| RFP # 2024-002 Diversion Demonstration<br>Evaluation Rubric | | |
|---|---|---|
| **Section Description** | **Question Criteria** | **Points** |
| **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. | No points awarded, but Offeror must complete all questions. Offers which do not complete the Minimum Requirements question will not move forward 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.**<br><br>**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 |
|---|---|
| **1. Program Goals and Objectives Summary:** 1. Program Goals and Objectives Summary: Describe the program you propose and the purpose of the program, including goals, objectives, and how program success will be defined. | Agency's response covers program description, goals, objectives, definition of program success.<br>Response is in alignment with Scope of Work and intended services. |
| **2. Program Clients Served:** Describe the type of participant this project will serve. Clearly address each question below<br>a) How will this program determine that an applicant is appropriate for Diversion Services?<br>b) How will the program ensure equitable access to services?<br>c) How will the program ensure timely access to the program throughout the City of Austin? | Applicant's response clearly addresses each of the questions. The response indicates that the applicant has thoroughly developed a methodology to determine which applicants are likely to resolve their homelessness with the limited assistance. Applicant familiarity with the intervention type is clear in the response. |
| **Q3. Program Services Solicited**: Please describe the design, operations, and execution. Clearly address each question below:<br>a) Describe this program's Diversion Program Model. Include citations from reputable sources on how the program model aligns with Diversion Best Practices.<br>b) Describe the service experience from a client's perspective.<br>c) The role of Diversion projects within the homelessness response system is to assist participants with avoiding or exiting recent experiences of homelessness with little to no financial assistance. Explain how this project will fulfill this system's need. | The response clearly addresses each of the questions. Response includes citations from reputable Diversion Best Practice models, services from the client's perspective are clearly defined, and the response indicates an understanding of the role of Diversion within the homelessness response system. The response demonstrates the central utilization of robust problem-solving conversations and strategies to resolve the participant's homelessness with minimal or no financial assistance. While the evaluator may have some concerns, they are minimal and will be easily addressed. |
| **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:** How will this project work with other community entities and partners to identify appropriate participants across the major inflow points of the local Homelessness Response System. | Applicants describe how the proposed program will coordinate with other major system access points to ensure identification of participants. |

| | | |
|---|---|---|
| | 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 project would meet or not meet the identified metrics.<br>a) Describe alternative or additional outcome metrics to measure the effectiveness of the proposed project at meeting the objectives of the Scope of Work.<br>b) Identify which data sources will be used to report performance data. | Agency answers every part of every required question and includes enough information that it is clear what they will be measuring and how.<br>Proposed measures are appropriate to the proposed services and apparent agency capacity.<br>There might be some minor questions or room for negotiation, but there are no concerns about whether or not the agency can measure program progress and track performance effectively. |
| **Q8. Performance Table:** Please complete the table below to indicate the projects | Table is completed and measures are reasonable for the project proposed |
| **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:<br>a) data management process and flow, referencing the required data collection in the C - Scope of Work Section VII. Data Collection and Reporting.<br>b) how physical and digital data will be collected and stored<br>c) how HMIS data will be entered into the system in a timely and accurate manner<br>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. | 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. |
| **Q10. Quality Improvement and Feedback:** Describe how data are used in your organization for identifying problems in (1) program design, (2) service delivery, and (3) expenditures and (4) equity, and how that information is used to improve practices and program effectiveness. Please respond to each item. | Description of quality improvement are adequate and illustrate that data is reviewed by program staff and organization leadership to identify areas for improvement and take action on those areas.<br>All parts of each question are answered but there still may be some questions.<br>OR may not provide fully detailed answer that includes concrete information, timelines, and examples, but it is enough to know they will be able to evaluate. |

| | | |
|---|---|---|
| | Section 2: Data Informed Program Management | **20 points** |

## 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 proposed in the Scope of Work and working with people experiencing literal homelessness. Describe how your previous experience, expertise, and research will inform your ability to implement the new services successfully. | No concerns regarding their ability to provide the services based on their answers.<br>Met the minimum of 2 years of experience, described performance, both outcomes and outputs. |
| **Q12.** Describe how the agency's governing entity (such as a board of directors) reviews the performance and administrative capacity of the agency. Include in | Documents provided demonstrate at least two years of past performance, outputs and outcomes, that includes evidence of meeting goals and making a positive impact. |

| | |
|---|---|
| your answer the frequency of the review and the most recent performance report.<br>Please attach performance reports.<br>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 being provided to respond to this question. | No concerns regarding their ability to provide services and report effectively.<br>If no reports are submitted, the explanation is clear and appropriate with information to demonstrate capacity for reporting in the future. |
| **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).<br>a) Evidence-based practices such as Trauma-Informed Care, Harm Reduction and Motivational Interviewing<br>b) Incorporating Perspectives from People with Lived Experience<br>c) Competencies for Working with People who are Homeless<br>d) 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:<br>•People identifying as Black, Indigenous or Person of Color<br>•Documented or undocumented immigrant or newly resettled refugee communities<br>•Older adults<br>•People with chronic medical and/or mental health conditions<br>•People living with disabilities<br>•Individuals within the LGBTQIA2S+ communities<br>•People who primarily speak a language other than English | The response displays the provider has experience providing culturally competent engagement and service delivery of all the identified populations and communities. |
| **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 applicant indicates sufficient understanding and practices to address the prevalence of racism within the organization and program performance.<br>The response provides clear examples and initiatives within the organization to increase racial equity and further cultural understanding and humility. |
| **Q16. Language Access Plan:** Describe your language access plan (LAP). If you are in the 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:<br>• Informational Services<br>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** |

<div style="text-align: center; color: blue;">

## Section 4: Cost Effectiveness

</div>

| | |
|---|---|
| **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 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 HSO Grantee and primary fiscal agent), include staffing to support accountability and coordination. | 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. |
| **Q18.** In the box below briefly describe position descriptions, education, licenses, credentials, qualifications, background check requirements and/or certifications required for staff members and/or volunteers that work directly with clients in the proposed program. | Staff and qualifications seem appropriate for the services, and agency has provided sufficient detail to suggest effective support for the kind of work proposed.<br>Required attachments are included and generally support the narrative 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 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? | Agency will pay a Living Wage to all staff working for the program. |
| **Q21**. Complete Form 3 – Program Budget and Funding Summary (Excel spreadsheet) and upload completed document into PartnerGrants to complete this question. There are five tabs in the spreadsheet: Instructions, Budget and Narrative, Subgrantee Budget, Funding Summary, and Cost Per Client. Required Attachment:  Attach Form 3 – Program Budget and Funding Summary Form in PartnerGrants | Budget seems appropriate and realistic for the services described. 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. Admin percentage is not exceeded. |
| **Q22**. **Cost Effectiveness:** Explain how you have considered efficient allocation of financial and staff resources when determining the budget and staffing plan for the proposed program. Describe how the amount requested will provide maximum impact with the most efficient allotment of resources. | Explanation reflects that efficient allocation of financial and staff resources was considered when determining the budget and staffing plan and is consistent with other information provided in the application. |

| | | |
|---|---|---|
| | **Section 4 Cost Effectiveness Points Available** | **20 points** |
| Cost per client analysis | Staff will review independent cost estimate to the cost per client and score based on if the cost is low-high-medium. | |
| | **Cost per client points Available** | **10 points** |
| | **TOTAL POINTS AVAILABLE** | **100** |