

Request for Proposals

Evaluation of the Coordinated Entry System

Grand Rapids, Wyoming/Kent County Continuum of Care (MI-506)

RFP Release Date: **June 1, 2026**

Proposal Due Date: **June 15, 2026**

The Grand Rapids, Wyoming/Kent County Continuum of Care (MI-506) is requesting proposals from qualified consultants or organizations to conduct a comprehensive evaluation of the CoC's Coordinated Entry (CE) system and processes. The purpose of this evaluation is to assess CE system effectiveness and compliance with HUD requirements, develop locally tailored assessment and prioritization frameworks, and provide recommended action steps.

Background

The Grand Rapids/Wyoming, Kent County Continuum of Care (CoC) is a coalition of 50-60 local organizations and stakeholders working together with the goal of ending homelessness in Kent County, Michigan, a geographic area which includes the cities of Grand Rapids and Wyoming. Coalition member organizations include homeless response system providers, adjacent systems organizations, and advocates.

The community uses Coordinated Entry (CE) processes to connect households to housing resources and has since 2008. Currently, CE is accessed through multiple points – the online assessment form, local emergency shelter and street outreach provider agencies, and a call center. Households are prioritized for and referred to housing resources based on CE assessment scores.

Project Goals

As the system has evolved, the CoC seeks an external evaluation to:

- Identify strengths, gaps, and opportunities for improvement
- Assess compliance with HUD requirements
- Improve workflow efficiency and data quality
- Develop assessment and prioritization frameworks that reflect local needs and values
- Provide actionable recommendations for system refinement

Scope of Work

The selected evaluator will be expected to complete the following tasks:

A. CE System Evaluation

A.1 System Review (completed with an equity lens)

- Review CE policies, procedures, workflows, and governance
- Assess compliance with HUD Coordinated Entry Notice and related guidance
- Assess alignment with best practices
- Evaluate accessibility for persons with disabilities, linguistic and cultural accessibility, and geographic access

A.2 Data Analysis

- Review access, assessment, and referral outcomes
- Assess prioritization accuracy and consistency

A.3 Stakeholder Engagement

- Conduct interviews, focus groups, or surveys with:
 - People with lived experience
 - Service providers, including:
 - Emergency Shelter & Street Outreach providers
 - Housing providers (CE participating & non-CE participating)
 - Staff
 - CoC leadership

B. Development of Local Assessment and Prioritization Frameworks

- Facilitate 2-5 community sessions to define values, priorities, and decision-making principles

C. Final Report & Presentation

- Provide a written Evaluation Report including findings and recommendations
- Present results to the CoC Coordinated Entry Committee in a public meeting

Deliverables

The evaluator will provide:

- Project work plan and timeline
- Interim progress updates
- CE Evaluation Report with findings and recommendations, including:
 - Assessment & prioritization frameworks
 - Recommended implementation plan
- Presentation of findings

Proposal Requirements

Proposals must include the following:

- **Organizational Background & Qualifications**
 - Relevant CE, homelessness systems, or human services evaluation experience
 - Experience facilitating community processes
- **Project Approach & Methodology**
 - Proposed evaluation design
 - Stakeholder engagement plan
 - Approach to developing assessment and prioritization frameworks
- **Proposed Timeline**
 - Estimated project duration
- **Budget & Cost Breakdown**
 - Itemized cost proposal
 - Travel or other expenses
- **References**

Evaluation Criteria

Proposals will be evaluated based on:

- Demonstrated understanding of CE systems and HUD requirements
- Experience with CE or homelessness system evaluations
- Quality and clarity of proposed methodology
- Demonstrated ability with community facilitation
- Cost-effectiveness
- References and past performance
- Proposed timeline

Timeline

Request for Proposals Released	June 1
Deadline for Questions	June 10 – 5:00pm Eastern Time
Proposal Due Date	June 15 – 5:00pm Eastern Time
Selection Notification	June 22
Anticipated Completion Date	October 1

Submission Instructions

Submit proposals electronically to: Brianne Robach (brobach@hwmuw.org). **Subject Line:** “CE Evaluation RFP – [Organization Name]”

Proposals must be received by 5:00pm Eastern Time on June 15. All questions regarding this RFP must be submitted in writing to: Brianne Robach (brobach@hwmuw.org). Questions submitted after 5:00pm Eastern Time on June 10 may not receive a response.

Additional Terms

- All materials produced under this contract become the property of the CoC and are not to be shared without the express permission of the CoC.