundamental aspects of daily living such as food, housing, utilities, safety and personal care. Basic needs services are often emergency or short-term services provided during/after a crisis or following a prolonged period of extremely limited resources. Typically these needs must be met before an individual or family has the capacity to transition out of poverty and into self-sufficiency.
* **Homeless & Housing Services:** 
  + - People at risk of becoming homeless, the situational homeless and the chronic homeless will be identified early and receive the assistance they need to maintain and receive appropriate housing ***(Ending Community Homeless Coalition - ECHO)***. People experiencing homelessness have access to a safe and secure environment where they are offered a variety of services, including case management, safe sleep, mental/physical supports, and resource information to address a variety of needs. Individuals and families who have experienced violence or abuse have access to trauma-informed emergency shelter, transitional and/or other housing and support services to stabilize, heal, and build self-sufficiency.
* **Behavioral Health:** 
  + - Austin/Travis County will be a community that promotes the mental and physical health of its residents and all persons of all cultures and all special populations will have access to prevention, intervention, treatment, and recovery support services of substance use disorders and mental illness ***(Behavioral Health Planning Partnership)***.
* **Workforce Development:** 
  + - Individuals are connected to jobs with good wages, benefits and career path opportunities to transition out of poverty and promote self-sufficiency. In many cases, for individuals to successfully transition into sustained employment, basic adult education and language acquisition services are required in addition to certifications and skills based instruction. Improve access to high quality adult education, including English as a Second Language, General Education Development, Adult Basic Education, computer literacy, financial literacy and health literacy to obtain literacy skills necessary for self-sufficiency ***(Literacy Coalition of Central Texas)***. Reduce disparities in education, employment and income ***(Workforce Solutions Strategic Plan, Overarching Goals)***.
* **Seniors:**
* Provide a continuum of services and supports that help older adults “age in place/community” and avoid premature or unnecessary institutionalization (e.g., hospital, nursing homes, etc.)
* Provide services that focus on the cognitive and mental/behavioral health of older adults such as late-life depression, anxiety, suicide prevention, substance abuse, and dementia.
* Ensure access to meaningful opportunities for recreation and social engagement to avoid isolation, loneliness and depression.
* Support family caregivers with services that promote their self-care, health and effectiveness (e.g., respite care, education, therapeutic counseling).
* Provide access to safe and affordable housing that allows older adults to age in place and have access to transportation options. ***(Mayor’s Task Force on Aging 2013)***
* **Persons with Disabilities:**
* Provide a continuum of services and supports throughout the person’s Life to remain in community-based settings and avoid institutionalization (e.g., State Supported Living Center, prison, nursing homes, etc.).
* Provide services and resources that support families and caregivers for the Life of the person with a disability (e.g., respite care, education, transitional services, etc.).
* Provide access to affordable housing options that include accessible transportation opportunities to work, healthcare, shopping, education and play.
* Provide opportunities for persons with disabilities to be employed in non-segregated, regular workplaces.
* Ensure access to meaningful day activities for adults with disabilities to avoid isolation, depression, and victimization ***(Intellectual and Developmental Disabilities Coalition; “Community Integration for People with Disabilities: Key Principles.”)***

**PROGRAM STRATEGY:**

**QUESTION 1.4:** Describe the program strategy/strategies used by the proposed program. Please also identify at least one of the principle objectives and goals referenced above and describe how the selected goal(s) aligns with the proposed program. (*400 word limit*)

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**QUESTION 1.5:** Coordinating services with services being provided by other agencies relevant to the proposed program strategy/strategies has the potential to minimize duplication of efforts and maximize client access to services.

Please describe how the Applicant coordinates with other agencies (*i.e. to refer and receive clients, to provide comprehensive services, etc.*). If you are not currently coordinating with other agencies, describe your plan for establishing coordination. (*150 word limit*)

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**QUESTION 1.6:** Provide justification to demonstrate the need for the strategy/strategies being proposed and/or the unmet need for the proposed target population(s). Justification may include but not be limited to:

1. Community reports
2. Target Population demographic/Census data
3. Target Population unmet need(s)
4. Applicant’s trends in Target Population unmet need(s)
5. Waiting list information (if applicable)
6. Data from community databases, such as Homeless Management Information System, showing Target Population unmet need(s) (if applicable)

(*200 word limit*)

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**QUESTION 1.7:** Please reference Section 0635 - Defining Evidence Guideline to determine the category for the service model that applies to the proposed program in this application.

If the proposed program falls in the category of evidence-based or research-based practices, provide a description of evidence used, including source(s), and the method used by the Applicant to ensure adherence to the program model.

If the program falls into the category of promising practice, please describe the methods the Applicant will use to continually evaluate performance and adjust the program as needed to ensure effectiveness. (*150 word limit*)

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**QUESTION 1.8:** Describe any barriers and/or challenges your agency may encounter implementing the proposed strategy/strategies and how your agency will overcome them. (*150 word limit*)

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**QUESTION 1.9:** Describe experience within the last five (5) years providing services identical or similar to those proposed in this application. If proposing new services, describe relevant experience or expertise within your agency that you anticipate will help the program succeed. (*150 word limit*)

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**POPULATION(S) SERVED:**

**QUESTION 1.10:** Describe the target population(s) (*the people the proposed program is intended to serve*) that will be served and explain how this population is similar to or different from your current service population. (*150 word limit*)

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**QUESTION 1.11:** 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. (*100 word limit*)

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**QUESTION 1.12:** 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). (*100 word limit*)

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**QUESTION 1.13:** Describe the strategy/strategies that will be implemented as part of the proposed program to serve clients with a criminal history. (*150 word limit*)

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**QUESTION 1.14:** Describe the Applicant’s experience within the last five (5) years working with the target population(s) proposed in this application. (*100 word limit*)

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**QUESTION 1.15:** Describe any barriers and/or challenges the target population(s) may encounter accessing services and how these barriers and challenges will be mitigated. (*150 word limit*)

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**STANDARDS FOR HOMELESSNNESS PREVENTION AND/OR HOMELESS INTERVENTION SERVICES:**

**QUESTION 1.16:** *For Applicants proposing homelessness prevention and/or homeless intervention services:* Applicants will be required to adhere to the City of Austin Health and Human Services Department Homeless Housing Habitability Standards. Describe how your organization will comply with the requirements outlined in Section 0625 – Homeless Housing Habitability Standards. (*100 word limit*)

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**QUESTION 1.17:** *Applicants proposing homelessness prevention and/or homeless intervention services:* Describe how your organization has participated in the Coordinated Assessment initiative (<http://austinecho.org/the-solution/coordinated-assessment/> and <https://www.onecpd.info/resources/documents/Coordinated%20Assessment_3.20.12.pdf>) and how your organization will coordinate and collaborate with this community initiative throughout the funding period. (*100 word limit*)

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**QUESTION 1.18:** *For Applicants proposing homelessness prevention and/or homeless intervention services:* The Applicant will be required to utilize the Local Homeless Management Information System (HMIS) database to track and report client information for individuals who are at risk of homelessness or who are homeless.

Explain how your organization will comply with the requirements outlined in Section 0630 – Homeless Management Information System (HMIS) Reporting Requirements. Please note that the City will provide training to Applicants that need assistance and/or training for the HMIS database. (*100 word limit*)

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**DATA MANAGEMENT AND PROGRAM EVALUATION:**

**QUESTION 1.19:** Describe past successes and challenges with data management and reporting, including past experience using an electronic data system. (*100 word limit*)

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**QUESTION 1.20:** Describe how data are used for identifying problems in strategies, service delivery, and expenditures, and how that information is used to improve practices and program effectiveness. (*100 word limit*)

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**STAFFING PLAN:**

**QUESTION 1.21:** Describe the overall staffing plan to accomplish activities including project leadership, reporting responsibilities, and daily program operations. (*100 word limit*)

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**QUESTION 1.22:** Using Section 0645 – Program Staff Positions and Time, list each applicable staff member by title and the percentage of each position’s time to be spent on the program. Provide any additional context in the box provided below. (*100 word limit*)

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**QUESTION 1.23:** In addition to completing Section 0645, please provide position descriptions and/or qualifications and certifications required for staff members in your agency that work directly with clients. (*150 word limit*)

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**CLIENT ELIGIBILITY REQUIREMENTS:**

The client eligibility requirements for this RFA are outlined in Section 0620 – Client Eligibility Requirements. The City requires all awarded agencies to maintain a complete and current record of client eligibility throughout the entire contract period (e.g. client file or electronic record) that includes documentation of the elements listed in Section 0620.

**QUESTION 1.24:** Describe how the Client Eligibility Requirements (Section 0620) will be documented for the target population(s) identified in the application. (*100 word limit*)

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**OUTCOMES & OUTPUTS:**

Applicants must complete Section 0640 – Program Performance Measures and Goals to indicate their specific Output and Outcome Measures.

Applicants **must choose at least one** of the City’s standard outcome measures below.

Outcome/Performance Measure Options:

1A. Percent of households at risk of homelessness that maintain housing

1B. Percent of case-managed households that transition from homelessness into housing

1C. Percent of households that maintain housing due to receiving essential services

2Ai. Percent of individuals obtaining employment

2Aii. Percent of individuals increasing employment income

2B. Percent of individuals who obtain or maintain public benefits

3A. Percent of individuals whose mental health status as measured on a standardized assessment improves

3B. Percent of individuals making progress toward their treatment plan goals

4A. Percent of young children who demonstrate typical language/communication skills for their age per the Ages and Stages Questionnaire

4B. Percent of youth who complete an educational program and demonstrate improved knowledge

5A. Percent of individuals who complete an educational program and demonstrate improved knowledge

5B. Percent of individuals who demonstrate improved life skills

**QUESTION 1.25:** Please complete Section 0640 – Program Performance Measures and Goals by selecting one or more of the listed performance measures that best fit the outcomes of the proposed program(s). Briefly describe how the selected measure(s) relates to the Applicant’s mission and services. (*100 word limit*)

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**All applications must also include the following high-level output:**

Output: Number of unduplicated clients served per 12-month contract period.

**CONNECTION TO IMAGINE AUSTIN:**

Imagine Austin is a 30-year plan for the City’s future and anticipated growth that was developed from extensive community input. Imagine Austin is based on Austin’s greatest asset: its people, and lays out a vision for future City growth.

But unlike your typical municipal comprehensive plan, Imagine Austin also covers quality of life issues beyond land use, like investing in our creative economy and advancing healthy, affordable living. Together, your local government is partnering with you for a more livable and vibrant Austin.

The Applicant shall indicate how the proposed program strategy/strategies in this application correspond to the Imagine Austin Comprehensive Plan vision statement **and** one or more of its core mission statements.

**The Imagine Austin Comprehensive Plan vision statement states:**

**“Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its citizens, and where the necessities of life are affordable and accessible to all.”**

**Imagine Austin’s core mission statements**, as they relate to the City’s social service investments, are as follows:

**Austin is Livable**: All residents have a variety of urban, suburban, and semi-rural lifestyle choices with access to quality schools, libraries, parks and recreation, health and human services, and other outstanding public facilities and services.

1. Austin’s diverse population is active and healthy, with access to locally-grown, nourishing foods and affordable healthcare

**Austin is Educated**: Austin provides everyone with an equal opportunity for the highest quality of education that allows them to fully develop their potential. Networks of community partnerships support our schools and ensure that our children receive the resources and services they need to thrive and learn.

1. Our school campuses provide safe and stable environments enabling future success
2. Every child in Austin has the chance to engage with other cultures, communities, and languages, providing pathways for healthy development and the critical thinking skills students need as future citizens of Austin and the world.

**Austin is Prosperous**: Austin’s prosperity exists because of the overall health, vitality, and sustainability of the city as a whole — including the skills, hard work, and qualities of our citizens, the stewardship of our natural resources, and developing conditions that foster both local businesses and large institutions.

1. Equitable opportunities are accessible to all through quality education, training, and good jobs

**Austin Values and Respects its People**: Austin is its people. Our city is home to engaged, compassionate, creative, and independent thinking people, where diversity is a source of strength, and where we have the opportunity to fully participate and fulfill our potential.

People across all parts of the city and of all ages and income levels live in safe, stable neighborhoods with a variety of affordable and accessible homes with access to healthy food, economic opportunity, healthcare, education, and transportation (<http://assets.austintexas.gov///webiacpfullreduced.pdf>).

**QUESTION 1.26:** Describe how the proposed program strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement **and** one or more of its core mission statements. (*150 word limit*)

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**Part II – Capacity Building Total points: 30**

The City is looking for Applicants with a balance of established strengths and areas of opportunity for improvement that could be addressed through capacity building services such as consulting, structured courses, and mentorship opportunities. Applicants that are awarded contracts through this solicitation will be required to participate in capacity building services provided by the City.

Provide responses for questions regarding each of the following categories in the text boxes below, including a numerical ranking of your agency’s current practices on a scale of 1-5 with a score of 1 for a weakness, 2 for below average performance, 3 for meeting expected performance, 4 for above average performance, and 5 for a strength.

Please also provide thoughtful and honest answers about existing strengths and areas where improvement through capacity building services could help the Applicant provide better services for clients, expand availability of services, and/or strengthen the agency’s overall infrastructure. Applicants will be evaluated and points will be awarded based on existing agency strengths as well as weaknesses that demonstrate a need for capacity building services.

**QUESTION 2.1:** Please rank current board development on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.2:** Please rank the current level of grant writing skills on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.3:** Please rank current performance for marketing and promotion on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.4:** Please rank current performance for leadership and management on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.5:** Please rank current fundraising practices on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.6:** Please rank current financial management practices on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.7:** Please rank current human resources policies and practices on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.8:** Please rank current performance of volunteer management and recruitment on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.9:** Please rank current planning and evaluation practices on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.10:** Please rank current data collection & reporting practices on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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The City of Austin strives to provide services that are culturally and linguistically appropriate to ensure that cultural and language differences are not a barrier to services. Please use the same ranking and description process for the following four categories related to providing Culturally and Linguistically Appropriate Services.

**QUESTION 2.11:** Please rank current performance regarding whether the Applicant educates and trains governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.12:** Please rank current performance regarding whether the Applicant offers 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 on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.13:** Please rank current performance regarding whether the Applicant informs all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**QUESTION 2.14:** Please rank current performance regarding whether the Applicant ensures the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement. (*100 word limit*)

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**Part III – Cost Effectiveness Total points: 20**

It is recommended that Applicants complete Section 0650 – Program Budget and Narrative prior to responding to the questions in this section of the application. Applicants are required to submit a budget request for at least $25,000 in City funding for the initial program period and each additional 12-month period.

Please note that an additional month is included in the initial program period to allow time for the program to be established and implemented. Budgets for the initial 13-month program period and the additional 12 month periods will be the same.

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

**BUDGET:**

**QUESTION 3.1:** Provide the total amount of City funding requested and a summary description of the budget justification for the program strategy/strategies. All expenses should be identifiable, reasonable, and necessary. Please note that Applicants must use Section 0650 – Program Budget and Narrative to provide the required budget information. (*100 word limit*)

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**QUESTION 3.2:** Using Section 0650 – 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*)

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**COST PER CLIENT:**

**QUESTION 3.3:** Describe the average cost per client from all funding sources for the entire proposed program. The response should include clients served by all funding sources including the request for City funding.

Please note that an agency may have multiple programs, and this section is requesting the cost per client only for the proposed program in this application. (*100 word limit*)

Cost per client = Total program funding (City funding requested & all other funding sources)

Total clients served by program

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**SOCIAL IMPACT & RETURN ON INVESTMENT:**

**QUESTION 3.4:** 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*)

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**MATCH REQUIREMENT:**

Applicants are required to provide a minimum 20% Cash Match for the amount of requested funds from the City, which can be satisfied through other funding grants, donations, or loans.

**QUESTION 3.5:** Please indicate whether the Applicant will be able to satisfy the twenty percent Cash Match requirement, and describe how that requirement will be fulfilled. Please note that evaluation preference will be given for agencies matching above twenty percent. (*100 word limit*)

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**Part IV – Bonus Evaluation Points Total points: 10**

1. **Healthy Service Environment**

**Maximum 10 points**

A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Applicants will be awarded the point values indicated below for having implemented **or** agreeing to implement prior to 9/01/16 any or all of the four (4) Healthy Service Environment policies with a maximum award of 10 points for all four (4) policies described below.

* Tobacco-free Campus (**3 points**) - Applicant has established and is enforcing a tobacco-free 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 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.
* Mother-Friendly Workplace (**3 points**) - Applicant actively promotes and supports breastfeeding by employees and maintains a written worksite lactation support policy that is regularly communicated to employees. The policy includes:
  + employer provides work schedule flexibility, including scheduling breaks and work patterns to provide time for expression of milk;
  + the provision of accessible locations allowing privacy;
  + access nearby to a clean, safe water source and a sink for washing hands and rinsing out any needed breast-pumping equipment; and
  + access to hygienic storage alternatives in the workplace for the mother’s breast milk (may include the allowance of personal coolers onsite).
* Employee Wellness Initiative (**3 points**) - The Applicant has a comprehensive Employee Wellness Initiative in place that promotes nutrition, physical activity, tobacco-free living, and the mental health of employees. The initiative encompasses healthy changes to the physical worksite environment as well as formal, written health promotion policies, programs or benefits impacting all employees. The initiative is promoted through educational and issue awareness efforts by the Applicant, signage and a supportive company culture, championed by leadership.
* Violence Prevention Policy (**1 point**) - The Applicant is committed to providing a safe environment for working and conducting business. The Applicant will not tolerate or ignore behaviors that are threatening or violent in nature. The Applicant has a procedure to provide guidance for identifying and reporting threats and workplace violence.

**QUESTION 4.1:** If applicable, describe how the Applicant **has implemented** one or more of the Healthy Service Environment policies outlined above. Include the approved and signed policy/policies as an attachment to the application. (*150 word limit*)

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**QUESTION 4.2:** If applicable, describe how the Applicant **plans to implement** one or more of the Healthy Service Environment policies outlined above. Include the key personnel, by position title only, responsible for ensuring implementation.

Technical assistance is available from the City of Austin Health and Human Services 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. (*150 word limit*)

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**ADDITIONAL INFORMATION:**

**Proposal Acceptance Period:** All applications shall remain valid until award, negotiation, and execution of contracts as directed by the Austin City Council.

**Proprietary Information:**  All materials submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If an Applicant does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

**Exceptions:** Please be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the application.

**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 application which may be required by the City shall be the sole responsibility of the Applicant.

**Contract Adjustments:** The City of Austin reserves the right to adjust the contract 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 contractor.