

Austin Public Health

RFP 2024-001 Housing Crisis Referral and Information Services

Exhibit G - RFP Evaluation Scoring Rubric Summary

RFP # HSO 2024-001 Digital Housing Crisis Referral and Information Services Rubric						
Section Description	Question Criteria	Question Criteria				
Part I: Fiscal and Administrative Capacity						
Agency verifies that they meet Offeror Minimum Qualifications in C – Scope of Work and provides background information.	Agency Information and Minimum Requirements (Questions 1-6): Agency provides information about agency background and capacity.	comple do not Require	nts awarded, but Offeror must te all questions. Offers which complete the Minimum ements question will not move d with evaluation.			
Part II: Scored Proposal						

Successful applicants will answer all parts of all questions. If a question or part of a question does not apply, applicants should answer N/A rather than leave a field blank. When criteria indicate that "preference is given" that indicates items that are preferred, but not required, and earn additional points.

Attachments may be appropriate to respond to questions where indicated. All attachments should be directly responsive to the prompt. Attachments that are not requested within Form 2 - RFP Proposal will not be considered during application review. The purpose of attachments is to support the narrative response included in Form 2 - RFP Proposal.

Section 1: Program Design and Section 2: Data-Informed Program Management				
Proposal Question	Minimum Proposed Expectations Agency's response covers program description, goals, objectives, definition of program success. Response is in alignment with Scope of Work. The description does align with the intended clients served from the Scope of Work.			
Q1. Program Goals and Objectives: Describe the program you propose and the purpose of the program, including goals, objectives, and how program success is defined.				
Q2. Program Clients Served: Describe the types of persons who may receive services from this project as described in Exhibit C-Scope of Work, Section V. Eligible Population.				
Q3. Program Services Solicited: Describe how your project will utilize the eligible services identified C - Scope of Work to support participants. Responses should clearly identify which services would be necessary to support the project's strategies and outcomes. C- Scope of Work Section VI: Informational Services Operations Diversion Assistance	The response clearly describes how the requirements will be met utilizing activities and services that are eligible as outlined in parts 1 – 3 to provide services and information to persons experiencing a housing crisis. The response demonstrates a clear understanding of why services are crucial to project success.			
Q4. Service Delivery: Describe how your project will incorporate the principles and practices identified in Exhibit C - Scope of Work – Section IX - to support quality service delivery to participants. The response should speak to each of the identified Service Delivery standards.	The response displays an understanding of and incorporation of the identified service delivery principles within the design of the program.			
Q5. Best Practices: Describe how your project may incorporate the best practices identified in Exhibit C - Scope of Work - Section X. Applicants are encouraged to incorporate Best Practices into the proposed program design.	The response clearly and in a detailed fashion illustrates how their projects will incorporate the four identified Best Practices, including clear examples of how the proposed program integrates different aspects of the Best Practices into its policies, processes, and operations.			
Q6. Service Coordination and Planning with other Agencies: •As this project will primarily focus on distributing information and referring persons to services to address their housing crisis,	Applicants describe how the proposed program will coordinate with other agencies to connect individuals and households to stabilization resources and services.			



Austin Public Health

RFP 2024-001 Housing Crisis Referral and Information Services describe the coordination with other service providers and how The response identifies specific partners, what services they provide, and coordination will maximize access and enrollment in services? identifies if the collaboration has been formalized. Describe coordination for referrals and linkages to services requested by clients, including names of specific coordinating agencies and specific services provided where applicable. •Describe your strategy to actively engage institutions with highly vulnerable populations such as hospitals, jails, rehabilitation facilities, and prisons to reduce exits into homelessness. Section 1 Points Available 35 points Section 2: Data Informed Program Management Q7. Past Performance: Review the Performance Outcomes in Section VIII of the Scope of Work. Please explain how the proposed Agency answers every part of every required question and includes project would be able to meet or will not be able to meet the enough information that it is clear what they will be measuring and how. identified metrics. Proposed measures are appropriate to the proposed services and a. Describe alternative or additional outcome metrics to measure apparent agency capacity. There might be some minor questions or room for negotiation, but there the effectiveness of the proposed project at meeting the are no concerns about whether or not the agency can measure program objectives of the Scope of Work. progress and track performance effectively. b. Identify which data sources will be used to report performance data. Q8. Performance Table: Please complete the table below with Table is completed and measures are reasonable for the project proposed estimated program performance metrics. Q9. Data Security and Systems Management: Describe the systems that the agency has in place to collect and report program data, including data required to report on performance measures including: a) data management process and flow, referencing the required Processes to ensure data accuracy and security are described which may data collection in the C - Scope of Work Section VII. Data Collection include: a logical and comprehensive data management process, internal and Reporting. controls, and regular staff training practices. Applicant clearly addresses b) how physical and digital data will be collected and stored each topic, and demonstrates an understanding of HMIS utilization as well c) how HMIS data will be entered into the system in a timely and as processes for continual process improvements to increase accurate manner performance. d) the organization's process of internal controls and systems implemented to ensure data accuracy and data security, including who has access to the data, what kind of training is provided to staff on-site and off-site as appropriate to ensure data is collected accurately and completely. Description of quality improvement are adequate and illustrate that data is reviewed by program staff and organization leadership to identify areas Q10. Quality Improvement and Feedback: Describe how data are for improvement and take action on those areas. used in your organization for identifying problems in (1) program All parts of each question are answered but there still may be some design, (2) service delivery, and (3) expenditures and (4) equity, questions. and how that information is used to improve practices and OR may not provide fully detailed answer that includes concrete program effectiveness. Please respond to each item. information, timelines, and examples, but it is enough to know they will be able to evaluate. **Section 2: Data Informed Program Management** Section 3: Experience and Cultural Competence: Q11. Agency Experience and Performance: Describe the experience your agency, leadership staff, and/or board of directors have in providing the same or similar services as what is being No concerns regarding their ability to provide the services based on their proposed in the Scope of Work and working with people answers. Met the minimum of 2 years of experience, described experiencing literal homelessness. Describe how your previous performance, both outcomes and outputs.

implement the new services successfully.

experience, expertise, and research will inform your ability to



Austin Public Health

RFP 2024-001 Housing Crisis Referral and Information Services

Q12. Demonstrate with past performance your agency's ability to meet goals and make a positive impact on the community. Please upload previous performance reports or score cards from the last two years that demonstrate the service or related services for which you are applying. These can include quarterly performance reports or annual reports provided to community or agency leadership that, when combined, demonstrate at least two years of performance. Please attach performance reports. Please explain if you are not able to provide these reports, if you are submitting other reports, or if you have any clarification that is	Documents provided demonstrate at least two years of past performance, outputs and outcomes, that includes evidence of meeting goals and making a positive impact. No concerns regarding their ability to provide services and report effectively. If no reports are submitted, the explanation is clear and appropriate with information to demonstrate capacity for reporting in the future.				
being provided to respond to this question.					
Q13. Service Delivery Experience: Describe your agency's					
experience and practices in incorporating the following service delivery principles and best practices from the Scope of Work (Section IX – Service Delivery and Section X – Best Practices). •Evidence-based practices such as Trauma-Informed Care, Harm Reduction and Motivational Interviewing •Incorporating Perspectives from People with Lived Experience •Competencies for Working with People who are Homeless •Compliance with Written Standards for Coordinated Entry, as approved by the Homelessness Response System Leadership Council	Shows overall compliance and understanding of the identified service delivery principles and best practices. The responses demonstrate experience and practice in the identified service delivery principles.				
Q14. Cultural Competence & Racial Equity: Describe your experience reaching and successfully providing culturally competent services to diverse communities, such as but not limited to: •People identifying as Black, Indigenous or Person of Color •Documented or undocumented immigrant or newly resettled refugee communities •Older adults •People with chronic medical and/or mental health conditions •People living with disabilities •Individuals within the LGBTQIA2S+ communities •People who primarily speak a language other than English	Processes to ensure data accuracy and security are described which may include: a logical and comprehensive data management process, internal controls, and regular staff training practices. Applicant clearly addresses each topic and demonstrates an understanding of HMIS utilization as well as processes for continual process improvements to increase performance.				
Q15. Describe your organization's practices regarding anti-racism and racial equity. This may include agency policies and procedures, performance measures and data analysis, plans to address racial disparities in your programs and organization, participation in community workgroups/task-groups aimed at addressing racial disparities, racial equity trainings etc.	The response displays the provider has experience providing culturally competent engagement and service delivery of all the identified populations and communities.				
Q16. Language Access Plan: Describe your language access plan (LAP). If you are in development of the LAP, describe the process for receiving input and the steps remaining to finalize the LAP. Specifically describe how the LAP impacts different types of services included, but not limited to: •Informational Services Please attach appropriate LAP policies and procedures.	The response demonstrates an acceptable language access plan to address client concerns.				
Section 3: Experience and	Cultural Competence Points Available 15 points				
Section 4: C	Section 4: Cost Effectiveness				
Q17. Program Staffing And Time: Describe the overall staffing plan to accomplish activities in the proposed program, including project leadership, reporting responsibilities, daily program operations, safety and security, onboarding and training requirements, and	Agency indicated understanding of staffing needed to accomplish activities in the proposed program, and demonstrates current adequate staffing, plans to hire, or plans for other accommodations sufficient to accomplish activities to ensure high quality service provision.				



Austin Public Health

RFP 2024-001 Housing Crisis Referral and Information Services

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staff recruitment and retention. If submitting on behalf of a				
collaborative (a subgrantee agreement between another agency or agencies with the Applicant serving as the APH Grantee and				
primary fiscal agent), include staffing to support accountability and				
coordination.				
Q18. In the box below briefly describe position descriptions,	Staff and qualifications seem appropriate for the services, and agency has			
education, licenses, credentials, qualifications, background check	provided sufficient detail to suggest effective support for the kind of work			
requirements and/or certifications required for staff members	proposed.			
and/or volunteers that work directly with clients in the proposed	Required attachments are included and	d generally support the narrative		
program.	response.			
Q19: Complete the Program Staffing form below.	Both staffing forms are complete and clear. Some minor errors may exist, but no major oversights or concerns.			
Q20. Livable Wage: How will you use compensation strategies that				
promote tenure and reduce the likelihood for staff attrition, and				
aim to promote all staff earning a livable wage in Austin/Travis				
County? When considering staff compensation how have you	Agency will pay a Living Wage to all sta	ff working for the program.		
considered the hourly wage that an individual must earn to				
support a family in Austin as determined by a reputable data				
source, such as MIT's living wage calculator?				
Q21 . Complete Form 3 – Program Budget and Funding Summary	Budget seems appropriate and realistic			
(Excel spreadsheet) and upload completed document into	There are specific narratives and cost methodology included for every line			
PartnerGrants to complete this question. There are five tabs in the	item			
spreadsheet: Budget and Narrative, SubGrantee Budget, Funding	Level of service and staffing included in the budget is consistent between the budget form and the other application questions.			
Summary, Cost Per Bed, and Instructions.		tion questions.		
Q22. Cost Effectiveness: Explain how you have considered	Admin percentage is not exceeded.			
efficient allocation of financial and staff resources when	Explanation reflects that efficient allocations	ation of financial and staff		
determining the budget and staffing plan for the proposed	I			
program. Describe how the amount requested will provide	resources was considered when determining the budget and staffing plan and is consistent with other information provided in the application.			
maximum impact with the most efficient allotment of resources.	and is consistent with other informatio	in provided in the application.		
	Budget seems appropriate and realistic	for the services described		
Q23: Enter below the average cost per person served from the	There are specific narratives and cost methodology included for every line item Level of service and staffing included in the budget is consistent between the budget form and the other application questions.			
Form 3 - Program Budget and Funding Summary spreadsheet (cell				
B7 on the Cost per Client tab).				
Describe in the text box below why the cost per person served is				
appropriate for the level of services being provided.	Admin percentage is not exceeded.			
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Section	n 4 Cost Effectiveness Points Available	20 points		
Cost per client analysis	Staff will review independent cost estir	·		
· · · · · · · · · · · · · · · · · · ·	score based on if the cost is low-high-n			
	Cost per client points Available	10 points		
	TOTAL POINTS AVAILABLE	100		