



Recommendations for Homeless Services Providers & Operator of Sam Jones Hall for FY 2022/2023

City Council
February 22, 2022

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City Manager's Office

Overview

- November 9, 2021 Council direction
- Request for Proposals (RFP)
- Summary of Proposals
- Recommendations
- Lessons Learned
- Next Steps

RFP Purpose

Seek proposals from qualified and experienced organizations to provide homeless services and for operation of the City-owned Samuel L. Jones Hall Homeless Shelter (SJH) for the upcoming Fiscal Year 2022/2023

RFP Purpose

- Increased investment in homeless services – shift to competitive process
- 2004 – Catholic Charities selected as operator for SJH
- Annually – Community Development Block Grant (CDBG) funding

RFP Term

- Capacity to implement program by July 1, 2022
- Initial term – FY 22/23
- Up to 5 years – FY 22/23 to FY 26/27
- Conditional basis subject to funding and performance

RFP Scope

Homeless Services

- Day Services
- Street Outreach/Encampment Resolution
- Emergency Shelter
- Housing Support
- Community-based Solutions – Community Homeless Assistance Program (CHAP)
- Other innovative approaches

RFP Scope

SJH Operator

- Low barrier
- Housing Focused
- Basic services + case management
- Experience operating shelter of similar size and scope

General Requirements

- Non-profit status
- Experience providing similar services
- Fidelity to Housing First
- Alignment with CoC – HMIS, Coordinated Entry, Shelter Standards
- Client/Community Engagement
- Partnership
- Reporting

Schedule

RFP Issued	November 15, 2021
RFP Due	December 20, 2021
Evaluation Committee convened	January 21, 2022
Rec. to City Council	February 15, 2022
Contract Drafting	Spring 2022
Contracts to Council - FY 22/23	June 2022
Contracts Awarded – FY 22/23	July 2022

Criteria

	Max. Points
Strategic Goals	10
Organizational Capacity	20
Client Engagement/Feedback	5
Best Practices	20
Wrap-around Services	10
Data/Reporting	10
Financial Reasonability	20
Other	5
Total	100
Bonus	5

Summary of Proposals

Sam Jones Hall

Competitive

- Catholic Charities
- SHELTER, Inc.
- DEMA, Inc.

Summary of Proposals

Homeless Services

Non-competitive

- Catholic Charities
 - Homeless Services Center
 - Family Support Center
 - Homeless Outreach Services Team
- YWCA Sonoma County
 - Safe House Shelter Program

Other Providers

- The Living Room
- Community Action Partnership
Sonoma County
- Faith-based – CHAP

Catholic Charities

Experience

- 30 years in Sonoma County
- SJH since 2005
- Other City-sponsored programs
- Housing First fidelity

Proposal

- Low barrier, housing focused
- Basic services, wrap-around
- Community partnerships
- Participant/community feedback

SHELTER, Inc.

Experience

- 40 years experience
- Contra Costa, Solano, Sacramento
- Range of programs
- Housing First fidelity

Proposal

- Low barrier, housing focused
- Basic services, wrap-around
- Participant driven

DEMA, Inc.

Experience

- 2 years experience
- Sonoma County and Harris County, Texas
- COVID response
- Health/medical focus

Proposal

- Low barrier, housing focused
- Basic services, wrap-around
- In-house, on-site medical services

Sam Jones Hall

	Operating Budget	Cost/night/person	Other Funding
Catholic Charities	\$2,493,454	\$32	\$431,118
SHELTER, Inc.	\$3,974,904	\$51	\$111,104
DEMA, Inc.	\$4,994,983	\$64	\$0

Evaluation Committee

- 9 members
- Facilitated by City Manager's office
- City – Police, Fire, Human Resources
- County – Health Services, Community Development Commission
- Rohnert Park, Healdsburg
- Councilmembers Roger and Sawyer

Scoring – Sam Jones Hall

	Average Score	Highest & Lowest	Forced Ranking
Catholic Charities	91.2	89.5	5
SHELTER, Inc.	80.9	83.1	3
DEMA, Inc.	61.2	68.9	1

Homeless Services

	Operating Budget	City Funding FY 21/22	Average Score
Catholic Charities - HSC	\$338,000	\$202,000	89.8
Catholic Charities - FSC	\$1,302,665	\$196,000	90.7
Catholic Charities - HOST	\$1,563,316	\$1,035,450	89.9
YWCA So. Co. Safe House	\$1,403,591	\$50,000	81.1

Lessons Learned

- Outreach
- PlanetBids portal
- Cost to run programs effectively
- Mechanism to fund and operationalize innovative approaches
- Developing metrics and measuring success

Next Steps

- March to May 2022 – Develop contract scope, budget, metrics, reporting requirements
- June 2022– Return to Council with contracts
- July 2022 – Execute FY 22/23 contracts

Recommendation

It is recommended by the City Manager's Office that the Council, by resolution: 1) approve Catholic Charities of the Diocese of Santa Rosa for the provision of City-sponsored homeless services for the following programs – Homeless Services Center, Family Support Center, and Homeless Outreach Services Team; 2) approve YWCA Sonoma County for the provision of City-sponsored homeless services via operation of its Safe House Shelter program;

Recommendation cont'd

3) approve Catholic Charities of the Diocese of Santa as the operator of the Samuel L. Jones Hall Homeless Shelter; and 4) direct staff to prepare agreements for these programs for Council consideration for the initial period July 1, 2022 to June 30, 2023 (Year 1) and continuing for up to five years total (Fiscal Year 2022/2023 to Fiscal Year 2026/2027) on a conditional basis subject to contractor performance and funding availability.