



Request for Proposals

January 10, 2018

The Grand Rapids Area Coalition to End Homelessness (Continuum of Care MI-506), in support by the fiscal agent, Heart of West Michigan United Way, is seeking proposals for the following services:

- Coordinated Entry System Evaluation: Conduct a 360° evaluation of the Continuum of Care's Coordinated Entry system in regard to its ability to carry out the core functions of access, assessment, prioritization and referral using multiple data sources, including HMIS, stakeholder (including referring and housing agencies and staff), and consumer input, and methods, including on-site, in-person focus groups and confidential surveys.
- Coordinated Entry System Evaluation Framework: Provide the Continuum of Care with a framework to be used in future annual evaluations of the Coordinated Entry System.

Background

The Grand Rapids Area Coalition to End Homelessness (Coalition) is a collaborative group of approximately 50 local agencies and organizations working together with the goal of ending homelessness in Kent County, Michigan, a geographic area that includes the cities of Grand Rapids and Wyoming.

This community has used a coordinated entry process to access housing resources since 2008, although it has taken many forms over the past years. In 2014, a redesign of the process was undertaken and the new Policy and Procedures document can be found on the website [here](#). Within this document, an evaluation of the system is required. The Coalition is currently seeking a consultant to carry out activities that would satisfy this implementation step of the policy. The evaluation should also help the Coalition ensure compliance with HUD Coordinated Entry requirements as described in the [HUD Notice: CPD-17-01](#).

Scope

The purpose of this evaluation is to assess the ability of the Coordinated Entry system to fulfill its mandates to provide equitable access to resources, assess households consistently, prioritize households effectively, and efficiently refer households to available housing resources. Additionally, the Coalition would like to have the tool/process used in this evaluation provided to the Coalition in a form that will allow the Coalition to conduct an evaluation process annually with existing staff.





1. Review of System Structure and Artifacts: The consultant will be expected to familiarize themselves with the Coalition structure, policies and procedures related to Coordinated Entry by reviewing documents that include, but are not limited to, the CoC Governance Charter, Coordinated Assessment Policies and Procedures, and Housing Assessment Program (HAP) workflow documents.

2. Interviews/Focus Groups/Surveys: The selected proposal will incorporate methods of soliciting input from various stakeholders, which includes, but is not limited to the following:

- Clients/Consumers
- Coordinated Entry Participating Agencies
- Non-Coordinated Entry Participating Agencies
- Housing Assessment Program (HAP) Staff

Additionally, the selected consultant is expected to know, research and/or understand state and federal requirements for Coordinated Entry systems. Interview/survey questions should be reviewed with Coalition staff prior to implementation. Proposals should include costs of at least two on-site interview or focus group sessions.

3. Create Evaluation Template: The selected proposal will include a format the Coalition staff and participating agencies can use to conduct future annual evaluations of the Coordinated Entry system.

Deliverables

1. 360° Evaluation: Utilizing HMIS, stakeholder (including referring and housing agencies and their staff), and consumer input via focus group(s) and confidential surveys (preference for on-site focus group facilitation); Core Components Evaluated: Access, assessment, prioritization and referral. Final report to be provided in a written report format.
2. Template for Future Evaluation: Provide framework for the Coalition to replicate the evaluation process in future years, with training to Coalition staff on how to use the framework.

Budget

The Coalition is able to pay up to \$20,000 for this project. Proposals are sought to cover as much of the requested scope and deliverables as can be accommodated in this budget range. Items falling beyond the range of the budget should be included as well with their associated costs, as the Coalition may be able to secure additional funding to accomplish those items as well if they would potentially have a significant impact.

Qualifications





Ideal candidates will have a history of evaluation activities as well as a broad knowledge of different models of Coordinated Entry. Candidates should be familiar with HUD Coordinated Entry requirements, the HEARTH Act, the McKinney-Vento Homeless Assistance Act, and the Housing First philosophy.

Proposal Structure

Responses to this RFP should include a detailed explanation of the activities to be undertaken to create the deliverables listed above. Proposals should also include a breakout of pricing per activity in the case that expectations must be adjusted to meet budgetary restrictions. Summaries or samples of previous related work and experience of staff that will be assigned to the project should also be included.

Additional Terms

- The Coalition/HWMUW is not liable for any costs or expenses incurred by a Bidder or any other person or entity in the preparation of their Proposal.
- This RFP may be sent as a courtesy to known interested individuals and firms. The receipt of this RFP from the Coalition in no way implies that the recipient is a qualified bidder.
- Any Proposal submitted to the Coalition/HWMUW is not confidential. All materials submitted become the property of the Coalition/HWMUW. The Coalition/HWMUW has the right to use any or all un-copyrighted concepts presented in any Proposal. Approval or disapproval of a Proposal does not affect this right.

Timeline	
Request for Proposals Released	January 12, 2018
Proposals Due	January 25, 2018
Review Committee Meets	January 29, 2018
Outcome Communicated to Bidders	January 30, 2018
Work to Begin	February 6, 2018
Anticipated Completion Date	March 30, 2018

We request that proposals are submitted by 5pm on January 25, 2018. Please submit proposals via email to Jessica Vail at jvail@hwmuw.org. Any questions regarding this request may be directed there as well.

We look forward to receiving your bid.

