City of Detroit

Office of Contracting and Procurement (OCP)

on behalf of the

Housing and Revitalization Department (HRD)

2023-2024 Notice of Funding Availability (NOFA)

Homelessness Solutions ESG and CDBG

NOFA #183044

Part II: Application Packet

NOFA #183044
Release Date: February 1, 2023
Closing Date: March 6, 2023, 1:00pm

Contents

Application Instructions

NOFA Information

Information regarding funding eligibility, program types, and City contracting can be found in Part I: Information Packet. Please review this document prior to responding to Part II: Application Packet.

Application Requirements

For an application to be accepted, it MUST:

- Meet threshold requirements as outlined on page 5
- Include narrative responses for all programs components you are seeking funding for
- Include all applicable forms and attachments referenced under the Forms and Attachments Checklist section
- Upload the completed Part II: Application Packet in Oracle by submission deadline of **March 6, 2023, at 1:00pm**

> **Important: The City requires only one application per organization.** You must fill out the Organization Experience and Capacity in Addressing Homelessness and Financial Capacity to Manage City of Detroit Grants narrative sections for the entire organization **as well as** the program component narrative section for each program you are seeking funding for.

Submission Method

Agencies must submit their application through Oracle. To register through Oracle please go here. A tutorial on this process can be found here. Additional instructions for Oracle can be found on the City's website at https://detroitmi.gov/supplier. **Please note that you must use a Firefox or Chrome web browser; the Supplier Portal does NOT work well with Internet Explorer.**

Timeline

The Applications must be uploaded into the Oracle system and time stamped no later than **1:00pm on March 6, 2023**. Applicants are strongly encouraged to submit applications before the deadline to allow time for resolving any technical difficulties. **Late submissions will not be accepted. Mailed, faxed or emailed copies of the application will not be accepted.**

Completeness

The City will not contact organizations for missing information. All applications meeting threshold requirements will be reviewed and scored "as is." Missing and/or incomplete information will negatively impact the overall application score and/ or result in total disqualification of an application. **Organizations are encouraged to begin uploading all required documents prior to the deadline to ensure adequate time to address any technical challenges.**

Any questions regarding application content or process must be submitted via Oracle. Prior to submitting questions in oracle, please review the 2023-2024 Homelessness Solutions NOFA FAQ

posted in the Oracle system. The City will provide technical assistance workshops upon release of the application. All questions must be submitted in Oracle by February 22, 2023.

Procurement and Non-Discrimination Notice

The City Office of Contracting and Procurement solicitation meets 2 CFR 200 standards for procurement by competitive applications. The City does not discriminate on the basis of race, color, religious beliefs, national origin, age, marital status, disability, public benefit status, sex, sexual orientation, or gender identity or expression. Complaints may be filed with the Civil Rights, Inclusion, & Opportunity Department (313-224-4950, crio@detroitmi.gov)

Grievance, Appeals, and Termination Procedures

The Detroit City Council/Housing and Revitalization Department (HRD) Homelessness Solutions appeal hearing will serve as a formal opportunity for applicants not recommended for funding to appeal the funding recommendation made to City Council. All applicants who applied for funding will receive notification of the date, time, and location for the Appeals Hearing. **Appeals may only be made by those organizations that were not recommended for funding.** Appeals are to be made in writing using the form that will be provided when funding recommendations are announced. Organizations are asked to retain a copy of the form for your records. Final decisions will not be made on the day of the appeal, but they will be addressed during the City Council's subsequent deliberations. Any applicant making an appeal after The Hearing of Appeals or desiring to appeal the subsequent decisions of the City Council may make such an appeal in writing through the Office of the City Clerk utilizing the normal petition process.

The City may terminate awards or subrecipient agreements at any time if subrecipients violate program requirements as outlined in this NOFA, the City's policies, and/or the subrecipient agreement. The termination will follow due process to protect subrecipients' rights based on the City's Grievance and/or written policies, subject to the department director's approval.

Review and Scoring of Applications

Review the scoring grid on page 7 for how applications will be reviewed and scored. **All funding decisions are made at the discretion of the City and subject to competition and funding availability.** Scoring criteria is listed under each narrative section.

Please note: **Meeting threshold does not guarantee funding.**

Threshold Requirements

All applications must meet the following basic eligibility requirements in order to be accepted and considered for funding. Before completing your application, review *Part I: Informational Packet* for further detail on each program component, funding availability, and other eligibility requirements. Refer to the Forms and Attachments Checklist on page 41 for more information on the threshold requirements.

Important: "New applicants" are defined as not having a 2022-2023 subrecipient agreement with Homelessness Solutions funding.

1. Submit a completed application on time in Oracle. Your application's timestamp will be reviewed once submitted in Oracle to verify timely submission.

2. Attend the **NOFA Pre-Bid Webinar** held on February 8, 2023, at 11:00am. Registration information can be found in *Part I: Informational Packet* or by clicking the link here. **Note:** HRD will track attendance through Microsoft Teams. Organizations must be present within 15 minute of the start time and stay the duration of the webinar.

3. Document at least one **person with lived experience of homelessness** is on the applicant agency's Board of Directors or agree to comply if awarded funds. This person must be clearly marked on the Board of Directors Roster, evidenced as **Attachment 1** or if unable to disclose the person's name, you many submit a verification letter.

4. Attach **Board of Directors meeting schedule** for the 2023 calendar year as **Attachment 2**. Board must meet at minimum once per quarter.

5. Applicants must have adequate funds available for timely payments to landlords, utility companies, and other third-party vendors. The City requires that all applicant organization seeking Homelessness Solutions funding to certify that they have cash on hand to cover three (3) months of working capital. Submit **Form 2** as proof of this financial capacity.

6. Agency must have an active System for Award Management (SAM) registration and be in good standing. Agencies must show proof of their current SAM registration as **Attachment 3**. If an agency is not able to be fully registered by the application deadline, they may submit proof of the SAM application submission and an affidavit affirming that they are not currently suspended or debarred from receiving federal contracts. Please visit sam.gov for additional information.

7. Agreement to adhere to HUD and City of Detroit sub-recipient terms, conditions, and regulations. Submit **Form 3** to verify compliance.

8. **Single Audit:** previously known as the OMB Circular A-133 audit, for organizations that expended $750,000 or more in federal funds in one year as **Attachment 4** (if applicable). The **single audit must have reviewed financials from 2020 or later** to meet this requirement. If your agency did not expend more than $750,000 in federal funds, you must submit your agency's budget that documents this.

9. Must be a non-profit, 501(c)(3), under state and local law with a current tax exemption ruling from the IRS, voluntary board of directors, with no part of its earnings inuring to its members, founders or an individual, as verified by the IRS.

    a. **Renewal applicants** must submit an affidavit stating they are in good standing with the IRS and have maintained their 501(c)3 status as **Attachment 5a**.

    b. **New applicants** must show proof of status by uploading letter from the IRS as **Attachment 5b**.

10. Submit your agency's **most recent annual report** as **Attachment 6.**

11. **For new applicants only:** If the applying organization has participated in a HMIS system outside of Detroit, verify at least one year of participation in **Form 1a**. If the agency does not currently enter data into HMIS, complete **Form 1b.**

12. **New applicants only:** Applicant has at least two (2) years of experience operating social service programs with public and/or private funding. If this is your organization's first time applying for Homelessness Solutions funding, demonstrate through a submission of an award letter(s) as **Attachment 7**.

Application Scoring Grid

A competitive application will reflect the scoring criteria outlined below.

Note: Applications must meet the threshold requirements outlined on pages 5 in order to be scored.

Application Section	Points Possible
1. **Organization Experience and Capacity in Addressing Homelessness**	20
2. **Financial Capacity to Manage City of Detroit Grants**	20
3. **Program Budget** *Note: If you are applying for multiple programs, each budget will be scored separately*	10
4. **Program Component Narrative and Performance Benchmarks*** *Note: If you are applying for multiple programs, each narrative will be scored separately. Benchmarks are including in the program component section for this year only.*	50
5. **Substantiated Grievances and Contract Violations**	-1 point for each (max -5 points)
6. **Application Attachments**	-1 for each missing or incomplete attachment (max -5 points)
Total Possible Points	**100**

*In 23-24, the City has moved from fiscal year to System Performance Measure timeframes (October 1, 2021, to September 30, 2022) to measure benchmarks. Therefore, benchmarks have been incorporated into the program component narrative section and will be scored at a reduced rate for this year's NOFA only.

Funding Recommendations

Funding recommendations will consider the overall score, with higher scoring applications having the potential to be recommended for higher amounts of funding. When determining funding, the following factors are taken into consideration: overall application score, funding amount requested, funding amount in previous years (if applicable), and past recaptured funds (if applicable). **Submission of an application does not guarantee funding.**

Applicants that score a minimum of 80% will be prioritized for funding. If an applicant scores below 80%, funding will be contingent based on the system need for the available service, such as providing a status quo of shelter beds. These decisions will be made based on availability of funding; applicants will also be required to enter into a monthly performance improvement plan for the duration of the contract.

Application Cover Sheet

1. Applicant Organization Legal Name (must match UEI #):

2. Applicant Mailing Address:

3. Unique Entity ID (UEI):

4. Federal ID Number:

5. Contact Person responsible for answering question about this proposal:

6. Telephone Number:

7. Email:

8. Website:

9. Is this Organization a 501(c) (3)? ☐ Yes ☐ No

10. Is your organization a faith-based entity? ☐ Yes ☐ No

11. Number of employees in your agency:

12. Number of agency employees that reside in the City of Detroit:

13. Complete table below with all **current 2022-2023** Homelessness Solutions programs you are providing in the 2023 calendar year. Include grants funded by ESG, CDBG, ESG-CV, and CDBG-CV; add rows as needed. Include any grant extensions from a prior year's contract if funds are being spent in 2023. An example is listed in the first row (you may delete this example and use this row). Mark N/A (not applicable) in the first row if you currently do not receive Homelessness Solutions funds.

Funded Program Component	Population(s) Served	2022-2023 Total Funding Amount	Contract Term
Ex: Emergency Shelter	Ex: Families	Ex: $400,000	Ex: 1/1/23- 12/31/23

14. For any applications you are **submitting under this NOFA**, complete the table below. An example is listed in the first row (you may delete this example and use this row).

Program Component	New or Renewal Project?	Population(s) Served	Requested Amount
Ex: RRH	Ex: Renewal	Ex: Youth	Ex: $350,000

Organization Narrative Questions

> **Important:** **Please limit your response to each question to 300 words or fewer.** Failure to do so will result in a reduction in points.
>
> **New this year**- The City has provided guidance on how responses will be scored. Do not alter or delete this narrative, it is a reference to guide your application.

Organizational Experience and Capacity in Addressing Homelessness
(20 points possible)

Organizational Experience and Capacity in Addressing Homelessness		
Q#	**Community Value**	**Question & Scoring**
1	*Enhance System Quality & Capacity*	**Briefly describe your organization's mission and experience providing homeless services. Include experience with each program type for which you are applying for. Example: if you are applying for Street Outreach and RRH, provide your experience providing those specific program types. What is a component of your program model that makes you unique and stands out from other agencies? Include your most recent Annual Report as Attachment 6.** **New applicants only**- **If your organization does not have experience serving homeless individuals and/or families in Detroit, please describe why your organization should be considered for homeless services funding. Include your most recent Annual Report as Attachment 6.**
		Scoring will be based on the following: - *Responses that provide a detailed history and experience of each relevant program type, including a description of a unique component of the program model.* - *New applicants clearly describe why they should be considered based on their current non-homelessness programming and how these services will translate to robust homelessness programming. All applicants include Annual Report in Attachment 6.*
2	*Data Driven*	**How does your agency contribute to making homelessness rare, brief, and non-recurring? Use data to support your response.**
		Scoring will be based on the following: *Responses should use HMIS data from Attachment #9 to showcase how your services contribute to the goal of making homelessness rare, brief, and non-recurring. Applicants should also discuss agency mission, program*

		models, or any other relevant information connected to support your answer.
3	*All*	**Use specific examples of how the values listed in the *Part 1: Informational Packet* are used in the organization's structure, policies, delivery of services, and resident outcomes**.
		Scoring will be based on the following:
		Responses demonstrate a thorough understanding of and commitment to all of the values in the agency's structure, policies, service delivery and outcomes. Responses should include a specific example for at least one of the values.
4	*DEI*	**How and when is your organization's grievance process communicated to residents? How are clients protected from retaliation if they submit a grievance? Attach grievance policy in Attachment 16a.** **New organizations: Detail how you will ensure an internal grievance policy will be in place within 90 days of the program start date.**
		Scoring will be based on the following: a. *Applicant's grievance policy is included as Attachment 16a, including policy name and page number. No points will be awarded for uploading the CoC's grievance policy. The policy should be in alignment with the response and clearly outline how the process is made available to residents, guidelines and timeframes for responses, and is fair and transparent.* b. *Response provides a clear description of how the grievance process is made available to residents including when it is introduced and how it is communicated throughout their stay.* c. *Response includes a clearly outlined process to protect households from retaliation.* d. *New organizations: response includes a timeline of when an internal grievance process will be finalized, who will draft and implement the policy, and who at the organization will be responsible for handling grievances.*
5	*Centering Lived Experience*	**Provide an example of an organization or CoC grievance (if you haven't received a grievance, please use a participant complaint), how you investigated the grievance, and the outcome for the household(s). Explain how this grievance informed changes in policy and practice within your organization.**
		Scoring will be based on the following: *Describes how the agency thoroughly investigated the grievance/complaint, was client-centered in the investigation, includes the outcome for the household, and how it informed policy changes within the organization. No points will be awarded for response of "N/A".*

6	*Flexibility & Continuous Improvement*	**Describe how your agency has incorporated trainings and evidence-based practices into program delivery. Attach your agency's staff training policy using Attachment 16b.**
		Scoring will be based on the following: *Responses that describe how new and existing staff are trained on all required trainings in Homelessness Solutions Policies and Procedures Manual; response details how specific evidence-based practices are incorporated into program delivery. The policy is included as Attachment 16b; the narrative includes policy name and page number and is in alignment with the response.* *New organization should list the trainings they plan on requiring for program staff and how those training will be incorporated into program delivery.*
7	*Flexibility & Continuous Improvement*	**CoC Participation** a. **List the staff from your agency that attended CoC General Membership meetings in 2022;** b. **Is your agency currently a CoC voting member? ☐ Yes ☐ No;** c. **List the CoC committee(s) and your staff that participated during 2022. Note: a list of CoC committees can be found on pages 11 and 12 of the Detroit CoC Governance Charter; and** d. **For agencies that are not a CoC voting member only: Provide a plan for involvement for the 2023 calendar year.**
		Scoring will be based on the following: a. *Staff listed that have attended the meetings and match the attendance records provided by HAND.* b. *Is a current voting member* c. *Organization staff participates in CoC committee(s) and staff are listed* d. *Organizations that are not currently members will describe their plan to attend these meetings in the 2023 calendar year, including identifying specific staff positions responsible for this activity.*
8	*Flexibility & Continuous Improvement*	**Subrecipient Training** a. **Organizations funded in 2022-2023: Provide the name of the staff member(s) that attended the Homelessness Solutions Subrecipient Training on October 26 and October 27, 2022.** b. **All organizations: How will you ensure that both program and finance staff are available to attend required Homelessness Solutions training and webinars?**
		Scoring will be based on the following:

		a. *22-23 funded organizations who attended both October 2022 subrecipient trainings and the response matches the City's attendance records for this event.* b. *Response describes how the organization will ensure both program and finance staff (including staff titles) are available to attend required trainings in 2023.*
9	*DEI*	**How does your agency work to ensure that your board of directors reflects the Detroit Homeless population? In your response, describe how your agency provides education and training on homelessness issues to ensure the success of all board members.**
		Scoring will be based on the following: *Responses that describe a board recruitment process that targets a diverse population reflective of the Detroit homeless population, including persons with lived experience of homelessness as well as a training plan for the board that a minimum includes an overview of the Detroit CoC.*
10	*Centering Lived Experience*	**What is your process for updating program service models based on feedback from persons with lived experience of homelessness (PWLEH)? Provide an example of a process or policy that was updated in 2022 as a result of feedback or collaboration with program residents. For new organizations: use a program you currently operate for the response**
		Scoring will be based on the following: *Organizations collect feedback from program residents through surveys, focus groups, or suggestion forms at an annual basis (at minimum). Response includes an example of a process or policy change that was made as a result of feedback and how residents collaborated on the changes made. This example must be different from what was provided for Question #5.*
11	*DEI*	**How does your organization offer employment opportunities for people with lived experience of homelessness (PWLEH)? Provide an example on how you recruit PWLEH.**
		Scoring will be based on the following: *Responses that demonstrates prioritizes hiring PWLEH, including having policies and procedures in place as well as a detailed example of the recruitment practices.*
12	*Data Driven*	**Does your agency currently enter data into HMIS or a pre-approved comparable database for the program components you are requesting 23-24 HS funding to support?** ☐ Yes ☐ No **If yes:** complete the chart below using an HMIS **APR** (or CAPER generated from HMIS or pre-approved comparable database for

DV agencies only) from **October 1, 2021, to September 30, 2022.** The report must reflect COMBINED data for all programs seeking HS funding through this NOFA. Attach the report as **Attachment 9.**

If no: please complete **Form 1b** to describe your HMIS onboarding process to ensure accurate data entry.

Data Element	% of Error Rate
Q6a: Data Quality: Personally Identifiable Information	
Data Element	**% of Error Rate**
Name (3.1)	
Date of Birth (3.3)	
Race (3.4)	
Ethnicity (3.5)	
Gender (3.6)	
Q6b: Data Quality: Universal Data Elements	
Data Element	**% of Error Rate**
Veteran Status (3.7)	
Project Start Date (3.10)	
Relationship to Head of Household (3.15)	
Client Location (3.16)	
Disabling Condition (3.8)	
Q6c: Data Quality: Income and Housing Data Quality	
Data Element	**% of Error Rate**
Destination (3.12)	
Q6d: Data Quality: Chronic Homelessness	
Entering into project type	**% of records unable to calculate**

		Total	

Scoring will be based on the following:

- *Provide a single APR (or CAPER) that reflects COMBINED data for all programs seeking HS funding through this NOFA and whose error rates are no greater than 5%.*
- *New organizations will be scored on their thorough descriptions of their HMIS onboarding processes – including which staff will attend trainings, a timeline for completing trainings, and how the agency will pay for any onboarding fees as required in Form 1b.*

13	*Data Driven*	**How will you ensure that each program awarded funding will submit monthly accomplishment reports, quarterly performance measures, and annual CAPER reporting, as well as any other data requirements?**

Scoring will be based on the following:

- *Submitted 2022 monthly accomplishment reports and quarterly performance reports by the required deadline per their HRD program manager. If organizations with existing contracts did not submit reports on time, the narrative should explain how this a requirement will be meet in the upcoming contract year, including staff responsible and checks and balances to ensure successful submissions.*
- *New organizations must detail how they will ensure reports are submitted in the future including staff responsible and checks and balances to ensure successful submissions.*

Financial Capacity to Manage City of Detroit Grants

(20 points possible)

> **Scoring:** Agencies scoring will be based on Financial Performance and Financial Capacity and Compliance. Ten (10) points are allocated to Financial Ratio Analysis (refer to Appendix E in *Part 1: Informational Packet* for more information) utilizing Applicant CPA prepared Financial Statements, Budgets, and/or IRS 990's where CPA prepared Financial Statements are not available. Ten (10) points are allocated to Financial Capacity and Compliance utilizing financial monitoring history, resolution of finding history and narratives related to financial management processes. *Please limit your response to each question to 300 words or fewer.* Failure to do so will result in a reduction in points.
>
> **New this year**- The City has provided guidance on how responses will be scored. Do not alter or delete this narrative, it is a reference to guide your application.

Financial Capacity to Manage City of Detroit Grants

Q#	Question & Scoring
1	**Describe the financial management system per 2 CFR 200 and staff in place to oversee HUD-funded programs, operations, and administration.**
	Scoring will be based on the following: *Response describes the financial management system per 2 CFR 200.302, and describes how it:* *-produces accurate, current and complete financial records (include accounting system);* *-safeguards and effectively controls funds for authorized purposes;* *-separately identifies grant awards received and expended in its accounts/ledger;* *-utilizes/status of written accounting policies and procedures; and* *- describe the qualifications of finance staff in place to oversee CDBG and ESG funded operations and administration.*
2	**Describe the systems your organization will use to record staff time and activities to ensure accurate billing of eligible activities. Per 2 CFR 200, all staff time billed to a HUD grant must be supported with staff time sheets or certifications.**
	Scoring will be based on the following: *-Response describes procedures, including software and/or process, to track, record, approve and allocate staff time and activities to grant and/or multiple grants;* *- procedures which references use of ESG-CDBG manual and/or HUD eligible activity guidance and contract budget to ensure allowability and accuracy of invoices.* *-procedures to ensure that staff time is not double billed to multiple grants/grantors*

3	**Timely submission of reimbursement packages are required and must be submitted monthly within 30 days of the incurred expenditures. Describe how you will ensure compliance with this requirement and the processes will you put in place to ensure this occurs?** **Agencies will be scored on both their narrative response and their history of reimbursement packet submission.**
	Scoring will be based on the following: *-Responses demonstrates a thorough understanding of the City's invoicing process and the organization has historically submitted packets by the 15th of the following month at least 80% of the year.* *-New organizations should detail the staffing and procedures that will be put in place to meet the submission deadline each month. New Applicants will receive courtesy points for this section.*
4	**Attach your organization's CPA prepared FY 20/21 or most recent Financial Statements ie FY21/22.** *If organization does not have CPA prepared financial statements organization must submit most recent IRS 990 filing (see item 6)*
	Scoring will be based on the following: *-Financial ratios outlined in Appendix E will be generated utilizing CPA prepared financial statements. Financial statements are to be no older than FY 20/21 and preferably FY21/22.*
5	**Attach your agency's current year/most recent operational budget as Attachment 11a and the most recent Profit and Loss Statement as Attachment 11b.**
	Scoring will be based on the following: *-Required for Financial Ratio review, see Appendix E /Assessment of going concern.*
6	**Attach your most recent IRS 990 filing as Attachment 12 if CPA Financial Statements are not available.**
	Scoring will be based on the following: *-Submission of most current IRS 990 filing in lieu of CPA prepared Financial Statements to be used to generate financial ratios outlined in Appendix E, and to validate non-CPA prepared financial statements submitted.*
7	**Resolution of Findings:** Include any audit or audit findings that have arisen in the past three (3) years and their subsequent resolution or status. Check all applicable: • City of Detroit OCFO: ☐ Yes ☐ No

	• City of Detroit HRD: ☐ Yes ☐ No • Unresolved IRS Findings: ☐ Yes ☐ No • Outstanding Federal or State audit findings, regardless of funding source, or closed audit findings demonstrating significant fraud or misuse of funds: ☐ Yes ☐ No *If the answer was "Yes" to any of the items above: Attach supporting documentation in **Attachment A13** to explain and demonstrate resolution of the situation/finding.
	Scoring will be based on the following: *-Response demonstrates that there are no unresolved findings or clearly demonstrates that a response has been submitted and Agency is awaiting review/resolution from the respective agency.* *-Agencies with findings that relate to fraud, significant waste or misuse of funds will not be considered for grant funding.*

8	**Funds Awarded:**
	
	  a. Was your agency awarded funds in 2021-2022 program year? ☐ Yes ☐ No
	
	  b. Were all funds expended during the contract period? ☐ Yes ☐ No
	
	     If no, did you provide notice to your HRD program manager? ☐ Yes ☐ No
	
	If no, how will you ensure that if awarded you will expend all funding received during the contract period?

	Scoring will be based on the following: *-Determination of whether Homelessness Solutions funds were fully expended during the 2021-2022 program year.* *-If organization did not fully expend awarded funding, response to detail how organization will ensure grant will be fully spent down.* *-New Applicants will receive courtesy points for this section.*
9	Financial Ratio Analysis Applicants should review the Financial Ratio Analysis located in Appendix E in ***Part 1: Informational Packet*** which utilizes CPA prepared Financial Statements, Budgets, and/ IRS Form 990. This analysis will be conducted by the City of Detroit Office of The Chief Financial Officer and will be worth 10 points total.

Program Component Narrative Questions

Important: All applicants must complete all narrative questions in the prior Organizational Narrative Questions section AND the applicable program component narrative questions below. **Applications requesting funding for several programs must provide responses for each program type applying for.**

New this year- projects that are applying for multiple programs of the same type (e.g. Emergency Shelter), will only have to answer the program component section **once**. Applicants should take special care to call out any difference between programs of the same component in their answer. Please limit your response to each question to 300 words or fewer. Failure to do so will result in a deduction in points.

The City has provided guidance on how responses will be scored. Do not alter or delete this narrative, it is a reference to guide your application.

Street Outreach

(50 points possible)

Directions: Respond to each of the narrative prompts below. Be sure to answer all parts of the questions. Responses should be *300 words or less*. Reference *Part 1: Informational Packet* for additional information on each program component.

Program Name: _____

Project Type: ☐ New Applicant   ☐ Renewal Applicant

Willing to participate in DHOT (refer to # in *Part 1: Informational Packet*): ☐ Yes   ☐ No

Q#	Community Value	Question & Scoring
		Street Outreach
1	*Enhance System Quality & Capacity*	**Program Overview:** **Provide an overview of your program's operations, including number of staff and the background of those staff, how your program locates households, and what skills are used to engage with the unsheltered population.**
		Scoring will be based on the following: *Response provides a complete picture of the outreach program, what services are offered, and staff credentials including if they have previous outreach experience and/or lived experience of homelessness. Program includes case management that is rooted in best practices and in a culturally competent manner. Team offers both basic outreach and navigation services.*
2	*Enhance System Quality & Capacity*	**Schedule:** **Please provide your schedule for 2023-2024 grant year. Indicate which hours of the day your team will be available for outreach and which hours are for navigation. Teams are expected to have both outreach and navigation hours included in their schedule.**

Proposed Schedule		
	Outreach	**Navigation**
Sunday		
Monday		

		Tuesday		
		Wednesday		
		Thursday		
		Friday		
		Saturday		
		Sunday		
		Scoring will be based on the following: *Applicants that provide services a minimum of 5 days per week, 8 hours per day with hours outside of normal business hours and/or have weekend hours as well as have dedicated hours for both navigation and outreach.*		
3	*Flexibility & Continuous Improvement*	**Outreach Requests:** **If the City requests outreach assistance during your team's scheduled navigation hours, how will you adjust to provide outreach to the individual in need? What is the timeline your team follows when you receive an outreach request and how do you communicate that outcome to the City?**		
		Scoring will be based on the following: *Detail a program's ability to rearrange their schedule to provide outreach needs within 24 hours of request and ability to provide transportation, if needed. Response will describe use of Smartsheet to document outcome to City staff.*		

4	*Data Driven*	**HMIS Data Entry:**
		
		The City strongly encourages real time data access and entry allowing staff to utilize HMIS in the field. In addition, a resident's program entry and case notes are collected and entered into HMIS within 24 hours of engagement.
		    a. **Does your organization have a policy in place that outlines data entry requirements? Attach your agency's Data policy and procedure as Attachment 16c.**
		    b. **To avoid duplication of outreach efforts, is your team able to securely use HMIS in the field to look up resident's and/or enter data? If not, how will your team enter data within 24 hours of engagement?**
		    c. **If your team does not currently use HMIS in the field, how will you accomplish this in 2024?**		

		Scoring will be based on the following: a. *Describe and attach an existing agency level policy on HMIS data entry including the page numbers where this information can be found*		

		b. *Program has the ability to securely utilize HMIS in the field to prevent duplication of services using appropriate technology OR a process where paper intakes are entered into HMIS within 24 hours.* *c.* *Currently uses HMIS in the field or describes a detailed plan for outreach staff (new or turn-over staff) to get their HMIS licenses within 30 days of hire; plan to purchase of equipment to use in the field*
4	*Data Driven*	**Staff to Resident Ratio:** **What is your navigation case manager to resident ratio? How does your agency ensure that the staff to resident ratio is maintained? How often are caseloads reviewed?**
		Scoring will be based on the following: *A staff to resident ratio of no more than 1:25 and describe both an internal tracking mechanism and a monitoring of caseload size by a supervisor/manager at least monthly.*
5	*Flexibility & Continuous Improvement*	**Navigation Workflow:** **How do you determine when households are on your outreach caseload versus your navigation caseload? How do you ensure the navigation workflow is completed in HMIS?**
		Scoring will be based on the following: *Describe how the organization trains navigation staff to start the HMIS workflow once a household indicates they are interested in housing. Response indicates an understanding of the HMIS navigation workflow process and regular reviews to ensure workflow is completed.*

6	*Housing First*	**Chronicity:**
		
		What is the process you follow to document:
		    a. **Unsheltered homelessness; and**
		    b. **Chronicity**
		List the verification sources your team uses to provide this documentation.

		Scoring will be based on the following: *Demonstrate the workflow the program follows to document both unsheltered homelessness and chronicity, including what forms are used to ensure accuracy and using community partners to document episodes of homelessness, as needed. Additionally, response indicates that outreach team visits residents where they are staying at various times to ensure verification of homelessness.*
7	*DEI*	**Marginalized Communities:** **How does your outreach team engage with community service organizations to better identify unsheltered individuals in the**

		community, especially historically marginalized communities such as LGBTQ+, non-English speakers, or refugees. List example(s) of partnerships your program has formed with the community.
		Scoring will be based on the following: *Include a list of non CoC related partnerships and include at least one example of how your program has partnered with an organization to identify and serve those in a marginalized population experiencing unsheltered homelessness.*
8	*Housing First*	**Healthcare Services:** **How does your team work to connect residents with healthcare services? If needed, what is the process your program follows to obtain a verification of disability?**
		Scoring will be based on the following: *Agency has partnerships with applicable health services to ensure resident's health needs are met. Outreach teams can navigate the health care system and SSI office, etc. to verify disability. Will describe allowable verification of disability documents, including the proper staffing credentials needed to complete this form.*
9	*DEI*	**Youth:** **How do you ensure unsheltered youth (up to age 24) are connected to youth appropriate services? How do those actions differ when the youth is a minor?**
		Scoring will be based on the following: *Describe connection to CAM and available youth services (ie: drop-in centers, youth outreach, education), and completion of the appropriate VI-SPDAT. Describes their agency process and/or policy used when engaging with a minor (under the age of 18).*

10	*Data Driven*	**Data Review:**
		     a. **Describe the ways your agency discusses outcomes of households in your program, including benchmarks. In your response, include:**
		     b. **What data do you discuss and what is the frequency of these discussions and who oversees HMIS data**
		     c. **Which staff are included in these conversations**
		     d. **An example of a time you used outcomes to inform changes in your program policies or operations**

		Scoring will be based on the following: a. *Team discusses data related to performance benchmarks, connection to housing services, and meet at minimum monthly*

		b. *Data is discussed with all levels of staff in the program and includes all team members that enter data into HMIS, including the staff position providing oversight* c. *Provide a clear example of using specific outcomes data to inform a specific policy or operational change.*
11	*Housing First*	**Case Management:** **How do case managers empower households to be actively involved in the housing process? Describe how households are involved in decision-making processes and how client-choice is incorporated into the housing search process.**
		Scoring will be based on the following: *Describes a case management process that uses specific evidence-based practices to empower households and prioritizes resident choice. Includes meeting unsheltered households where they are staying and advocating for households. Response describes how staff prioritize resident-choice in the housing search process.*
12	*DEI*	**Cultural Competency Training:** a. **Describe the cultural competency trainings provided to staff at your agency, the frequency of such training, and how the training is conducted (online vs in-person, level of interaction, etc.) Describe how you include training that is <u>specific</u> to the Detroit homeless population your program serves.** b. **Provide a specific example of how staff have demonstrated cultural competency in providing case management services.**
		Scoring will be based on the following: a. *Response describes the type of cultural competency trainings provided to staff, including how the training is specific to the Detroit homeless population. Response details that training is provided to all program staff at least annually.* b. *Response includes a detailed example of how the program has used these trainings to inform case management services*
13	*Housing First*	**Housing First:** **Discuss how your team works with households that present with mental health or substance use to ensure alignment with Housing First. Provide an example of when you were able to connect a household to resources and safely connected to shelter/housing.**
		Scoring will be based on the following: *Include how best practices, such as Harm Reduction, were utilized to create fewer barriers to housing. Response includes a specific example of the*

		successful use of best practices to obtain a positive shelter/housing outcome.
14	*Housing First*	**Permanent Housing Connections:** **Describe how your team will ensure clients are connected to available CoC housing resources such as HCV, RRH, and PSH. Describe the process your team follows to ensure referrals to CAM are submitted in a timely matter.**
		Scoring will be based on the following: *Describe the process the team follows to ensure all households are connected to CAM for referrals to housing in a timely manner. It will also include safeguards put in place to ensure that support is provide to case managers that need additional assistance to shelter/house an individual.*

16	*Data Driven*	**Performance Benchmarks:**
		
		Street Outreach has the following performance benchmarks:
		
		    a. **Metric a- Funded for Street Outreach only in 2021-2022:** 87% of households exited to any sheltered destination
		    b. **Metric b- Funded for Navigation only in 2021-2022:** 87% of households met the definition of chronic homelessness
		    c. **Metric c- Funded for Navigation only in 2021-2022:** 86% of households exit to a permanent housing destination
		
		What percentage of households served in your program from 10/1/2021-9/30/2022 met the performance benchmarks above?
		
		If benchmark was not met or new applicant: how will you ensure that the proposed program will meet the benchmark in 2023-2024? Detail how you will monitor and track performance.

		Scoring will be based on the following:
		    a. *Performance benchmark was met; data from Form 5 matches the APR submitted under Attachment 14 for Metric a as applicable based on last year's program model (Outreach vs. Navigation)*
		    b. *Performance benchmark was met; data from Form 5 matches the APR submitted under Attachment 14 for Metric b as applicable based on last year's program model (Outreach vs. Navigation)*
		    c. *Performance benchmark was met; data from Form 5 matches the APR submitted under Attachment 14 for Metric c as applicable based on last year's program model (Outreach vs. Navigation)*
		
		If performance benchmark was not met or the organization is a new applicant, response clearly outlines a plan to ensure performance is reviewed and tracked in 2023-2024 to ensure benchmarks are met.

Emergency Shelter

(50 points possible)

Directions: Applications requesting funding for several programs or locations must list all programs applying for. **Only one response is needed for all emergency shelter programs**. If different answers are needed for specific programs, call those out the response Responses should be *300 words or less*. Reference *Part 1: Informational Packet* for additional information on each program component.

		Emergency Shelter
Q#	**Community Value**	**Question & Scoring**

1	*Enhance System Quality & Capacity*	**Program Overview:**
		
		Provide an overview of your program's operations and complete the chart below. If you are applying for multiple shelter programs, copy and paste the elements below for each shelter you are applying for.
		    a. **Shelter(s) Name**
		    b. **Emergency Shelter or Warming Center**
		    c. **Location**
		    d. **Congregate or Non-Congregate shelter?** *(Non-Congregate is defined as providing households with private sleeping space at minimum)*
		    e. **If congregate, how many households per room?** *(single adults count as one household)*
		    f. **Number of Beds** *(not including cribs)*
		    g. **Population Served**
		    h. **New or Renewal Program**
		
		Scoring will be based on the following:
		Response gives an overview of operations, program provides overnight shelter beds, serves a minimum of 2 meals a day (breakfast and dinner), and allow people to stay in the building 24 hours a day, 7 days a week. If asking for funding for multiple programs, must call out any differences in the response.

2	*Flexibility and Continuous Improvement*	**Walk-In/ After Hours Procedures:** a. **Provide a copy of your walk-in policy and procedure as Attachment 16d. In addition, indicate the policy name and page number where this topic is discussed. Be sure the policy addresses how staff are instructed to avoid denying access to shelter. Failure to do so will result in a loss of points.** b. **How do you ensure that all households who present at your shelter (with or without a CAM referral) are allowed entry? For households who do not have a CAM referral, what is your procedure for overflow space? If overflow is at capacity, how do ensure the household is transferred to another shelter site?** c. **How do households who walk-in and/or present after normal business hours get connected to CAM within 48 hours?** d. **How is this policy communicated to evening and weekend staff?**
		Scoring will be based on the following: a. *Policy on walk-ins is included as Attachment 16d & details how staff are instructed to ensure all households presenting are allowed entry. The agency's policies are in alignment with the response.* b. *Response details overflow procedures, warm-handoff procedures to transfer households to other sites.* c. *Response describes the process by which households will be connected to CAM the next business day.* d. *Response describes regular training and communication to evening & weekend staff*
3	*Enhance System Quality & Capacity*	**Bed Vacancy Reporting** a. **How do you use HMIS to manage bed vacancies and ensure that they are reported to CAM daily? What is the current process for reporting vacancies to CAM?** b. **Describe how your shelter uses funding to have adequate staff for the purposes of entering all clients in HMIS? How is this reflected in your budget?**
		Scoring will be based on the following: a. *The response describes exactly who in your organization is responsible for reporting vacancies and how – name, position, method of reporting (call, email, etc.), time of reporting* b. *The response should detail the process in which HMIS is used to collect bed vacancies, describes how staffing is allocated to HMIS activities and how this is reflected in your budget.*

4	*Flexibility and Continuous Improvement*	**Overflow Procedures:** a. **How do you provide overflow space in your shelter? What does the overflow space look like? What services and accommodations are provided to overflow households?** b. **How do you ensure households that enter your shelter as overflow are entered in HMIS? Describe the process staff follows.**
		Scoring will be based on the following: a. *The response describes the physical and environment as well as the services provided in overflow.* b. *The response should also describe how data entry will be implemented for overflow clients in HMIS, including the specific process used by staff.*
5	*DEI*	**The Americans with Disabilities Act:** **What is your procedure for sheltering households that have a service animal vs a household pet? What questions do you ask households who present to shelter with an animal to stay in compliance with ADA regulations?**
		Scoring will be based on the following: *The response will describe the agency's policy around accepting service animals and have a clear policy around additional household pets. This policy shall state what questions will be asked of those with service animals. This policy will be attached as Attachment 16e and include page numbers where reviewers can reference the information.*
6	*DEI*	**Equal Access:** **Please respond to the below questions on Equal Access Rule. Pease note that if you have received a substantiated grievance for Equal Access, you will lose points.** a. **Provide your agency's policy and procedure regarding Equal Access in Attachment 16f, indicating the policy name and page number. Be sure the policy addresses both involuntary family separation and transgender shelter placement. Failure to do so will result in a loss of points.** b. **Provide an example of the procedures staff follow when someone identifies as transgender.** c. **Provide an example of the procedures staff follow to ensure that families, regardless of composition, are able to shelter together**

		Scoring will be based on the following:
		a. Policy on Equal Access is included as Attachment 16f, including policy name and page number, and addresses both family composition and transgender shelter placement. The agency's policies are in alignment with the response.
		b. Response describes how transgender households will be permitted entrance based on their self-identified gender
		c. The policy details that families – regardless of composition – can shelter together
7	*Housing First*	**Termination Policies:** **a. Provide your agency's termination policy and procedure as Attachment 16g. Indicate the policy name and page number in this section. Be sure the policy delineates the difference between a termination and a ban.** **b. Provide examples of when a household can be terminated** **c. How do you work to prevent terminations?**
		Scoring will be based on the following: *a. Policy on Termination is included as Attachment 16g, including policy name and page number. The policy details that terminations are a rare occurrence and only in extreme situations, details the difference between a termination and a ban. The agency's policies are in alignment with the response.* *b. Provides example of when a household can be terminated in a rare / extreme instance.* *c. Describes in detail how staff work to prevent terminations*
8	*Housing First*	**Shelter Bans:** **a. Provide your agency's ban policy and procedure as Attachment 16h. Discuss how bans are used and how the length of time is determined by staff, leadership, etc. Failure to do so will result in a loss of points.** **b. Provide at least one examples of when a household may be banned from the facility.**
		Scoring will be based on the following: *a. Policy on bans is uploaded as Attachment 16h, including policy name and page number* *b. The policy details that bans are a rare occurrence and only in extreme situations, how length of ban is determined, and which staff can record bans; bans should not exceed more than 6 months*

		c. *The agency's policies are in alignment with the response.*
9	*DEI*	**Low-Barrier:** **a.** **Provide your organization's Low-Barrier Policy and Procedure as Attachment 16i. Indicate the policy name and page number in this section. Be sure that the policies address any requirements related shelter entry such as screening criteria, sobriety and/or tests for substance use or alcohol. Failure to do so will result in a loss of points.** **b.** **Provide examples of how your shelter operates in accordance with a Low Barrier model. For example, how do you work with households who may not be engaging in their case management on a regular basis?**
		Scoring will be based on the following: *a.* *Low-barrier policy is included as Attachment 16i, including policy name and page number. The policy does not have any requirements related entry including screening criteria, sobriety and/or tests for substance use or alcohol, or mental health treatment as a condition for shelter stay.* *b.* *Response provides at least one specific example of how the shelter operates in accordance with Low-Barrier policies* *c.* *The organization's policies are in alignment with the response.*
10	*Flexibility & Continuous Improvement*	**Shelter Rules/Guidelines:** **a.** **Has your organization reviewed your shelter rules/guidelines in the last 2 years? Include as Attachment 16j.** **b.** **If yes - Who was involved in the review process? What rules were changed to create a low-barrier space?** **c.** **If no – describe the process by which your agency will review your shelter rules/guidelines to comply with a low-barrier model**
		Scores will be based on the following: *a.* *Shelter rules/guidelines are included as Attachment 16j and show that they have been reviewed within the past 2 years* *b.* *Responses of "yes" describe a process that incorporates feedback from residents in the shelter program or other PWLEH and reflects the requirements outlined in the [Homelessness Solutions Policies and Procedures Manual](#)* *c.* *Responses of "no" describe a detailed process by which the organization will be reviewing their rules to ensure that they are in line with low barrier requirements outlined in the [Homelessness Solutions Policies and Procedures Manual](#)*

11	*Housing First*	**Household Documents:** **How does your shelter ensure that households are assisted in obtaining documents needed for housing, such as identification, social security card, birth certificates, etc.?**
		Scoring will be based on the following: *Response demonstrates the ability to work with households to secure vital documents needed to obtain permanent housing and the process staff follows to obtain those documents. Additionally, response shows that staff can navigate systems, such as the Secretary of State, to obtain vital documents.*
12	*Housing First*	**Housing Choice Vouchers (HCV):** **How are staff trained on HCV procedures to ensure eligible households lease up with a voucher? How do you ensure that eligible HCV households have a pre-app and are re-certified in a timely matter?**
		Scoring will be based on the following: *Responses describe in detail how staff are trained using CoC trainings and resources; response will describe thorough internal (outside of HMIS) HCV tracking mechanisms and will identify staff roles responsible for all components of this work.*
13	*Data Driven*	**Data Review:** **Describe the ways your agency discusses outcomes of households in your program, including benchmarks. In your response, include:** a. **What data you discuss and the frequency of these discussions** b. **Which staff are included in these conversations and who oversees HMIS data** c. **An example of a time you used outcomes to inform changes in your program policies or operations**
		Scoring will be based on the following: a. *Team discusses data related to performance benchmarks, connection to housing services, and meet at minimum monthly* b. *Data is discussed with all levels of staff in the program and includes all team members that enter data into HMIS, including the staff position providing oversight* c. *Provide a clear example of using specific outcomes data to inform a specific policy or operational change.*

14	*Centering Lived Experience*	**Housing Search:** a. **How do case managers empower households to be actively involved in the housing process?** b. **How do case managers work with RRH and PSH providers? How do you coordinate and assist households with identifying units?**
		Scoring will be based on the following: a. *Response includes a case management process that uses specific evidence-based practices to empower households and prioritizes resident choice.* b. *Response shows consistent communication with the referral RRH/PSH provider, including documenting case notes about in HMIS, reviewing referral provider's notes in HMIS on a regular basis, and provides residents with access/assistance to technology needed to search for units.*
15	*DEI*	**Cultural Competency Training:** a. **Describe the cultural competency trainings provided to staff at your agency, the frequency of such training, and how the training is conducted (online vs in-person, level of interaction, etc.) Describe how you include training that is <u>specific</u> to the Detroit homeless population your program serves.** b. **Provide a specific example of how staff have demonstrated cultural competency in providing case management services.**
		Scoring will be based on the following: a. *Response describes the type of cultural competency trainings provided to staff, including how the training is specific to the Detroit homeless population. Response details that training is provided to all program staff at least annually* b. *Response includes a detailed example of how the program has used these trainings to inform case management services*

16	*Data Driven*	**Performance Benchmarks:**
		Shelter has the following performance benchmarks:
		   a. **Metric a-** Shelter utilization rate of **90%** according to data reported on the CoC APR
		   b. **Metric b-** Percentage of exits to permanent housing location as reported on the CoC APR; population specific benchmarks are as follows:
		      i. Family Shelter: 70%
		      ii. Singles Shelter: 31%

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iii.   Youth Shelter: 87%

iv.   Warming Center: 22%

If benchmarks were not met or new applicant: how will you ensure that the proposed program will meet the benchmark in 2023-2024? Detail how you will monitor and track performance.

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Scoring will be based on the following:

    a. *Performance benchmark was met; data from Form 5 matches the APR submitted under Attachment 14 for Metric a*

    b. *Performance benchmark was met; data from Form 5 matches the APR submitted under Attachment 14 for Metric b and is for the appropriate shelter type (family, single, youth, warming center)*

If performance benchmark was not met or the organization is a new applicant, response clearly outlines a plan to ensure performance is reviewed and tracked in 2023-2024 to ensure benchmarks are met.

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Rapid Re-Housing

(50 points possible)

Directions: Respond to each of the narrative prompts below. Be sure to answer all parts of the questions. Responses should be *300 words or less*. Reference *Part 1: Informational Packet* for additional information on each program component.

Program Name: _____

Project Type: ☐ New Applicant   ☐ Renewal Applicant

Program Type: ☐ Standard RRH   ☐ Sheltered Housing Placement

		Rapid Re-Housing
Q#	**Community Value**	**Question & Scoring**
1	*System Capacity*	**Program Capacity:** a. **What is your projected number of households to be served under this contract? Detail your process for determining that projected number.** b. **How will you monitor the number of referrals to your agency throughout the year to ensure that your agency is able to fully serve all your projected households in 23-24?**
		Scoring will be based on the following: *a. Program has the flexibility to serve families with children as well as single adults. Process for determining projected number of households matches what is stated in the budget and considers rental payments based on FMR.* *b. Response describes a detailed process of monitoring referrals on a regular basis, at least monthly*
2	*Housing First*	**PWLEH:** a. **How do case managers empower households to be actively involved in the housing process?** b. **Describe how households are involved in decision-making processes and how resident-choice is incorporated into the housing search.**
		Scoring will be based on the following: *a. Response describes a case management process that uses evidence-based practices to empower households* *b. Response describes how staff prioritize resident-choice in the housing search process as well as meeting unsheltered households in the*

		community, such as going to where they reside, providing transportation to unit showings, etc.
3	*DEI*	**Cultural Competency:** a. **Describe the cultural competency trainings provided to staff at your agency, the frequency of such training, and how the training is conducted (online vs in-person, level of interaction, etc.) Describe how you include training that is <u>specific</u> to the Detroit homeless population your program serves.** b. **Provide a specific example of how staff have demonstrated cultural competency in providing case management services.**
		Scoring will be based on the following: a. *Response describes the type of cultural competency trainings provided to staff, including how the training is specific to the Detroit homeless population. Response details that training is provided to all program staff at least annually* b. *Response includes a detailed example of how the program has used these trainings to inform case management services.*
4	*Centering Lived Experience*	**Responsive Rehousing Strategies:** a. **Describe how your program delivers equitable access and culturally responsive rehousing strategies. How do PWLEH provide feedback to influence program policies and create more equitable service delivery?** b. **Provide a specific example of how PWLEH feedback influenced a program policy or service deliver.**
		Scoring will be based on the following: a. *Response describes how the program focuses their work in equity and cultural responsiveness. Response indicates a clear process by which the agency partners with PWLEH and how the program receives and reviews feedback.* b. *Response includes a detailed example of how PWLEH have influenced program policy and service delivery*
5	*Data Driven*	**Referrals:** **How do you track referrals to your program? Describe how you track caseloads across staff. If your program has specific staff designated to housing search and case management, describe how you monitor and manage their caseloads.**
		Scoring will be based on the following: *Response describes a thorough internal tracking mechanism for monitoring program's referrals, including which staff monitor referrals. Response describes a thorough internal tracking mechanism for monitoring caseloads, including which staff monitor caseloads*

6	*Data Driven*	**Data Review:** **Describe the ways your agency discusses outcomes of households in your program, including benchmarks. In your response, include:** a. **What data you discuss and the frequency of these discussions** b. **Which staff are included in these conversations and who oversees HMIS data** c. **An example of a time you used outcomes to inform changes in your program policies or operations**
		Scoring will be based on the following: a. *Team discusses data related to performance benchmarks, connection to housing services, and meet at minimum monthly* b. *Data is discussed with all levels of staff in the program and includes all team members that enter data into HMIS, including the staff position providing oversight* c. *Provide a clear example of using specific outcomes data to inform a specific policy or operational change.*
7	*Flexibility & Continuous Improvement*	**Landlord Engagement:** a. **Describe your agency's landlord recruitment and retention process, including any events or targeted efforts that occurred in the last year. Which staff person(s) are dedicated to landlord engagement efforts?** b. **Provide an example of how your agency's commitment to building positive landlord relationships has been successful in getting a landlord to show flexibility while maintaining an authentic commitment to Housing First.**
		Scoring will be based on the following: a. *Response describes a detailed landlord recruitment and retention process in which the program has had at least one targeted event or effort in the last year, and has staff dedicated to landlord engagement efforts* b. *Response provides a specific example of a landlord showing flexibility to support household(s) in the program as a result of staff engagement*
8	*DEI*	**Case Management:** a. **Describe how your case managers contact difficult to reach households. What steps do you take if you don't reach someone by phone? Describe in detail how you work with households that may be unsheltered, don't have phones, or have long work schedules.**

		b. Provide an example of a time you housed a difficult to reach household and how you provided flexible support.
		Scoring will be based on the following: *a. Response details a variety of methods to reach households beyond using the household's phone number* *b. Response provides a specific example of flexibility to support a resident who was difficult to contact. Example should include situations where the RRH provider connected with a shelter or outreach team for engagement, or staff flexed their schedule to provide case management outside of regular business hours.*
9	*Housing First*	**Program Termination Prevention:** **a. Provide your agency's policies and procedures regarding program termination. In addition, indicate the policy name and page numbers where these topics are discussed.** **b. Under what conditions is a household terminated from the program?** **c. How do program staff work with households to prevent program terminations? How is the household involved in the process? Address agency efforts to transfer the household to another program prior to termination.**
		Scoring will be based on the following: *a. Policy on Termination is included as Attachment 16g, including policy name and page #. If the program was funded last year, the response will be **marked down** if the agency does not have an active Termination Prevention policy. The policy may be combined with an Eviction Prevention policy but should clearly differentiate between program termination vs. eviction.* *b. The policy details that terminations are a rare occurrence and only in extreme situations. The agency's policies are in alignment with the response. Response mirrors the policy, describes the – rare, extreme - conditions when a household is terminated from the program* *c. Response describes in detail the evidence-based practices that staff use to work with households to prevent exits, including active household involvement. Policy describes effort to transfer clients to another provide prior to termination.*

10	*Flexibility & Continuous Improvement*	**Eviction Prevention:** **Provide an example of when a household was prevented from an eviction that would result in an unstable housing destination and/or homelessness. Describe how the household was involved in the process and how you engaged with the landlord to prevent eviction and/or located another unit that resulted in a successful lease-up.**
		Scoring will be based on the following: - *Response provides a detailed example when program staff prevented a household from exiting to an unstable housing situation or homelessness* - *Response describes the evidence-based practices the agency used, how the household was involved, and ongoing landlord engagement to prevent eviction and/or move to another unit*
11	*Enhance System Quality & Capacity*	**Progressive Engagement:** **How do staff determine how long households will receive services and how often is it re-evaluated? How is this process documented and how are residents involved in these decisions?**
		Scoring will be based on the following: - *Response thoroughly describes a method for determining length of assistance based in evidence-based practices that involves the resident in the process and uses a progressive engagement approach.* - *Responses that demonstrate utilizing the minimum amount of RRH assistance **and** results in successful exits to permanent housing will be scored higher*
12	*DEI*	**Landlord Engagement:** **Provide an example of how your program has worked with a hard to lease household, such as prior evictions or justice system involvement. Describe the services provided, referrals made to community organizations, and how the case manager actively involved the household in the housing process.**
		Scoring will be based on the following: - *Response describes a variety of community services and referrals specific to the example provided and clearly outlines the ways the household was involved in all aspects of the housing process.* - *Response describes engagement with landlords that are willing to house households with evictions/criminal history*

13	*Enhance System Quality & Capacity*	**Internal Tracking:** **How does the number of households you projected to serve in 2022 compared to the number of households you housed in 2022, as shown in HMIS? Describe any discrepancies.**
		Scoring will be based on the following: *Served at least 90% of 2022 projections and response provides a thorough description of any discrepancies. Points will be deducted if the provided response does not align with 2022 Scope and APR data used to complete in Form 5.* *New agencies should respond with a plan for tracking referrals and comparing it to the number projected to be served in the contract's scope and budget.*
14	*Enhance System Quality & Capacity*	**Internal Coordination:** a. **Did you over or underspend your HS 21-22 contract? Describe the reasoning for this and what safeguards will be put in place to ensure this does not happen in future contract years.** b. **How does your program conduct financial monitoring regarding resident rental payments? Describe the coordination between the programmatic and financial staff to ensure rental payments are not missed and/or late.**
		Scoring will be based on the following: a. *Organizations who fully expended their 2022 contract. Outlines clear safeguards put in place to ensure resident rent is always paid on time and consistent monitoring of program's financials.* b. *HS staff will review prior year's performance when scoring this question. Agencies that reported late/missing household rent payments will have points deducted from this question. Responses describes a thorough internal financial monitoring process that includes coordination between financial and program staff.* *New organizations can respond to questions "a" as N/A but should provide a clear and detailed response on what internal controls will be put in place to ensure resident rental payments are not late or missed.*
15	*Housing First*	**Housing Choice Vouchers (HCV)** a. **How do you train your staff on HCV procedures to ensure eligible households lease up with a voucher?** b. **How do you track and ensure that eligible HCV households have an HCV pre-app and are re-certified in a timely matter?**

		Scoring will be based on the following: a. *Response describes in detail how staff are trained using CoC trainings and resources, identifying staff roles and frequency of training.* b. *Response describes thorough internal (outside of HMIS) HCV tracking mechanisms.*
16	*Data Driven*	**Performance Benchmarks:** RRH has the following performance benchmarks: a. **Metric a-** Average length of time (days) to move households into housing from program entry is 44 days or less b. **Metric b-** 95% of households exited program to a permanent housing destination If benchmarks were not met or new applicant: how will you ensure that the proposed program will meet the benchmark(s) in 2023-2024? Detail how you will monitor and track performance.
		Scoring will be based on the following: a. *Performance benchmark was met; data from Form 5 matches the APR submitted under Attachment 14 for Metric a* b. *Performance benchmark was met; data from Form 5 matches the APR submitted under Attachment 14 for Metric b* *If performance benchmark was not met or the organization is a new applicant, response clearly outlines a plan to ensure performance is reviewed and tracked in 2023-2024 to ensure benchmarks are met*

Homelessness Prevention

(50 points possible)

Directions: Respond to each of the narrative prompts below. Be sure to answer all parts of the questions. Responses should be *300 words or less*. Reference *Part 1: Informational Packet* for additional information on each program component.

Program Name: _____

Project Type: ☐ New Applicant ☐ Renewal Applicant

		Prevention
Q#	**Community Value**	**Question & Scoring**
1	*System Capacity*	**Program Capacity:** a. **What is your projected number of households to be served under this contract? Detail your process for determining that projected number.** b. **How will you monitor the number of referrals to your agency throughout the year to ensure that your agency is able to fully serve all your projected households in 23-24?**
		Scoring will be based on the following: a. *Program has the flexibility to serve families with children as well as single adults. Process for determining projected number of households matches what is stated in the budget and considers rental payments based on FMR.* b. *Response describes a detailed process of monitoring referrals on a regular basis, at least monthly*
2	*Housing First*	**PWLEH:** a. **How do case managers empower households to be actively involved in the housing process?** b. **Describe how households are involved in decision-making processes and how resident-choice is incorporated into the housing search.**
		Scoring will be based on the following: a. *Response describes a case management process that uses evidence-based practices to empower households*

		b. *Response describes how staff prioritize resident-choice in the housing search process as well as meeting unsheltered households in the community, such as going to where they reside, providing transportation to unit showings, etc.*
3	*DEI*	**Cultural Competency:** a. **Describe the cultural competency trainings provided to staff at your agency, the frequency of such training, and how the training is conducted (online vs in-person, level of interaction, etc.) Describe how you include training that is <u>specific</u> to the Detroit homeless population your program serves.** b. **Provide a specific example of how staff have demonstrated cultural competency in providing case management services.**
		Scoring will be based on the following: a. *Response describes the type of cultural competency trainings provided to staff, including how the training is specific to the Detroit homeless population. Response details that training is provided to all program staff at least annually* b. *Response includes a detailed example of how the program has used these trainings to inform case management services.*
4	*Centering Lived Experience*	**Responsive Rehousing Strategies:** a. **Describe how your program delivers equitable access and culturally responsive rehousing strategies. How do PWLEH provide feedback to influence program policies and create more equitable service delivery?** b. **Provide a specific example of how PWLEH feedback influenced a program policy or service deliver.**
		Scoring will be based on the following: a. *Response describes how the program focuses their work in equity and cultural responsiveness. Response indicates a clear process by which the agency partners with PWLEH and how the program receives and reviews feedback.* b. *Response includes a detailed example of how PWLEH have influenced program policy and service delivery.*
5	*Data Driven*	**Referrals:** **How do you track referrals to your program? Describe how you track caseloads across staff. If your program has specific staff designated to**

		housing search and case management, describe how you monitor and manage their caseloads.
		Scoring will be based on the following: - *Response describes a thorough internal tracking mechanism for monitoring program's referrals, including which staff monitor referrals* - *Response describes a thorough internal tracking mechanism for monitoring caseloads, including which staff monitor caseloads*
6	*Data Driven*	**Data Review:** **Describe the ways your agency discusses outcomes of households in your program, including benchmarks. In your response, include:** a. **What data you discuss and the frequency of these discussions** b. **Which staff are included in these conversations and who oversees HMIS data** c. **An example of a time you used outcomes to inform changes in your program policies or operations**
		Scoring will be based on the following: a. *Team discusses data related to performance benchmarks, connection to housing services, and meet at minimum monthly* b. *Data is discussed with all levels of staff in the program and includes all team members that enter data into HMIS, including the staff position providing oversight* c. *Provide a clear example of using specific outcomes data to inform a specific policy or operational change.*
7	*Flexibility & Continuous Improvement*	**Landlord Engagement:** a. **Describe your agency's landlord recruitment and retention process, including any events or targeted efforts that occurred in the last year. Which staff person(s) are dedicated to landlord engagement efforts?** b. **Provide an example of how your agency's commitment to building positive landlord relationships has been successful in getting a landlord to show flexibility while maintaining an authentic commitment to Housing First.**
		Scoring will be based on the following: a. *Response describes a detailed landlord recruitment and retention process in which the program has had at least one targeted event or*

		effort in the last year, and has staff dedicated to landlord engagement efforts. b. *Response provides a specific example of a landlord showing flexibility to support household(s) in the program as a result of staff engagement.*
8	*DEI*	**Case Management:** a. **Describe how your case managers contact difficult to reach households. What steps do you take if you don't reach someone by phone? Describe in detail how you work with households that don't have phones or have long work schedules.** b. **Provide an example of a time you housed a difficult to reach household and how you provided flexible support.**
		Scoring will be based on the following: a. *Response details a variety of methods to reach households beyond using the household's phone number.* b. *Response provides a specific example of flexibility to support a resident who was difficult to contact. Example should include situations where staff flexed their schedule to provide case management outside of regular business hours or were otherwise creative in their method of contact in order to serve the household.*
9	*Housing First*	**Termination Prevention:** a. **Provide your agency's policies and procedures regarding program termination. In addition, indicate the policy name and page numbers where these topics are discussed.** b. **Under what conditions is a household terminated from the program?** c. **How do program staff work with households to prevent program terminations? How is the household involved in the process?**
		Scoring will be based on the following: a. *Policy on Termination is included as Attachment 16g, including policy name and page #. If the program was funded last year, the response will be **marked down** if the agency does not have an active Termination Prevention policy. The policy may be combined with an Eviction Prevention policy but should clearly differentiate between program termination vs. eviction.*

		b. The policy details that terminations are a rare occurrence and only in extreme situations. The agency's policies are in alignment with the response. Response mirrors the policy, describes the – rare, extreme - conditions when a household is terminated from the program. *c.* Response describes in detail the evidence-based practices that staff use to work with households to prevent termination, including active household involvement.
10	*Flexibility & Continuous Improvement*	**Eviction Prevention:** **Provide an example of a time that you successfully prevented a household from exiting to an unstable housing destination and/or homelessness. Describe how the household was involved in the process and how you engaged with the landlord to prevent eviction and/or located another unit that resulted in a successful lease-up.**
		Scoring will be based on the following: - *Response provides a detailed example when program staff prevented a household from exiting to an unstable housing situation or homelessness* - *Response describes the evidence-based practices the agency used, how the household was involved, and ongoing landlord engagement to prevent eviction and/or move to another unit*
11	*Enhance System Quality & Capacity*	**Progressive Engagement:** **How do staff determine how long households will receive services? How often is this re-evaluated? How is it documented? How are households involved in these decisions?**
		Scoring will be based on the following: - *Response thoroughly describes a method for determining length of assistance based in evidence-based practices that involves the resident in the process and uses a progressive engagement approach.* - *Responses that demonstrate utilizing the minimum amount of Prevention assistance **and** results in successful exits to permanent housing will be scored higher.*
12	*DEI*	**Landlord Engagement:** **Provide an example of how your program has worked with a household with barriers to housing such as prior evictions or justice system involvement. Describe the services provided, referrals made to**

		community organizations, and how the case manager actively involved the household in the housing process.
		Scoring will be based on the following: - *Response describes a variety of community services and referrals specific to the example provided and clearly outlines the ways the household was involved in all aspects of the housing process.* - *Response describes engagement with landlords that are willing to house households with evictions/criminal history*
13	*Enhance System Quality & Capacity*	**Internal Tracking:** **How does the number of households you projected to serve in 2022 compared to the number of households you housed in 2022, as shown in HMIS? Describe any discrepancies.**
		Scoring will be based on the following: *Served at least 90% of 2022 projections and response provides a thorough description of any discrepancies. Points will be deducted if the provided response does not align with 2022 Scope and APR data used to complete in Form 5.* *New agencies should respond with a plan for tracking referrals and comparing it to the number projected to be served in the contract's scope and budget.*
14	*Enhance System Quality & Capacity*	**Internal Coordination:** a. **Did you over or underspend your HS 21-22 contract? Describe the reasoning for this and what safeguards will be put in place to ensure this does not happen in future contract years.** b. **How does your program conduct financial monitoring regarding resident rental payments? Describe the coordination between the programmatic and financial staff to ensure rental payments are not missed and/or late.**

		Scoring will be based on the following: *a. Organizations who fully expended their 2022 contract. Outlines clear safeguards put in place to ensure resident rent is always paid on time and consistent monitoring of program's financials.* *b. HS staff will review prior year's performance when scoring this question. Agencies that reported late/missing household rent payments will have points deducted from this question. Responses describes a thorough internal financial monitoring process that includes coordination between financial and program staff.* *New organizations can respond to questions "a" as N/A but should provide a clear and detailed response on what internal controls will be put in place to ensure resident rental payments are not late or missed.*
15		**Connections with Affordable Housing:** **Please provide example(s) of creative and strategic ideas your organization has utilized to connect residents to affordable and safe housing?**
		Scoring will be based on the following: *Responses will describe how the agency will work to develop partnerships with low income and subsidized housing provider.*
16	*Data Driven*	**Performance Benchmarks:** Prevention has the following performance benchmarks: a. **Metric a-** 99% of households exited program to a permanent housing destination If benchmarks were not met or new applicant: how will you ensure that the proposed program will meet the benchmark(s) in 2023-2024? Detail how you will monitor and track performance.
		Scoring will be based on the following: *a. Performance benchmark was met; data from Form 5 matches the APR submitted under Attachment 14 for Metric a.* *If performance benchmark was not met or the organization is a new applicant, response clearly outlines a plan to ensure performance is reviewed and tracked in 2023-2024 to ensure benchmarks are met*

Forms and Attachments Checklist

Applicants must upload attachments and forms per the following instructions. **Failure to upload and / or use the correct naming convention will result in points lost:**

- Each form and attachment must be uploaded individually (do not submit all attachments in one PDF)
- Each form and attachment's file name must follow the same naming convention (e.g. A3_SAM).
- Part II: Application Packet must be uploaded in Microsoft Word Format
- Form 4: Application Budget and Narrative must be uploaded in Microsoft Excel Format
- Form 5: Outcome Calculation Workbook must be uploaded in Microsoft Excel Format

Checklist		
Attachment or Form #	**Document Description**	**Attached?**
Threshold: All Applicants *Note: Applications must meet threshold to be considered for funding*		
Attachment 1	**A1: Board Participation of a Person with Lived Experience of Homelessness:** verification of the participation of a board member who is or has experienced homelessness	
Attachment 2	**A2: Board of Directors 2023 Meeting Schedule:** must meet once a quarter at minimum	
Form 2	**F2: Cash on Hand Certification**	
Attachment 3	**A3: System for Award Management (SAM):** Agency must have an active System for Award Management (SAM) registration and be in good standing. Agencies must show proof of their current SAM registration in **Attachment 3**. If an agency is not able to be fully registered by the application deadline, they may submit proof of the SAM application submission and an affidavit affirming that they are not currently suspended or debarred from receiving federal contracts. Please visit sam.gov for additional information.	
Form 3	**F3: Certifications and Assurances**	

Attachment 4	**A4: Single Audit:** previously known as the OMB Circular A-133 audit, for organizations that expends $750,000 or more in federal funds in one year. Single audit must be from 2020 or newer OR if older than 2020, must submit letter from auditor stating the date of the most recent Single Audit	
Attachment 5a	**A5a: 501(c)(3) Status: S**ubmit an affidavit stating the organization is in good standing with the IRS and have maintained their 501(c)3 status	
Attachment 6	**A6: Most Recent Annual Report**	
Threshold: New Applicants Only *Note: Applications must meet threshold to be considered for funding. New applicants must submit the documents below in addition to the documents listed above in the "Threshold: All Applicants" section*		
Form 1a	**F1a: HMIS Certification:** only for those applicants who do not currently participate in Detroit's HMIS but have participated in another jurisdiction's HMIS for at least 1 year.	
Form 1b	**F1b: HMIS Onboarding Plan:** only for those applicants that do not currently participate in any HMIS system	
Attachment 5b	**A5b: 501(c)(3) Status:** IRS letter verifying tax-exempt 501(c)(3) status and an affidavit stating the organization is in good standing with the IRS	
Attachment 7	**A7: Proof of Experience:** funding letter(s) showing 2 years of experiencing operating social service programs with public and/or private funding	
Organizational Experience and Capacity in Addressing Homelessness		
Attachment 8	**A8: Organizational Chart:** current organizational chart that includes key positions and roles	
Attachment 9	**A9: APR** or CAPER generated from HMIS or pre-approved comparable database for **October 1, 2021 to September 30, 2022**, that reflects COMBINED data for all programs seeking HS funding through this NOFA. If an applicant did not record data in HMIS or a pre-approved comparable database in the timeframe listed above, attach a copy of the report used to generate responses to Organizational Experience question #11.	
Financial Capacity		
Attachment 10	**A10: CPA prepared Financial Statements:** for FY2021 or the most recent year-end (no older than FY2020)	
Attachment 11a	**A11a: Current year organizational budget**	

Attachment 11b	**A11b: Most recent Profit and Loss Statement**	
Attachment 12	**A12a: IRS Form 990, use most recent**	
Attachment 13	**A13: Resolution of Findings:** Documentation showing status/resolution of any City, HUD and/or IRS findings; if not applicable mark as "N/A"	
Program Components		
Form 4	**F4: Application Budget and Narrative:** excel document must be completed for each program/component for which you are applying. If applying for multiple programs under a single component, you must complete a budget for each. A detailed narrative for each line item under eligible activities outlined in this NOFA must be completed. Match and outside funding must be included. **Submit as an Excel document.**	
Form 5	**F5: Outcome Calculation Workbook:** with a worksheet completed for EACH PROGRAM seeking funding through this NOFA. **Must be submitted as an excel document.**	
Attachment 14	**A14: APR or CAPER:** used to complete Form 5 for each program seeking funding, date of report must be from 10/1/2021- 9/30/2022	
Attachment 15	**A15: City of Detroit Inspection Reports (shelters and warming centers only):** Must submit most recent Building and Safety inspection, Fire Inspection, and Detroit Health Department food safety inspection report (only applicable to programs preparing meals for residents). If reports show noncompliance, applicant must provide timeline and narrative on how they will comply within the next 30 days	
Attachment 16a	**A16a: Agency Grievance Policies and Procedures**	
Attachment 16b	**A16b- Agency Training Policies and Procedure**	
Attachment 16c	**A16c: Agency Data Policies and Procedures**	
Attachment 16d	**A16d: Agency Emergency Shelter After Hour Walk-In Policies and Procedures**	
Attachment 16e	**A16e: Agency Service Animal Policies and Procedures**	
Attachment 16f	**A16f: Agency Equal Access Policies and Procedures**	
Attachment 16g	**A16g: Agency Termination Policies and Procedures**	
Attachment 16h	**A16h: Agency Emergency Shelter Ban Policies and Procedures:** can be the same policy as Agency Termination Policy and Procedures, but must specifically call out bans	

Attachment 16i	**A16i: Agency Emergency Shelter Low-Barrier Policies and Procedures**	
Attachment 16j	**A16j: Shelter Rules and/or Guidelines**	
Contracting Requirements		
Form 6	**F6: Subrecipient Contract Requirements**	
Contracting Requirements		
Form 7	**F7: Appeals Form:** Only to be used by organizations not recommended for funding. Additional information regarding appeals will be provided when applicants are notified of funding recommendations	