



County Of Siskiyou

Request for Proposals (RFP)

RFP #24-144 – Health and Human Services Agency

for

**a Homeless Service Provider to Operate a Non-Congregate
Shelter**

Proposals may be mailed, delivered, or emailed to:

Maddelyn Bryan

Housing Coordinator

Health and Human Services Agency

818 South Main Street, Yreka, CA 96097

rfp_rfb_submissions@co.siskiyou.ca.us

Proposals Due by:

May 17, 2024

4:00pm

**County of Siskiyou
Request for Proposals
for a Pallet Shelter Operator**

The following schedule of events will be followed to the extent achievable; however, the County reserves the right to adjust or make changes to the schedule as needed.

Estimated Timeline of Events

Date	Activity
April 25, 2024	Release of Request for Proposals (RFP)
May 7, 2024	Deadline to Submit Questions
May 17, 2024	Submission of Proposals due by 4:00 PM
May 20-28, 2024	Review of Proposals
May 28-31, 2024	Notification of Final Selection
June 2024	Professional Service Agreement Processed
July 2024	Professional Service Agreement Start Date

1.0 Preface

General Background

Siskiyou County is the fifth-largest county in California by area with an estimated 44,000 residents and is considered a “frontier” county because there are only seven residents per square mile (US Census Bureau, 2020). As a largely mountainous county sitting at elevations above 3,000 feet, Siskiyou is subject to extended cold winters with significant snowfall and freezing temperatures. The rural nature of the county causes disparities in services for individuals who are experiencing homelessness, largely due to limited homeless services and providers as well as the severe lack of affordable housing. The County is a member of the NorCal Continuum of Care (NorCal CoC), a consortium of individuals and organizations with the common purpose of planning a housing and services system for people experiencing homelessness. The NorCal CoC, comprised of seven counties in Northern California, is responsible for managing US Housing and Urban Development (HUD) programs to address homelessness. Siskiyou County participates in the annual Point-in-Time (PIT) Homeless Count conducted each January through the NorCal CoC. The annual homeless count continues to grow in the county as a result of increasing rents and the loss of homes due to wildfires or other natural disasters. According to the 2023 Point-in-Time Count, the County has a homeless population of approximately 507 individuals at any given moment with 231 people living in unsheltered conditions (i.e., not intended for human habitation). Due to the challenges of accessing this population, this number is considered a significant undercount. As the county seat, and largest city in Siskiyou County, Yreka has the largest portion of the population experiencing homelessness. Historical PIT reports dating back to 2016 can be found at the following link: <https://www.shastacounty.gov/housing-community-action-programs/page/point-time-reports> .

In 2019, Siskiyou County conducted focus groups, written surveys, and interviews with a variety of stakeholders to develop the County’s 10-Year Plan to End Homelessness (Attachment D). The Plan highlights the need to develop low-barrier housing options, particularly as Siskiyou County residents are almost three times more likely to have a mental health and/or substance use disorder when compared to the State of California and the nation (Siskiyou Health and Human Services Agency, 2019). The Plan specifies the County’s goal to “expand the low barrier emergency shelter capacity in the NorCal CoC region to reduce the number of individuals experiencing homelessness that are unsheltered.” Currently, there are no homeless shelters anywhere in the County. The County relies predominantly on the use of vouchers for local motels to keep individuals sheltered and off the streets. These programs are often time-limited and restricted to specific subpopulations. To address this significant gap in services, the County contracted with a nonprofit to run a low-barrier congregate shelter with a 32-bed capacity. This program is expected to open in spring or summer of 2024. However, the County believes this project will not meet the full need of residents experiencing homelessness. Not only is the capacity insufficient, but the congregate nature of the program is not suitable for all populations. The County plans to increase the availability of shelter specifically in non-congregate settings.

Project Background

The California Department of Health Care Services (DHCS) is providing funding for County Behavioral Health Agencies to provide housing services to individuals experiencing homelessness who have a serious behavioral health condition or substance use disorder (see Attachment A for definition of target population). DHCS intends for the Behavioral Health

Bridge Housing Program (BHBH) to address the immediate needs of the target population through interim housing services while connecting individuals to sustainable housing opportunities. The program requires that CARE Court participants are prioritized for BHBH services once applicable. Siskiyou County has not yet implemented CARE Court services but expects a start date of December 1, 2024.

The County received a BHBH grant award to develop a village of small, individual “micro” shelters for this purpose. This project is a critical step in the County’s mission to provide safe and dignified housing for vulnerable individuals in our community. In preparation for the BHBH proposal, Behavioral Health staff conducted a focus group and distributed surveys to the target population. The results suggested a need for new types of non-congregate sheltering. The focus group identified tiny homes as the kind of interim housing service that would best meet their needs and which they would be most likely to accept. Incorporating this feedback into the program design, the Behavioral Health Division plans to create the first tiny home village in Siskiyou County. The County is seeking a service provider to manage the daily operations of the shelter.

The County plans to purchase innovative, modular structures intentionally manufactured by Pallet, a Public Benefit Corporation, to meet the needs of the target population. These Pallet shelters are rapidly deployable, durable, and scalable solutions to address unsheltered homelessness. They require minimal tools to assemble and are made from inorganic material – making them mold, mildew, and rot resistant. Additionally, the shelters come with integrated bed platforms, electrical connections, climate control options (both heat and air conditioning), shelving, and fire safety features. Please refer to Attachment B, the Product Catalog, for detailed product information. The County’s tentative design for the Pallet shelter village includes:

- 15 individual sleeping cabins (S2 Sleeper 70sq.ft.)
- 1 office cabin for staff (S2 Sleeper 120sq.ft.)
- 1 two-stall bathroom (2 full bath) (Two-Stall Hygiene Unit)
- 1 two-stall accessible bathroom (1full bath, 1 admin half bath) (Two-Stall Accessible Hygiene Unit)
- 1 community room (Community 400)
- A fenced dog run
- Fencing around perimeter
- Outdoor space that could be used for a community garden, picnic tables, etc.

Please review Attachment C for a draft layout of the Pallet shelters. This layout is subject to change at the County’s discretion. The County will lease the proposed site from the City of Yreka (400 S. Foothill Drive, Yreka, CA 96097). Concurrently with this RFP, the County is coordinating the preparation of the site and placement of the structures.

Project Timeline

DHCS requires that counties complete all infrastructure requirements and have beds available within one year of their contract execution. The selected respondent *must* begin services at the shelter before November 30, 2024. The successful proposer will operate the shelter through June 30, 2027, at which time the County will evaluate the continued need for the program. If the program demonstrates successful utilization and outcomes, the County will continue/augment the shelter with other funds as available.

Service Approach

- **Housing First:** The operator must deliver services according to Housing First principles. The basic premise of Housing First is that people are better able to address other challenges in their lives if they first have housing (or in this case shelter). Housing First programs are low-barrier to the greatest extent possible without unnecessary preconditions such as sobriety, criminal history, etc. Services are offered only on a voluntary basis and cannot be a condition of the participant receiving/maintaining the housing/shelter intervention.
- **Harm Reduction:** The operator should assist residents to reduce the negative consequences of their behaviors by providing nonjudgmental health education.
- **Trauma-Informed Care:** Trauma-Informed Care involves recognizing and responding to the effects of trauma. While homelessness itself is traumatic, residents may come to the Pallet shelter with a plethora of additional traumatic experiences in their past. The operator should incorporate this understanding into the program design and staff training.
- **Racial Equity and Cultural Responsiveness:** Certain populations experience homelessness at much higher rates in California. Native Americans in particular, are overrepresented in the homeless population compared to the general population in Siskiyou County. The operator should collaborate with the County to deliver services in a manner to reduce this disparity. Services/staff should be respectful and relevant to the beliefs and cultural practices of the residents.

2.0 Scope of Work

The selected homeless service provider will be responsible for the overall management and operation of the Pallet Shelter Village, including but not limited to the following services:

1. **Planning:** Attending planning meetings with County staff and relevant stakeholders to finalize the design of the project, including layout and services. The selected operator must develop policies and procedures to submit to the County for approval.
2. **Personnel:** Hiring and supervising sufficient staff to operate the services of the shelter for 7 days a week.
3. **Intakes/Exits:** Conducting intake interviews to determine eligibility and conducting individual needs assessments for each resident entering the village. Conducting exit interviews (if possible) when residents leave the shelter program for any reason.

4. **Case management/Services Connections:** Developing housing-focused service plans with each resident. Linking residents to all mainstream and other resources as applicable (CalFresh, MediCal, Mental Health, SUD, etc.). Connecting residents to pathways towards permanent housing, including, but not limited to, the Coordinated Entry System administered by the NorCal CoC. Assisting individuals to meet their basic necessities, complete paperwork, and attend appointments. scheduling transportation services through Behavioral Health and Partnership Health Plan (PHC) when necessary.
5. **Meals:** Providing one meal a day for residents, utilizing community partnerships to the greatest extent possible (food banks, faith groups, etc.).
6. **Housing Navigation:** Connecting all residents to the Housing Navigation staff through Behavioral Health. Collaborating with the Behavioral Health Housing Navigator to develop and implement voluntary housing service plans with each resident.
7. **Safety/Security:** Ensuring the safety and security of the village and its residents by implementing appropriate protocols and procedures. Promptly responding to possible emergency situations and notifying the County and other relevant partners/authorities. Safety and security should be included in the policies and procedures drafted in collaboration with the County.
8. **Facility Maintenance:** Overseeing the maintenance of the Pallet Shelter Village to ensure a clean, well-organized, and safe living environment. The site is subject to review by the Health and Human Services Agency at any time.
9. **Collaboration/Community Engagement/Participation in CoC:** The County expects the successful proposer to collaborate with a variety of entities, particularly the NorCal CoC and its members. Partnership with the NorCal CoC will include, but not be limited to, regular attendance at the Siskiyou County Advisory Board meetings, participation in the annual Point-in-Time Count, and involvement in ad hoc committees as appropriate. A successful proposer will maintain partnerships with county departments and nonprofit providers to develop and facilitate referral processes for clients to access available support systems. Additionally, the proposer will assist the County with educating and engaging the general public on the Pallet Shelter to foster positive relationships between residents and the surrounding neighborhood.
10. **Data Collection/Reporting:** The selected proposer will contract with the NorCal CoC to participate in the Homeless Management Information System (HMIS). The proposer will collect and enter client-level data into HMIS according to the policies and procedures established by the NorCal CoC and AB977. The proposer will submit narrative and data reports on a schedule determined by the County. Most of the required information can be pulled from HMIS. The proposer will evaluate the program in collaboration with the County to determine opportunities for improvement. Metrics will include, but not be limited to the following:
 - a. Number of people served and demographic information.
 - b. CARE Program participants receiving BHBH supportive services.
 - c. Bed-nights of bridge housing provided.

d. Outcomes:

- i. Number of individuals served;
- ii. Location upon exit;
- iii. Average length of stay;
- iv. Total number of bed-nights of bridge housing provided during the quarter (occupied bed-nights); and
- v. Total number of available bed-nights that were left vacant.

11. **Record Keeping:** The selected Proposer will maintain detailed client, services, and financial records and make them available to HHS staff as requested.

Proposers should feel free to include any other services not specified that they deem necessary to achieve the goals of this RFP. Siskiyou County has applied for additional BHBH grant funds. If awarded, the County may ask the service provider to increase their scope to include housing clients in motels or apartments in addition to the Pallet Shelter.

3.0 Submission Requirements

Proposal Format: Proposals must contain the following:

1. Cover Letter

- a. Please provide the Proposer's name, address, and telephone number. The letter must be signed by a representative authorized to enter into contracts on behalf of the Proposer.

2. Qualifications

- a. Provide specific information concerning the Proposer's experience with the services specified in this RFP. Examples of completed projects, as current as possible, should be submitted as appropriate.
- b. Prior experience operating a shelter or other housing intervention service is highly desired. However, significant experience serving the target population in another capacity may suffice.
- c. Prior experience participating in a homeless CoC, particularly using an HMIS software, is highly desired but not required.

3. Company Profile

- a. Provide a brief description of your company, including business structure, address, the total number of employees, overall industry experience, certifications, affiliations, and relevant experience. Support your capacity to perform the services detailed in this RFP.

4. Approach:

- a. Provide an analysis of the methodology developed to perform all required services and your response to the scope of work as referenced above. Please provide a detailed staffing plan. Explain how your approach to this project aligns with the service practices described above (Housing First, Harm Reduction, etc.).

5. References:

- a. Please include at least three (3) references, including name, address, telephone number, and Email, for whom similar services have been provided.

6. Price Proposal:

- a. Provide a transparent fee schedule that outlines all the costs associated with the required services, broken down by category of products and services, and all on-going costs for recommended or required services. The proposer's budget does not need to include costs associated with start-up infrastructure (property leasing expenses, site preparations, structures, and related hookups will be coordinated by the County). The proposer's initial budget should include three fiscal years, beginning FY24/25 and ending FY26/27. The initial budget should not exceed \$1,305,523.00.

The proposal must include all requirements as listed and correlate to the Scope of Work outlined under this RFP.

Conflict of Interest: Proposer(s) shall disclose to the County any interest, direct or indirect, which could conflict in any manner or degree with the performance of service required. At the County's discretion, a potential conflict of interest, to the extent it is waivable, may be waived or factored into the final award decisions and/or a modified Scope of Work.

4.0 Selection Process

The proposals received in response to this RFP will be screened by a selection committee. The selection committee will consider only the proposals which have been considered responsive to the RFP. Any proposal that fails to meet the RFP's requirements will be regarded as non-responsive and may be rejected. A proposal, which is in any way incomplete, irregular or conditional, at the County's discretion, may be rejected. The following criteria will be used in the evaluation of the potential consultants:

1. Qualifications
2. Approach
3. Experience and references
4. Proposed costs

The County may meet or interview any or all of the proposers during the evaluation process. A contract will be negotiated with one or more qualified entities selected during the evaluation

process. Proposals not selected in the evaluation process may be awarded a contract should negotiations with the selected Proposer(s) prove unsuccessful. The County reserves the right to reject any and all proposals and reserves the right to waive any non-substantive defects in the proposals.

5.0 General Information

Proposals must be submitted by way of mail, hand delivery, and/or electronic means, as described below:

- **Hand Delivery:** Hard copy proposals submitted by hand delivery must be received at Social Services, 818 South Main Street, Yreka, CA 96097 on or before **May 17, 2024, by 4:00pm** (ATTN: Maddelyn Bryan, Housing Coordinator). Please note "RFP #24-144" on front of envelope.
- **Mailing:** Hard copy proposals by way of mail must be mailed to Social Services, 818 South Main Street, Yreka, CA 96097 and postmarked by **May 17, 2024, by 4:00pm**. Please note "RFP #24-144" on front of envelope.
- **Electronic Copy Submittal:** Submit an electronic copy of the proposal via email. Electronic copies shall be emailed to rfp_rfb_submissions@co.siskiyou.ca.us and must be received by **May 17, 2024, by 4:00pm**. Please include "RFP #24-144" in subject line.

Proposers shall provide One (1) original copy with signature and Three (3) exact copies of the original by hand or mail delivery, as instructed above.

Proposers submitting proposals electronically will only be required to send one signed copy.

Proposers are asked to direct all inquiries related to the project(s) to Maddelyn Bryan, Housing Coordinator by email, [mcbryan@co.siskiyou.ca.us], or by phone at 530-841-2748. Please cc Joanne Johnson at jjohnson@co.siskiyou.ca.us .

The County will provide the following to assist the selected entity(s):

- Designate a person to act as the County's point of contact with respect to the work performed under the contract.
- Information, as legally allowed and reasonably attainable, in possession of the County that relates to the requirements of the project(s) or which is relevant for the project(s).
- Facilitate coordination with other entities, local agencies, organizations, and individuals if necessary.

- Advice on the project scope of work.
- Review and validation of project deliverables.
- Robust collaboration on designing, implementing, and operating the project.

A contract award resulting from this RFP will be made without discrimination on any basis prohibited under state or federal law.

6.0 Attachments

1. Attachment A Definition of Target Population
2. Attachment B Pallet Product Catalog
3. Attachment C Draft Village Layout
4. Attachment D 10 Year Plan to End Homelessness