

Thank you for your participation in the Continuum of Care (CoC) RFP review process. Enclosed are guidelines to facilitate the reviewing process for the Unsheltered Homelessness NOFO proposals.

Funds Available:

Unsheltered Homelessness Projects for up to \$4,674,283 for any of the following project types:

- Permanent Housing – Permanent Supportive Housing (PH-PSH) project
- Permanent Housing – Rapid Rehousing (PH-RRH) project
- Joint Transitional Housing (TH) and PH-RRH project
- Supportive Services Only – Coordinated Entry (CE)
- Supportive Services Only – Street Outreach
- Supportive Services Only – Other

Note: Long Beach has received a commitment of match for funds for supportive services attached to Permanent Supportive Housing projects, as well as a commitment of 100 HCV vouchers that can be matched to people within PSH programs. This can be utilized to cover requests beyond the \$4,674,283 available through HUD.

Attachments:

- Evaluation Criteria
- Scoring Sheets
- Copy of RFP
- Assigned Proposals

Helpful Hints:

- Review all rating criteria before reading the proposal(s)
- Read all proposal(s) before rating and take necessary notes
- **Please provide comments for any areas that you score *Below Expectations* or *Needs Improvement***

Should you have any questions, please submit in writing your questions via email to HomelessServicesAdmin@longbeach.gov.

Please review and complete scoring by 8:00 am on Tuesday, September 27, 2022. Please email completed scoring sheets to HomelessServicesAdmin@longbeach.gov.

**RFP No. HSB-2022-002
CITY OF LONG BEACH 2022 COC PROGRAM RFP – UNSHELTERED
HOMELESSNESS PROJECTS
REVIEW PANEL SCORING SHEET**

The evaluation criteria identified in the RFP will be used to rank each application submitted. Each criterion element will be rated separately. Applications may receive up to the maximum points allowed based on the response to each criterion element.

ALL APPLICATIONS WILL BE EVALUATED IN ACCORDANCE WITH THE FOLLOWING CRITERIA:

SCORING CATEGORY	MAXIMUM POINTS
Organizational Capacity and Experience	25
Project Design	30
Coordination and Collaboration	10
Performance	15
Commitment to Racial Equity	10
Budget and Cost Effectiveness	10
TOTAL POINTS POSSIBLE	100
Bonus Points	10

Rater #: _____

Name of Agency: _____

Name of Project: _____

Instruction: In each subsection, read each of the criteria and narrative questions carefully, and record the number of points in the Score column including the subtotal at the end of each subsection. After all subsections are scored, total up the points in the column score and record the aggregate scores in the Score Summary on the last page.

ORGANIZATIONAL CAPACITY AND EXPERIENCE (25 maximum total points possible)			
<i>Successful experience performing activities related to those listed in this RFP and the capacity to meet the performance outcomes.</i>			
Narrative Questions	Max Points	Scoring Point System	Score
<p>A</p> <p>Provide concrete examples that illustrate your agency's experience and expertise in (1) working with and addressing supportive service needs of homeless populations and (2) developing and implementing relevant program systems and services.</p> <p>Expectation: The expectation would be that the agency has at least two years of experience providing social services to vulnerable populations and has developed at least two programs in the past and are able to speak to how their programs were developed.</p>	5	5 = Exceptional 4 = Exceeds Expectations 3 = Meets Expectations 2 = Below Expectations 1 = Needs Improvement 0 = Incomplete	
Reviewer's Comments & Notes:			
<p>B</p> <p>Describe your agency's basic organization and management structure. Be sure to include the number of personnel involved in your organization, including employees, interns, members, and volunteers. Attachment A: Provide resumes for agency leadership/management that will be involved with this project.</p> <p>Expectation: The agency is able to identify leadership that have relevant experience. It is expected that the agency has leadership positions that distinguish roles and responsibilities. An agency that has a structure with specialized roles and the ability for people within their structure to fill any vacant role should be looked at beyond meeting the expectation.</p>	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:			
<p>C</p> <p>Describe your agency's experience in utilizing federal funds and performing the activities proposed in the application?</p> <p>Expectation: The agency identifies that the agency or key leadership roles have at least 4 years of utilizing federal funding and are aware of the regulations and practices to receive federal funding.</p>	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	

Reviewer's Comments & Notes:				
D	Describe changes that your organization made during the COVID-19 pandemic maintain safe and effective services to participants. Expectation: The agency can identify at least 3 changes that their organization made during the pandemic to be able to serve participants safely and effectively. Services should have remained accessible but also accounted for ways of reducing transmission of COVID. Significant disruptions or reduction of services if identified should be considered against meeting expectations.	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				
E	Funding for the subcontract will be disbursed on a cost-reimbursement basis. Describe your agency's experience and capacity to maintain operational cash-flow while reimbursements are in process. Expectation: The agency should be able to identify how they manage cash flow for reimbursement contracts. Agencies should be able to identify cash reserve or other means by which they are able to financially sustain for at minimum 2 months while awaiting reimbursement.	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				
F	Identify how many vacancies your agency currently has as well as a percentage of that in comparison to the overall positions. Describe your agencies plan for quickly recruiting and hiring staff for this program, as well as approach for retaining existing staff? Expectation: Agencies should not have a percentage that exceeds 20% unless there is a significant new program that they just received that they are working to hire. Agencies should have at least 2 strategies for how they recruit and retain new employees that go beyond just the typical job recruitment websites.	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				
Subtotal Points for Organizational Capacity & Experience				

PROJECT DESIGN (30 maximum total points possible)				
<i>Demonstration of the utilization of best practices in their proposed project and the extent to which concepts of Housing First, Harm Reduction, and Trauma-Informed Care are embedded.</i>				
Narrative Questions		Max Points	Scoring Point System	Score
A	<p>Provide a description of your proposed project that addresses the Scope of Work detailed in this RFP.</p> <p>Expectation: The project should clearly describe how it addresses the basic focus of the program type they are applying for. Proposals that add additional elements on top of addressing all the basic requirements of the program should be considered higher than meeting expectations.</p>	5	5 = Exceptional 4 = Exceeds Expectations 3 = Meets Expectations 2 = Below Expectations 1 = Needs Improvement 0 = Incomplete	
Reviewer's Comments & Notes:				
B	<p>How will your agency incorporate Housing First, Harm Reduction, and Trauma-Informed Care into the project design?</p> <p>Expectation: The agency shows a basic understanding of these concepts that go somewhat beyond what's defined in the RFP. The agency should identify at least one way in which they implement this into their programs that is aligned with the definition in the RFP. In depth descriptions and multiple strategies should be considered for being higher than meeting expectations.</p>	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				
C	<p>Describe your agency's staffing plan and how it will cover the service responsibilities required of this program.</p> <p>Expectation: The agency has identified all positions within the program and has a basic description of the roles and responsibility for each position so that you have a clear understanding of the major tasks of each position</p>	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				

D	<p>Describe how your agency will provide all operational needs of the program.</p> <p>Expectation: The agency is able to identify what the needs are for both direct services and administration of the program, where the program will be located, and process for ensuring more than just the program service aspects are being covered. If they identify specific roles or teams that assist in this effort that should be considered for more than meeting expectations</p>	3	<p>3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete</p>	
<p>Reviewer's Comments & Notes:</p>				
E	<p>How will this program specifically work to address the needs of people experiencing unsheltered homelessness?</p> <p>Expectation: The agency doesn't have to directly say that they are serving people experiencing unsheltered homelessness but should be able to speak to how their program will create opportunities for people experiencing unsheltered homelessness to move through the system. There should be at least two ways in which they are meeting needs that they can clearly describe.</p>	4	<p>4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete</p>	
<p>Reviewer's Comments & Notes:</p>				
F	<p>Identify potential challenges to implementing your proposed project and explain how these challenges will be addressed.</p> <p>Expectation: The agency should be able to identify at least two potential challenges that will arise and have a plan on how they will address those. Agencies that are able to identify potential problems and demonstrate how they have worked through issues in the past and have an informed action plan should be considered for more than meeting expectations.</p>	4	<p>4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete</p>	
<p>Reviewer's Comments & Notes:</p>				
G	<p>How will your program regularly receive and incorporate participant feedback?</p> <p>Expectation: The agency should be able to identify at least one mechanism of where they are receiving feedback from participants and then how that feedback is being incorporated with at least one example. Any agency that has a formal advisory board should be considered for more than meeting expectations.</p>	4	<p>4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete</p>	
<p>Reviewer's Comments & Notes:</p>				

H	<p>Describe any experience your agency has with CalAIM funded services. Detail what percentage of participants you are estimating your program would qualify for CalAIM services and how you determined that. (Bonus points will be awarded based upon this section and level of connection)</p> <p>Full bonus points should be awarded for agencies that have been approved to bill for CalAIM reimbursement and will be utilizing Medi-Cal funding to meet at least 25% of their services.</p> <p>Half bonus points should be received if they are CalAIM approved but will be billing for less than 25% of their service funds.</p> <p>Half bonus points should be received if they are in process of getting CalAIM approved but will be billing for at least 25% of their service.</p> <p>2 bonus points for those that are in process and are anticipating less than 25% of services will be billed for.</p> <p>No points if the agency has no CalAIM connections or plans</p>	10	So description for scoring guidance. This section should be scored into the bonus area at the end and not within the Project Design Score	
Reviewer's Comments & Notes:				
I	<p>Are you requesting any services that your agency anticipates could be covered by HHIP funding? Describe those services in detail and provide an overview of how this reflects within your proposed budget.</p> <p>Expectation: If they are identifying ways to potential leverage in resources through HHIP that should be looked at positively however since this was not a requirement and there was limited information we are awarding only 1 point for agencies that did identify that they would use HHIP and it is aligned to what was identified as potential within the RFP.</p>	1	1 = Has a proposed HHIP connection 0 = No identified potential	
Reviewer's Comments & Notes:				
J	<p>Is your program requesting HCV's as a part of your program? If yes, how many HCV's are you requesting as a part of your program?</p> <p>Expectation: If they are proposing a PSH program that is requesting a portion of their rental assistance to be covered by HCV vouchers that should be looked at positively, however was not a requirement and was specific to only one program type therefore is only being scored as 1 point for any agency identifying that they will use HCVs.</p>	1	1 = Has a proposed HCV utilization 0 = No identified potential	

Reviewer's Comments & Notes:		
Subtotal Points for Project Design		
Subtotal Points for Bonus Points		

COORDINATION AND COLLABORATION (10 maximum total points possible)			
<i>The extent to which the proposal is integrated with the Continuum of Care system and evidence of past collaboration with partnering agencies.</i>			
Narrative Questions	Max Points	Scoring Point System	Score
<p>A</p> <p>Describe your agency's participation in coordinating pandemic response services for people experiencing homelessness in Long Beach or other areas of Southern California.</p> <p>Expectation: There should be a minimum of two years of experience in working through the Coordinated Entry System. Agencies with significant experience and have participated in the development and implementation of CES within regions should be scored above meeting expectations.</p>	3	3 = Exceptional 2 = Meets Expectations 1 = Needs Improvement 0 = Incomplete	
Reviewer's Comments & Notes:			
<p>B</p> <p>Describe your agency's approach to collaboration with the Long Beach Coordinated Entry System (CES).</p> <p>Expectations: Agencies should be able to identify how they will collaborate and can speak to a basic understanding for the Long Beach systems. Agencies that are able to describe in detail their experience and how they have utilized the system and how this program will also collaborate and be a part of the system should be considered for above meets expectations.</p>	3	3 = Exceptional 2 = Meets Expectations 1 = Needs Improvement 0 = Incomplete	
Reviewer's Comments & Notes:			
<p>C</p> <p>How will your project use healthcare resources to help individuals and families experiencing homelessness?</p> <p>Expectations: The agency should be able to identify at least 3 healthcare resources/partners and how they will connect with those agencies. Agencies with collaborations that bring healthcare into the program and leverage those resources beyond just a referral should be considered for more than meets expectations.</p>	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:			
Subtotal Points for Coordination and Collaboration			

PERFORMANCE (15 maximum total points possible)				
Agency's previous experience utilizing an HMIS or comparable database and adhering to best practices around data management for vulnerable populations.				
Narrative Questions		Max Points	Scoring Point System	Score
A	Describe how your agency will track and evaluate the effectiveness of your project. Expectations: The agency should be able to identify their evaluation approach and the frequency that they are looking at performance at a minimum of quarterly and how they determine if the outcomes are showing that the services are effective.	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				
B	Describe what performance metrics your agency will monitor and the approach to achieving these targets. Be sure to identify tools that your agency will utilize to capture data or document that project goals are being met. Expectations: The agency should be able to identify at least 3 metrics that they will be measuring as part of determining performance. The metrics should be related to the project description. They should identify tools that they will utilize to analyze reports and how they track towards their goals. Agencies that are looking at wider metrics and have a more sophisticated plan with analysis software should be considered for above meets expectations.	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				
C	Describe your agency's experience using a Homeless Management Information System (HMIS) or comparable database system. Expectations: The Agency should have experience utilizing HMIS and be familiar with the system. If they are not utilizing HMIS as a victim service provider they should confirm that they have ensured the system that they are utilizing meets HMIS standards.	3	3 = Has HMIS experience 1 = Has utilized data systems similar to HMIS but no HMIS experience 0 = No experience	
Reviewer's Comments & Notes:				
D	Detail how your agency will actively work to identify and address performance concerns. Expectations: The agency has a quality assurance plan that describes how when there are performance issues how action plans are made and how they are able to correct performance. Agencies with quality assurance roles and are able to provide in detail descriptions around how they address performance and examples should be considered for above meets expectations.	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	

Reviewer's Comments & Notes:		
Subtotal Points for Performance		

COMMITMENT TO RACIAL EQUITY (10 maximum total points possible)				
<i>Experience working with vulnerable populations and diverse communities and demonstrated understanding of systemic racism.</i>				
Narrative Questions		Max Points	Scoring Point System	Score
A	<p>Describe your agency's experience working with and serving culturally and racially diverse populations?</p> <p>Expectation: The agency should be able to identify how they have served multiple cultures and races, and there should be at least several descriptions around this work. Agencies that speak to trainings and initiatives to improve their engagement and are able to be detailed in how they create diverse and inclusive staffing and programming should be considered for above meets expectations.</p>	3	3 = Exceptional 2 = Meets Expectations 1 = Needs Improvement 0 = Incomplete	
Reviewer's Comments & Notes:				
B	<p>Describe any plan and work that your agency has undergone to improve racial equity?</p> <p>Expectations: The agency should be able to identify a plan that they have and how it relates to equity within both staffing and the people being served. Agencies that are able to identify strong goals and strategies for reducing disproportionalities of homelessness among our BIPOC community should be considered for above meets expectations.</p>	3	3 = Exceptional 2 = Meets Expectations 1 = Needs Improvement 0 = Incomplete	
Reviewer's Comments & Notes:				
C	<p>How are people with lived experiences and individuals from vulnerable populations engaged in your organization's planning and decision-making processes? Describe the policies or practices in place that ensure the experiences of marginalized communities are represented in your organizational infrastructure.</p> <p>Expectation: The agency should have some way in which they are incorporating people that are being served within multiple areas of their program. They should be able to identify at least 3 policies are practices within their agency. Agency that have policies and practices that extend to staffing, leadership, and bringing peoples voices into the organization in a way that values and compensate them should be considered for above meets expectation.</p>	4	4 = Exceptional 3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				
Subtotal Points for Commitment to Racial Equity				

BUDGET AND COST EFFECTIVENESS (10 maximum total points possible) <i>Feasibility, reasonableness, and optimization of the proposed budget.</i>				
Narrative Questions		Max Points	Scoring Point System	Score
A	Describe your agency's financial management structure and its capacity to administer the accounting requirements of this project. Expectations: The agency should have a clearly identified financial structure and that process should have at least two levels that allow for accountability and checks and balances. Agencies should be able to describe the basic roles of their finance team and the work that they are doing.	3	3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				
B	Describe your agency's experience in leveraging Federal, State, local, and private sector funds. Expectations: The agency should be able to identify at least 2 instances of leveraging resources and how they are leveraging resources to improve services. Agencies should describe their process for how they determine and pursue other grant funds to expand and improve services.	2	2 = Exceeds Expectations 1 = Meets Expectations 0 = Less than expectations	
Reviewer's Comments & Notes:				
C	Please describe the sources of match and how it will be utilized to enrich services within the program. Expectations: The agency should be able at minimum to identify their match source that is at least 25% of what they are requesting. The match should be clear in how it will directly serve participants of the project and is aligned. Agencies that are demonstrating more than 30% match should be considered for above meets expectation.	3	3 = Exceeds Expectations 2 = Meets Expectations 1 = Below Expectations 0 = Incomplete	
Reviewer's Comments & Notes:				

D	<p>Refer to the Budget and select a score based on the information provided by the applicant, taking into account its cost effectiveness and financial feasibility.</p> <p>Expectations: The agency should be identifying how many people will be served and their overall budget. The expectation is that the budget is clear in how it is going to effectively serve people and that it is reasonable. A project that is saying that it will provide housing assistance for 10 people for \$500,000 should be considered not cost effective, agencies that are saying they will serve 800 people for \$500,000 a year should also be looked at as the program not being financially feasible to provide services to that many people. Within cost effectiveness reviews should be considering match as a positive to improving the cost effectiveness of the program. This is subjective and should be considered in comparison to other proposals received and reviewed.</p>	2	<p>2 = Exceeds Expectations 1 = Meets Expectations 0 = Less than expectations</p>	
Reviewer's Comments & Notes:				
Subtotal Points for Budget and Cost Efficiency				

SCORE SUMMARY

SCORING CATEGORY	MAXIMUM POINTS	POINTS RECEIVED
Organizational Capacity and Experience	25	
Project Design	30	
Coordination and Collaboration	10	
Performance	15	
Commitment to Racial Equity	10	
Budget and Cost Efficiency	10	
TOTAL POINTS FOR AGENCY PROPOSAL	100	
Bonus Points	10	
TOTAL POINTS + Bonus	110	

Additional Comments: