



DC

DEPARTMENT of  
HUMAN SERVICES

District of Columbia  
Department of Human Services  
Family Services Administration (FSA)

## REQUEST FOR APPLICATIONS

Fiscal Year 2023  
Daytime Services for Individuals Experiencing Homelessness  
(Short name: Day Services)  
RFA #JA-FSA-DS-2023-001

<b>Announcement Date:</b>	May 26, 2023
<b>RFA Release Date:</b>	May 26, 2023
<b>Pre-Bidders Conference Date:</b>	June 5, 2023
<b>Application Submission Deadline:</b>	July 10, 2023 at 5:00 PM

Government of the District of Columbia  
Department of Human Services  
64 New York Ave. NE, 6<sup>th</sup> Fl.  
Washington, DC 20002  
(202) 671-4200

**LATE APPLICATIONS WILL NOT BE FORWARDED TO THE PANEL FOR REVIEW**

**DC**DEPARTMENT of  
HUMAN SERVICES

## EXECUTIVE SUMMARY

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from applicants (or “prospective Grantees”) to operate permanent year-round daytime services (“Day Services”) including general operations and supportive services for single adults experiencing homelessness, per the requirements of the first strategy of the [Homeward DC Plan to End Chronic Homelessness](#). According to the plan, the District must develop a more effective crisis response system, in part, by creating more “front porch services” like a daytime service center to help meet the service needs of individuals who are unsheltered or staying in low-barrier shelters.

The District seeks to establish permanent year-round Day Services for single adults experiencing homelessness. Day Services should primarily be focused on meaningfully engaging individuals, who are experiencing homelessness, during daytime hours through creation of a dignified and safe environment, facilitation of a coordinated entry into the homeless services continuum, connecting people to supportive and wrap-around services through case management; and ensuring accessibility to peer-led, professionally-supported, therapeutic programming.

In that vein, DHS/FSA is putting forth this RFA to identify one or more service providers with clear plans to create an affirming Day Services delivery model such that single adults experiencing homelessness are meaningfully engaged in supportive services in a positive environment during daytime hours.

<b>Funding Opportunity Title:</b>	Daytime Services for Individuals Experiencing Homelessness
<b>Funding Opportunity Number:</b>	RFA #JA-FSA-DS-2023-001
<b>Deadline for Applications:</b>	July 10, 2023 at 5:00 PM The District of Columbia Department of Human Services 64 New York Ave. NE, 6th Fl. Washington DC 20002 kemmy.antoinne@dc.gov
<b>Total Estimated Available Funding:</b>	Up to \$2,000,000
<b>Total Estimated Number of Awards:</b>	Up to Two (1)
<b>Total Estimated Award Amount:</b>	Eligible organizations can be awarded up to \$2,000,000
<b>Period of Performance:</b>	October 1, 2023 to September 30, 2024
<b>Length of Award:</b>	Twelve (12) months with up to four (4) additional option years
<b>Eligible Applicants:</b>	<input checked="" type="checkbox"/> Non-profit organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations; <input checked="" type="checkbox"/> Faith-based organizations; <input checked="" type="checkbox"/> Private Enterprises

**DC**DEPARTMENT of  
HUMAN SERVICES

District of Columbia  
Department of Human Services  
Family Services Administration (FSA)

## NOTICE

# PRE-APPLICATION CONFERENCE

ATTENDANCE IS RECOMMENDED

Fiscal Year 2023  
Daytime Services for Individuals Experiencing Homelessness  
(Short name: Day Services)  
RFA #JA-FSA-DS-2023-001

<b>When:</b>	June 5, 2023
<b>Where:</b>	Department of Human Services Webex Link to be Provided Room Virtual
<b>Time:</b>	12:00 PM – 2:00 PM
<b>Contact Person:</b>	Kemmy Antoine Family Services Administration (FSA) Department of Human Services 64 New York Ave. NE, 6th Fl. Washington, DC 20002 202-213-3117

Please RSVP to addend the Pre-Application Conference no later than June 3, 2023.  
You may RSVP via telephone to Kemmy Antoine, Grant Administrator at 202-213-3117, or by email at kemmy.antoine@dc.gov.

**THIS EVENT WILL BE VIRTUAL**



## CHECKLIST FOR APPLICATIONS

### Daytime Services for Individuals Experiencing Homelessness

- ☐ Application proposal format follows the “Application Format” listed in Section 6 of the RFA.
- ☐ Application uses 12-point type with a minimum of one-inch margins, with all pages numbered.
- ☐ Applicant Profile [RFA Attachment A], contains all the information requested and is attached as the Face Sheet.
- ☐ Table of Contents comes after the Applicant Profile.
- ☐ Applicant Summary and Project Narrative are complete.
- ☐ Program Budget and Budget Narrative Justification are complete and comply with the budget form. The line-item budget narrative justification describes the categories of items proposed.
- ☐ Proposed Work Plan [RFA Attachment E] is complete.
- ☐ Appendix 1: Certifications [RFA Attachment B] and Assurances [RFA Attachment C] are signed.
- ☐ Appendix 2: Articles of Incorporation, if applicable.
- ☐ Appendix 3: Bylaws, if applicable.
- ☐ Appendix 4: IRS letter of non-profit corporation status, if applicable.
- ☐ Appendix 5: List of current board of directors, if applicable. Include their mailing and e-mail addresses and phone numbers. Also include board titles of officers.
- ☐ Appendix 6: Most recent annual audit. If audited financial statements have never been prepared due to the size or newness of the organization, applicant must submit an organizational budget, an income statement (or profit and loss statement), and a balance sheet certified by an authorized representative of the organization.
- ☐ Appendix 7: Form 990, Return of Organization Exempt from Income Tax, if applicable.
- ☐ Appendix 8: Proposed organizational chart.
- ☐ Appendix 9: Memoranda of Understanding with key community partners documenting their specific support for the delivery of services for the Daytime Services for Individuals Experiencing Homelessness grant.
- ☐ Appendix 10: Proposed staff resumes (if available).
- ☐ Appendix 11: Proposed staff job descriptions.
- ☐ Appendix 12: Signed letter stating that the applicant will market the initiatives as a DHS/FSA Daytime Services for Individuals Experiencing Homelessness grant and not the parent agency by using the approved logo, tagline, graphic design, or any other identifiers approved by DHS/FSA for the Daytime Services for Individuals Experiencing Homelessness grant.
- ☐ Appendix 13: District of Columbia Business License.
- ☐ Appendix 14: Annual report or other documentation of a history of supporting individuals experiencing homelessness.
- ☐ Appendix 15: Certificates of Good Standing.
- ☐ Application is submitted electronically. Organization, RFA number, and project name must be clearly identified using the DHS/FSA Original Receipt Form [RFA Attachment D].
- ☐ Applicant submitted the required attachments

The application must be submitted no later than 5:00 PM, Eastern Standard Time (EST) by the deadline date of July 10, 2023, to DHS/FSA, c/o Kemmy Antoine, email [kemmy.antoine@dc.gov](mailto:kemmy.antoine@dc.gov), title “Downtown Daytime Service Center Application” in a pdf version. Applications accepted at or after 5:00 PM will not be forwarded to the Review Panel for funding consideration.



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## SECTION 1. GENERAL INFORMATION

### 1.1 Introduction

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as “DHS/FSA” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from applicants (or “prospective Grantees”).

In accordance with the [District’s Homeward DC Plan to End Chronic Homelessness](#), the District must develop a more effective crisis response system, in part, by creating more “front porch services” like a daytime service center to help meet the service needs of individuals who are unsheltered or staying in low-barrier shelters. Therefore, DHS/FSA is authorized to provide funding to continue permanent year-round Day Services for single adults experiencing homelessness. Day Services should primarily be focused on meaningfully engaging individuals, who are experiencing homelessness, during daytime hours through creation of a dignified and safe environment, facilitation of a coordinated entry into the homeless services continuum, connecting people to supportive services through case management; and ensuring accessibility to peer-led, professionally supported, therapeutic programming.

In that vein, DHS is putting forth this RFA to identify one or more service providers with clear plans to create an affirming Day Services delivery model such that single adults experiencing homelessness are meaningfully engaged in supportive services in a positive environment during daytime hours.

### 1.2 Target Population

DHS currently has on average nearly 3,000 unique individuals accessing day center services each month and nearly 15,000 visits have occurred since the beginning of the current fiscal year (10/1/2022). This includes 3,250 unique individuals accessing just the Downtown Day Services Center in the month of February 2023 and over 14,000 visits since the beginning of the fiscal year. The target population of clients accessing day services includes, but is not limited to, individuals from our low barrier shelters, transitional shelters, transient individuals from other jurisdictions, housed individuals involved in system programs, and unsheltered individuals, including individuals residing in encampments.

According to the 2023 Point in Time (PIT) count, the District of Columbia has 3,750 homeless individuals living in our community. Approximately, 3,741 are individuals’ adults 9 are minors. The total count of unaccompanied individuals increased by 10 percent from 2022 PIT Count. Prior to this year’s Count, the COC reported year-to year reductions in the overall count of unaccompanied individuals since 2019, even as unsheltered. Homelessness rose slightly during that time. The count of individuals stating in an unsheltered location on the night of PIT follows the upward trend of the last several counts, however the increase was more substantial in 2023, at 19 percent Based on numerous conversations with clients experiencing homelessness, advocates, existing providers in the Continuum of Care and a thorough analysis of data on both housing and daytime services in the District, the Department of Human Services (DHS) estimates that up to 426 adult individuals experiencing homelessness per day would voluntarily access more robust daytime services if those services were available, well marketed, and conveniently located. For those reasons, the District of Columbia wishes to expand the points of access and services during the daytime, whereby persons experiencing homelessness can access prevention assistance, referral to shelter, and/or other critical services.



Our vision for daytime services places a priority on accessibility to the target population in underserved areas of the city, but regardless of location, all services should meet a minimum standard of quality, safety, and care.

It should be noted that the services funded by this grant are intended for adults, age 18 or older, who are experiencing homelessness. Under-age youth experiencing homelessness should be referred to one of the District's youth services providers and/or drop-in centers.

### 1.3 Eligible Organizations/Entities

Non-profit community organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations, faith-based organizations, such as churches, synagogues, mosques, or religiously based social service affiliates of such organizations, and private enterprises located in the District that have demonstrated experience working with individuals receiving public benefits and people experiencing homelessness are encouraged to apply. Applications are also encouraged to apply that are from collaborating community-based and faith-based organizations.

In addition to having the appropriate staff qualifications and experience performing services similar in size and scope to the requirements of this grant, eligible grantees must also demonstrate their intent and ability to:

- Provide daytime services, in the District, particularly Downtown (i. e. North of the National Mall and south of Massachusetts Avenue NW) and provide thoughtful consideration of additional services to be implemented beyond what is currently offered, to serve at least the current number of clients being served as well as plans to entice more clients to access existing daytime services. );<sup>1</sup>
- Provide the required services and deliverables while delivering high-value services to clients;
- Offer services at scale while maintaining safety, security, and neighborhood integration;
- Leverage non-governmental assets and coordinate with other organizations in the homeless services Continuum of Care, including demonstrating how they may use those assets to provide services beyond the financial support awarded in this contract; and
- Measure and achieve desired performance outcomes on behalf of clients served.

In order to maintain this grant, the grantee must continually maintain the expectations and commitments stated in their submission. For instance, if an Applicant's ability to fulfill the terms of the grant is based on the availability of skilled staff and those staff should leave after the application's submittal or the grant award to the Applicant, the Applicant has the responsibility to advise DHS/FSA in writing of this change in material conditions. Another example of change in material conditions that could result in the loss of eligibility would be the loss of Applicant's tax-exempt status.

### 1.4 Faith-Based Organizations

On the same basis as any other Applicants, religious organizations are eligible to participate as long as the services funded by the Daytime Services for Individuals Experiencing Homelessness Grant are provided consistent with the Establishment Clause and the Free Exercise Clause or the First Amendment to the United States Constitution, in accordance with United States Executive Order 13279 of December 12, 2002, and all

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<sup>1</sup> In other words, this grant cannot be used to fund existing daytime service programs in the District, unless those programs intend to expand their client caseloads and expand their geographic presence into the underserved areas targeted by this grant.



other statutes, regulations, policies, guidelines and requirements incorporated into this RFA through Attachment C - Assurances.

### 1.5 Source of Funds

The source of funds for the grant is the General Fund of the District of Columbia. Funding for grant awards is contingent upon availability of funds. Grant funds shall only be used to support activities specifically outlined in the scope of this RFA and included in the Applicant's submission. DHS also reserves the right to, without prior notice, reduce or cancel one or more programs listed in this RFA, reject all applications, adjust total funds available, or cancel the RFA in part or whole.

### 1.6 Award Period

The grant is being offered from October 1, 2023 through September 30, 2024, with up to four (4) additional option years.

### 1.7 Projects and Funds Available

Project Name	Amount
Day Services Program	Up to \$2,000,000

### 1.8 Purpose of the Grant

The purpose of this grant is to continue the operation of permanent year-round daytime services (Day Services) including general operations and supportive services for single adults experiencing homelessness.

Applicants may include the costs related to a facility in their proposals, which can be a new facility, a renovated facility, an expanded facility, or an existing facility.<sup>2</sup> Applicants that are able to offer all services in one facility/location are strongly encouraged to apply, but Applicants that are able to offer multiple services in one or more locations either individually or through partnerships with other providers are also strongly encouraged to apply.

The Day Services included in this RFA must be primarily focused on meaningfully engaging at least 100 individuals and aim to reach its maximum capacity of the space of currently homeless individuals per day during daytime hours. This meaningful engagement should include, but need not be limited to:

- Creating a positive, dignified, safe, and protective environment for each individual;
- Facilitating a coordinated entry into the homeless services continuum, including, but limited to operating as a front door resource by ensuring individuals are connected to diversion services, shelter resources, housing resources, and information on how to navigate our homeless services system;
- Connecting people to housing, employment, and other supportive services through case management; and
- Ensuring accessibility to peer-led, professionally supported, therapeutic programming.
- Increase individual's access to case management services by ensuring individuals identifying as

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<sup>2</sup> For more specific information about facility requirements, see the section titled "Minimum Operational & Service Requirements (Facility Related)."



needing case management receive that resource

- Increase individual's access to care coordination resources such as vital records, medical and dental treatment, substance use supports, and mental health treatment
- Increase individual's housing readiness through acquisition of vital documents, completion of SPDAT's or other continuum accepted vulnerability surveys, ensuring documentation of their active involvement in the homelessness system, and support through connection to housing resource providers

The District's vision for Day Services places a priority on accessibility to the target population, which means the services should be delivered in central business corridors (e.g., Downtown), which are highly accessible via multiple modes of low-cost transportation options, and/or in neighborhoods within close proximity to the District's existing low-barrier shelters. Proposals which demonstrate the ability to expand the physical reach of the District's homeless services into underserved parts of the city (e.g., Downtown) are encouraged.

Day Services should be available no less than six days a week, and the possibility of a seventh day of service, regardless of weather conditions to ensure access during the hottest and coldest days of the year. The services should begin and end at times that are convenient to the target population but may also be intermittent to facilitate the work necessary to maintain the facility for optimum use. For example, the District will consider proposals which have a service delivery model which is open and uninterrupted all day; but the District will also consider proposals which close and then reopen during the same day to facilitate cleaning, maintenance, client case management, etc.

Aside from the requirement that all Day Services clients are logged and tracked in the Homeless Management Information System (HMIS), the services should be available to clients with minimal barriers to entry. The District will consider proposals which place some limitations on program participation, so long as those restrictions are intended to maximize the safe engagement and participation of all other clients. For example, the District will consider proposals which require individuals to temporarily surrender weapons (e.g. knives, blades, etc.) in order to ensure the safe participation of others. The District will not consider proposals whose participation requirements discriminate against anyone on the basis of race, color, religion, national origin, language, culture, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or any other protected categories under District law and the Homeless Services Reform Act.

## **1.9 Anti-Deficiency Considerations**

The commitment to fulfill financial obligations of any kind pursuant to any and all provisions of a grant award, or any subsequent award shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 D.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08 (2001), (iii) D.C. Official Code § 47-105 (2001), and (iv) D.C. Official Code § 1-204.46 (2006 Supp.), as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

## **1.10 Permissible Use of Grant Funds**

- a) The total Grant shall not exceed \$2,000,000.
- b) The ability to leverage nongovernmental assets and resources, as well as coordinate with outside agencies to maximize the wrap-around, services, resources, access, and improve outcomes is highly encouraged and will be considered in the awarding of this grant (*see: Criteria on page 29-35*)



- c) The source of funding for this Grant is locally appropriated District of Columbia funds; this Grant does not contain funds received from the federal government.
- d) A Grantee may use grant funds only for allowable grant project expenditures. Grant funds related to work performed will be provided on a reimbursement basis, except that an advance of funds may be provided for grant administration expenses in limited circumstances for good cause approved by DHS/FSA at its sole discretion.
- e) Only Eligible Costs as identified in the Budget are costs reimbursable by the Department. Deviations from the Budget can only be made in accordance with the terms of the Grant Agreement. The Department shall not be required to reimburse the Grantee for expenditures that exceed the Grant Amount.
- f) The Department will collect and the Grantee shall remit all unexpended and/or unsubstantiated funds within ten (10) business days following conclusion of the Grant Performance Period. Unexpended grant dollars that have not been returned to the Department represent a debt to the District of Columbia.
- g) No Eligible Costs subject to reimbursement by the Department under the Application may be incurred prior to October 1, 2023 unless previously approved in writing by the Department.
- h) Use of funds is governed by applicable administrative and cost requirements governing allocable, allowable and reasonable costs in OMB Circular 200.

### **1.11 Competition for a Grant Award**

This RFA is competitive. Each Applicant must demonstrate its ability to carry out the activities for the grant for which it applies. A review panel will evaluate the applications for each advertised grant according to the stated list of criteria. The proposal/s with the highest score/s will be awarded the grant.

Specifically, grant awards will be made based on eligibility (Section 1.3), the extent to which the proposal fits within the scope and available funding of the grant, strength of the application, and the organization's capacity to achieve the grant's goals.

### **1.12 Grant Monitoring**

In its sole discretion, DHS/FSA may use several methods to monitor the grant, including site visits, periodic financial reports and the collection of performance data. Each grant is subject to audit.

### **1.13 General Terms and Conditions**

"Appendix: General Terms and Conditions" is incorporated by reference in this RFA. Applicants and Grantees must comply with any and all applicable terms and conditions outlined in the appendix.

### **1.14 DHS's Authority to Make Grants**

DHS has grant-making authority under:

- Title 1, Chapter 50 of the District of Columbia Municipal Regulations; and any other applicable local and federal laws, regulations and policies.
- *Section 30 of the Homeless Services Reform Act (HSRA) of 2005*, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code §§ 4-756.01(a), *et seq.*), as amended, and Mayor's Order 2007-80 dated April 2, 2007.



### 1.15 Contact Persons

For further information, please contact:

Kemmy Antoine  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002  
202-213-3117

### 1.16 Updates

In order to receive updates and/or addenda to this RFA, or other related information, Applicants are advised to immediately email the following information to Kemmy Antoine, Grant Administrator, at [kemmy.antoine@dc.gov](mailto:kemmy.antoine@dc.gov):

- Name of Applicant organization
- Contact person
- Telephone
- E-mail address

### 1.17 Notice of Intent

Organizations that anticipate submitting an application in response to this request should send a brief letter via e-mail attachment to Kemmy Antoine. The Notice of Intent is not mandatory, nor does it provide any specific obligation with regard to the review or award process.

### 1.18 Pre-Application Conference

The Pre-Application Conference will be held virtually Webex Link will be provided on **June 3, 2023**, the Pre-Bidders Conference will be on June 5 from 12:00 PM to 2:00 PM.

### Explanation to Prospective Grantees

Applicants are encouraged to e-mail their questions to Kemmy Antoine at [kemmy.antoine@dc.gov](mailto:kemmy.antoine@dc.gov) on or before **June 7, 2023, at 5:00 PM**. Questions submitted after the deadline date will not receive responses. Please allow ample time for emails to be received prior to the deadline date.

### 1.19 Deadline Date

The RFA will be issued on **May 26, 2023**. The Pre-Application Conference will be held on **June 5, 2023** and the deadline for submissions of all applications is **July 10, 2023, at 5:00 PM**. Applications must be received by the deadline. Applications that are received by the deadline date will receive an acknowledgment. **NO SUBMISSIONS WILL BE ACCEPTED AFTER 5:00 PM on July 10, 2023.**

## SECTION 2. PROGRAM SCOPE

### 2.1 Overview

The Day Services grantee(s) shall offer a safe place [in accordance with all required zoning, land use and other entitlements] for adults experiencing homelessness to receive the assistance and support needed to exit homelessness. Through evidence-based practices, applicants should outline a proposal that provides



programs and services for adults experiencing homelessness promoting self-sufficiency, wellness, recovery, employment, and access to housing resources. Services shall be geared, first and foremost, to meet basic daytime needs of District residents who are at risk of or who are currently experiencing homelessness, and services should also help those residents maintain physical, emotional, and economic health. Operations and service strategies shall include effective, coordinated approaches to address wellbeing including supports for clients dealing with behavioral health issues and disabilities with a focus on increasing income and housing stability. Additionally, applicants shall outline how their services will meet the needs of individuals currently experiencing homelessness, and also those new to homelessness to include utilizing connections to diversion services and serving as a “front door” for individuals experiencing a housing crisis who need connection to housing intervention services.

All proposals should emphasize neighborhood integration as a foundational principle of their service delivery model(s) and should build services and supports into their proposal which ensure clients, stakeholders, and neighbors will feel safe and included in the design and delivery of services which directly and indirectly impact them. All proposed services must be easily accessible and available to clients, and the evaluation of services for effectiveness and usefulness should occur on a continuous basis.

All applicants shall share their demonstrated understanding of and capacity to reduce homelessness by connecting individuals to not only resources and services to address individual barriers, but specifically connecting individuals to services and supports that lead to individual’s accessing appropriate housing resources. In addition, applicants shall highlight their plan to connect and engage individuals who are currently experiencing unsheltered homelessness to shelter options for improve service delivery and expedite connections to housing options.

## **DHS Responsibilities**

DHS/FSA shall be responsible for the following:

- A. Establish, manage, and revise (as necessary) the eligibility requirements for the Program;
- B. Execute outreach to clients within the target market for day services;
  - a. This includes communication that shall provide potential clients with information on accessing the services, responsibilities of DHS/FSA, responsibilities of the Grantee, and client participation requirements.
- C. Refer clients to the Grantee;
- D. Disburse funds to the Grantee; and
- E. Execute the monitoring and oversight of the Grantee.

## **2.2 Grantee Responsibilities**

In the application, the Applicant must specify the activities and budget amounts for which funds are being requested. Grantees will be required, at minimum, for the following:

### **MINIMUM OPERATIONAL & SERVICE REQUIREMENTS (NOT FACILITY RELATED<sup>3</sup>)**

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<sup>3</sup> “Not Facility Related” refers to services and supports that do not require a specific scale or configuration of physical space, nor do they require certain physical infrastructure to deliver (e.g. plumbing). “Facility Related” refers to those services that cannot be delivered without corresponding physical space and infrastructure to support them (e.g. laundry services are “facility related” because they require the presence and maintenance of large machines if delivered on premises).



Grantees shall demonstrate their ability to deliver all of the following operational and service requirements:

**Staffing:** Day Services grantees shall maintain a staff that is positive, welcoming, culturally competent, qualified, have direct previous experience working with individuals experiencing homelessness, and a demonstrated track record of successfully engaging clients experiencing homelessness in housing, health, and/or employment services. At minimum, that staff shall include:

- One Program Manager to oversee all day services programming and adequate staff and volunteer support to safely deliver all day services included in the proposal. If the Program Manager does not concurrently meet the qualifications to supervise case management, as outlined in the Personnel & Staffing Qualifications section, then the staffing must also include a supervisor who meets those requirements;
- Case Manager(s) to deliver case management services to clients in accordance to the Standards for Case Management Services set forth in this RFA;
- Adequate program support staff to ensure the day-to-day operations of the day services program are executed in accordance with operational and service requirements. To the maximum extent possible this support should be supplemented by leveraging volunteers.
- Adequate security staff to ensure the safety of clients as well as staff, visitors, contractors, and service providers. To the extent possible these security staff should be limited so as to not incur trauma on clients and should be well trained in de-escalation techniques and procedures

**Hours of Operation:** Day Services must be open and ready to provide services of no less than 6 days and up to seven (7) days per week during Daytime Hours as defined in this RFA; services should be available anytime the facility is open, including any relevant holidays. DHS will highly welcome proposals which includes full weekends. Modified hours will be considered. The specific hours of operation can be continuous or intermittent, depending on the proposed service delivery model, and should adhere to the definition of Daytime Hours in this RFA. Applicants shall include plans to articulate how they will modify hours to accommodate cold and warm weather emergencies, incidents of civil unrest, and unique security events (e.g. presidential inauguration).

**Homeless Management Information System (HMIS) and Intake Navigation Tool Utilization:** All Day Service grantees must be willing and, once trained, able to use HMIS to:

- Document the daily participation of each individual in real time (i.e. if this is determined to not be possible, by manually logging and then entering into HMIS within 24 hours) each time an individual presents at the location of service delivery;
- Data entry, analysis, and reporting of all Day Services activities; and
- Look up the recent inventory of available shelter beds so clients can have more informed choices about their planned sleeping accommodations. If recent HMIS inventory is not accurate in real-time, then the grantee should be able to leverage direct and indirect relationships with the Homeless Hotline to understand bed availability.
- Document and track client goals, services provided, and client progress rendered by the grantee and sub-grantee administering case management services at the center
- The Direct Grantee shall provide case management services that:
  - a. Support individuals experiencing homelessness to access permanent housing as quickly.
  - b. Support individuals who are exiting homelessness to maintain housing; and
  - c. Facilitate meaningful, coordinated connections to needed services and supports outside of the homeless system.





- d. Shall ensure a ratio of no more than 30 clients to one Case Manager.
- e. Shall ensure a ratio of no more than 10 Case Managers to one Supervisor.  
Supervisors do not need to be on-site.

Additionally, as it is developed and implemented, all day service grantees must be willing and, once trained, able to use the Intake Navigation Tool to:

- Properly assess new individuals entering the facility
- Facilitate “front door” access and connection to resources including:
  - Connecting individuals to appropriate diversion services
  - Connecting individuals to proper shelter resources
  - Determining appropriate housing resources and services
  - Explaining various systems within the broader homeless services system (transportation, resource acquisition, etc.
- Provide new individuals a welcoming engagement into the homeless services system

#### Continuity of Operations Plan (COOP)

The Grantee shall provide a Continuity of Operations (COOP) plan annually or upon request to the District for approval. The Grantee shall ensure the COOP plan is updated annually or as needed to account for operational or staffing changes. All updates or changes to the COOP plan shall be submitted to the District for approval. The COOP plan shall have the established policies and guidance to ensure essential functions of the program continued in the event of manmade, natural, or technological emergency disruptions or the threat of disruptions to normal operations.

**Meal Program:** Day Services grantees shall deliver a reliable and healthy Meal Program, as defined in this RFA, and provide access to safe drinking water (filtered or bottled) during each day of operations. The meal program can include snacks/refreshments in the service delivery model.

**Case Management:** Day Services grantees shall provide Case Management to clients who request, express willingness, or are good candidates to be engaged in case management. Case managers will assist with documentation and make all appropriate efforts and referrals to help obtain benefits, housing, employment, or health-related services on behalf of their clients. All case management services must adhere to the Standards for Case Management Services and the Standards for Connection to Supportive Services as defined in Section #3.8. All related activities must be documented in HMIS.

**Therapeutic Services:** Day Services grantees shall partner (i.e. through referrals and strong collaborative relationships) with existing, already-funded, District Community Based Behavioral Health Service Providers to routinely provide access to individual and group therapeutic programming focused on behavioral health, substance use, or other topics which create opportunities for empowerment and meaningful engagement (e.g. art therapy).

**Employment Services:** Day Services grantees shall partner (i.e. through referrals and strong collaborative relationships) with existing, already-funded, District employment training providers who offer general and targeted vocational training to clients. Such training shall be focused on general issues (e.g. resume building, interviewing, professionalism, financial literacy, etc.), and on specific vocations (e.g. barbering/styling, computer programming, hospitality, construction, etc.) in high-demand fields.

**Medical Services:** Day Service grantees shall partner (i.e. through referrals and strong collaborative relationships) with existing, already-funded, District providers who offer light-touch medical services, as



defined in this RFA, to clients in day services programming. The ability to co-locate with medical service providers is not required, but the ability to coordinate with medical providers is critical.

**Harm Reduction:** To keep clients safe while simultaneously maximizing the safe engagement and participation of all other clients, Day Services grantees shall demonstrate their understanding of harm reduction principles and practices and articulate how they will partner with existing, already-funded, District providers to link harm reduction approaches to their service delivery models. These harm reduction approaches should include, but need not be limited to, a focus on safer sex and substance use programs to reduce exposure to STIs and drug overdoses.

**Assessments:** All grantees delivering Day Services shall offer clients the opportunity to conduct intakes, screening, and assessments (using the VI-SPDAT) to facilitate entry into the Coordinated Assessment and Housing Placement (CAHP) system. In addition, grantees shall be willing and able to participate in any new programs or processes to support clients in moving forward towards housing (for example train staff to support clients in completing LRSP applications through the Operation Make Movement project).

**Documentation:** Day Services staff shall maintain all appropriate documentation, including but not limited to, the current list of all participating partnering agencies, contact dates, services received, hours of service, client outcomes, unduplicated number of clients served, referral information, and other pertinent client information in HMIS and any other relevant systems of record.

#### **MINIMUM OPERATIONAL & SERVICE REQUIREMENTS (FACILITY RELATED)**

Grantees shall demonstrate their ability to maintain Day Services in the District through the utilization of an existing facility. To deliver Day Services to the target population, the District will consider proposals that leverage available space within an existing facility (e.g. recreation room, cafeteria, etc.) in a building already owned or leased by the grantee or partnering organizations. Any costs associated with the use of that space would be treated as operating overhead. However, if a grantee wishes to use existing space, then the grantee must demonstrate that Day Services funded under this RFA are an expansion, not supplementation, of their existing service delivery model and customer base. For example, if a grantee is already offering day services in an existing facility, the District will not pay any operating overhead for facility costs unless the grantee can demonstrate the additional funding creates an expansion of their existing service delivery and customer base.

**Sanitation:** The grantee(s) shall maintain a facility that is clean, hygienic, secure, and facilitates a welcoming, positive, dignified, safe, and protective environment for each individual and his/her personal belongings. This includes, but is not limited to, site control, maintenance, repair, utilities, security and other relevant occupancy related services.

**Queuing:** The Day Services grantee(s) shall provide ample covered queuing space for clients waiting for services.

**Restrooms:** Day Services grantees shall provide clients with access to at least two restrooms (must be ADA accessible). Restroom services shall also include clean and/or unused basic toiletry essentials (i.e. soap, towels, toilet paper, tampons, etc.).

**Storage:** Day Services grantees shall provide clients with an opportunity to safely and temporarily store their personal belongings while participating in Day Services. Such storage should be space limited (e.g. lockers or storage containers), shall only be provided for uncontaminated and non-perishable items, and is available



only during the Daytime Hours of operations. Grantee(s) are responsible for screening all items for potential contamination (e.g. bed bugs, lice, etc.). No participant shall be permitted to store personal belongings overnight unless the proposed service delivery model can demonstrate how overnight storage maximizes the safe engagement and participation of all other clients.

**Computer Usage:** Day Services grantees shall provide facilitated access to computers, the internet, and electronic device (e.g. cell phone, wheelchair) charging stations. Facilitated access requires Day Services grantees to ensure guidance is available to users less familiar with technology and the resources available online. It also requires staff to monitor the time and use of technology to ensure its productive use and availability to every client who wishes to participate. The proposal must demonstrate how the Day Service grantee(s) plan to cycle clients through computer and device-charging usage to ensure maximum participation.

**Showers/Laundry:** Day Service grantee(s) shall provide clients with access to showers (must be ADA accessible) and laundry facilities, laundry supplies i.e. detergents with reliable hot and cold water. Shower, and laundry services shall also include clean and/or unused basic toiletry essentials (i.e. soap, towels, toilet paper, tampons, etc.).

**Recreation Space:** Day Service grantee(s) shall use facility space to meet the general recreation needs of clients (e.g. watching television, playing cards, reading, and writing).

**Mail Services:** Day Services grantees shall use their location as a reliable mailing address for the clients they serve. This service requires the safe handling, distribution, and storage of client mail in accordance with 18 U.S.C. § 1701 - U.S. Code - Unannotated Title 18. Crimes and Criminal Procedure §1701. Obstruction of mails generally.

**Personal Care Services:** Day Services grantees can offer services like barbering, hair styling, or clothing to empower clients, protect them from the elements, and improve their self-confidence.

**Legal Services:** Day Services grantees can offer, through partnerships, legal services to individuals who need assistance navigating challenging legal issues.

**Transportation Assistance:** Day Service grantees can offer transportation assistance and/or services to clients who need a lower financial barrier before utilizing transportation. Such services could include tokens, SmarTrip cards, BikeShare accounts, donated bikes, etc.

## 2.3 Additional Grantees Responsibilities

- A. Participate freely with the Grant Administrator and DHS/FSA monitoring team, providing information as requested;
- B. Provide data monthly to DHS/FSA in a manner conducive to detailed independent verification of research results and findings;
- C. Obtain approval from DHS/FSA for any informational materials prior to printing to ensure that appropriate citations are included and the focus of the materials meet the public information and education needs for which they are designed to address. Where appropriate, Grantee(s) must translate its program information into the languages of the target populations that it serves or, at a minimum, into the four of the six languages required by the Language Access Act. These languages include Amharic, Chinese, French, Korean, Spanish, and Vietnamese; and



- D. Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS/FSA Grant Manager and/or Grant Administrator, as needed.
- E. Routinely coordinate with funded street outreach providers to inform the unsheltered population of individuals experiencing homelessness about the existence of daytime services and explaining how to access them.
- F. The Grantee shall develop, submit to the Grant Administrator within thirty (30) days of award, and implementation a non-fraternization policy for all staff and providers, including janitorial and security staff. The non-fraternization policy shall prohibit personal relationships or social interactions with residents of the STFH site that go beyond the scope of professional duties, including communicating with residents about non-job-related issues, exchanging gifts, spending and inappropriate or excessive amount of time with residents, or taking steps to be alone with a resident.

## **2.4 Confidentiality of Records**

The Applicant must demonstrate an ability to maintain the confidentiality of participant information and to report the information specified below to DHS/FSA. Specifically, the Applicant must agree to and abide by the following conditions:

- A. The Grantee(s) awarded contracts through this RFA must keep information concerning clients strictly confidential, and the information shall not be divulged to unauthorized persons. Grantees must demonstrate an ability to maintain the confidentiality of client information, and grantees must adhere to all Federal and local laws related to confidentiality. Client information must be shared with the Department upon the request of the Department's staff.
- B. The Grantee(s) of Day services and case management must ensure that all staff with access to confidential or sensitive information is aware of and trained on the relevant provisions of local and Federal laws and regulations regarding client information and confidentiality, including statutes addressing mental health, HIV/AIDS, substance abuse, domestic violence, and minors.
- C. The Provider(s) must establish clear policies and procedures to ensure and make clients aware of their right to privacy and confidentiality in case management service delivery and information dissemination. The Provider(s) must post a notice at its offices that the policies are available and make a copy available upon request by any client. The Provider(s) must allow any individual who provided protected personal information the right to inspect and receive a copy of the personal information collected about him/her.
- D. No person receiving information concerning a participant shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- E. All project staff and volunteers shall sign a confidentiality statement prior to engaging in work with clients.
- F. All records regarding children receiving services from a participant shall be subject to the confidentiality requirements.
- G. Applicants shall submit a signed confidentiality statement, provided by DHS/FSA, for each current staff person or volunteer who will be working on the Program prior to the execution of services.



This RFA requires that all information concerning: victims and potential victims of domestic violence; presence of a communicable disease or non-communicable disease such as HIV/AIDS; mental illness or treatment for mental illness; and substance or alcohol abuse, is to be held strictly confidential and shall not be divulged to unauthorized persons, in accordance with The District of Columbia Public Assistance Act of 1982, as amended, (D.C. Law 4-101; D.C. Official Code § 4-209.04); the Homeless Services Reform Act of 2005, as amended, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code § 4-754.11(7) and any other applicable District and federal confidentiality laws. The Grantee must demonstrate an ability to maintain the confidentiality of clients' information and to report the information specified below to DHS/FSA. Specifically, the Grantee must agree to and abide by the following conditions:

- A. Any client information shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. If client records are maintained, they may not be divulged to unauthorized persons.
- B. No person receiving information concerning a victim of domestic violence shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- C. The Grantee entity shall submit with the application a signed confidentiality statement, found in Attachment H, for each current staff person who will be working on the shelter beds, transitional housing, and homeless services for youth per the requirements of the End Youth Homelessness Act of 2014 and this RFA. Each volunteer must also sign a confidentiality agreement prior to participation in a grant program covered by this RFA.

## **2.5 Reporting Requirements**

The grantee shall perform the activities required to successfully complete the District's requirements and submit each deliverable to the Grant Administrator.

The Grantee must submit a Comprehensive Monthly Case Management Report to the Grant Administrator by the 10th day of each month (reflecting activities for the previous month). The Grant Administrator will develop the specific format for the monthly reports. The report will minimally include the following information:

- A listing of the organization's overall caseload.
- General demographic information on clients within the caseload.
- A description of the contact (frequency and type) with each client.
- A description of the services clients are engaged in and the efficacy of those services.
- Levels of client participation.
- Progress towards client service plan goals.
- Progress towards program outcome goals.
- A listing of all staff working under the contract and any additional staff members who are working as part of a team to provide services to clients, and their individual caseloads, or a description of caseloads for the team.
- A listing and explanation of any/all concerns related to clients or other matters.
- A listing and explanation of any/all progress or concerns related to the housing and employment needs of individuals engaged in case management services (as applicable), and potential impacts on meeting the long-term housing needs of clients.
- Abnormal financial expenditures and unusual requests related to contract/program activity relevant to particular clients.



- Description of any/all unusual incidents.

In addition to these reports, additional reports (annual Case Management reports, client specific reports, etc.) and client information must be provided upon request. A summary of all deliverables, quantity, formats, and deadlines is included in the table below.



No.	Deliverable	Quantity	Format / Method of Delivery	Due Date	Deliver To
1	MOUs with partner Organizations providing services	1	PDF Copies	30 days post award; to be renewed annually (November 1 <sup>st</sup> ,2023)	Grant Administrator
2	Client Survey Instrument	1	Web-Survey Instrument (e.g., Qualtrics, Survey Monkey)	30 days after award period (November 1 <sup>st</sup> ,2023)	Grant Administrator
3	Client Survey Results	Ongoing Access	Survey Instrument (e.g., Qualtrics, Survey Monkey)	30 days post award; to be renewed as needed (November 1 <sup>st</sup> ,2023)	Grant Administrator
4	Meal Program Schedule	Ongoing Access	Website	30 days after award; to be renewed as needed (November 1 <sup>st</sup> , 2023)	Grant Administrator
5	Healthy Meal Protocol & Training Program	Ongoing Access	Website	30 days after award (November 1 <sup>st</sup> ,2023)	Grant Administrator
6	Shower/Laundry Utilization Schedule & Protocol (if applicable)	Ongoing Access	Website	30 days after award (November 1 <sup>st</sup> ,2023)	Grant Administrator
7	Therapeutic Services Menu	Ongoing Access	Website	30 days post award (November 1 <sup>st</sup> ,2023)	Grant Administrator
8	Computer Utilization Schedule & Protocol (if applicable)	Ongoing Access	Website	30 days post award (November 1 <sup>st</sup> ,2023)	Grant Administrator
9	Staff Plan, including plan to recruit and manage volunteers	Quarterly	Written Report (electronic)	30 days post award; to be renewed annually (November 1 <sup>st</sup> ,2023)	Grant Administrator
10	Quarterly Performance Report: which may consist of Budget/Spending, Client Survey, Staffing & Training and will further include Client outcomes that are measurable.	Quarterly	Written Report (electronic)	30 days post award; to be renewed annually. (November 1 <sup>st</sup> ,2023)	Grant Administrator



11	Comprehensive Monthly Case Management Report	Monthly	Written Report (electronic)	10 <sup>th</sup> Day of each month	Grant Administrator
12	Non-Fraternization Policy	1	Written Report (electronic)	30 days post award; to be renewed annually. (November 1 <sup>st</sup> , 2023)	Grant Administrator
13	Continuity of Operations Plan (COOP)	Annually	Written Report (electronic)	30 days post award; to be renewed annually. (November 1 <sup>st</sup> , 2023)	Grant Administrator

## 2.6 Certifications and Assurances

The Grantees shall complete and return the Certifications (Attachment B) and Assurances (Attachment C) with the application submission.

## SECTION 3. GENERAL PROVISIONS

### 3.1 Payment Provisions

The District shall make payments on approved invoiced amounts in accordance with the terms of the Grant Agreement which results from the RFA. All payment requests shall be accompanied by a copy of the report covering the period for which reimbursement is being requested. Payment requests shall be based on invoices with supporting source documentation, as may be required by DHS/FSA.

- The transfer of the Grant funding is contingent upon the transfer of sufficient funds from the District of Columbia to DHS to fully underwrite the award. No payments will be disbursed prior to the week of October 1, 2023.
- The initial disbursement of grant funding to the grantee may be a cost advancement. DHS may make advance payments to the Grantee to assist the Grantee in meeting its expenditure obligations for the services provided under this Agreement, the availability, amount and frequency thereof as detailed in the grant agreement.
- These initial grant disbursements determined by DHS to be advanced to the Grantee are based on a per-participant formula that reflects the average daily number of clients to be served, as specified in the Application. DHS will monitor data in the Homeless Management Information System (HMIS) regarding daily participant program entries during the Grant Period as well as from site visits by DHS staff. This data will be used to compile “average daily attendance” during the Grant Period in conjunction with the Grantee’s regular reporting requirements as specified in the grant agreement. If the average daily attendance is less than 75% of the Funded-to-Serve number specified in the Grant Agreement, then the Grant will be reduced to reflect the actual average number actually served.
- The Grantee shall return to DHS any funds relating to the Grant paid to the Grantee in excess of the Eligible Costs of services and/or Budget provided under this Agreement (including advance payments as described in the Grant Agreement within ten (10) business days of completion of the Grant or upon notification of DHS in writing. If the Grantee fails to return excess funds, DHS may



deduct the appropriate amount from subsequent payments due to the Grantee. DHS also reserves the right to recover such funds by any other legal means necessary.

- e) The Grantee shall be responsible for reimbursement to DHS for any disbursed funds to the Grantee that DHS determines have been misused or misappropriated. DHS may also require immediate reimbursement of Grant funds if, at any time, this Agreement is terminated or the Grantee's reporting obligations are not being fulfilled. Any reimbursement of funds that is required by DHS, with or without termination, shall be due within ten (10) days of DHS giving written notice to the Grantee unless notified in writing by DHS.
- f) DHS may require the Grantee to repay a portion or the entirety of any advance payments made by DHS to the Grantee if such payments exceed the expenditures reported to DHS in subsequent Expenditure Reports. The amount to be repaid to DHS will be the difference between the total amount of advance payments and the total amount of approved expenditures. DHS may require that the Grantee repay advance or other DHS payments relating to this Agreement if expenditures or Program activities are determined to be out of compliance with this Agreement in the DHS' sole discretion.
- g) "Program Income" means gross income received by the Grantee that is directly generated from the use of the Grant, including, but not limited to, interest earned on any or all Grant funds, including banking account interest obtained under this Agreement. The Grantee agrees that all Program Income will be recorded in regular Expenditure Reports as match and used in accordance with the same rules and regulations of this Agreement. If at any time changes in the use of Program Income for another program are considered by the Grantee, the Grantee must submit a plan detailing the proposed uses of Program Income to DHS for approval. Should the Grantee decide following closeout of the Agreement to discontinue using Program Income for such purposes, the Grantee agrees to return the Program Income balance and any additional Program Income accrued to DHS by September 30th following the close-out of the Agreement.

### **3.2 Insurance**

The Grantee, when requested, must be able to show proof of all insurance coverage required by law. All Applicants that receive awards under this RFA must show proof of insurance prior to receiving funds. Insurance information is provided below.

#### **INSURANCE**

- A. **GENERAL REQUIREMENTS.** The Grantee at its sole expense shall procure and maintain, during the entire period of performance under this grant, the types of insurance specified below. The Grantee shall submit a Certificate of Insurance to the Grant Administrator (GA) giving evidence of the required coverage prior to commencing performance under this grant. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the GA.

The Government of the District of Columbia shall be included in all policies, where applicable and allowable by law, required hereunder to be maintained by the Grantee and its subcontractors (except for workers' compensation and professional liability insurance) as an additional insureds for claims against The Government of the District of Columbia relating to this grant, with the understanding that any affirmative obligation imposed upon the insured Grantee or its





subcontractors (including without limitation the liability to pay premiums) shall be the sole obligation of the Grantee or its subcontractors, and not the additional insured. The additional insured status under the Grantee's and its subcontractors' Commercial General Liability insurance policies shall be effected using the ISO Additional Insured Endorsement form CG 20 10 11 85 (or CG 20 10 07 04 and CG 20 37 07 04) or such other endorsement or combination of endorsements providing coverage at least as broad and approved by the GA in writing. All of the Grantee's and its subcontractors' liability policies (except for workers' compensation and professional liability insurance) shall be endorsed using ISO form CG 20 01 04 13 or its equivalent so as to indicate that such policies provide primary coverage (without any right of contribution by any other insurance, reinsurance or self-insurance, including any deductible or retention, maintained by an Additional Insured) for all claims against the additional insured arising out of the performance of this Statement of Work by the Grantee or its subcontractors, or anyone for whom the Grantee or its subcontractors may be liable. These policies shall include a separation of insureds clause applicable to the additional insured.

If the Grantee and/or its subcontractors maintain broader coverage and/or higher limits than the minimums shown below, the District requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Grantee and subcontractors.

## **B. INSURANCE REQUIREMENTS**

1. Commercial General Liability Insurance ("CGL") - The Grantee shall provide evidence satisfactory to the GA with respect to the services performed that it carries a CGL policy, written on an occurrence (not claims-made) basis, on Insurance Services Office, Inc. ("ISO") form CG 00 01 04 13 (or another occurrence-based form with coverage at least as broad and approved by the GA in writing), covering liability for all ongoing and completed operations of the Grantee and under all subcontracts, covering claims for bodily injury, including without limitation sickness, disease or death and mental anguish of any persons, broad form property damage, including loss of use resulting therefrom, personal and advertising injury, and including coverage for liability arising out of an Insured Contract (including the tort liability of another assumed in a contract) and acts of terrorism (whether caused by a foreign or domestic source). Such coverage shall have limits of liability of not less than \$1,000,000 each occurrence, a \$2,000,000 general aggregate.

The Commercial General Liability shall be further endorsed to:

- a) To the fullest extent permitted by law, provide additional insured coverage using ISO form CG 2015 0413 (or its equivalent) to The Government of the District of Columbia
  - b) Coverage available to the additional insureds shall apply on a primary and non-contributing basis as respects any other insurance, deductibles, or self-insurance available to the additional insureds
  - c) A waiver of subrogation in favor of The Government of the District of Columbia
  - d) Any Annual Aggregate shall apply on a per location or per project basis (where applicable)
  - e) Defense costs shall be in addition to and not erode the limits of liability
2. Automobile Liability Insurance - The Grantee shall provide evidence satisfactory to the GA of commercial (business) automobile liability insurance written on ISO form CA 00 01 10 13 (or





another form with coverage at least as broad and approved by the GA in writing) including coverage for all owned, hired, borrowed and non-owned vehicles and equipment used by the Grantee in connection with work under this agreement, with a minimum combined single limit of \$1,000,000 for bodily injury or death and property damage, including loss of use thereof. Such policy or policies of automobile liability insurance shall be written on an "occurrence" (as opposed to a "claims made") basis.

**Auto Physical Damage Coverage** - The Grantee shall provide auto physical damage insurance to cover "loss" to a covered "auto" or its equipment:

- a) Comprehensive - Fire, lightning or explosion; theft; windstorm, hail or earthquake; flood; mischief or vandalism; or the sinking, burning, collision or derailment of any conveyance transporting the covered "auto".
- b) Collision Coverage - Caused by: The covered "auto's" collision with another object or the covered "auto's" overturn.

The Commercial Auto Liability policy shall be further endorsed to:

- a) To the fullest extent permitted by law, provide additional insured coverage to The Government of the District of Columbia
- b) Coverage available to the additional insureds shall apply on a primary and non-contributing basis as respects any other insurance, deductibles, or self-insurance available to the additional insureds
- c) A waiver of subrogation in favor of The Government of the District of Columbia
- d) Defense costs shall be in addition to and not erode the limits of liability
- e) If applicable, include Form CA 99 48 03 06 Pollution Liability - Broadened Coverage for Covered Autos - Business Auto, Motor Carrier and Truckers (or it's equivalent)

3. Workers' Compensation Insurance - The Grantee shall provide evidence satisfactory to the GA of Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the grant is performed.

Employer's Liability Insurance - The Grantee shall provide evidence satisfactory to the GA of employer's liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

The Workers Compensation and Employers Liability shall be further endorsed to:

- a) Include a Waiver of Subrogation in favor of The Government of the District of Columbia.
- b) Where applicable, include United States Longshore and Harbor Workers Compensation Act (USL&H)
- c) Where applicable, include Jones Act Coverage for seamen or crew members on an "if any" basis.

4. Technology Liability, Media Liability and Network Security/Privacy (Cyber) Liability Insurance covering acts, errors, omissions, breach of contract, and violation of any consumer protection laws arising out of Grantee's operations or services with a limit of \$5,000,000 per claim and in the aggregate. Such coverage shall include but not be limited to, third party and first party coverage



for loss or disclosure of any data, including personally identifiable information and payment card information, network security failure, violation of any consumer protection laws, unauthorized access and/or use or other intrusions, infringement of any intellectual property rights (except patent), unintentional breach of contract, negligence or breach of duty to use reasonable care, breach of any duty of confidentiality, invasion of privacy, or violations of any other legal protections for personal information, defamation, libel, slander, commercial disparagement, negligent transmission of computer virus, or use of computer networks in connection with denial of service attacks. Such coverage shall include regulatory defense and fines/penalties in any jurisdiction anywhere in the world. Such coverage shall include contractual privacy coverage for data breach response and crisis management costs that would be incurred by Grantee on behalf of The Government of the District of Columbia in the event of a data breach including legal and forensic expenses, notification costs, credit monitoring costs, and costs to operate a call center. Grantee shall maintain coverage in force during the term of this Agreement and for an extended reporting period of not less than two (2) years after.

5. Professional Liability Insurance (Errors & Omissions) - The Grantee shall provide Professional Liability Insurance (Errors and Omissions) to cover liability resulting from any error or omission in the performance of professional services under this Grant. The policy shall provide limits of \$1,000,000 per claim or per occurrence for each wrongful act and \$2,000,000 annual aggregate. The Grantee warrants that any applicable retroactive date precedes the date the Grantee first performed any professional services for the Government of the District of Columbia and that continuous coverage will be maintained or an extended reporting period will be exercised for a period of at least ten years after the completion of the professional services. Limits may not be shared with other lines of coverage.
6. Commercial Umbrella or Excess Liability - The Grantee shall provide evidence satisfactory to the GA of commercial umbrella or excess liability insurance with minimum limits of \$10,000,000 per occurrence and \$10,000,000 in the annual aggregate, following the form and in excess of all liability policies. **All** liability coverages must be scheduled under the umbrella and/or excess policy. The insurance required under this paragraph shall be written in a form that annually reinstates all required limits. Coverage shall be primary to any insurance, self-insurance or reinsurance maintained by The Government of the District of Columbia and the "other insurance" provision must be amended in accordance with this requirement and principles of vertical exhaustion.
7. Sexual/Physical Abuse & Molestation - The Grantee shall provide evidence satisfactory to the GA with respect to the services performed that it carries \$1,000,000 per occurrence limits; \$2,000,000 aggregate of affirmative abuse and molestation liability coverage. Coverage should include physical abuse, such as sexual or other bodily harm and non-physical abuse, such as verbal, emotional or mental abuse; any actual, threatened or alleged act; errors, omission or misconduct. This insurance requirement will be considered met if the general liability insurance includes an affirmative sexual abuse and molestation endorsement for the required amounts or through a separate stand alone sexual abuse and molestation policy with confirmation there are no exclusions for abuse or assault & battery under the General Liability. So called "silent" coverage or "shared" limits under a commercial general liability or professional liability policy will not be acceptable. Limits may not be shared with other lines of coverage. The applicable policy may need to be submitted to the ORM for compliance review.



C. SUBCONTRACTOR INSURANCE REQUIREMENTS

Any and all subcontractors engaged by Grantee for work under this agreement shall be required to have the same insured required of Grantee. Should the Grantee wish to propose different insurance requirements than outlined below, then, prior to commencement of work by the subcontractor, the Grantee shall submit in writing the name and brief description of work to be performed by the subcontractor on the Subcontractors Insurance Requirement Template provided to the Office of Risk Management (ORM). ORM will determine the insurance requirements applicable to the subcontractor and promptly deliver such requirements in writing to the Grantee. In either instance, the Grantee must provide proof of the subcontractor's required insurance prior to commencement of work by the subcontractor.

D. PRIMARY AND NONCONTRIBUTORY INSURANCE

The insurance required herein shall be primary to and will not seek contribution from any other insurance, reinsurance or self-insurance including any deductible or retention, maintained by the Government of the District of Columbia.

E. DURATION. The Grantee shall carry all required insurance until all grant work is accepted by The Government of the District of Columbia and shall carry listed coverages for ten years for construction projects following final acceptance of the work performed under this grant and two years for non-construction related grants.

F. LIABILITY. These are the required minimum insurance requirements established by The Government of the District of Columbia. However, it is understood that The Government of the District of Columbia does not in any way represent that the insurance or the limits of insurance specified herein are sufficient or adequate to protect your interests or liabilities and will not in any way limit the Grantee's liability under this grant.

G. CONTRACTOR'S PROPERTY. Grantee and subcontractors are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, scaffolding and temporary structures, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of The Government of the District of Columbia.

H. MEASURE OF PAYMENT. The Government of the District of Columbia shall not make any separate measure or payment for the cost of insurance and bonds. The Grantee shall include all of the costs of insurance and bonds in the grant price.

I. NOTIFICATION. The Grantee shall ensure that all policies provide that the GA shall be given thirty (30) days prior written notice in the event of cancellation, non-renewal, or material changes to the extent such cancellation or material changes results in Grantee no longer complying with the above requirements. The Grantee shall provide the GA with ten (10) days prior written notice in the event of non-payment of premium. The Grantee will also provide the GA with an updated Certificate of Insurance should its insurance coverages renew during the grant. The Government of the District of Columbia may reasonably change the above insurance coverage requirements during the Term by giving Grantee at least 30 days' notice of the change. Grantee must comply, at your expense, and deliver to the GA evidence of compliance before the change becomes effective.



- J. **CERTIFICATES OF INSURANCE.** The Grantee must send to GA, at least 10 days after execution of this Agreement, certificates of insurance evidencing the required insurance coverage and endorsements required herein. Grantee must also provide us with evidence of renewal before the expiration date of each insurance policy. Grantee is responsible for providing us with 30 days advanced written notice if the certificate of insurance by the insurer has been canceled, reduced in coverage, or otherwise altered. Certificates of insurance must reference the corresponding grant number. Evidence of insurance shall be submitted to:

**The Government of the District of Columbia**

**And mailed to the attention of:**

**(Kemmy Antoine)**

**(#64 New York Avenue NE, Washington, DC 20024)**

**(202-213-3117)**

**(Kemmy.antoine@dc.gov)**

The GA may request and the Grantee shall promptly deliver updated certificates of insurance, endorsements indicating the required coverages, and/or certified copies of the insurance policies. If the insurance initially obtained by the Grantee expires prior to completion of the grant, renewal certificates of insurance and additional insured and other endorsements shall be furnished to the GA prior to the date of expiration of all such initial insurance. For all coverage required to be maintained after completion, an additional certificate of insurance evidencing such coverage shall be submitted to the GA on an annual basis as the coverage is renewed (or replaced).

- K. **DISCLOSURE OF INFORMATION.** The Grantee agrees that The Government of the District of Columbia may disclose the name and contact information of its insurers to any third party which presents a claim against The Government of the District of Columbia for any damages or claims resulting from or arising out of work performed by the Grantee, its agents, employees, servants or subcontractors in the performance of this grant.
- L. **CARRIER RATINGS.** All Grantee's and its subcontractors' insurance required in connection with this grant shall be written by insurance companies with an A.M. Best Insurance Guide rating of at least A- VII or better (or the equivalent by any other rating agency) and licensed in the District of Columbia.
- M. **WARRANTIES.** When applicable, the Grantee should be named as an additional insured on the applicable manufacturer's/distributor's Commercial General Liability policy using Insurance Services Office, Inc. ("ISO") form CG 20 15 04 13 (or another occurrence-based form with coverage at least as broad). GA should collect, review for accuracy, and maintain all warranties for goods and services.



### **3.3 Audits**

At any time before final payment and up to three years thereafter, DHS/FSA and other respective jurisdictional administrative agencies of DC may audit the Applicant's expenditure statements and source documents.

### **3.4 Non-discrimination in the Delivery of Services**

In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability source of income, status as a victim of an intra-family offense, and place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions.

In accordance with the DC Language Access Act of 2004 (D.C. Law 15-167; D.C. Official Code §§ 2-1931, et seq.), District government programs, departments, and services must assess the need for, and offer, oral language services and provide written translation of vital documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered.

### **3.5 Conflicts of Interest**

Grantee(s) must avoid apparent and actual conflicts of interest when administering grants. A conflict of interest may arise when, among other things, the Grantee(s) or a person participating in an administrative decision regarding a project is likely to profit or otherwise receive undue benefit from the decision or his or her immediate family member is likely to profit or otherwise receive undue benefit from the decision.

### **3.6 Staff Requirements**

The Grantee shall employ adequate administrative, professional, and paraprofessional staff to meet the specifications of the scope of work and shall maintain documentation that staff possesses adequate training and continued competence to perform the duties, which they have been assigned. Programmatic staff should have experience in case management.

Proposed staff assigned to the grant should be running the grant and carrying out the responsibilities outlined in Section #2. Proposed individuals should be named in Attachment F Staffing Plan. Resumes and an organizational chart should also be provided in this attachment. Any changes in staffing patterns or job descriptions shall be approved in writing in advance by the DHS/ Grant Administrator.

Applicant must identify and provide resumes for all paid personnel who will have responsibility for performing the proposed work, as well as any qualification standards for volunteer staff included in the proposal. Indicate the level of effort each staff person shall have on all relevant services (e.g. case management services). Indicate the organization of the proposed staff. If the proposal involves a team submission, explain how the team will be organized to ensure adequate communication and performance among the firms in the team arrangement.

All paid personnel must possess a good working knowledge of the services rendered by DHS, its activities, regulations, policies and procedures, especially in the area of shelter and day services. Demonstrates ability to prepare reports effectively, analyze information, and make recommendations based on thoughtful and well-reasoned analysis, and communicates orally and in writing. Demonstrates ability to use the internet,



Microsoft Office suite, Google Docs, CATCH (Customer Assignment Tracking Case History), HMIS ServicePoint (Homeless Management Integrated System) and modern technical conveniences.

In addition to the qualifications outlined above, personnel responsible for the overall management of the Day Services Program (e.g. Program Manager) must have the following minimum qualifications: a bachelor's degree in public administration, business, operations, or a social service/science discipline and (4) years of experience overseeing programs which provide direct services to individuals with major barriers to stable housing and employment (e.g., mental health issues, substance abuse, disabilities, etc.).

If the Program Manager is also going to supervise and provide expert guidance to case managers, then, in addition to having a bachelor's degree, the Program Manager must possess a Master's Degree in Social Work, Psychology, Sociology, Counseling, at least a BA in Nursing or RN licensure, or other related social service/science disciplines and two (2) years of experience supervising case managers in a busy environment. Having the highest level of licensure as a Social Worker, Psychologist, Nurse, or Counselor may substitute for the supervisory experience. The incumbent must be hands-on with every Case Manager to make sure work is being done correctly and be proactive.

If the Program Manager does not meet the second criteria listed above for the supervision of case management, then the Applicant must have one additional supervisory staff member who does meet the criteria necessary to supervise case managers.

Personnel responsible for case management service delivery must have the following minimum qualifications: A bachelor's degree in social work, psychology, sociology, and counseling or other related social service/science disciplines and two (2) years of experience providing case management services. Certification and/or licensure in a relevant discipline (e.g., certified addictions counselor) may substitute for education requirement. Extensive knowledge of counseling techniques, principles and theories to gain and keep the confidence of the client. Senior Case Managers with more experience and an advanced degree and/or clinical licensure (such as an MSW, LGSW, LICSW) are recommended.

Peer Outreach Workers who provide therapeutic supports outlined in this proposal will use their lived experience as needed to engage clients.

**a) Trainings:**

Require all case management staff to attend the ICH, CoC, and District-sponsored trainings, as Directed by the Department. For example, but is not limited to:

- Homeless Services Reform Act (HSRA) 2005 Overview
- Homeless Management Information System (HMIS) Training
- Coordinated Assessment and Housing Placement (CAHP) System Training
- Reasonable Accommodations and ADA Training
- Customer Service Training
- Cultural Competency and Sensitivity Training
- Understanding Special Needs Training
- Non-Coercive Approaches to Conflict Management Training
- CPR First Aid
- Unusual Incident Reporting (UIR)
- HIPAA
- Crisis Intervention
- Non-Fraternization Training
- Sexual Harassments Training





**b) Staff Background Clearances and Personal Staff Information**

The Grantee shall ensure that all their staff and volunteers have appropriate clearances and background checks:

- a) **FOR STAFF AND VOLUNTEERS WORKING WITH FAMILIES AND YOUTH:** Grantee shall ensure that their staff and all volunteers (unsupervised and supervised) are in compliance with the Child and Youth, Safety and Health Omnibus Amendment Act (Omnibus Act) of 2004, effective April 13, 2005 (D.C. Law 15-353; D.C. Official §§ 4-1501, et seq.), as amended, and any other substantially similar succeeding legislation and attendant regulations. Grantee shall also secure clearances with DC Child Abuse Registry, National Sex Offender Registry Department(s) of the jurisdictions in which they have resided for the five (5) years prior to employment under this Agreement, and as otherwise required by District law. All clearances shall include criminal records background checks and drug and alcohol screenings for each Grantee staff member who is in a Safety Sensitive position as defined by 6-B DCMR § 410, or who provides direct services to and direct contact with children and youth. In addition, each Grantee staff member who is responsible for transporting children or youth shall be subject to a traffic records check and drug and alcohol screening. The Grantee shall maintain a record of the results for each employee.
- b) **FOR STAFF AND VOLUNTEERS WORKING WITH ADULTS ONLY:** Grantee shall ensure their staff and all (unsupervised and supervised) volunteers providing direct street outreach services to individuals have valid background check clearances. Background check clearances must be submitted to the DHS Grant Administrator for approval before staff may begin providing services pursuant to this grant, and must be renewed every two years.
- c) Grantee must submit the following background check clearance package for staff providing direct services to individuals:
  - i. Federal and local and criminal background checks issued by the Metropolitan Police Department (MPD) and the Federal Bureau of Investigation (FBI). Background checks shall be conducted in all jurisdictions in which the individual has resided for the prior five (5) years.
  - ii. Tuberculosis tests with negative results. A licensed physician shall sign the medical clearance report.
  - iii. Drug test with negative results covering the following drug panel: marijuana, cocaine, opiates – opium and codeine derivatives, amphetamines and methamphetamines; phencyclidine – PCP; synthetic drugs, and alcohol.
- d) All clearances must be valid throughout the entirety of this Agreement period of performance. If a staff member or contractor assigned to the Agreement does not meet the guidelines above, he/she cannot be funded through this Agreement. Grantees are responsible for all clearance renewals prior to expiration.
  - 1) The Grantee shall maintain a complete and current written job description covering all positions funded through the Agreement, which must be included in the project files and be available for inspection on request. The job description shall include education, experience, and/or licensing/certification criteria, description of duties and responsibilities, hours of work, salary rate and



performance evaluation criteria. When hiring staff for this grant project, the Grantee shall obtain written documentation of work experience and employment references.

- 2) The Grantee shall maintain an individual personnel file for each project staff member. The file will contain: the job posting (vacancy announcement) application for employment, professional and personal references, applicable credentials/certifications, and records of required medical examinations, personnel actions including time records, documentation of all training received, notation of any allegations of professional or other misconduct, and Grantee's action with respect to all allegations, and date and reason if terminated from employment. All of these personnel materials shall be made available to the DHS/FSA Grant Administrator upon request.
- 3) Using a trained qualified Grantee staff member, the Grantee shall provide orientation sessions for each staff member with respect to administrative procedures, training, program goals, and policies and practices to be adhered to under the Agreement. Each attendee shall certify receipt of training.
- 4) The Grantee shall maintain a current organizational chart which displays organizational relationships and demonstrates who has responsibility for administrative oversight and supervision over each funded service activity.

### 3.7 Facility Requirements

Applicants may include the costs related to a facility in their application, which can be new facility, a renovated facility, an expanded facility, or an existing facility. Applicants that are able to offer all services in one facility/location are strongly encouraged to apply, but Applicants that are able to offer multiple services in one or more locations either individually or through partnerships with other providers are also strongly encouraged to reply.

As stated previously, eligible grantees shall demonstrate their ability to expand daytime services in the District through the utilization of existing facilities, a new facility, a renovated facility, or an expanded facility. To deliver Day Services to the target population, the District will consider proposals that leverage available space within an existing facility (e.g. recreation room, cafeteria, etc.) in a building already owned or leased by the grantee or partnering organizations. Any costs associated with the use of that space would be treated as operating overhead. However, if a grantee wishes to use existing space, then the grantee must demonstrate that Day Services funded under this RFA are an expansion, not supplementation, of their existing service delivery model and customer base. For example, if a grantee is already offering day services in an existing facility, the District will not pay any operating overhead for facility costs unless the grantee can demonstrate the additional funding creates an expansion of their existing service delivery and customer base.

**Regulations:** The Grantee's facilities and transportation used during the performance of the grant agreement shall meet all applicable Federal, state, and local regulations for their intended use throughout the duration of the grant agreement. The Grantee shall maintain current all required permits and licenses. The Grantee's failure to do so shall constitute a failure to perform under the agreement and become a basis for termination of the grant agreement for default.

**Maintenance:** All supplies and services routinely needed for maintenance and operation of the facility, such as security, janitorial services, or trash pickup shall be provided by the Grantee.





### 3.8 Performance Standards for Case Management Services

All Applicants seeking to deliver case management services must adhere to these standards for case management:

- The grantee(s) shall maintain a minimum 30:1 ratio of clients to Case Managers at all times (i.e. 30 clients at the day program for each Case Manager employed by the day program).
- In accordance with the Standards for Client Connection to Supportive Services set forth in this RFA, Case Managers will be required to ensure that clients are actually connected to, and engaged in, supportive services as outlined in their service plan and not simply referred to programs. Additionally, case managers will be required to evaluate the efficacy of supportive services their clients are receiving.
- Case Managers shall develop a Service Plan in HMIS for each client engaged in ongoing provision of case management services and it shall include, but need not be limited to, the following elements:
  - Mainstream benefits: The grantee(s) must establish the procedures for screening clients at program entry and intake for eligibility for mainstream benefits, particularly relative to Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), and must assist clients in applying for mainstream benefits for which they are eligible. The grantee(s) shall ensure that SOAR certified staff are on-site to assist with SSI and/or SSDI.
  - Housing linkage: The grantee(s) must establish screening procedures to determine eligibility for all housing types, including Permanent Supportive Housing, Targeted Affordable Housing, Shelter+ Care, Veteran Affairs Supportive Housing, and Section 8. In addition, clients should also be assessed for market rate housing options. This includes rapid re-housing programs that offer both short and medium term rental assistance.
  - Substance abuse: grantee(s) shall screen and assess clients for alcohol and substance abuse. Case Managers must provide appropriate referrals to alcohol and substance abuse treatment services based on assessment need.
  - Mental and Health Services: The grantee(s) will use appropriate assessment tools to screen and assess clients for physical and mental health needs. Case Managers must provide appropriate referrals to medical and mental health service grantees who can determine eligibility for public benefit programs
  - Referral network: The grantee(s) must, at a minimum, maintain the following referral networks: longer-term housing programs; mental and physical health programs; alcohol and substance abuse treatment programs; employment development/placement programs; life skills training programs' support groups; and legal aid programs.
  - Referral procedures: The grantee must establish referral and follow-up procedures to confirm all referrals made to other services. Documentation of referrals made and referral confirmation must be maintained in participant files, including HMIS records.
  - Employment development/placement programs: grantee(s) must establish effective working relationships with employment programs, including Work Resource Centers, and assist clients in participating in services to prepare for and obtain employment.
  - Progress notes: Case managers must routinely document the content and outcome of case management meetings with clients, and document their progress in achieving the desired outcomes. Case managers must document all meetings, collateral contacts, referrals,



missed meetings, and any other relevant information pertaining to the client's progress towards self-sufficiency. Progress notes must be updated on a weekly basis.

- Follow-up Case Notes: case managers must perform follow-up contact for one month (e.g. phone calls, home visits, etc.) with clients that have achieved successful housing placement goals, and must adequately document the follow-up contact in the participant files

### **Standards for Client Connection to Supportive Services**

Case Managers must assist in assessment, planning, crisis mitigation, service coordination and referral, monitoring, and reassessment. During this process, clients' strengths will be recognized, and clients' needs will be identified and addressed. Case Managers will coordinate both formal and informal resources to support clients in maximizing their quality of life. The grantee(s) shall provide case management services including, but not limited to:

- Evidence-based engagement services (e.g. assertive engagement, motivational interviewing, trauma-informed care);
- Service planning and implementation;
- Assistance with locating a housing unit (e.g., housing search, landlord negotiation, landlord/tenant conflict resolution, utility assistance, assistance navigation unit repairs/maintenance);
- Assistance with gathering documentation and completing paperwork (including the annual DCHA recertification process, as applicable);
- Assistance with applying for or maintaining health insurance and entitlement benefits;
- Hygiene and clothing assistance;
- Assistance with accessing transportation;
- Referrals/linkages including, but not limited to (as applicable):
  - Medical and behavioral health care services;
  - Substance abuse treatment;
  - Financial/credit counseling;
  - Education and vocational training;
  - Job readiness and employment services;
  - Legal aid services;
  - Immigration services;
  - Life skills training; and,
  - Shelter diversion programs.

Case Managers will be required to ensure clients are actually connected to, and engaged in, supportive services as outlined in their service plan and not simply referred to programs.

Specifically, the Grantee must:

- A. Provide the client with clear and concise written information about services;
- B. Assist in navigating eligibility/enrollment processes;
- C. Assist the client in selecting a grantee;
- D. Advocate on behalf of the client if the client encounters obstacles in obtaining services;



- E. Monitor to assure that the client has accessed services, and that the service is helping the client to meet his or her goals or the family's goals; and

Support the client in monitoring and evaluating outcomes and revising the Service Plan as discussed above.

#### **Additional Performance & Quality Assurance Standards**

DHS/FSA expects that the Grantee(s)'s performance will result in measurable, quality improvements in the target population, which will be reported in the quarterly program performance reports. The Grantee(s) will be expected to meet at least quarterly with DHS/FSA to share information and review reports related to the status of grant activities. In addition, the Grantee(s) will be required to meet performance standards and acceptable quality level to be determined by DHS/FSA and the Grantee(s).

The Grantee shall monitor and evaluate activities associated with completing this project. At a minimum, the quality assurance program shall include a review of the timely completion of tasks and progress made toward achieving the goals of the project.

The Grantee shall address issues and suggestions raised by the target populations when feasible.

The Grantee(s) must monitor and evaluate activities of staff performing services under this RFA, including staff working as part of a team to provide services that are related to a client's service plan and supported by reimbursement from Medicaid or other sources. At a minimum, the Grantee(s) must include a review of the appropriateness, quality, and effectiveness of services on a semi-annual basis per the request of the CA. The Grantee(s) must be responsible for documentation of services provided to clients, including updates regarding overall client progress as well as any issues that may arise.

The Grantee(s) must inform all clients of the services available and of their rights as a participant in the program. The Grantee must inform all clients of the process by which to file a complaint or grievance, and the process by which a grievance disposition can be appealed. The Grantee(s) must develop and comply with, a process for receiving, investigating and addressing client complaints and client requests for reassignment of their case manager.

The Grantee(s) must ensure the delivery of case management services free from discrimination on the basis of race, color, religion, national origin, language, culture, sex, gender identity, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, and source of income.

The Grantee(s) must ensure the ability of appropriately trained and qualified staff, service partners, and providers to utilize the assessment tool, assess individuals that present for service and appropriately place and/or make referrals for service through comprehensive training, oversight and monitoring of completed assessment and referral decisions, and monitoring of service outcomes.

### **3.9 Records**

The Grantee shall keep accurate records of the program and the ongoing progress of the program activities. The Grantee shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes. To ensure confidentiality and security, administrative records and any client records maintained in hard copy should be kept in a locked file controlled by the Grantee's senior staff. The Grantee shall retain all electronic and hard copy records for at least three (3) years following final close-out of the grant.

The Grantee must keep accurate and secure case records for assigned clients, including, but not limited to:



- A. Eligibility/Referral documents;
- B. Intake information, including household demographic information;
- C. Authorization to Release Information (signed by client);
- D. Copy of Program Rules and Services (signed by client);
- E. Copy of Client's Rights and Responsibilities (signed by client);
- F. Assessment data/results
- G. Service Plan with specific objectives, goals, time frames, and identified responsibilities; or
- H. Case Notes and Monthly Progress Notes that address the goals identified in the Service Plan; or
- I. Service Referrals to other agencies and/or resources (grantee must document follow-up, feedback, and recommendations by other agencies);
- J. Documentation of services that ensure the assistance in acquiring or maintaining housing; and
- K. Discharge or Termination Summaries.

The Grantee(s) must keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services through this RFA. To ensure confidentiality and security, the Grantee(s) must keep any physical records in a locked file controlled by appropriate Grantee(s) staff. The Grantee(s) must demonstrate an ability to ensure the confidentiality and security of records in their proposal(s).

### 3.10 Evaluation

The Grantee shall describe the plan that will be used to evaluate the effectiveness of the Day Services Program, per the requirements of the grant agreement, including the extent to which efforts are made to assure the continual improvement of quality as evidenced by completion of work plan activities and prompt receipt of deliverables.

For evaluation purposes, at a minimum, the grantee will track:

- Cumulative Duplicated & Unduplicated total number of clients served by the Day Services Program
- Daily Total clients served by the Day Services Program
- Demographic breakdown of clients
- Average Daily Time Spent (per client) in the day services program

In addition, the Department will evaluate the grantees performance on the following criteria:

Outcome/Purpose	Deliverable/Instrument	Methodology	Performance Standard(s)
To ensure all Day Services Grantee(s) maintain a facility that is clean, hygienic, secure and that facilitates a welcoming, positive, dignified, safe, and protective environment for each individual and his/her personal belongings	<p>The Day Services Grantee shall create and maintain a survey instrument which must include, but need not be limited to, questions about the staff, facility, and services with respect to the following areas:</p> <ul style="list-style-type: none"> <li>• atmosphere</li> <li>• welcoming staff</li> <li>• competent staff</li> <li>• qualified staff</li> <li>• clean facility</li> <li>• safe facility</li> </ul>	The performance standard shall be calculated as the percent of survey respondents who provide favorable responses to questions related to the areas listed. Favorability shall be determined on a five-point Likert Scale (e.g. strongly disagree, disagree, neutral, agree, strongly agree), where agree and	Performance shall exceed 75% favorability on each question.



	<ul style="list-style-type: none"> <li>• protective environment</li> <li>• food quality</li> <li>• shower access (if applicable)</li> <li>• laundry access (if applicable)</li> <li>• computer access (if applicable)</li> <li>• internet access</li> <li>• phone charging</li> </ul> <p>connection to housing, employment, and other supportive services</p>	strongly agree are considered “favorable.”	
<b>Outcome/Purpose</b>	<b>Deliverable/Instrument</b>	<b>Methodology</b>	<b>Performance Standard(s)</b>
To ensure incidents occurring in and around Day Services program(s) are not putting clients and/or neighbors at increased risk of theft or violence.	Unusual Incident Reports (UIRs)	DHS will regularly review and audit the number and type of UIRs received by Day Services program(s) and the disaggregated reason for their submission and if they result in suspension or termination.	# of UIRs which substantiated a reason for termination or suspension from Day Services  Does the Grantee submit UIRs for related incidents? [Yes/No]  Does the incident result in a suspension or termination? [Yes/No]
To ensure incidents occurring in and around Day Services program(s) are not putting clients and/or neighbors at increased risk of theft or violence.	Fire/EMS and MPD Calls for Service	DHS will randomly and routinely audit the number and type of Fire/EMS and MPD calls to the location of this Day Services program(s) and the disaggregated reasons for those calls.	<5% increase in relevant Fire/EMS and MPD calls (compared to a baseline for that location)
To ensure all Day Services Grantee(s) use HMIS to properly document participation and engagement	HMIS	DHS will randomly and routinely audit the records in HMIS to assess the performance standards	Does the previous calendar day reflect a record of all clients in the Day Services program? [Yes/No]  Does a random representative sample of participant records indicate that service transactions and case notes are being logged in HMIS by the Day Services grantee(s) for at least 75% of the clients sampled? [Yes/No]
To ensure Day Services grantees are delivering	Online Meal Schedule	The Day Services Grantee will post a publicly-available schedule online and in high-	Does the Grantee have an online and publicly available

a reliable Meal Program		visibility locations which corresponds with their approved meal program. DHS will randomly and routinely audit the presence and availability of such a calendar.	calendar corresponding to their meal program? [Yes/No]  Does the grantee's calendar provide at least one week of advanced notice to potential clients? [Yes/No]
Outcome/Purpose	Deliverable/Instrument	Methodology	Performance Standard(s)
To ensure Day Services grantees are delivering a safe Meal Program	D.C. Health Inspection Reports (if applicable)	The Day Services grantee(s) will maintain safe food handling and preparation practices and remain in compliance with all District of Columbia Food Inspection Requirements in accordance with Title 25-A of the District of Columbia Municipal Regulations.	The number of Core Violations and Repeat Violations from the most recent D.C. health inspection report shall not exceed zero (0) regardless of whether the action was corrected on site.
To ensure Day Services grantees are delivering a healthy Meal Program	Healthy Meals Protocol/Guidance & Training Program	The Day service grantee will ensure their meal program is healthy by incorporating federal guidance about portion sizes, caloric density, and the appropriate balance between proteins, fats, and carbohydrates.	Does the grantee have a published protocol/guidance for ensuring that its meal program is sourced, prepared, and delivered in a way that provides healthy options for clients with respect to portion size, caloric density, and the appropriate balance between proteins, fats, and carbohydrates. [Yes/No]  Has the grantee trained all relevant staff on the implementation of that protocol/guidance? [Yes/No]
To ensure Day Services grantees are providing clients with access to accessible showers, restrooms, and laundry facilities (if applicable)	Scheduling and sign-up system for shower and laundry utilization	The Day Service grantee(s) shall establish and provide DHS with access, when requested, to a scheduling system which ensures a time-limited opportunity for each participant who wishes to use showers, restrooms, and laundry facilities to do so.	Does the grantee have an established schedule for shower and laundry utilization? [Yes/No]  Does the grantee have a mechanism for clients to sign up for shower and laundry utilization and understand his/her place in the queue? [Yes/No]
To ensure the Day Services grantee(s) are	Site visits	DHS will randomly and routinely conduct site visits	Does the Day Services grantee(s) have a lockable



providing clients with an opportunity to safely and temporarily store their personal belongings while participating in Day Services (if applicable)		to establish compliance with the performance standards	location to securely store personal belongings? [Yes/No]
<b>Outcome/Purpose</b>	<b>Deliverable/Instrument</b>	<b>Methodology</b>	<b>Performance Standard(s)</b>
To ensure Day Services grantee(s) routinely provide access to peer-led, professionally-supported, therapeutic programming	Services Menu Utilization Reports	The Day Services grantee will post a menu of available therapeutic services online and in high-visibility locations which corresponds with service delivery model. The grantee will also submit a utilization report describing client utilization of all services. DHS will randomly and routinely audit the presence and availability of such a menu and will review utilization trends.	Does the Day Services grantee(s) have a diverse menu of therapeutic peer-led services which clients can take advantage of? [Yes/No]  Can the Day Services grantee(s) demonstrate, using data, how the utilization of therapeutic services is changing over time? [Yes/No]
To ensure Day Services grantee(s) provide facilitated access to computers (if applicable), the internet, and electronic device charging stations	Site Visits Computer Utilization Schedule	The Day Services grantee will post a computer utilization schedule online and in high-visibility locations which corresponds with service delivery model. DHS will randomly and routinely audit the presence and availability of such services through site visits.	Does the Day Services grantee(s) have an adequate supply of computers for client use and/or a schedule for computer utilization which allows for maximum utilization by a large number of people. [Yes, No]
To ensure case management is provided to all clients who request or express willingness to engage in case management	Staffing Plan HMIS	The Day Services grantee(s) will submit a staffing plan to DHS which outlines the ratios (real and planned) between clients and case management staff.	The ratio of Case Managers (or staff who deliver case management services) to program clients receiving case management shall not exceed 1:30 at any given time.  Case management activities are documented in HMIS.
To ensure case management is meaningful for all	HMIS	DHS will randomly and routinely select a sample of records and case notes for	Does the HMIS record indicate that referrals are being made to help obtain benefits,





clients who request or express willingness to engage in case management		clients receiving case management services from the Day Service(s) grantee(s).	housing, employment, or health-related services on behalf of their clients.
To ensure case management is producing positive outcomes for all clients who request or express willingness to engage in case management	Client Outcomes Report	The Day Services grantee will submit a Client Outcomes Report to DHS at least quarterly which outlines services provided and the outcomes seen by those engaged in services.	At least 50% of clients have obtained a higher level of self-sufficiency since first presenting at the day service program, as measured by any of the following: (1) Active participation in therapeutic, vocational, and/or case management services; (2) Improved documentation of birth, residency, disability, or homelessness; (3) A positive change in employment status; (4) An increase in reported and legal income; (5) Participation in a supportive housing program (i.e. transitioned from being unsheltered to sheltered, transitional housing, Rapid Re-housing, Targeted Affordable Housing, or Permanent Supportive Housing; (6) Participation in a District Diversion/Rapid Exit program; (7) Exit from shelter into independent housing.
To ensure all Day Service grantee(s) are conducting intakes, screening, and assessments (using the VI-SPDAT) and Coordinated Assessment and Housing Placement (CAHP) systems	HMIS & CAHP Data	DHS will randomly and routinely select a sample of records and case notes for clients receiving case management services from the Day Service(s) grantee(s).	% of clients with completed VI-SPDAT  % of clients who appear on the current By Name List, which is central to the CAHP process/system

In addition to the criteria outlined above, the Grantee shall indicate any additional criteria to be used to assess the results during an evaluation process. The Grantee shall describe the kinds of data to be collected and analyzed, explaining how it will provide the basis of an evaluation that is appropriate, objective and quantifiable. The Grantee shall explain the methodology that will be used to determine if the needs of the



project designed are being met. Additionally, DHS/FSA, in conjunction with the Grantee will establish yearly outcome focused goals. DHS/FSA will monitor progress with these goals and utilize these to further understand the program success of the Grantee and any sub-grantee programs.

DHS/FSA shall be authorized to assess the Applicant's performance with respect to accomplishing the purpose of the Grant Agreement. Specifically, the Applicant's performance shall be assessed to determine the quality of the services delivered and the Applicant's ability to deliver services according to the deadlines established in the Agreement.

### **3.11 Monitoring**

The Grant Administrator and the Monitoring Unit within the Department of Human Services will monitor and evaluate the performance of the Grantee(s) in accordance with the grant agreement. The Department will make periodic scheduled and unscheduled monitoring visits to review records and discuss the scope of work in relation to the services being rendered. During such visits, the Grantee is required to provide such access to its facilities, transportation, records, clients and staff as may be necessary for monitoring purposes. The Department will interview Day Program clients to get their feedback on the efficacy of the case management services being provided.

### **3.12 Termination of the Grant**

The funding period is October 1, 2023 through September 30, 2024 All grant expenditures and activities must occur within this time frame. Any costs that are incurred either before the start of the grant period or after the expiration of the grant period are not allowable.

DHS/FSA may exercise an option to renew the grant for up to four (4) additional years if services are satisfactory, it is determined that it is in the best interests of the District of Columbia to extend the grant, and funds are available.

Should a Grantee intend to discontinue the provision of services prior to the conclusion of the grant period, the Grantee must notify the DHS/FSA in a written statement at least sixty (60) days prior to the abatement of services.

### **3.13 Rights to Data**

All data produced in the performance of this grant shall be the sole property of the District of Columbia. The Grantee shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.

### **3.14 Compliance with Tax Obligations**

Prior to execution of a grant agreement an Applicant must be in compliance with tax requirements in the District or other eligible jurisdiction and with federal tax laws and regulations. Non-profit organizations must register annually to meet tax exemption requirements and must provide a Certificate of Good Standing prior to execution of the grant agreement.

### **3.15 Award Process**

DHS/FSA will make the funds available through a competitive process to identify organizations interested in offering and administering Daytime Services for Individuals Experiencing Homelessness. Applications that



meet all eligibility and application requirements will be evaluated, scored, and rated by a DHS/FSA designated review panel.

The final decision to fund Applicants rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other relevant information, DHS/FSA shall decide which Applicant(s) to fund.

## SECTION 4. APPLICATION SUBMISSION

### 4.1 Submission Date and Time

In order to be considered for funding, applications must be received no later than 5:00 PM on July 10, 2023. All applications will be recorded upon receipt. Applications received after 5:00 PM on July 10, 2023 will not be considered for funding. Supplements, deletions or changes to the application will not be accepted after submission.

### 4.2 Location to Submit Application

Applications must be received electronically at or before the deadline date and time via email to [Kemmy.antoine@dc.gov](mailto:Kemmy.antoine@dc.gov) in pdf format with the title "Downtown Daytime Service Center Application"

**Contact Person:** Kemmy Antoine  
[kemmy.antoine@dc.gov](mailto:kemmy.antoine@dc.gov)

**LATE APPLICATIONS WILL NOT BE ACCEPTED**

## SECTION 5. REVIEW AND SCORING OF APPLICATIONS

### 5.1 Review Panel

The review panel will be composed of qualified, professional individuals who have been selected for their unique experiences in human service, data analysis, evaluation, and social services planning and implementation. The review panel will review, score, and rank each Applicant's proposal. Upon completion of its review, the panel shall make recommendations for awards based on the scoring process. DHS/FSA shall make the final funding determinations.

### 5.2 Scoring Criteria

#### Executive Summary (2 points)

**Overview:** Briefly describe the Applicant organization and its proposed methodology for implementing the Program. (2 points)

#### Information about the Organization (8 points)

**Mission and Vision:** Provide the organization's mission and vision statement, a description of its core programs, and explain the relevance of the organization's prior experience to the requirements of the grant. (2 points)

**Organizational Capability and Relevant Experience:** Describe your organization's past and current experience performing services similar in size and scope for the required services described in this RFA. The Applicant's narrative shall address lessons learned and barriers overcame in previous experiences and the application of this to perform the required services. (2 points)



**Staff Qualifications:** Describe the qualifications of the team members, including the team leader or principal. (Provide resumes, certifications, and credentials for primary staff and project manager) (2 points)

**Performance Orientation:** Describe the applicant(s) commitment to measuring and achieving positive outcomes for participating clients. (2 points)

#### **Services, Scale, and Location (45 points)**

**Services:** Applicant shall provide a narrative describing the approach to meeting the requirements outlined in the Scope of Work that demonstrates the Applicant's ability to provide the required services and deliverables while delivering high-value services to clients. The Applicant should describe its approach to working with the District to meet the project goals. (15 points)

**Scale:** Applicant shall provide a narrative describing the Applicant's intent and ability to serve at least 100 clients per day. (15 points)

**Location:** Applicant shall provide a narrative describing the Applicant's intent and ability to expand daytime services to accessible business districts in underserved areas of the District, particularly (but not necessarily limited to) Downtown. (15 points)

#### **Service Delivery Model (25 points)**

**Safety & Security:** Describe the applicant(s) ability to create and maintain a safe and secure environment for clients and staff while implementing the services offered in the proposal. (6 points)

**Neighborhood Integration:** Describe the applicant(s) ability to deliver services to clients in a manner that achieves safe and harmonious integration with the neighborhood and surrounding community. (6 points)

**Leveraging Strategy:** Describe the applicant(s) approach to securing a cash match or donations (including in-kind) for any goods or services that brings additional resources to this Program. If the Applicant is securing matching funds or donations, identify the dollar amount and explain how these funds will be applied to services under this Program. (7 points)

**CoC Coordination:** Describe the applicant(s) ability to deliver services by leveraging strategic partnerships with other providers in the homeless services Continuum of Care. (6 points)

#### **Detailed Planned Expenditures: Financial Management and Proposed Budget (20 points)**

**Financial Management:** Describe the financial management and internal accounting procedures that will be used to ensure proper financial management, including the fiscal controls designed for accountability to administer the Program. The Applicant must agree to maintain its financial records in accordance with generally accepted accounting principles (as defined by the American Institute of Certified Public Accountants). (10 points)

**Proposed Budget & Cost Effectiveness:** Provide a cost-effective proposed budget and narrative description of the use of grant funds to address the requirements of this grant. (10 points)

### **5.3 Decision on Awards**

The recommendations of the review panel are advisory only and are not binding on the Department of Human Services. The final decision on awards rests solely with DHS/FSA. After reviewing the



recommendations of the review panel and any other information considered relevant, DHS/FSA shall decide which Applicants to award funds and the amounts to be funded.

## SECTION 6. APPLICATION FORMAT

### 6.1 Description of Application Sections

The purpose and content of each section is described below. Applicants should include all information needed to adequately describe their objectives and plans for services. It is important that applications reflect continuity among the goals and objectives, program design, work plan of activities, and that the budget demonstrates the level of effort required for the proposed services.

### 6.2 Applicant Profile (See Attachment A)

Each application must include an Applicant Profile, which identifies the Applicant, type of organization, project service area and the amount of grant funds requested. See Attachment A.

### 6.3 Table of Contents

The Table of Contents should list major sections of the application with quick reference page indexing.

### 6.4 Applicant Summary (Not to exceed 4 pages)

This section of the application should be brief and serve as the cornerstone of the application. The application summary should highlight the major aspects of the objectives that are discussed in depth in other sections of the application.

### 6.5 Project Narrative (Not to exceed 12 pages)

This section of the application should contain the narrative that justifies and describes the project to be implemented. The project narrative should include the following:

- Specific, measurable program objectives for the service area of the application;
- Specific service(s) to be provided;
- Detailed work plan for activities;
- Proposed impact of the project due to the involvement of your organization;
- History with the specified community in general; and
- Experience with providing services to this community. If no experience, describe how past linkages to the community will prove beneficial in this undertaking.

### 6.6 Program Budget and Budget Narrative (Not counted in page total, Attachment G Word Format)

A standard budget form is provided in Attachment E. The budget for this application shall contain detailed, itemized cost information that shows personnel and other direct costs. The detailed budget narrative shall contain a justification for each category listed in the budget. The narrative should clearly state how the Applicant arrived at the budget figures.

**Personnel:** Show proposed salaries and wages for all project staff.

**Fringe Benefits:** Include in proposed benefits comparable to those paid to the other members of the Applicant's staff. Show fringe rate.

**DC**DEPARTMENT of  
HUMAN SERVICES

- Supplies:** List proposed supplies and materials.
- Other:** Show rental or leasing of space for the project. Rents proposed must not exceed prevailing rates in the surrounding geographic area. Include utilities and telephone and maintenance services directly related to project activities. Include insurances, subscriptions and postage.
- Indirect:** Show calculation and indirect rate.

### **6.7 Certifications and Assurances (Not counted in page total, Attachments B and C)**

Applicants shall provide the information requested in Attachments B and C and return them with the application. If an Applicant is not incorporated, a representative from the incorporated, collaborating organization must sign the Certifications and Assurances.

### **6.8 Appendices (Not counted in page total)**

This section shall be used to provide technical material, supporting documentation and endorsements. Such items may include:

- Audited financial statement;
- Indication of organization status;
- Roster of the Board of Directors;
- Proposed organizational chart for the project;
- Organizational budget (as opposed to project budget);
- Letters of support or endorsements;
- Staff resumes (if applicable);
- Planned job descriptions (if applicable);
- Articles of Incorporation, if applicable;
- Bylaws, if applicable;
- IRS letter of non-profit corporation status, if applicable; or
- Form 990, Return of Organization Exempt from Income Tax, if applicable;
- Memoranda of Understanding from key community partners documenting their specific support for proposed Project;
- Signed letter stating that the Applicant will market the entity as a DHS/FSA Project and not the parent agency by using the approved logo, tagline, graphic design, and other identifiers approved by DHS/FSA for the Project;
- District of Columbia Business License;
- Certificate of Good Standing;
- Certificate of Occupancy; and
- Fire Inspection.

## **SECTION 7. LIST OF ATTACHMENTS**

**Attachment A Applicant Profile**

**Attachment B Certifications**

**Attachment C Assurances**



**Attachment D Original Receipt**

**Attachment E Work Plan**

**Attachment F Staffing Plan**

**Attachment G Budget**

**Attachment H Definitions**

**Attachment I Collaboration Commitment Form**

**Attachment J Confidentiality and Non-Disclosure Agreement**



## Attachment A – Applicant Profile

DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)

DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS  
RFA #JA-FSA-DS-2023-001

**Applicant Name:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Office Address:** \_\_\_\_\_

**Ward(s):** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_

**Federal ID Number:** \_\_\_\_\_

**DUNS Number:** \_\_\_\_\_

**Program Descriptions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Budget** (Total funds requested): \_\_\_\_\_



**DC**DEPARTMENT of  
HUMAN SERVICES

## **Attachment B - Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements**

**GOVERNMENT OF THE DISTRICT OF COLUMBIA****Office of the Chief Financial Officer**

### **Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements**

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review the instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 28 C.F.R. Part 69, "New Restrictions on Lobbying" and "Government-wide Debarment and Suspension (Non-procurement) and 28 C.F.R. §83.670, "Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact.

#### **1. Lobbying**

As required by Section 1352, Title 31 of the U.S. Code and implemented at 28 C.F.R. Part 69, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 28 C.F.R. Part 69, the applicant certifies that:

- (a) No Federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;
- (b) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - III, "Disclosure of Lobbying Activities," in accordance with its instructions;
- (c) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers including subgrants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

#### **2. Debarment, Suspension, and Other Responsibility Matters**



As required by Executive Order 12549, Debarment and Suspension, and implemented at 28 C.F.R. Part 83, for prospective clients in primary covered transactions, as defined at 28 C.F.R. §83.670, for prospective clients in primary covered transactions:

- A. The applicant certifies that it and its principals:
- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
  - (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - (c.) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default; and
- B. Where the applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

1. Drug-Free Workplace (Grantees Other Than Individuals)

As required by the Drug Free Workplace Act of 1988, as amended (Pub. L. No. 100-690; 28 C.F.R. Part 83):

- A. The applicant certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - (b) Establishing an ongoing drug-free awareness program to inform employees about—
    - (1) The dangers of drug abuse in the workplace;
    - (2) The applicant's policy of maintaining a drug-free workplace;
    - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
    - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will



- (1) Abide by the terms of the statement; and
- (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title to: Office of Risk Management, 441 4<sup>th</sup> Street, NW, 800 South, Washington, DC 20001. Notice shall include the identification number(s) of each effected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—
  - (1) Taking appropriate personnel action against such an employee, up to and incising termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
  - (3) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (1), (c), (d), (e), and (f).

B. The applicant may insert in the space provided below the sites) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

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#### Drug-Free Workplace (Grantees who are Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 C.F.R. Part 67, subpart F, for grantees as defined at 28 C.F.R. Part 83:

- A. As a condition of the grant, I certify that I will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and
- B. If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, I will report the conviction, in writing, within 10 calendar days of the conviction, to:

DC Department of Human Services, Office of Grants Management, 64 New York Avenue, NE, Washington, DC 20002



As the duly authorized representative of the applications, I hereby certify that the applicant will comply with the above certifications.

1. Grantee Name and Address

\_\_\_\_\_

2. Application Number and/or Project Name

\_\_\_\_\_

3. Federal Tax Identification No.

\_\_\_\_\_

4. Typed Name and Title of Authorized Representative

\_\_\_\_\_

5. Signature

\_\_\_\_\_

6. Date

\_\_\_\_\_



## **Attachment C - Assurances**

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS  
RFA #JA-FSA-DS-2023-001**

The applicant hereby assures and certifies compliance with all Federal statutes, regulations, policies, guidelines and requirements, including OMB Circulars No. A-21,

A-110, A-122, A-128, A-87; E.O. 12372 and Uniform Administrative Requirements for Grants and Cooperative Agreements, 28 C.F.R. Part 66, Common Rule, that governs the application, acceptance and use of Federal funds for this federally-assisted project.

Also, the Applicant assures and certifies that:

1. It possesses legal authority to apply for the grant; that a resolution, motion or similar action has been duly adopted or passed as an official act of The applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of The applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with requirements of the provisions of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 as amended (Pub. L. No. 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal and federally-assisted programs.
3. It will comply with provisions of Federal law which limit certain political activities of employees of a State or local unit of government whose principal employment is in connection with an activity financed in whole or in part by Federal grants. (5 U.S.C. §§ 1501, *et seq.*).
4. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act if applicable.
5. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
6. It will give the sponsoring agency of the Comptroller General, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
7. It will comply with all requirements imposed by the Federal-sponsoring agency concerning special requirements of Law, program requirements, and other administrative requirements.
8. It will ensure that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the project are not listed on the Environmental Protection Agency's (EPA), list of Violating Facilities and that it will notify the Federal grantor agency of the receipt of any communication from the Director of the EPA Office of Federal Activities indicating that a facility to be used in the project is under consideration for listing by the EPA.



9. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, as amended (Pub. L. No. 93-234; 87 Stat. 975). Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Secretary of the Department of Housing and Urban Development as an area having special flood hazards. The phrase "Federal Financial Assistance" includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
10. It will assist the Federal grantor agency in its compliance with Section 106 of the National Historic Preservation Act of 1966 as amended (16 U.S.C. § 470), Executive Order 11593, and the Archeological and Historical Preservation Act of 1966 (16 U.S.C. § §569a-1, *et seq.*) By (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic Places that are subject to adverse effects (see 36 C.F.R. Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties, and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
11. It will comply with the provisions of 28 C.F.R. applicable to grants and cooperative agreements including Part 18. Part 22, Confidentiality of Identifiable Research and Statistical Information; Part 42, Nondiscrimination/Equal Employment Opportunity Policies and Procedures; Part 61, Procedures for Implementing the National Environmental Policy Act; Part 63, Floodplain Management and Wetland Protection Procedures; and Federal laws or regulations applicable to Federal Assistance Programs.
12. It will comply, and all its contractors will comply, with; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Subtitle A, Title III of the Americans with Disabilities Act (ADA) (1990); Title IIX of the Education Amendments of 1972; and the Age Discrimination Act of 1975.
13. In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, sex, or disability against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, U.S. Department of Justice.
14. It will provide an Equal Employment Opportunity Program if required to maintain one, where the application is for \$500,000 or more.
15. It will comply with the provisions of the Coastal Barrier Resources Act (Pub. L. No. 97-348; 16 U.S.C. §§3501, *et seq.*) which prohibits the expenditure of most new Federal funds within the units of the Coastal Barrier Resources System.

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Signature & Title

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Date



## Attachment D – Original Receipt

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS  
RFA #JA-FSA-DS-2023-001**

The Department of Human Services is in receipt of the original application and four (4) copies submitted in response to the Request for Applications for Daytime Services for Individuals Experiencing Homelessness

Submitted by: \_\_\_\_\_  
(Contact Name/ Please Print Clearly)

\_\_\_\_\_  
(Organization Name)

\_\_\_\_\_  
(Address, City, State, Zip Code)

\_\_\_\_\_  
Phone Number)

\_\_\_\_\_  
(Fax Number)

For DHS Only:

Application and \_\_\_\_\_ copies

Received on this date: \_\_\_\_\_

At (time): \_\_\_\_\_

Received by: \_\_\_\_\_

**PROPOSALS WILL NOT BE ACCEPTED AFTER 5:00 PM**



## Attachment E – Work Plan

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS  
RFA #JA-FSA-DS-2023-001**

***Note: Begin proposed work plan at award date (FY 18)***

The proposed work plan must detail measurable project objectives by fiscal quarter and month for the life of the project. These objectives should further be defined by key activities, milestones, and project deadlines. An example work plan for one objective is included below. Grantee(s) may use their own format.

<b>Agency:</b>								<b>Submission Date:</b>				
<b>Services Area:</b>								<b>Project Manager:</b>				
<b>Budget:</b>								<b>Telephone #:</b>				
<b>Measurable Objectives</b>	<b>First Quarter</b>			<b>Second Quarter</b>			<b>Third Quarter</b>			<b>Fourth Quarter</b>		
<b>Objective 1:</b>	<b>Sep.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May</b>	<b>Jun.</b>	<b>Jul.</b>	<b>Aug.</b>
<b>Activities:</b>												
1.												
2.												
3.												
<b>Milestones:</b>												
1.												
2.												
3.												
<b>Deadlines:</b>												
1.												
2.												
3.												



**Attachment F – Staffing Plan**

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS  
RFA #JA-FSA-DS-2023-001**

<b>Name</b>	<b>Position Title</b>	<b>Filled/ Vacant</b>	<b>Annual Salary</b>	<b>% of Effort</b>	<b>Start Date</b>

\_\_\_\_\_  
**Director's Signature**

\_\_\_\_\_  
**Date**

## Attachment G - Budget

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS  
RFA #JA-FSA-DS-2023-001**

Below is an example of a high-level budget. In submitting the budget with the application package, Grantee(s) must also break out all expenses into the services they support (e.g. meal program, case management, etc.).

<b>Agency:</b>		<b>Program Year:</b>	
<b>Service Area:</b>		<b>Project Manager:</b>	
<b>Budget:</b>		<b>Telephone Number</b>	
<b>CATEGORY</b>	<b>GRANT FUNDS</b>	<b>MATCHING FUNDS</b>	<b>TOTAL</b>
Personnel			
Fringe Benefits			
Travel			
Equipment			
Supplies			
Contractual			
Other (specify)			
Subtotal Direct Costs			
Indirect/Overhead			
Total			

## Attachment H - Definitions

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS  
RFA #JA-FSA-DS-2023-001**

**Accessibility:** The ability of a person (assisted or unassisted) to access products, services, devices, and environments, in order to derive the benefits of those products, services, devices, and environments for themselves, if eligible.

**Acuity:** The depth of need of the presenting program participant. When utilizing the VI-11 SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool), acuity indicates the presence of a presenting issue based upon evidence of housing instability or vulnerability. In using the VI-SPDAT, acuity is expressed as a number with a higher number representing more complex, co-occurring issues that are likely to impact overall housing stability.

**Adequate nighttime residence:** A housing accommodation that is not likely to jeopardize the health, safety, or welfare of its occupants.

**Administrative Review:** A legal process to determine a resolution as a result of a fair hearing request.

**Administrative Support:** Includes three direct services for clients participating in the Day Services program: (1) invoice documentation; (2) invoice tracking; and, (3) data entry into required database system(s). These tasks are intended to directly support the grantees' efforts to meet the deliverable requirements of the Day Services program. Administrative Support is a direct service and does not include general administrative overhead like rent, insurance, or any other indirect services. In addition, Administrative Support does not include services paid for elsewhere in the human care agreement.

**Adult:** Any individual who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

**Affordable Housing:** As defined in Homeward DC, affordable housing is housing for which the occupant(s) is/are paying no more than 30 percent of their income for gross housing costs, including utilities. Households that pay more than 30 percent of their income for housing may have difficulty affording necessities such as food, clothing, transportation and medical care and are considered cost burdened by HUD. Households that pay more than 50 percent of their income for housing are considered severely cost burdened.

**CA:** Contract Administrator

**Caseload:** Can refer to the number of active program clients the Day Program is servicing, and it can refer to the number of program clients a Case Manager could be handling at any one time. With the exception of extenuating circumstances, grantee(s) must maintain a minimum 30:1 ratio of clients to Case Managers at all times (i.e. 30 clients a the day program for each Case Manager employed by the day program). Program clients are likely to have a range of needs and acuity levels.

**Case Management:** A service that engages individuals, and provides assistance in identifying barriers, needs and strengths; developing goals; identifying resources and support; and connecting individuals with the needed resources, housing and/or economic security supports and supportive services to achieve identified goals.



**Case Manager:** A service professional that engages individuals and provides assistance in identifying barriers, needs and strengths; developing goals; identifying resources and support; and connecting individuals with the needed resources, housing and/or economic security supports and supportive services to achieve identified goals.

**Central Business Corridors:** The commercial and business center of a city and/or neighborhood. For example, 18<sup>th</sup> street NW is the central business corridor for Adams Morgan, whereas Martin Luther King Jr. Ave SE is the central business corridor for Anacostia and Congress Heights. Downtown is considered a central business corridor for the entire District of Columbia.

**Chronically Homeless:** As defined in HUD's CoC Program interim rule at 24 CFR 578.3, a chronically homeless person is: An individual who: 1) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; 2) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; and 3) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; or 4) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria for a chronically homeless individual, before entering that facility.

**Client:** As defined in the HSRA, a client is an individual seeking, receiving, or eligible for services from programs offered by the District CoC. In this SOW, "client" and or "participant" refers to any homeless individual seeking the services provided for Single Unaccompanied Adults.

**CO:** Contracting Officer

**Community Based Behavioral Health Service Providers:** Providers who are authorized by the District's Department of Behavioral Health (DBH) to deliver services that support individual recovery with qualified, culturally competent staff in a safe facility. Such grantees must comply with local and federal rules and regulations, and only a certified grantee is eligible to participate in the District's public behavioral health system. Services include diagnostic assessment, medication, counseling and community support.

**Continuum of Care (CoC):** The entity authorized to carry out homelessness planning for a community. Under the HEARTH Act, the CoC shall include representatives from non-profit homeless assistance grantees, victim service grantees, faith-based organizations, government, businesses, advocates, public housing agencies, school districts, social service grantees, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, and organizations that serve Veterans and homeless and formerly homeless individuals. Responsibilities of the CoC include the operation of the CoC, designating and operating an HMIS, and Continuum of Care planning. The designated CoC for the District of Columbia is the DC Interagency Council on Homelessness. The Collaborative Applicant for the District (i.e., the legal entity designated by the CoC to apply for and administer funding on behalf of the Continuum) is The Community Partnership for the Prevention of Homelessness. Under the HSRA, a continuum of care refers to the comprehensive system of services for individuals and families who are homeless or at imminent risk of becoming homeless, designed to serve clients based on their individual level of need. The Continuum of Care may include crisis intervention, outreach and assessment services, shelter, transitional housing, permanent supportive housing, and supportive services.

**Coordinated Assessment Housing Placement (CAHP) (aka. coordinated entry):** Process by which everyone experiencing homelessness in the Continuum of Care accesses available resources, and be prioritized for those resources according to need. Coordinated entry leverages the strengths of each



service provider in order to best align the most appropriate service response to end the homelessness of the program participant. Through coordinated entry, no single provider controls access exclusively to their resources based solely upon the people that are homeless that they know, and instead access is granted across all service providers delivering the same or very similar services in a coordinated manner.

**Critical Time Intervention:** Assistance with homeless persons with severe mental illness, debilitating conditions, and diminished social and economic opportunities in their transition from the streets, homeless shelters, hospitals, criminal justice system or other institutional settings.

**Crisis Intervention:** Under HSRA, this is assistance to prevent individuals and families from becoming homeless, which may include, but need not be limited to, cash assistance for security deposits, rent or mortgage payments, credit counseling, mediation with landlords, and supportive services.

**Culturally Competent:** Under the HSRA, refers to the ability of a Provider to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so the provider can respond to the individual needs of each program participant.

**Day Program:** Defined by the HSRA to mean a facility that provides open access to structured activities during set hours of the day to meet the supportive services needs of individuals and families who are homeless or at imminent risk of becoming homeless.

**Day Services:** Day Services includes a continuum of services delivered during Daytime Hours which are intended to meaningfully engage individuals experiencing homelessness. Such services include, but are not limited to: creating a positive, dignified, safe, and protective environment for each individual and his/her personal belongings; providing a coordinated entry into the homeless services continuum; connecting people to housing, employment, and other supportive services; providing healthy meals and reliable hygiene services; and, ensuring access to peer-led, professionally-supported, therapeutic programming.

**Daytime Hours:** Homeless individuals who live in low-barrier emergency shelters must vacate shelter each day at 9am, and are not permitted to return to shelter until 5pm. Therefore, to meet the daytime needs of those individuals *Daytime Hours* means any hours, whether concurrent or intermittent, between 7am and 7pm Eastern Standard Time (EST) each day, including holidays, where those participating in Day Services can remain in the Day Program during the times it is open. Modified hours will be considered.

**Downtown:** For the purpose of this grant, downtown – as a geographic area – is defined as: North of Constitution Ave. NW, South of M Street NW, West of North Capital Street NW, East of 23<sup>rd</sup> Street NW.

**Emergency:** Emergency is defined as a situation in which an individual literally has no safe place to stay for the night or for the foreseeable future.

**Employment Training Providers:** Providers who are authorized and funded to deliver training to individuals experiencing homelessness that will help prepare them to obtain a job by equipping them with the skills that are required by employers. The District Department of Employment Services (DOES) has several authorized providers who work with their Senior Community Service Employment Program, Project Empowerment Program, American Job Centers, and Veterans Employment Center; and the Department of Human Services (DHS) funds Temporary Assistance for Needy Families (TANF) Employment Program Employment Providers, also called TEP providers, to work with TANF recipients to meet the work participation requirements of the TANF grant.

**Engage:** The act of identifying, locating and interacting with a client for the purposes of developing a relationship and providing case management or other supportive services.



**Exit Plan:** An approach to formally assisting a program participant move from actively receiving supports to ceasing the involvement of a case manager in providing direct assistance with life and/or housing stability.

**Harm Reduction:** A set of strategies that reduce negative consequences of substance use and other risk behaviors and that incorporate a spectrum of strategies from safer use, to managed use, to abstinence. Examples of harm reduction programs include, but are not limited to, needle exchange programs, safer sex programs, and safer substance use programs. A strong harm reduction program focuses on specific interventions to reduce harm (e.g. Naloxone administration), but also provides supported linkage to services such as; job readiness, drug detox and treatment, mental health services, wound care services, PrEP education, linkages to the PrEP regimen, overdose prevention, STI screening and other social service needs of individuals experiencing homelessness.

**HEARTH Act:** The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act was signed by President Obama on May 20, 2009. The HEARTH Act amends and reauthorizes the McKinney-Vento Homeless Assistance Act with substantial changes, including: a consolidation of HUD's competitive grant programs, the creation of a Rural Housing Stability Assistance Program, a change in HUD's definition of homelessness and chronic homelessness, a simplified match requirement, an increase in prevention resources, and an increase in emphasis on performance.

**Homeless:** According to the District's Homeless Services Reform Act (HSRA), "homeless" is defined as:

- A. An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
  - (a) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
  - (b) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
  - (c) An individual who is exiting an institution where he or she resided for 180 days or less and who resided in a shelter or place not meant for human habitation immediately before entering that institution;
- B. An individual or family who will imminently lose their primary nighttime residence, if:
  - (a) The primary nighttime residence will be lost within 14 days of the date of application for Continuum of Care services;
  - (b) No subsequent residence has been identified; and
  - (c) The individual or family lacks the resources or support networks, such as family, friends, and faith-based or other social networks, needed to obtain other permanent housing;
- C. Unaccompanied youth who:
  - (a) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for Continuum of Care services;
  - (b) Have experienced persistent housing instability as measured by 2 moves or more during the 60-day period immediately preceding the date of applying for Continuum of Care services; and
  - (c) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence, in the household, of a child or youth with a disability; or 2 or more barriers to employment, which include the





lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or

D. Any individual or family who:

- (a) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- (b) Has no other residence; and
- (c) Lacks the resources or support networks, such as family, friends, and faith-based or other social networks, to obtain other permanent housing.

**Homeless Management Information System (HMIS):** A software application designed to record and store client-level information on the characteristics and services needs of people experiencing homelessness. Each CoC maintains its own HMIS, which can be tailored to meet local needs, but also must conform to HUD HMIS Data and Technical Standards.

**Homeless Services Reform Act (HSRA):** The Homeless Services Reform Act of 2005 (HSRA) became law in October 2005. Homeless service providers must deliver services to clients, and have procedures for resolving disputes between providers and clients seeking or participating in homeless services, as per the expectations of the Act.

**Housing First:** Under the HSRA, Housing First means a program that provides clients with immediate access to independent permanent housing and supportive services without prerequisites for sobriety or participation in psychiatric treatment. Clients in Housing First programs may choose the frequency and type of supportive services they receive and refusal of services will have no consequence for their access to housing or on continuation of their housing and supportive services. HUD encourages all recipients of CoC Program-funded PSH to follow a Housing First approach to the maximum extent practicable. To that end, a Housing First orientation is specified as one of the universal qualities that a coordinated assessment process should include. Coordinated assessment tools should not be used to determine "housing readiness" (i.e. that an individual must address other issues that may have led to the episode of homelessness prior to entering housing), or screen people out for housing assistance, and therefore should not encompass an in-depth clinical assessment. A more in-depth clinical assessment can be administered once the individual or family has obtained housing to determine and offer an appropriate service package.

**Housing the Homeless Database (HTH):** The current software application in Quick Base used by the Department of Human Services for homeless clients referred to the District's homeless services programs.

**Housing Quality Standards:** As per DC regulations, units made available under any of the District's locally or federally funded housing programs shall be decent, safe and sanitary and in substantial compliance with the Housing Code governing the condition of residential premises. Those involved in direct delivery of housing related resources are expected to be trained in understanding Housing Quality Standards.

**Housing Navigation:** Serves as a main point of contact for helping high priority individual get "document ready" for housing as quickly as possible. After the housing match is made, the housing navigator may provide additional supports necessary to finalize the housing placement. The housing navigator may provide referrals, offer coordination, or provide in-person support to clients for their mental health, physical health, entitlement enrollment, and other service needs.



**Individual:** Any person who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

**Intake:** How clients are admitted into the Day Services program.

**Legal Services:** Services provided by bar-admitted attorneys in the District of Columbia which advise and represent clients in eviction cases, administrative hearings, housing conditions suits, etc. In addition, legal services can provide advocacy on behalf of clients with respect to reasonable accommodations, discrimination, equal access, etc.

**LGBTQ:** A person who self-identifies as lesbian, gay, bisexual, transgender, gender non-conforming, queer, or questioning their sexual orientation or gender identity and expression.

**Light Touch Medical Services:** Services that do not require an accredited medical facility, licensed medical professionals, or specialized equipment to administer. Such services include, but are not limited to: education (about health risks, the health care delivery system, disease transmission, testing opportunities, harm reduction interventions); the ability to administer assistive services (e.g. first aid, small-wound care, temperature, blood pressure); and the ability to do care navigation (e.g. medication management advice, health insurance application assistance, medical appointment assistance).

**Lived Experience:** The term lived experience is used to describe the first-hand accounts and impressions of living as a member of a minority or oppressed group. When formerly homeless individuals talk about what it's like to experience homelessness, they are describing their lived experiences.

**Low Barrier Shelter:** Defined by the HSRA, low barrier shelter is used for the purpose of sheltering and engaging individuals who avoid temporary shelter because of identification, time limit, or other program requirements. It refers to overnight housing accommodation for individuals who are homeless, provided directly by, or through contract with or grant from, the District, for the purpose of providing shelter to individuals without imposition of identification, time limits, or other program requirements. As of April 1, 2023, the District considers a certain number of beds in the following shelters to be "low barrier:"

- Adams Place Men's Shelter, 2210 Adams Place NE (150 beds)
- New York Avenue Men's Shelter, 1355 New York Avenue, NE, (360 beds)
- Harriet Tubman Women's Shelter, 1900 Massachusetts Ave SE, (100 beds)
- 801 East Men's Shelter, 2700 Martin Luther King Jr. Ave, SE (380 beds)
- Pat Handy Shelter for Women, 810 5th St. NW (213 beds)
- 400 50<sup>th</sup> St SE (LGBTQ)

**Meal Program:** A meal program is a reliable offering of healthy food and beverages for Day Services clients. A reliable program is one that is transparently scheduled in advance and executed in accordance with that schedule, so clients can factor the meal program into their advanced planning. A healthy meal is one that accounts for federal guidance about portion sizes, caloric density, and the appropriate balance between proteins, fats, and carbohydrates. A meal program must include at least one full meal for breakfast, lunch, and/or dinner, but shall not include more than three full meals. However, a meal program can incorporate snacks and refreshments, which do not count as full meals. A meal program must accommodate for the potential food allergies and dietary restrictions of all clients. A meal program can also be some combination of the following:

- Cooked and served on site
- Cooked off-site, delivered, and then served on site
- Uncooked/Packaged food donated and served on site
- Uncooked/Packaged food donated and available on site for pickup



**Meaningful Engagement:** Instead of simply creating a space for homeless clients to “hang out” indoors, *meaningful engagement* requires providers to create a safe, dignified, and protective atmosphere where homeless clients are encouraged, incentivized, and empowered to participate in services which enhance their wellbeing and promote their economic security. Case management, counseling, connecting people to housing and supportive services, conducting coordinated assessments, and providing employment training are all examples of *meaningful engagement*.

**Naloxone (also known as “Narcan”):** This is a medication approved by the Food and Drug Administration (FDA) to prevent overdose by opioids such as heroin, morphine, and oxycodone. It blocks opioid receptor sites, reversing the toxic effects of the overdose. Naloxone is administered when a patient is showing signs of opioid overdose. The medication can be given by intranasal spray, intramuscular (into the muscle), subcutaneous (under the skin), or intravenous injection.

**Permanent Supportive Housing:** Defined in the HSRA as supportive housing for an unrestricted period of time for individuals who were once homeless and continue to be at imminent risk of becoming homeless, including persons with disabilities as defined in 24 C.F.R. 582.5, for whom self-sufficient living may be unlikely and whose care can be supported through public funds. Likewise, under the CoC Interim Rules, HUD defines PSH as permanent housing in which supportive services are provided to assist homeless persons with a disability to live independently.

**Personnel:** The staff hired by the service provider to deliver case management and/or associated services in the Day Services program.

**Program Rules:** The set of provider rules, client rights, and complaint and appeal procedures, including those enumerated in this chapter, proposed by a particular provider for the purpose of governing the behavior and treatment of its clients and approved by the Mayor subject to § 4-754.32.

**Point in Time (PIT) Count of People Experiencing Homelessness in the District of Columbia:** The Community Partnership for the Prevention of Homelessness conducts the annual Point-in-Time (PIT) Count for the District of Columbia. The PIT Count provides a “snapshot” of the number and demographic characteristics of adults and children who were experiencing homelessness in the District on that day. TCP has conducted the count, a requirement for all jurisdictions receiving Federal homeless assistance funding, on behalf of the District of Columbia since 2001. This single-day enumeration of the homeless services continuum of care gives TCP and our partners in District Government an opportunity to identify gaps in the current portfolio of services and informs future program planning with special consideration to Homeward DC, the local strategic plan to end homelessness.

**Pre-Exposure Prophylaxis (PrEP):** The use of HIV-anti medication that keeps HIV negative clients from becoming infected. The pill, Truvada contains two medicines (tenofovir and emtricitabine) that are also used to treat HIV. If one is exposed to HIV through sexual contact or injection drug use, the medicine can work to keep the virus from establishing a permanent infection.

**Progressive Engagement:** An approach to service delivery that starts with an understanding of the strengths and resiliencies that each person has and works to leverage those in promoting housing and life stability. Case management, therefore, starts with a “light touch” and becomes more involved, intensive and frequent when a program participant demonstrates that without more assistance their tenancy would be in peril. Once the situation has been resolved or new skills have been learned, the intensity and frequency of case management services regresses back to a “light touch.”

**Rapid Re-Housing (RRH):** A particular type of housing intervention, which includes time-limited case management assistance, with co-occurring financial assistance as needed. It is intended for an individual with moderate acuity, meaning they have a number of medium-level issues in their life or one or two



more complex issues. After becoming connected with community supports and mainstream services, it is expected that the individual will stabilize in housing and no longer require case management or financial assistance through the homeless service provider.

**Rental Assistance:** Financial and programmatic supports that enable individuals to obtain and maintain affordable housing. Such assistance can include, but is not necessarily limited to, time-limited assistance with security deposits and/or a subsidized portion of monthly rental costs, in accordance with the District's Rent Reasonableness standards.

**Safe Environment:** Defined as either: 1) a physical location that protects clients and staff from physical harm from abuse, assault, threat, exhaustion, or the elements; or 2) a psychological/emotional "space" where homeless persons are entitled to speak, to be respected, to tell their story, to ask for help, and to be heard.

**Secure Environment:** Defined as a physical location where multiple interdependent measures are taken to (a) prevent unauthorized access; (b) protect clients, personnel, and property from damage and/or harm; (c) trigger an appropriate incident response when unauthorized access or harmful behavior occurs.

**Self-sufficiency:** A functional and economic state based on the provision of services that result in less dependency on governmental support systems while at the same time, maintaining permanent housing stability.

**Service Plan:** Also referred to as a Housing Stability Plan. A written plan, developed and agreed upon by both the case manager and the client, consisting of time-specific goals and objectives designed to promote self-sufficiency and attainment of permanent housing. These goals and objectives are based on the client's individually assessed needs, desires, strengths, resources, and limitations.

**Severe weather conditions:** Refers to outdoor weather conditions whenever the actual or forecasted temperature, including the wind chill factor or heat index, falls below 32 degrees Fahrenheit or rises above 95 degrees Fahrenheit.

**Sexually Transmitted Infection (STI):** and infection that is transferred from one person to another through genital, oral, and/or anal contact. Examples of STIs include: HIV, hepatitis C, hepatitis B, gonorrhea, chlamydia, and syphilis.

**Shelter Diversion:** Diversion services are used to prevent homelessness for people seeking to avoid entering into shelter by helping them identify immediate alternative housing arrangements and, if necessary, connect them with services or financial assistance to help them return to permanent housing.

**SSI/SSDI Outreach, Access, and Recovery (SOAR):** The SOAR program increases access to Social Security disability benefits for people with behavioral health issues experiencing or at risk of homelessness.

**Sub-contractor:** A subcontractor is a person who is hired by a general contractor (or prime contractor, or main contractor) to perform a specific task as part of the overall project and is normally paid for services provided to the project by the originating general contractor.

**Supportive Services:** An array of medical, mental health, substance abuse, educational, employment, life skills and financial services aimed at enabling housing placement, housing stability, health, wellness, community integration, self-sufficiency and the improved quality of life of an individual or family.

**Suspension:** Defined by the HSRA § 4-754.35, suspension of services can occur if a client fails or refuses to comply with the provider's Program Rules and the client responsibilities, or engages in any of the behaviors listed in § 4-754.36(2), the provider may suspend services to the client for an appropriate period



of time in light of the severity of the act or acts leading to the suspension, but in no case for any period longer than 30 days.

**Target Population:** Homeless individuals, both street-bound and in shelter, and medically fragile individuals at risk of homelessness.

**Targeted Affordable Housing (TAH):** Units or subsidies that offer long-term affordability and are dedicated for use by the homeless services system. TAH is not intended to address affordable housing needs in the District more broadly, but is targeted to key populations of individuals and families being served by the homeless services system that do not need ongoing supportive services and that, but for long-term subsidies, could not exit homelessness or would return to homelessness.

**Termination:** Defined by the HSRA § 4-754.36, a provider may terminate its delivery of services to a client when the provider documents that it has considered suspending the client in accordance with § 4-754.35 or has made a reasonable effort, in light of the severity of the act or acts leading to the termination, to transfer the client.

**Therapeutic Programming:** Therapeutic programming includes a suite of services targeted toward: creating safe spaces for individuals to explore and share issues they are confronting; helping individuals reduce or eliminate substance abuse; understand underlying co-occurring mental health issues; develop healthy behavior-management techniques; and, connect individuals with supports to encourage ongoing sobriety and treatment adherence. The ultimate goal of therapeutic programming is to help individuals achieve social and economic stability, improve their health and outlook, repair damaged relationships, and build strong support networks. In order to help individuals experiencing homelessness build a stronger support network, a key tenet of a strong therapeutic program is to create opportunities for peer-led group sessions with professional support and guidance available as needed.

**Toiletries:** a personal care kit that may include soap, shampoo, shaving cream, razor, deodorant, toothpaste and toothbrush.

**Transportation:** Defined as any mode of transportation used to assist the individual with housing and employment related services, such as Metro SmarTrip fare cards, mileage and/or rideshare.

**Trauma-Informed Care:** Most individuals seeking public behavioral health services and many other public services, such as homeless and domestic violence services, have histories of physical and sexual abuse and other types of trauma-inducing experiences. Trauma-informed organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and re-traumatization can be avoided.

**Underserved Parts of the District:** During CY 2017, the Department of Human Services did an analysis of the geographic dispersion and accessibility of daytime services as it relates to sleeping locations for those experiencing homelessness. Two neighborhoods – Downtown and Anacostia/Congress Heights – experience a high density of individuals experiencing homelessness either on the streets or in large congregate facilities like 801 East and CCONV. However, those same neighborhoods lack proximal access to daytime services, making them underserved parts of the District.

**Vulnerability Index-Service Prioritization Decision Assistance Tool (VI- SPDAT):** The Vulnerability Index is a tool for identifying and prioritizing the homeless population for housing according to the fragility of their health. The SPDAT is an evidence-informed approach to assessing an individual's acuity. The VI-SPDAT tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person's life where support is most likely necessary in order to avoid housing instability. Co- occurring social and medical factors are the primary factors that contribute to



homelessness. The VI-SPDAT was created through the merger of the Vulnerability Index, as owned and made popular by Community Solutions, and the SPDAT Pre-screen Tool, which is part of the SPDAT tool suite owned and created by OrgCode Consulting, Inc.

**Welcoming Environment:** A bright, positive, and person-centered atmosphere created by the staff through personalized greetings, respectful processes/procedures, furniture arrangements, room configurations, and decorations. All of these things add up to create either a welcoming environment for clients.

**Youth:** A person who is under 24 years of age.



DC

DEPARTMENT of  
HUMAN SERVICES

## Attachment I – Collaboration Commitment Form

DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)

DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS  
RFA #JA-FSA-DS-2023-001

Please include information on this form about the activities and/or services that will be provided by the collaborating organization. Complete one Collaboration Commitment Form for each collaborating organization. The application must demonstrate the level of effort for each partner, proposed services, and provide the budget costs of the collaboration in the applicant's application submission.

Collaborating Organization:

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

Address: \_\_\_\_\_

Tel & Fax No.: \_\_\_\_\_

Describe Collaboration: (Use additional blank sheets if needed.)

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The signatures below indicate that these organizations have collaborated on the development of the application and agree to continue the partnership throughout the implementation of the project as described in this application submission.

Authorized Representative(s):

Name: \_\_\_\_\_ Tel.: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Tel.: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_





DC

DEPARTMENT of  
HUMAN SERVICES

## Attachment J – Confidentiality and Non-Disclosure Agreement

### DISTRICT OF COLUMBIA DEPARTMENT OF HUMAN SERVICES FAMILY SERVICES ADMINISTRATION (FSA)

#### DAYTIME SERVICES FOR INDIVIDUALS EXPERIENCING HOMELESSNESS RFA #JA-FSA-DS-2023-001

The District of Columbia (District), Department of Human Services (DHS), is accepting applications to create a daytime services program for unaccompanied individuals experiencing homelessness. D.C. Law 20-155 which amended the Homeless Services Reform Act of 2005, effective October 22, 2005 (D.C. Law 16-35, D.C. Official Code § 4-751.01 *et seq.*). For purposes of this Confidentiality and Nondisclosure Agreement, clients of DHS and participating providers or grantees who will create and/or expand daytime services for individuals experiencing homelessness are referred to as “Day Services Clients.”

I, \_\_\_\_\_, am employed by: \_\_\_\_\_  
(Name of organization)

I understand that in the course of my duties pursuant to the District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant, I may receive or have access to DC Homeless clients’ personally identifiable and confidential information (protected information). I further understand that such client protected information is highly sensitive, confidential, and/or otherwise protected from disclosure to the public. I understand that any divulgence of privileged, sensitive, and/or confidential information to unauthorized persons whether intentional or inadvertent may compromise the government and people of the District of Columbia.

Therefore, I agree that unless such actions are authorized by an Agreement and/or District or Federal law, I will not disclose, discuss, or divulge any client protected information that I have received or accessed pursuant to my duties and participation in the District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant. I further agree that I will take all reasonable affirmative steps to protect DC Day Services clients’ protected information in my possession from unauthorized use or disclosure.

I further agree to immediately notify the following District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant Privacy Point of Contact if I become aware of any unauthorized use, access, or disclosure of DC Day Service Clients’ protected information: contact the DHS Office of Program Review, Monitoring and Investigation (OPRMI) by emailing a description of the incident and circumstances to [OPRMI@dc.gov](mailto:OPRMI@dc.gov); calling the Unusual Incident Hotline at (202) 673-4464; or, Completing and submitting the online [Unusual Incident Form](#).

I understand that the unauthorized use and disclosure of privileged, sensitive, and or confidential information would be a violation of applicable District and Federal laws including, but not limited to the District of Columbia Homeless Services Reform Act of 2005 (D.C. Official Code § 4-754.11(7) and § 4-754.21(12)); the District of Columbia Self-Sufficiency Promotion Act of 1998, effective April 20, 1999 (D.C. Law 12-241; D.C. Official Code §§ 4-209.04(b) and (c)); the District of Columbia Mental Health Information Act of 1978 (D.C. Official Code § 7-1201.01 *et seq.*); the Confidentiality and Disclosure of Records on Abused and Neglected Children Act of 1979 (D.C. Official Code § 4-1303.06(a)); and any and all applicable District and federal confidentiality laws.

By signing this document, I acknowledge that I have read and agree to abide by it. I also understand that any violation of this agreement may result in civil or criminal penalties, disciplinary action, which may include discharge if I am a District employee or termination of access rights if I am not employed by the District. Furthermore, I understand that I may be prosecuted if I knowingly and intentionally use DC Day Services clients’ protected information for fraudulent purposes.

\_\_\_\_\_  
Signature & Title

\_\_\_\_\_  
Date



## Appendix: General Terms and Conditions

The following terms and conditions are applicable to this and all Requests for Applications (RFA) issued by the District of Columbia Department of Human Services:

1. Funding for an award is contingent on continued funding from the DHS/FSA grantor or funding source.
2. The RFA does not commit DHS/FSA to make an award.
3. DHS/FSA reserves the right to accept or deny any or all applications, if DHS/FSA determines it is in the best interest of DHS/FSA to do so. DHS/FSA shall notify the applicant if it rejects that applicant's proposal.
4. DHS/FSA may suspend or terminate any RFA pursuant to its own grant-making rule(s) or any applicable federal regulation or requirement.
5. DHS/FSA reserves the right to issue addenda and/or amendments subsequent to the issuance of the RFA, or to rescind the RFA.
6. DHS/FSA shall not be liable for any costs incurred in the preparation of applications in response to the RFA. Applicant agrees that all costs incurred in developing the application are the applicant's sole responsibility.
7. DHS/FSA may conduct pre-award on-site visits to verify information submitted in the application and to determine if the applicant's facilities are appropriate for the services intended. In addition, DHS/FSA may review the fiscal system and programmatic capabilities to ensure that the organization has adequate systems in place to implement the proposed program.
8. DHS/FSA may enter into negotiations with an applicant and adopt a firm funding amount or other revision of the applicant's proposal that may result from negotiations.
9. DHS/FSA shall provide the citations to the statute and implementing regulations that authorize the grant or sub grant; all applicable federal and District regulations, such as OMB Circulars 2 CFR 200, 2 CFR 180, 2 CFR 225, 2 CFR 220, and 2 CFR 215; payment provisions identifying how the Grantee will be paid for performing under the award; reporting requirements, including programmatic, financial and any special reports required by the granting Agency; and compliance conditions that must be met by the Grantee.
10. If there are any conflicts between the terms and conditions of the RFA and any applicable federal or local law or regulation, or any ambiguity related thereto, then the provisions of the applicable law or regulation shall control and it shall be the responsibility of the applicant to ensure compliance.

**Additional information about RFA terms may be obtained at [www.opgs.dc.gov](http://www.opgs.dc.gov) (Citywide Grants Manual and Sourcebook).**