



**Request for Proposals  
2023-123  
Kitsap Coordinated Entry Program  
Proposal Deadline: June 7, 2023**

**Release Date**

5/8/2023

**Issuing Agency**

This Request for Proposals (RFP) is issued by the Kitsap County Department of Human Services, herein after referred to as “the County.”

**Summary**

Kitsap County is seeking a qualified applicant to operate a Homeless Coordinated Entry Program (CEP), as detailed below.

**Contract Term**

July 1, 2023 – June 30, 2025

**Budget**

Funding for this contract shall come from the Consolidated Homeless Grant Program and the Homeless Housing Grant Program. Responses to this RFP should include a specific annual program budget. The amount of actual funds available will depend on the state Consolidated Homeless Grant award to the Department of Human Services from the Department of Commerce, and document fee collections that support the Homeless Housing Grant Program. Anticipated funds available are \$430,000 each year. The amount of actual funds available will depend on the state budget, the Consolidated Homeless Grant award to the Department of Human Services from the Department of Commerce, and the amount of document recording fees collected. After the final CHG award to Kitsap County is announced, the winning respondent to this RFP will be invited to provide an adjusted final budget.

**Timeline**

5/5/2023 – 5/22/2023	RFP issued & advertised
<b>5/22/2023 (3:00 PM PST)</b>	<b>Letters of intent due</b>
5/23/2023 (3:00 PM PST)	Questions due
5/30/2023	Addendum posted (if questions received)
<b>6/7/2023 (3:00 PM PST)</b>	<b>Proposals due</b>
6/7/23-6/15/23	Proposal review & selection process
6/15/2023	Announcement of winning proposal
6/15/23 –7/15/23	Contracting process
7/1/23	Contract begins

**Solicited Services**

Provide coordinated entry services for all Kitsap County households (a household may comprise an individual or two or more people who self-define as a household) experiencing homelessness, imminently losing housing, or at-risk of homelessness. These coordinated entry services to include outreach, intake, assessment, prioritization, and referral to appropriate housing and resources; a diversion/prevention intervention program, management of a priority pool for emergency shelter beds; and coordination with community partners.

Kitsap County has contracted for a CEP since 2011, which has been successfully implemented and operated. Proposals responding to this RFP should to the extent possible preserve successful aspects of the existing CEP and build on it to enhance the following existing services. See below for additional information and requirements.

### **Program Goals**

The overall goal of the Coordinated Entry Program is to facilitate the most efficient way to connect individuals with the best and most appropriate resources to make homelessness rare, brief, and one-time (non-recurring).

People experiencing homelessness and at imminent risk of homelessness will be able to get comprehensive information and assistance through a coordinated system of referrals. They will receive referrals quickly and the referrals will be to housing and programs for which they are eligible.

The most vulnerable homeless households will be identified and prioritized for receiving emergency shelter and permanent housing. In addition, outreach and engagement work will be carried out to provide connection and services to homeless households who may not otherwise receive CEP services.

All households will be assessed for the diversion program. All clients seeking assistance should be offered referrals for any and all programs for which they are eligible and qualified, based on vulnerability score. Targeted prevention services will be offered only as a last resort for households at imminent risk of losing housing.

Eligible households who are not able to be housed immediately and qualify based on their vulnerability score, will be placed in a Community Shelter Priority Pool. The Priority Pool will be managed by the CEP to ensure that only active seekers remain on the list and that households in the Priority Pool receive housing as soon as possible.

### **Scope of Work**

The following comprise the elements of the scope of work, including specific requirements:

#### **Planning**

- Develop and implement written standards for evaluating households' eligibility for programs.
- Develop and implement written standards for prioritizing which eligible households will receive immediate referrals and/or referrals to the different housing and service programs.
- Establish and carry out an affirmative marketing strategy for CEP services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, physical disability, or sexual orientation and identification, and any other protected classes identified by state or federal regulation.
- Advertise CEP services and availability throughout the County.
- Execute Partnership Agreements with each partner agency to which the CEP makes referrals, that includes at a minimum:
  - The process by which referrals are made.
  - The process by which referrals may be refused.
  - Partner agencies must make a good faith effort to serve clients who are referred from the CEP.
  - Partner agencies must participate in the PAAG.
  - Partner agencies will send walk-in clients to the CEP for intake and basic assessment. Some exceptions to this may be made for youth, domestic violence survivors, and in other cases specifically negotiated by the CEP with a partner agency.
- Convene a Partner Agency Advisory Group (PAAG), which will consist of all Coordinated Entry Program partner agencies. The PAAG will meet on a regular basis to provide feedback on the CEP, resolve issues and conflicts

with the CEP and among Partner Agencies, and suggest improvements for the CEP.

### **Marketing**

The community should have familiarity with the CEP, so that when households are in need of its services, they know where to go.

- Develop written policies and procedures which include a marketing strategy (fliers, brochures, outreach to relevant partners) to ensure the CEP is available to all eligible households regardless of actual or perceived race, color, national origin, religion, sex, age, familial status, disability, sexual orientation, gender identity, marital status and U.S. residency status.
- Advertise CEP access points to all eligible persons, mainstream systems of care, and other community partners within the entire CEP geographic region.
- Develop and distribute marketing materials about the CEP in at least three (3) languages to meet the varying needs of those who speak other languages, have Limited English Proficiency (LEP), and/or have limited literacy abilities, as is appropriate for Kitsap County.
- Ensure that the marketing strategy includes how to reach households least likely to apply.
- Ensure that all marketing materials are written in plain talk, avoid jargon, and are concise and visually easy to read. Ensure that marketing materials include access point hours of operation, languages spoken in-house and/or language line availability, and how CE is available (e.g., phone, online portal, email, mobile outreach, etc).

### **Access**

All households at imminent risk of, or experiencing, homelessness (as defined by the Kitsap Homeless Crisis Response and Housing Plan, and the Washington State Department of Commerce) and in need of diversion, prevention, or re-housing services will be served through this coordinated entry program.

Households seeking assistance will be screened to determine if the household qualifies for services from the CEP, and if so, an intake and basic assessment appointment will be scheduled. The standard will be for the household to receive a face-to-face intake assessment within 72 hours/3 business days of contact with the CEP.

- Provide at least three site-based access points that serve Kitsap residents located geographically throughout the County.
- Ensure that access points are sited in proximity to public transportation and other services or offer some variation to the assessment process in the form of a reasonable accommodation.
- Coordinate CEP intakes and services with street outreach/engagement programs. Policies and procedures must be developed which describe how outreach efforts are linked with CEP.
- Provide access to emergency services and referrals independent of the operating hours of the CEP access points. Written policies and procedures that outline the processes which ensure information about how to access emergency services is available independent of the operating hours of the CEP, and describe how households will be connected to the CEP from emergency services when the CEP next opens. Written policies and procedures that indicate whether or not emergency services will be prioritized and how they will be accessed if the assessment and prioritization process are not used. This should include voicemail recordings, website/social media, and signage on doors and should be listed on marketing materials.
- Provide the same intake, assessment, and referral process, including standardized decision-making, at all access points.
- Schedule appointments for households via telephone and email.
- Provide and maintain a stand-alone website for the CEP. At a minimum including information about services provided, how to schedule appointments, contact information, access point locations, and how to get assistance after hours.
- Ensure the safety of all households who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers.
- Ensure that the CEP is low-barrier and adheres to state and federal anti-discrimination laws. The CEP should attempt to “screen in” all households, and households may not be screened out for any of the following:

- Having too little or no income
  - Having poor credit or financial history
  - Having poor or lack of rental history
  - Having involvement with the criminal justice system
  - Having active or history of alcohol and/or substance use
  - Having a history of victimization
    - Information about a person’s history of victimization shall be kept confidential and may not be used against them
    - CE processes may not require “proof” or documentation to determine whether a person has a history of victimization or not
  - The type or extent of disability-related services or supports that are needed
  - Previous system involvement
  - No turning away of a person regardless of the number of times they have accessed services.
  - Lacking ID
  - Lacking proof of U.S. Residency Status
  - Other behaviors perceived as indicating a lack of “housing readiness,” including perceived resistance to receiving services or lack of ability to demonstrate they will be successful on the program.
- Offer appropriate accommodations to ensure that the CEP is available to all eligible households regardless of actual or perceived race, color, national origin, religion, sex, age, familial status, disability, sexual orientation, gender identity, or marital status.
  - Establish and implement written policies and procedures which include the steps taken to ensure access points are fully accessible, including accessible physical locations for individuals who use wheelchairs, as well as a plan to offer reasonable accommodation as needed (e.g. a different access point, a telephone number, or online access).
  - Establish and implement written policies and procedures that ensure effective communication with individuals with disabilities, including access to all appropriate auxiliary aids and services necessary (e.g. braille, large type, assistive listening services, sign language interpreters).

### **Language Access**

Develop a language access plan (LAP) to ensure high-quality and appropriate language services which ensures effective communication with people who are non-English speaking or have limited English proficiency (LEP) and includes, at minimum:

- Needs Assessment: information about the needs of current and prospective clients whose preferred spoken and written language is a language other than English, including the number of individuals with LEP, places in which clients with limited English proficiency interact with the CE system and ways in which individuals interact with the CE system.
- Language Services: description of the types of services the CE system will provide, such as in-person interpretation and remote interpretation, description of materials needing translation and the languages used.
- Notices: description of how the CE system will let its clients know about the availability of services.
- Training: description of how the CE system will train staff on its policies and procedures for providing language assistance services, including who and how often.
- Evaluation: plan for when and how the CE system will monitor and update its plan, policies and procedures to ensure that needs are met and that there is a framework for continuous quality improvement.

### **Outreach/Engagement**

Outreach and engagement services are an important part of ensuring that the most vulnerable households receive housing and support services. Often the most vulnerable do not seek out assistance from a coordinated

entry program. Therefore, it is incumbent on the CEP to make every effort to find and engage these households, building relationships over time that form the basis for provision of housing and services.

- CEP outreach/engagement staff should work to make contact with people experiencing homelessness who are not currently seeking assistance and/or have a history of chronic homelessness.
- While outreach can include efforts to understand service needs (e.g. behavioral health issues), the focus of the engagement should be problem solving to meet the person's housing needs, using a "housing first, then services" approach.
- For some chronically homeless individuals, multiple contacts over an extended period of time will likely be needed for engagement to be successful.
- CEP outreach/engagement services should be coordinated with other existing outreach/engagement services being provided in Kitsap County to avoid duplication or overlap.
- CEP should collaborate with other agencies that already work with marginalized communities.
- CEP outreach/engagement staff must be, at a minimum, trained on:
  - Intro into Problem Solving (Diversion)
  - Working with Survivors of Domestic Violence
  - Intro into Housing First
  - Progressive Engagement
  - Mental Health Training
  - Trauma Training 1 & 2 (trauma-informed services)
  - Racial Equity in Homeless Services
  - LGBTQ+ Informed Training
  - Local coordinated entry policies and procedures as required by lead CE entity
  - Other best-practices relating to outreach and engagement with vulnerable populations
- All CE staff must attend the CE 101 Standard Onboarding Training from the Washington State Department of Commerce.
- If outreach workers administer CEP assessments, written policies and procedures must describe how households encountered by outreach workers are offered the same standardized assessment process as households who access the CEP through site-based access points.

### **Homeless Encampment Outreach Team**

The Homeless Encampment Outreach Team (HEOT) shall have the following specific responsibilities:

- Working to make contact with people experiencing homelessness who are not currently seeking assistance and/or have a history of chronic homelessness.
- Focusing specifically on outreach and engagement with people living in encampments, including parks, public land, and county rights of way.
- Working closely with Kitsap County's Homeless Encampment Action Response Team (HEART) Coordinator to respond to encampments that the Coordinator has identified and requested for outreach and engagement activities.
- Reporting any new encampments or significant developments with active encampments to the HEART Coordinator as soon as possible.
- Whenever possible, offering housing resources and options and completing intakes for the coordinated entry program.
- Whenever possible, lowering barriers and reducing work for encampment residents/unsheltered people to access housing and survival resources.
- Working with coordinated entry program staff to ensure a smooth transition of paperwork, documentation, and HMIS data entry for all encampments and unsheltered contacts.
- Working with coordinated entry program staff to ensure a "warm handoff" for encampment residents seeking housing program assistance.

## **Intake and Assessment**

One of the primary roles of the CEP is to provide a uniform intake and basic assessment that includes: 1) Collection of required HMIS data, 2) assessment of vulnerability and prioritization for service, 3) evaluation of client housing and service needs, and 4) screening for eligibility for partner agency housing and services. After a client is referred, the partner agency will do a more comprehensive assessment and develop a client action plan.

- Apply a standardized intake and assessment process to provide fair, equitable, and equal access for all households seeking assistance.
- CEP clients should receive a one-on-one assessment with a CEP staff member.
- The assessment tool should comply with all requirements determined by the most current version of the Washington State Department of Commerce's "Washington State Coordinated Entry Guidelines."
- Include collection of all demographic and household data required by HUD and the Washington State Department of Commerce for entry into the Homeless Management Information System.
- Use a standardized assessment tool that gathers the minimum amount of participant information to determine the severity of the need and eligibility for housing and related services.
- The assessment tool should:
  - Use a Phased Assessment Approach;
  - Prioritize households for housing and services, based on vulnerability;
  - Be applied consistently for all households;
  - Be based on participant's strengths, goals, risks, and protective factors;
  - Embody a person-centered approach;
  - Be easily understood by participants;
  - Be culturally sensitive;
  - Be sensitive to participants' lived experience; and
  - Focus on "screening in" households rather than "screening out" households.
- Assessment staff should be trained annually on:
  - CEP policies and procedures and the criteria for uniform decision making and referrals;
  - how to use assessment information to determine prioritization;
  - administering assessments using culturally and linguistically competent practices;
  - conducting assessments with victims of domestic violence or sexual assault to help reduce the chance of re-traumatization; and
  - safety planning and response if safety issues are identified in the process of household assessment.
- Assessment areas should be made safe and confidential to allow for individuals to identify sensitive information or safety issues.
- The CEP may not deny assessment or services to a household if the household refuses to provide certain pieces of information, unless the information is necessary to establish or document program eligibility.
- Policies and procedures detailing the assessment and prioritization process must be publicly available.

## **Prioritization**

The CEP should prioritize vulnerable unsheltered homeless households with the highest housing barriers, address their immediate crisis of homelessness and assist them to return to stable permanent housing as quickly as possible.

- Use a written process and standardized vulnerability scoring tool to prioritize households based on a specific and definable set of criteria, which are made publicly available and consistently and fairly applied.
- Prioritize households for placement into shelter and housing based on the vulnerability assessment tool.
- Include a process by which households seeking assistance and the household's service providers are given an opportunity to give additional information which should be considered in prioritization decisions. Assessment tools alone may not capture all the information necessary to determine vulnerability. However, only information relevant to prioritization factors established in the CEP's policies and procedures may be used to make prioritization decisions.

- Have documented, publicly available policies and procedures outlining the Grievance and Appeal Process by which households may appeal referral decisions, prioritization decisions, nondiscrimination, and equal access. Grievance and Appeal Policies must meet the requirements as outlined in the most current Washington State Department of Commerce CEP Guidelines.
- Vulnerable households meeting a pre-determined threshold and unable to be housed immediately will be placed in a Community Shelter Priority Pool.

### **Diversion and Prevention**

The goal of diversion is to attempt to divert all eligible homeless households from entering the homeless system, by problem solving to identify a safe no-cost or low-cost solution to a household's housing crisis, including help to remain in their current housing or move directly to alternative housing.

- All households entering the CEP program should be screened for the Diversion/Prevention program, regardless of their prior housing status or situation. An attempt at diversion should be made with all households who meet the diversion/prevention program criteria.
- Diversion strategies may include conflict resolution/mediation, housing search assistance, connection to mainstream benefits or services, or very small amounts of one-time financial assistance. Diversion funds may be used for creative and flexible solutions that result in increased housing stability.
- Agency must have capacity to issue checks on behalf of clients and manage a pool of financial assistance funds.
- Funds for prevention-type activities (paying rent for eviction prevention, first/last/deposit, catching up on unpaid rent) should be used as a last resort, if diversion solutions are not identified.

As part of the proposed budget responding to this RFP, a separate line item amount for diversion funding should be included.

### **Matching and Referral**

The CEP's goal is to match each household to available vacancies for which they are eligible in partner agency programs.

- Each household will be assessed for qualification for diversion, prevention, rapid re-housing services, permanent supportive housing services, or another appropriate housing solution and be referred to an organization providing those services that appear to be the best match available based on referral criteria.
- Maintain a Shelter Bed Vacancy/Availability list that is updated daily. Work with partner agencies to keep the list as accurate as possible. CEP staff will use this list to make real time referrals only to programs that have vacancies.
- Establish and make publicly available the eligibility criteria for program referrals.
- Use a person-centered approach in the referral process, which includes participant choice in location and type of housing, level and type of services, and other program characteristics.
- Implement a referral process for all emergency shelter beds and services available at partner agencies.
- Refer households to the program vacancy that best meets their needs and barriers.
- Provide clear information to clients about the program(s) they are referred to, entry requirements, services provided, what participants can expect from the program(s), and the expectations of the program(s).
- Fill vacancies in partner agency programs with the highest priority households who fit the eligibility criteria.
- Work with partner agencies to eliminate referrals that do not come through the CEP. All partner agency program vacancies should be filled through the CEP referral process. Some exceptions may be negotiated between the CEP and a partner agency for youth, survivors of domestic violence, after-hours intakes, or other cases specifically defined.
- Policies and procedures which ensure referral rejections by providers are justified, rejected households are immediately referred to appropriate services, and which specify the conditions for households to maintain their place on the CEP prioritization lists when a provider rejects a referral.

- Establish and implement a policy regarding alternate referrals when a program refuses a referred household or a household refuses a program referral.
- Ensure that CEP staff works with partner agencies to problem solve to minimize declined referrals.
- Document and maintain data on reasons for refusal of referrals, either by homeless households or by partner agencies.
- Make additional referrals, as appropriate, to other social services and safety net supports.
- Maintain and regularly update a list of all resources that may be accessed through referrals through the CEP.
- Comply with all equal access and nondiscrimination provisions of Federal civil rights laws.

### **Community Shelter Priority Pool Management**

The Community Shelter Priority Pool will consist of households who have been prioritized for assistance and are waiting for a referral to immediate shelter.

- CEP staff are responsible for managing the Priority Pool and attempting to make a housing referral for households in the Priority Pool as quickly as possible.
- Households in the Priority Pool who cannot be contacted after a specified number of repeated attempts should be removed from the Priority Pool.
- On a regular basis, CEP staff will assess the length of the list, review frequency of vacancies, and adjust the scoring for referrals so that the rate at which people are referred is based on expected availability of units.
- Collect household demographic data about households placed in the Priority Pool, length of time in the Priority Pool before a referral is made, and success of referrals.
- If a household is not eligible for any partner agency programs in Kitsap County, that household will not be placed in the Priority Pool. Only households for which there is a possible referral will be placed in the Priority Pool.
- Collect household demographic data about households who are unable to be referred to the Priority Pool and the reasons why they are unable to be referred.

### **Landlord Liaison**

Partnering with private landlords is critical to securing housing placements for households utilizing the CEP.

- Design and implement a landlord liaison program that includes outreach to local private landlords to increase availability of private market units that are rented to homeless and/or low-income households.
- Maintain an up-to-date list of private landlords willing to rent to homeless and/or low-income households. Make this list available to community partners and households in search of housing.
- When possible, work with landlords and formerly homeless tenants to prevent eviction.
- Work with any other available rental risk mitigation funds (not part of this contract) to offset costs incurred by landlords for damages from clients who are tenants and under current case management.
- Educate landlords about the Washington State Department of Commerce Landlord Mitigation Program and other landlord tenant laws.

### **Data Management and Reporting**

Data collection and data entry into the Washington State Homeless Management Information System (HMIS) about all households served at the CEP is required.

- Meet all federal, state, and local requirements regarding HMIS data collection, entry, and management, including client privacy and consent requirements.
- Participate in the Kitsap HMIS Collaborative, a data-sharing agreement among Kitsap homeless housing and service providers.
- Enter all data and activities related to intake, assessment, and referral into HMIS.
- Enter all required HMIS data within five business days of collection from clients.
- Generate required reports to the County. Respond to periodic County requests for *ad hoc* reports.



- Work with the County to analyze data, identify areas of poor and weak performance, and problem solve to improve the effectiveness of CEP and partner agencies.

### **Evaluation**

The CEP should be considered a “work in progress,” with frequent internal evaluations to make necessary adjustments to ensure the efficacy of the program. In addition, periodic “check ins” with partner agencies should be used to ensure that those partnerships support the efficacy of the CEP and that they are working for all parties.

- Regularly convene meetings of the CEP staff and representatives from the partner agencies to discuss CEP operations and results and to resolve issues related to partnerships and referrals.
- Implement program evaluation tools to measure client satisfaction and program effectiveness.
- Submit quarterly reports to Kitsap County. Provide additional reports and data as requested by Kitsap County.
- Annual on-site monitoring and evaluation by the County.
- Periodic monitoring and evaluation by the Washington State Department of Commerce.

### **Expectations of Contractor**

- Flexibility – the design of the CEP is a work in progress. Policies, procedures and tools will be adjusted and refined over time.
- Mobility – CEP outreach staff must be able to work with homeless people wherever they are.
- Collaborative Approach – the CEP provider(s) must have the ability to build and maintain strong and effective working partnerships with shelters and housing partners.
- Communication – CEP staff must have the ability to communicate how the system works to both homeless people, providers, and the public.
- Objectivity – successful operation of the CEP requires that the provider use consistency and fairness in applying all policies and procedures and use of tools.
- Problem Solving – the CEP provider must embrace a problem-solving approach to ending homelessness. To be effective, the CEP provider must employ staff who are skilled at problem-solving and understand how to adopt a strengths-based and client-centered approach to all aspects of service delivery.
- Housing First – the organizational mission and philosophy of the CEP provider must be aligned with Housing First principles: everyone is housing ready and there should be minimal barriers or service participation requirements imposed on homeless people as a condition of entering housing.
- Systems Thinking – the CEP is an essential component of the County’s homeless response system. To successfully operate the CEP, the selected provider must embrace a systems-thinking approach, understanding that the main purpose of CEP is to streamline access to housing for those households with the greatest needs.
- Data-informed – the CEP is a critical source of information about who enters the County’s homeless response system. The data collected will be used for ongoing and continuous system improvement. The CEP provider must have strong commitment to data quality and a willingness to be data-informed.

### **Performance Measurement**

The following outcomes/outputs are examples of those which may be used to assess the performance of the CEP:

- Number of formal agreements with partner agencies that are in place each year
- Amount of additional funding from other sources that have been leveraged for the CEP program
- Number of calls, walk-ins, and participants in group information per quarter by access point
- Number of outreach contacts per month (duplicated)
- Percentage of eligible households contacted by outreach staff who complete a prioritization and eligibility interview
- Percentage of qualified households who contact CEP office that receive initial assessment, diversion, and referral within three business days
- Percentage of qualified households completing vulnerability screening and interview within three business days
- Percentage of all enrolled clients that are screened for diversion assistance services

- Percentage of all enrolled clients that are provided diversion assistance services
- Percentage of clients provided diversion assistance services that did not return to CEP seeking assistance within 3 months
- Percentage of eligible households meeting with a navigator in three business days or less
- Report on number of duplicated enrollments by site
- Report on number of new unduplicated household enrollments by month, and unduplicated household and individual enrollments for year to date
- Average length of time people wait in the shelter priority pool for a referral
- Percentage of households in the shelter priority pool matched to shelter or housing within 30 days
- HMIS data quality (completeness and accuracy)
- HMIS data entry timeliness (within 6 days)

Additional performance measures may be added, or the above performance measures may be modified, with agreement between the County and the CEP provider.

### **Evaluation of Proposals**

#### **Letter of Intent**

In order to be an applicant for this RFP, the applicant must submit a Letter of Intent no later than **3:00 PM May 22, 2023**, using the instructions below, stating the intention to submit a proposal in response to this Request for Proposals. The Letter of Intent must be accompanied by a summary of the applicant's experience in providing the types of services outlined in this Request for Proposals.

If only one qualified applicant submits a Letter of Intent, Kitsap County reserves the right to substitute the bid proposal and review process with a sole-source contract process. In this event, the sole bidder will be contacted to initiate the sole-source contract process.

#### **Proposal Information**

Proposals should include:

- 1) Introductory Letter including the organization name, address, contact person, email, and reason your organization should be selected for this work.
- 2) Statement of qualification, including:
  - Organizational experience and workload – include a detailed description of similar programs successfully undertaken and implemented.
  - Program supervisory personnel experience.
- 3) Project Approach: A written description (3 - 6 page narrative) of your approach to designing, implementing and operating this program. Proposals should respond with specific details about how each of the listed elements of a coordinated entry program (CEP) will be addressed. Include information about:
  - program philosophy and methodology;
  - program management;
  - staffing levels, including job descriptions of personnel planned for Coordinated Entry Program;
  - anticipated partnerships with other Kitsap agencies;
  - data collection methods;
  - and program evaluation methods.
- 4) Program Implementation and Operation Timeline
- 5) Budget Proposal on an annualized basis, including operational costs, personnel costs, program costs, client direct service costs, diversion/prevention program costs, and administrative costs.

## 5) References

Kitsap County encourages disadvantaged, minority, and women-led organizations to respond. Two (2) copies of Proposal with the solicitation number and name clearly indicated must be submitted to:

### **By Mail**

Glen McNeil  
Kitsap County Department of  
Administrative Services  
Purchasing Office  
614 Division Street MS-7  
Port Orchard, WA 98366

**OR**

### **Express, Courier, or Hand delivery**

Glen McNeil  
Kitsap County Department of Administrative  
Services  
Purchasing Office – Fourth Floor  
619 Division Street  
Port Orchard, WA 98366

**OR**

**By email (preferred):** Attention Glen McNeil at [Purchasing@kitsap.gov](mailto:Purchasing@kitsap.gov)

***Submittals must be received in the Purchasing Office no later than 3:00 p.m. PDT on June 7, 2023.*** Submittals received after this date will be returned unopened. All questions regarding this project should be directed to Sheri Frontiero or Mandy Meigs, Kitsap County Human Resources, at email address [humanresources@kitsap.gov](mailto:humanresources@kitsap.gov)

### **Clarifications**

Any questions, requests for additional information, or requests for clarification regarding this request for proposals will be accepted via e-mail by Glen McNeil at [Purchasing@kitsap.gov](mailto:Purchasing@kitsap.gov) until 3:00 PM May 23, 2023. Answers to any questions received will be posted as an Addendum by May 30, 2023.

### **Selection Criteria**

Responses will be evaluated, and the contractor selected based on the following criteria:

- 1) The applicant's approach, plan of work, recommended schedules, and suggested responsibility assignments and staffing levels.
- 2) Qualifications and experience in providing the requested services as exemplified by past projects.
- 3) Knowledge of and experience in implementing and operating homeless programs.
- 4) Experience and ability to form partnerships with other Kitsap agencies serving homeless clients.
- 5) Budget.

Kitsap County shall make the final determination of the most qualified applicant to negotiate a contract with. Prior to final selection, the Proposal Review Panel may select a short list and interview prospective applicants and/or may require submittal of further documentation regarding the applicant's capabilities and qualifications. Dates and times for those interviews are to be determined. The contract will be issued by Kitsap County as a Consolidated Homeless Grant sub-contract. All standard provisions of a Consolidated Homeless Grant sub-contract will apply.

### **Reservations**

Kitsap County reserves the right to reject any and all proposals, and to waive informality, technical defect, or clerical error in any proposal, as the interest of Kitsap County may require. All cost incurred in the preparation of the proposal will be borne entirely by the submitter. All materials submitted to Kitsap County become the property of Kitsap County and become public record.