**Request for Qualifications for Coordinated Assessment**

**PURPOSE**

Since August of 2013, Charlotte and Mecklenburg County have been working closely with the National Alliance to End Homelessness (the Alliance) and the North Carolina Coalition to End Homelessness (NCCEH) to develop a comprehensive coordinated assessment process. Coordinated assessment will:

* + Implement a standardized process for assessing consumer need, eligibility, and priority for various services and programs;
  + Produce more informed referrals based on bed availability and ability of a particular program or resource to meet a consumer’s needs;
  + Prioritize the most vulnerable households in the community for receipt of assistance;
  + Improve the speed with which people are connected with resources or programs that best fit their needs; and
  + Capture data about who is entering the system and their activity once they are in the system.

To begin implementation of coordinated assessment, three to seven sites across Mecklenburg County will need to be identified as coordinated assessment centers. These centers will assess for need based on agreed-upon forms, enter data into Carolina Homeless Information Network (CHIN), and make appropriate referrals. Agencies that do NOT apply or are not selected as finalists through this process will be expected to immediately send all people that come to them seeking assistance or services to one of these centers to be assessed once the new coordinated assessment process is in place.

To identify the most appropriate coordinated assessment sites, interested agencies should submit letters of intent to apply for two aspects of Charlotte-Mecklenburg’s coordinated assessment process – the physical location, the staff component of the assessment process, or both. Information on what is required as a part of this application process is listed in more detail below. Applications will be reviewed by the local CALL committee.

A webinar will be held on Tuesday, January 14, 2014 at 2 PM ET about the application process. Applicants will have the opportunity to ask questions. The webinar will be recorded and made available online to those who cannot join at the time. Applicants must register for the webinar first, which they can do at this link: <https://www2.gotomeeting.com/register/694869746>.

**TIMELINE**

January 14, 2014 Application review webinar

February 21, 2014 Applications due

March 7, 2014 Final decisions announced

**SELECTION PRIORITIES**

For agencies seeking to be the physical location or provide both the physical location and staffing, applicants should have locations located in places that are convenient for people experiencing homelessness, applicants that have adequate space for assessment, and at least one applicant serving families and one applicant serving single adults.

For agencies seeking to do the coordinated assessment staffing or provide both the physical location and staffing, they should highlight if they have staff in place that can help supervise coordinated assessment staff and applicants that are willing to have staff travel to other locations to do assessments.

**EVALUATION CRITERIA**

The application includes three sections. Agencies are welcome to apply to be the physical location of an assessment center, to provide the staffing for the assessment center, or both. If your agency is:

* Applying for just physical location, complete Sections 1 and 2;
* Applying for just staffing, complete Sections 1 and 3; or
* Applying for both, complete all sections.

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# SUBMITTING THE APPLICATION

# Proposals should be submitted as a word document. Decisions are final and applicants do not have the ability to appeal. Additional information and materials may be requested after an application is submitted. Applicants that apply for both physical location and staffing may be chosen for one or the other. If accepted, finalists have the right to opt-out of participating.

At this point, it is unclear how much new money will be available to agencies that agree to lead the coordinated assessment process. Agencies should assume that, at least initially, some input of their own resources (staff or space) might be necessary. Applicants will be informed once information about new funding is available. If finalists have already been selected at that point, they may choose to remove themselves from the process if they believe that the funding available is insufficient to carry on with the process.

**Applications must be received electronically by the CoC by noon ET on February 21, 2014**. Applicants will be notified in writing of decisions by March 7, 2014. **Submit applications to: Rebecca Pfeiffer** [rpfeiffer@ci.charlotte.nc.us](mailto:rpfeiffer@ci.charlotte.nc.us).If you have any questions, contact Norm Suchar by email at [nsuchar@naeh.org](mailto:nsuchar@naeh.org) or phone at 202-942-8255.

# Application Questions

If the space below is insufficient to answer the questions, agencies may attach additional sheets. Each answer should be numbered.

Agency Name:

Agency Address, City, State, and Zip Code:

Primary Staff Contact Name:

Primary Staff Contact Title:

Primary Staff Contact Phone Number:

Primary Staff Contact E-Mail Address:

**Section 1: Population and Resources**

Use no more than 300 words for the entire section.

1. Please check which populations your agency currently serves:
   * People with pets
   * People with service animals
   * People who smoke
   * Sex offenders
   * Unaccompanied youth
   * Unaccompanied women
   * Unaccompanied men
   * Families
   * Childless couples
   * People who are elderly
   * Survivors of domestic violence
   * People who identify as LGBTQ
   * People with serious mental illness
   * Adults who are active substance users
   * Unaccompanied youth who are active substance users
   * People whose primary language is not English
   * People who are chronically homeless
   * Veterans at-risk of or experiencing homelessness
   * Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   * Additional comments about other populations your agency serves:

*Regardless of who the agency serves, agencies will be expected to assess anyone that comes to them seeking homeless assistance services (with the exception of domestic violence agencies).*

1. Are there any populations that due to federal/state/local regulations, zoning laws, or other restrictions out of your control that your agency CANNOT serve?
2. Please describe what financial resources, if any, your agency plans to devote to being an assessment center if you are selected.

**Section 2: Location**

Use no more than 600 words for the entire section.

1. Preference will be given to agencies that are located in a place that is convenient for people experiencing homelessness. Is your agency located at a site where people experiencing homelessness already go to seek homeless assistance? If so, please estimate the average number of people who go there daily.

If your organization is near at a site where people experiencing homelessness already go, please estimate the average number of people who go to this site daily.

1. Is your agency in a central location? Is it accessible by public transportation? Please provide the names of any bus routes with stops near your agency.
2. Describe how your agency will provide adequate physical space for assessment staff and clients, as well as private assessment space for people requesting to be assessed in private (including survivors of domestic violence).
3. If you are applying for both location and staffing, would your agency be willing to have employees of another agency provide staffing If you are selected to be an assessment center location only?
4. Why does your agency want to be a coordinated assessment site for the community?
5. Has your agency had any “NIMBY” (Not In My Backyard) issues around people experiencing homelessness walking up to your agency in the past? If, so please describe them and how your agency has dealt with them.

**Section 3: Staffing**

Use no more than 600 words for the entire section. Agencies that have County-funded staff should NOT include them in their answers to the questions below.

1. Name the staff member that will supervise assessment staff, their current position, and their qualifications and expertise with assessment.
2. Detail any current staff and current staff time that could be devoted to assessing clients.
3. Please discuss any experience your agency’s current staff have had with conducting assessments and making referrals.
4. Would your agency’s staff be willing and able to travel to other locations to do assessments?
5. Why does your agency and staff want to do coordinated assessment?
6. How does your agency plan to assess households who speak languages other English?

**General Expectations of Coordinated Assessment Centers**

Once centers have been selected, they will sign a Memorandum of Understanding with more explicit directions in terms of operation. However, of agencies selected, here are some expectations:

* (For staffing): Allow their assessment staff to be evaluated on a regular basis by the CoC and any outside evaluators they might bring in
* (For staffing): Agree to receive training on the assessment, referral, and data entry processes associated with coordinated assessment
* Treat all people experiencing homelessness with respect and kindness
* (For locations): Agree to provide a walk-through of their facilities to evaluators of the assessment process or CoC board and committee members
* Exclusively accept referrals to their own organization that come to them as a result of the coordinated assessment process
* Participate in CHIN and enter coordinated assessment information into CHIN unless they are legally prohibited from doing so
* Follow the policies and procedures of the coordinated assessment process once created
* Meet with the CoC and CoC board on a regular basis to discuss concerns and issues around the coordinated assessment process
* Make referrals based on the agreed-upon system-wide prioritization criteria

Please sign and date below if you agree to these criteria.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you are not able to meet one or more of these criteria, please explain which ones and why you are not able to meet them below.