



United Way  
of Greater New Haven

## United Way of Greater New Haven Request for Proposals

### Service Providers for Hamden ARPA Coordinated Entry Grant

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**Applications due Wednesday, November 29, 2023, no later than 5:00pm**

#### 1) **Context:**

In anticipation of funding from the Town of Hamden for **CAN Coordinated Entry Staffing and Warming Center**, United Way of Greater New Haven is issuing a Request for Proposals to secure qualified agencies to provide program services described below.

United Way of Greater New Haven serves as the backbone of the Greater New Haven Coordinated Access Network (GNH CAN), a public-private partnership across nineteen towns that streamlines and standardizes the process for individuals, families, and youth to access assistance. *The goal of the CAN is to make homelessness rare, brief, and a one-time experience.*

The GNH CAN strives to ensure that any individual, youth, or family that is experiencing literal homelessness or at imminent risk of homelessness has equal access to services that will address their housing instability as quickly as possible. Since the end of the COVID-19 pandemic, GNH has a hybrid model of both in person and over the phone CAN appointments. In FY23, the GNH CAN received 7,645 CAN appointment requests. Of those, 70% were attended and 19% of those households were diverted from homelessness. We continue to make CAN appointments as accessible and responsive as possible to reduce call backs to 2-1-1 and best serve households experiencing homelessness.

Through this funding opportunity, the GNH CAN seeks to increase access to the front door of the homeless response system for residents of the Town of Hamden and support Hamden Warming Center services.

#### 2) **Coordinated Entry Funding and Goals:**

It is anticipated that a total of \$1,000,000 will be appropriated to United Way of Greater New Haven through the Town of Hamden for 2 full time employees for coordinated entry services, one to serve individuals and one dedicated to serve families, as well as Warming Center services. Funds allocations will follow as described below and must be expended by June 2026.

Project Description	Amount	Period of Performance
Family Coordinated Entry FTE	\$75,000 per year	3 years
Individual Coordinated Entry FTE	\$75,000 per year	3 years
Warming Center in winter months	\$100,000 per year	3 years

The Greater New Haven CAN service region includes Madison, Guilford, Branford, North Branford, East Haven, New Haven, North Haven, West Haven, Orange, Milford, Hamden, Shelton, Derby, Ansonia, Woodbridge, Bethany, Beacon Falls, Oxford, and Seymour. Services funded under this grant will prioritize households from the Town of Hamden. Organizations eligible to apply for this funding must be able to serve households within the designated jurisdiction and have three years of demonstrated capacity to provide homeless service oversight including staff training, program implementation, and data entry and monitoring.

Through this funding opportunity, the GNH CAN is seeking to:

- (1) Increase walk in and phone access to individual and family CAN appointments within the Town of Hamden;
- (2) Increase diversion outcomes for eligible households;
- (3) Increase local capacity to field follow-up questions and inquiries from households post-CAN appointment; and
- (4) Support Warming Center services within the Town of Hamden.

### **3) Funded CAN Services:**

Funding is available for the following services. Applicants may apply for one or more of the below services.

#### **i) 1 Full-Time Family Diversion Specialist and 1 Full-Time Individual Diversion Specialist for GNH CAN Coordinated Entry. Anticipated responsibilities will include:**

- (1) Conduct in-person, walk-in, and phone CAN appointments, location(s) TBD, to assess a client's needs related to housing insecurity.
- (2) Proactively engage all clients in diversion conversations to identify and secure safe, viable housing opportunities outside of the homeless system.
- (3) Provide time-limited case management to clients accessing the GNH CAN who are not currently receiving housing-related case management services, including clients on the Greater New Haven CAN Family Stabilization List, with the goal of diverting clients from entering shelter whenever safe and appropriate to do so.

- (4) Ensure clients are referred and successfully linked to all appropriate resources as quickly as possible such as diversion flexible funds, community resources, and emergency shelter openings when no viable diversion plan is actualized.
- (5) Respond to client inquiries post-CAN appointment within 48 hours.
- (6) Work in partnership with the Town of Hamden and GNH CAN to support those that are experiencing homelessness quickly.
- (7) Timely entry and accurate maintenance of data accuracy in HMIS, Smart Sheets, and/or any other data infrastructure.
- (8) Participate in all GNH CAN meetings, as appropriate, such as the CAN morning calls and monthly entry meetings.
- (9) Work in collaboration with the CAN Director and CAN Entry Manager to identify areas of need and continuous improvement.

**ii) Warming Center Services** for the GNH CAN located in the Town of Hamden. Anticipated responsibilities include:

- (1) Provide space during the cold weather season to offer warming center space accommodating at least 30 individuals in need of overnight shelter.
- (2) Hire adequate coverage to ensure monitoring and support to clients throughout the night for the program.
- (3) Communicate program details like open/close times, capacity, location, eligibility, etc. to CAN backbone staff including any changes throughout the cold weather season for community education and 211 updates.
- (4) Follow the recommended procedures surrounding safety and prevention of potential viral outbreaks.
- (5) Ensure patrons of the program are referred appropriately to other CAN services, like the shelter waitlist and By Name List within 48 hours of identification of need.
- (6) Provide homeless verification whenever needed for housing match eligibility and prioritization.
- (7) Enroll patrons in HMIS and track bed nights for households utilizing the warming center.

**4) Minimum Qualifications of Applicants:**

To be considered as a **sub-grantee** under this application, respondents must have the following minimum qualifications:

- (1) Be a tax-exempt agency operating in greater New Haven:
  - (a) Not-for-profit organization with 501(c)(3) status
  - (b) Government agency
  - (c) School or academic institution
  - (d) Faith-based organization
- (2) Have three years of demonstrated ability to serve households experiencing literal homelessness or at risk of becoming homeless, including single individuals, families, youth/young adults, chronically

homeless and those fleeing or attempting to flee domestic violence as defined in Category 4 of the HUD definition of homeless.

- (3) Possess sufficient knowledge regarding local available resources to provide timely and appropriate referrals to those in crisis.
- (4) Have a demonstrated capability of serving multicultural, multilingual populations.
- (5) Have demonstrated capacity to maintain high data quality standards for CT HMIS and applicable reporting.
- (6) Have a Non-Discrimination Policy.

**ii) Timeline**

Proposal Timeline:

- (1) RFQ Release November 13, 2023
- (2) Deadline for responses/applications November 29, 2023 at 5:00pm

Submit RFQ responses through [this link](#) no later than November 29, 2023 at 5pm.

**5) Submission Formatting:**

- a) RFP responses will be submitted online via the following link:  
<https://EFSP.formstack.com/forms/hamdenarpa2023>

**6) Qualifications to be addressed in the application:**

Please submit the following for consideration:

**a) Agency Information:**

- i) Contact Information:
  - (1) Name:
  - (2) Phone Number:
  - (3) E-mail Address:
  - (4) Address of principal place of business:
- ii) Agency Capacity: Please provide a general overview of the agency and why it is uniquely positioned to support this work.

**b) Service Capacity:**

- i) Please indicate which function is being applied for and how your agency has experience in or is uniquely qualified to provide function(s) as described in Section III.

**c) Commitments to Equity and Collaboration**

- i) UWGNH is [committed](#) to continued learning and action to foster an equitable, just, and inclusive community where each of our neighbors has the opportunity to thrive. Please tell us how your agency demonstrates a commitment to advancing diversity, equity, and inclusion.

- ii) UWGNH is also committed to building effective collaboration between and across service providers. Describe how your organization collaborates with other agencies - in providing services, referrals, advocacy, participation in collaborative groups, or in other ways.

**d) Financial Capacity & Budget**

- i) Describe how the agency will ensure allocated funds are tracked and used in accordance with the grant?
- ii) Submit a budget breakdown of the proposed use of funds, including line items for personnel, direct, and administrative expenses.
  - (1) It is anticipated to award positions at a cost of \$75,000 per position per year.
  - (2) Warming Center cannot exceed \$100,000 per year.
  - (3) Administrative costs cannot exceed 10%.

**e) Data Management:**

- i) Describe your capacity to collect client level data and your ability to adhere to Data Quality and Performance Management Standards set by the CT Homeless Management Information System (HMIS) Steering Committee using the HMIS used in CT (CASEWORTHY), or your willingness to implement such data collection standards within three months of award.

**7) Evaluation Criteria:**

- a) Applications that are submitted by the deadline will be evaluated by a diverse committee of UWGNH staff, community members, and those with lived experience in the workforce development field. Answers will be reviewed and scored based on responses to Section VII.

- b) Questions are weighted using the following breakdown of points:

Agency Capacity	25
Service Capacity	35
Commitments to Equity and Collaboration	25
<u>Financial Capacity and Budget</u>	<u>15</u>
Total Possible Points	100

*For any questions, please contact Kelly Fitzgerald at [kfitzgerald@uwgnh.org](mailto:kfitzgerald@uwgnh.org) or Margaret LeFever at [mlefever@uwgnh.org](mailto:mlefever@uwgnh.org).*