

**RFP 2024-002 Diversion Demonstration Project
Official Questions and Answers**

All questions should be directed to the RFP Authorized Contact Person: **Natasha Ponczek Shoemake** at HSDCompetitions@austintexas.gov or in the PartnerGrants database by no later than **Tuesday, May 28, 2024 by 3PM CST.**

Last Updated May 9, 2024

Question No.	Questions from Agencies	Answers from HSO
1	Is this mainly for administrative services and not direct services?	This RFP will fund the operation of the project, direct assistance to assist individuals exiting homeless and up to 15% of the project budget for administrative costs related to the planning and administration of the project.
2	What does “minimal to no assistance to clients” mean?	While there is funding available for direct financial assistance to clients, agencies are first encouraged to have diversion conversations and mediation to assist client to utilize social supports to solve risk of homeless. Then, financial assistance can be provided to clients as necessary and as minimally as possible to resolve their homelessness. Progressive engagement is a practice all agencies should utilize when providing financial assistance.
3	Will evaluation of the demonstration projects be completed by the City or would a project evaluation be expected from providers?	The city is going to be contracting with a third-party evaluator that has yet to be identified. Awarded agencies will be asked to adhere to additional data collection or reporting requirements of the awarded program evaluation partner and as approved by the City of Austin’s Homeless Strategy Office.
4	Would a legal server provider that already provides services to homeless be a good fit?	HSO leaves it up to the agency to define how the program will be set up. The requirements for programming are outlined in the scope of work and the proposal will be evaluated based on its abilities to meet the objectives and performance of the scope of work.
5	Do you all provide the HMIS?	HMIS is managed by the Ending Community Homelessness Coalition, or ECHO. The City will not provide HMIS. The agency will need to contact ECHO to obtain training and a license for HMIS, which is provided to the agency at no cost.
6	Will the clients be coming off the ECHO waitlist?	The clients that will be served by this type of programming may not already be entered into HMIS,

**RFP 2024-002 Diversion Demonstration Project
Official Questions and Answers**

		or have gone through the Coordinated Entry system due to their imminent risk of homelessness and potential lack of interaction with the Homelessness Response System.
7	Category 1, 2 and 4 are eligible for diversion?	From Scope of Work Section V. Eligible Population: Households experiencing homelessness (HUD categories 1, 2, and 4) and those at-risk of homelessness as defined in Exhibit B. Standard Solicitation Provision and Instructions, Section 1.B. Homeless Services Definitions.
8	Can a client be served more than once during the timeframe?	There is no imposed limitation in this solicitation on how many times a client can seek assistance. Agencies are free to propose their own program design.
9	Is there a preference for projects that attempt to serve the community broadly versus projects that target subpopulations (e.g., different age groups, immigration status, etc.)?	Yes. The solicitation is not modeled to target subpopulations. The project is to create a model to serve a broad population.
10	Are there any effective projects in other cities that resulted in successful outcomes that you could share?	There is information available in the Additional Resources of the Scope of Work, section XI. Also recommend searching online for homelessness diversion programs. There are many approaches across the country that could inform project ideas.
11	What is the frequency of programmatic and financial reporting?	All projects that contract with HSO must submit monthly claims and quarterly performance. Since this is a demonstration project, awarded applicants will be asked to adhere to additional data collection or reporting requirements of the awarded program evaluation partner and as approved by the City of Austin’s Homeless Strategy Office. The third-party evaluator for this project has not been determined.
12	The review process is an outside agency and a combination of COA staff, is that correct?	Evaluation of RFP Applications will be conducted by City of Austin staff. The evaluation of the demonstration project will be conducted by a third party evaluator, which has not been identified at this time.