

**EVALUATION
REQUEST FOR PROPOSALS**



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I. INTRODUCTION

The Denver Department of Human Services in partnership with Mile High United Way is seeking qualified firms to develop an evaluation and tracking system for Denver's Road Home specific to the goals, objectives and outcomes outlined in the *Ten Year Plan to End Homelessness*. Two separate tasks have been identified as necessary to launch a comprehensive evaluation plan to measure the progress of this initiative.

Task One requires integrating the Homeless Management Information System into a web-based report. **Task Two** will require integrating the measurements specific to the Ten Year Plan to End Homelessness into a comprehensive web-based system by determining which objectives are being tracked by HMIS and which objectives will need to be tracked by providers. **Maximum request for funding for the combined tasks** as they relate to this evaluation will be **\$75,000**.

The Ten Year Plan to End Homelessness and other specific information as it relates to this initiative can be obtained at the official website of Denver's Road Home (<http://www.denversroadhome.org>).

PLEASE CAREFULLY REVIEW THE FOLLOWING INSTRUCTIONS BEFORE FILLING OUT THIS APPLICATION FOR FUNDING.

INSTRUCTIONS

- All applicants should read and be familiar with Denver's Road Home (www.denversroadhome.org) and the Ten Year Plan to End Homelessness.
- Applicants are **required** to attend the mandatory bidder's conference. The bidder's conference will be held on **Tuesday, June 27th at the Denver Department of Human Services (1200 Federal Boulevard) in Room 3110**. The conference is held to answer questions applicants may have as well as to emphasize some of the significant points of the RFP package. Applicants must attend this conference in order to submit a proposal. Persons who are national in scope and unable to attend this meeting due to travel considerations can call into this meeting by making prior arrangements with Art Rimando at 303.561.2231 (ART.RIMANDO@UNITEDWAYDENVER.ORG).
- **Applicants can apply to complete Task One, Task Two or both. Please make clear in your application which task(s) you are applying to complete. The following evaluation systems are the only ones which will be funded through this initiative.** Please note that you may apply for funding to develop one or more systems, but you are required to fill out the budget to reflect expenses for each system you intend to develop.
- Applicants must submit **one electronic copy** in MS Word Format (floppy disc or CD) and **three hard copies** (including one original) marked "Attention: Art Rimando" to the Mile High United Way no later than **5 p.m. on Friday July 14th** (2505 18th Street, Denver, Colorado 80211; Phone: 303-561-2231). Proposals received after 5 p.m. will not be eligible for review. Neither faxes nor electronic copies (e-mails) will be accepted in lieu of the three hard copies.

II. FUNDING OVERVIEW Funds used for contracting for the proposed services are the resources of Denver's Road Home.

III. ELIGIBILITY

Applicants must:

1. Be a 501 (c) (3) tax exempt organization or for-profit private business;
2. Demonstrate the capacity and experience to evaluate and track public service programs;
3. Demonstrate the capacity to administer this grant.

IV. APPLICATION REVIEW

A Resource Allocation Committee (RAC) exists to represent Denver’s Road Home, the Denver Commission to End Homelessness, Mile High United Way and the entities that are providing funding for this effort. Funding for purposes of this project is provided via foundation, corporate and individual support. The RAC will review all evaluation proposals and select the successful candidate or candidates for evaluation Tasks One and Two.

The Resource Allocation Committee is a diverse committee representing the private, foundation and public sectors and includes homeless constituents and regional representatives. Selection decisions will be based on those proposals that most consistently respond to the goals, objectives, and outcomes outlined in this RFP.

V. TIMELINES (2006 RFP PROCESS)

Date	Task
Wednesday, June 21st	Issue RFP to interested firms
Tuesday, June 27th (3-5 p.m.) All applicants must attend in order to make application for this Request for Proposals.	Mandatory Bidder’s Conference <i>Denver Department of Human Services, 1200 Federal Boulevard, Room 3110. Bidders located outside Colorado can participate through conference call.</i>
Friday, July 14th at 5 p.m. Applications should be marked “Attention: Art Rimando” and delivered to 2505 18 th Street, Denver, Colorado 80211; Phone: 303-561-2231	Applications due to Mile High United Way (attention Art Rimando) by 5 p.m. on July 14th . Applications will not be accepted after 5 p.m. for review. It is recommended that applicants get a receipt for delivery of grants put in postal service, federal express, or other delivery service. No faxes or applications by e-mail will be accepted.
Week of July 17th	Bidders meet with Resource Allocation Committee (RAC), to review proposal, as necessary.
July 25th	Notify bidders of selection.
August 18th	Anticipated contract start dates for both tasks.
October 31st	Anticipated contract end date for Task One.
November 30th	Anticipated contract end date for Task Two.

VI. ATTACHMENTS

- List of names and qualifications of key staff;
- If non-profit, an IRS determination letter of 501 (c) (3) status.

VII. FUNDING DECISIONS PROCESS

The Resource Allocation Committee (RAC) will convene under the leadership of a chairperson as delegated by the RAC chair, Barbara Grogan, to review proposals and selection decisions.

VIII. REPORTING REQUIREMENTS

Successful bidders will meet with staff from Denver's Road Home at least weekly or as necessary to review progress of the evaluation project. Furthermore, successful bidders will be required to participate in monthly evaluation team meetings and to present to the Commission to End Homelessness on a quarterly basis. The Denver's Road Home staff will also act as a technical resource during the completion of each TASK. A draft report will be submitted one week before completion of the contract and reviewed by the Evaluation Committee. Failure to comply with these requirements will be grounds for immediate termination of all contracts.



For questions regarding the Allocations Process, please contact Art Rimando, Director of Agency Relations; 2505 18th Street, Denver, Colorado 80211; Phone: 303-561-2231; Fax: 303-455-6462; art.rimando@unitedwaydenver.org

IX.

2006 APPLICATION COVER PAGE
Denver's Road Home Evaluation Request for Proposals

FIRM NAME: _____

ADDRESS: _____

PHONE: _____ **FAX:** _____

E-MAIL ADDRESS: _____

EXECUTIVE DIRECTOR/CEO: _____

STAFF CONTACT: _____

(If other than Executive Director or CEO)

TITLE: _____

PHONE: _____ **FAX:** _____

STAFF PERSON RESPONSIBLE FOR EVALUATION: _____

(This person will be responsible for attending all evaluation meetings related to this proposal)

TOTAL AMOUNT REQUESTED: \$ _____

Signature, President, Board of Directors (if applicable)

Date

Signature, Executive Director/CEO

Date

Which goal and associated activities does your application address? List the goal and activity numbers shown in the instructions. If your application addresses more than one goal, please list:

	Amount Requested
TASK One: _____	\$ _____

TASK Two: _____	\$ _____
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Total Amount Requested: \$ _____

Agency Information Section

Do not exceed three type-written pages, using 12-point font and one inch margins. Please spell-out acronyms in full when using for first time (e.g. Metropolitan Denver Homeless Initiative [MDHI]).

1. Provide a brief **description of your organization**, including mission statement, vision and goals; history; and description of current evaluation services and accomplishments. **Please limit your response to less than one page.**
2. Briefly describe your organization's **capacity and experience** as an evaluator. This should include employee resumes assigned to this proposal and similar evaluation projects that your organization may have been involved with.
3. Describe your organization's history evaluating organizations who work **with people who are homeless, agencies that assist persons who are homeless or other at-risk populations**. Be specific and include your efforts in managing complex data systems as they relate to point-in-time studies and management information systems. Please include any other evaluation or reporting systems your organization has experience working with, especially as it relates to homeless or under-served populations.
4. Describe your organization's specific experience and knowledge of current **evaluation systems for homeless programs**, either in Denver or in other metropolitan cities.

X. EVALUATION PROPOSAL

This evaluation involves two tasks. The first Task will require integrating data from the Homeless Management Information System into a web-based report. In addition, this task will analyze data from the Metro Denver Homeless Initiative Point-In-Time study to be included in this web-based report.

The second Task will require integrating the measurements specific to the Ten Year Plan to End Homelessness into a comprehensive web-based system by determining which objectives are being tracked by HMIS and which objectives will need to be tracked by providers. The completed evaluation project will be an integrated model that combines the HMIS data and the measures as outlined in Task Two into a streamlined, web-based report that tracks the Ten Year Plan to End Homelessness on a regular and ongoing basis. Maximum request for funding for the first two tasks as they relate to this evaluation will be \$75,000.

Task One

- A. Export data from the Colorado Homeless Management Information System (HMIS) or another similar homeless information data base and create a web-based reporting format.

Name of Firm: _____

Source of Data: _____

Please provide the following information in response to TASK 1. ***This section must correspond to the task(s) you list on your cover page.***

Note: This Task should not exceed six-pages including budget. Use a 12-point font.

1. Provide a detailed description of the data points you will collect from the Homeless Management Information System or data points from other information systems to report on the number of homeless persons living in shelters, transitional housing, and in public places. Include detailed information on the frequency of reports, and reporting format how this information will be displayed and input electronically.
2. Describe how the results of these reports will be accessed and displayed through the Denver's Road website (www.denversroadhome.org).
3. Prepare a visual demonstration of the web reports for display at the Resource Allocation Committee review meeting.

At a minimum this report and demonstration should include the following information specific to the City & County of Denver:

- Number (and proportion) of first-time homeless persons and families.
- Number of "chronically" homeless persons (and families).
- Number of "street" homeless persons.

- Number of homeless persons, inclusive of all subpopulations, i.e. ethnicity, gender, age, etc.
- Number of homeless persons receiving benefits and the number without benefits.
- The length of homeless by subpopulations
- Factors contributing to homelessness

Bidders are encouraged to recommend additional variables to this list as more data becomes available from the HMIS.

- B.** Separate from the HMIS data, the evaluator will also create a system for exporting existing data from the Metropolitan Denver Homeless Initiative (MDHI) sponsored Point-In-Time study into a general format to conduct basic analyses of the data as necessary.

Task Two

Create a comprehensive reporting system to collect data to measure the progress toward ending homelessness for each of the first six goals of the Ten Year Plan to End Homelessness. Using data that is downloaded from HMIS per Task One, the Evaluator will determine remaining data gaps and develop a tracking system that will integrate all of the data points into a streamlined report that tracks the progress that Denver is making as it relates specifically to the Goals and Objectives of the Ten Year Plan to End Homelessness.

Name of Firm: _____

In responding to Task Two each proposal should address the methods of collecting, tracking, and reporting the Measures for each outcome. Some of these outcomes are tracked by HMIS while others will require a separate data entry mechanism to ensure that all measures included below are being tracked on a regular and ongoing basis. Approximately thirty agencies participate in the HMIS.

Note: Do not exceed 10 pages for this section including budget. Use a 12-point font.

GOAL 1: PERMANENT AND TRANSITIONAL HOUSING

The housing reporting system must track the number of permanent and transitional units produced and occupied by transitional, chronic, and episodic homeless persons. The housing report should collect data monthly via homeless providers from every unit produced for homeless persons served by Denver's Road Home and include the following measures:

OUTCOME	MEASUREMENTS
Housing Unit Supply	Completed inventory with details on: <ul style="list-style-type: none">• 208 permanent and transitional housing units• 94 permanent units for chronic homeless• 35 transitional for episodic homeless persons
Capacity and Demand	Length of tenancy, turnover of units, number on wait list and tenants placed.
Tenant Characteristics	Household income at time of occupancy and annually Reasons for tenant exits/discharge Use of collateral services (1)
Quality of Life	Degree of satisfaction, community integration, and self-sufficiency by tenants

(1) Examples of services include: social, health care, mental health, education, criminal justice, & public assistance Of particular interest, specifically among chronically homeless individuals and families, is the changes in services use, and related costs, from the period immediately preceding housing placement as compared to the period following housing placement.

GOAL 2: SHELTER SYSTEM

The Shelter reporting system must track the number of beds occupied and vacant daily for each shelter participating in Denver’s Road Home and include the following measures.

OUTCOME	MEASUREMENTS
Shelter Bed Inventory	Added to emergency shelter bed inventory <ul style="list-style-type: none"> • 135 beds in Year One • 24 hour and day time Shelter Year One • 35 new respites beds in Years One thru Five • 0 deaths from exposure to severe weather
Make safe and legal shelter beds and activities available for all populations both day and night until adequate permanent housing is in place.	Nightly inventory of: <ul style="list-style-type: none"> • shelter beds; • occupancy; • turnaways; • deaths due to exposure.
Reduced use of shelters	<ul style="list-style-type: none"> • average lengths of stay and rates of repeat episodes for specific shelters and homeless subpopulations; • number of chronic homeless in shelters.

GOAL 3: PREVENTION

The Prevention reporting system must track the number of persons that could potentially become homeless. The cause of homelessness could be economic, a result of public policies, and physical and mental illness, and substance abuse. The Prevention report would be a quarterly report that includes the following measures:

OUTCOME	MEASUREMENTS
Reduced numbers of Denver residents in populations at high risk for homelessness will end up on the streets or in emergency shelters. By Year Eight the number of persons residing in shelters discharged from other organizations should be reduced by eighty percent	The number of persons discharged from institutions including: <ul style="list-style-type: none"> • State and County correctional facilities; • public inpatient mental health facilities • child welfare placements (either families with CW supervision or youth “aging out” of CW system); • persons who become homeless following discharge from these institutions.
Prospective tracking of housing status for Denver residents in households receiving financial and housing assistance. 100 more households should receive financial assistance in Year Two compared to Year One.	<ul style="list-style-type: none"> • number of households receiving rental vouchers, amount, location, length of assistance, and frequency of receipt; • number of households receiving emergency financial assistance and amounts of assistance (utility, rent, mortgage subsidies) that maintain their housing instead of becoming homeless.

GOAL 4: SERVICES

The Department of Human Services provides direct benefits to homeless persons and funds other providers to assist homeless persons in acquiring additional benefits. The following measures must be reported by agency funded through Denver’s Road Home and include the type of services, the cost, length of time service is provided, termination for each benefit.

OUTCOME	MEASUREMENTS
Provide better access to supportive services that promote long-term stability, improved functioning for those in need and movement into permanent housing.	<ul style="list-style-type: none"> • number of homeless persons applying and receiving local, state, or federal identifications; • number of persons receiving mental health treatment and length of stay in treatment; • number of persons receiving health care and outcomes; • number of persons receiving substance abuse treatment and length of stay in treatment; • number of persons receiving treatment for co-occurring illness and length of stay in treatment.
Increase the number of homeless persons receiving direct benefits	<ul style="list-style-type: none"> • Qualify 449 homeless persons annually for direct benefits • Annually assist an additional 55 homeless persons to obtain outpatient mental health treatment • Annually assist 31 homeless persons to obtain outpatient substance abuse treatment • Medical assistance provided to an additional 466 homeless individuals

GOAL 5: PUBLIC SAFETY AND OUTREACH

This effort will create a coordinated team of outreach workers who work closely with the police to focus on diverting people from the streets and help people access services.

OUTCOME	MEASUREMENTS
The following data should be reported monthly to Denver Human Services	
<p>Improve public safety by increasing homeless outreach efforts to reduce panhandling, loitering and crimes against people and increase the incidence of connecting people who are homeless with appropriate housing and services.</p>	<ul style="list-style-type: none"> • number of contacts by the Denver Street Outreach Collaborative; • number of homeless persons without valid identification; • number of contacts and placements to shelter, housing and services received by persons who are homeless and unsheltered.
The following data should be reported quarterly and displayed on maps of Denver	
	<ul style="list-style-type: none"> • number and types of complaints reported to municipal agencies and street outreach central dispatch for encampments; • number of chronic homeless persons without shelter; • number of arrests, code violations, and contacts of homeless persons collected by the police department; • number of calls to Central Dispatch and whether the calls originated from public, private or non-profit sources; • Number of van responses and admissions to Denver CARES.

GOAL 6: EDUCATION, TRAINING & EMPLOYMENT

Assist people who are homeless to obtain skills and knowledge necessary to participate in the workforce. The following measures should include all adult and youth funded programs and reported quarterly.

OUTCOME	MEASUREMENTS
Assist 580 people who are homeless obtain employment annually.	<ul style="list-style-type: none">• number of employers willing to accept referrals of prospective homeless employees;• number of requests and allocations of voice mail and satisfaction with voice mail services for homeless individuals using this service;• number of homeless persons using transportation assistance and the measurement of the outcomes associated with the transportation service (obtaining employment, maintaining employment, attending school or training, acquiring benefits or identification, etc.);• number of persons receiving job counseling;• number of persons receiving appointments for job interviews;• number of persons completing job interviews;• number of persons offered and placed in employment;• number of persons continually employed for 30, 90, 120, 360 days;• household income before and during employment.

XI. BUDGET

Provide a detailed **budget** for the funds requested. If other funding is being used for a proposal please include the amounts and sources. If applying for both tasks, it is necessary to only submit one budget, but the budget must be broken down to reflect how funds will be used to accomplish both tasks. This budget is for *(check one)*:

___ Task One ___ Task Two ___ Task One & Task Two

Amount Requested for Task One and/or Task Two: \$ _____

Budget Category	Funds Requested
Salaries:	
1.	
2.	
3	
4.	
Fringe Benefits	
Consumable Supplies	
Capital Expenses	
Other Professional Services	
Travel (mileage only)	
Other	
TOTAL	

- Budget Narrative: Provide a brief description of how proposed funds will be used.
- Please provide any additional comments or information that you would like to be taken into consideration in review of your application (limit one-page).



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