



DC

DEPARTMENT *of*  
HUMAN SERVICES

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

**REQUEST FOR APPLICATIONS**

Fiscal Year 2023  
Ethel Permanent Supportive Housing Program Concierge Services  
(Short name: EthelServices)  
RFA #JA-FSA-EthelServices\_001-23

<b>Announcement Date:</b>	December 9, 2022
<b>RFA Release Date:</b>	December 9, 2022
<b>Pre-application Conference Date:</b>	December 15, 2022
<b>Application Submission Deadline:</b>	January 6, 2023 5:00PM

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**

## 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 proposals (also referred to as “applications”) from applicants (or “prospective Grantees”) for Fiscal Year (FY 2023) for the provision of supportive services for resident residing at a site based Permanent Supportive Housing Program (herby referred to as “The Ethel”).

<b>Funding Opportunity Title:</b>	Ethel Permanent Supportive Housing Program Concierge Services
<b>Funding Opportunity Number:</b>	RFA #JA-FSA-EthelServices_001-23
<b>Deadline for Applications:</b>	January 6, 2023 at 5:00pm EST.
<b>Total Estimated Number of Awards:</b>	One
<b>Total Estimated Award Amount:</b>	Up to \$1,000,000.00
<b>Period of Performance:</b>	February 1, 2023 – January 31, 2024
<b>Length of Award:</b>	One base year with up to 4 option years, subject to funding availability
<b>Eligible Applicants:</b>	<input type="checkbox"/> Non-profit organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations; <input type="checkbox"/> Faith-based organizations; and <input type="checkbox"/> Private Enterprises

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

**NOTICE**

**PRE-APPLICATION CONFERENCE**

ATTENDANCE IS MANDATORY

Fiscal Year 2023  
Ethel Permanent Supportive Housing Program Concierge Services  
(Short name: EthelServices)  
RFA #JA-FSA-EthelServices\_001-23

**When:** December 15, 2022

**Where:** via Webex

**Time:** 11:00am EST

**Contact Person:** Jennifer Miné  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002  
Jennifer.mine@dc.gov

Please RSVP to attend the Pre-Application Conference no later than December 14, 2022.

You may RSVP to Jennifer Miné, Grants Management Specialist by email at [Jennifer.mine@dc.gov](mailto:Jennifer.mine@dc.gov). Prospective Grantees planning to attend the Pre-Application Conference via Webex should request the online meeting information in their RSVP.



## CHECKLIST FOR APPLICATIONS

### Ethel Permanent Supportive Housing Program Concierge Services

- Application proposal format follows the “Application Format” listed in Section 4 of the RFA.
- Application shall be created as a PDF file, 1.5 line spacing, using 12-point type with a minimum of one-inch margins, with all pages numbered. The entire Application must not exceed 10 pages (not including attachments).
- Applicant Profile [Attachment A], contains all the information requested and is attached as the Face Sheet.
- Table of Contents comes after the Applicant Profile.
- Applicant Summary (must not exceed 2 pages) and Project Narrative (must not exceed 5 pages). Note: Attachments and appendices do not count toward the page limit.
- 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 [Attachment E] is complete and complies with the work plan form.
- Proposed Staffing Plan [Attachment F] is complete.
- Collaboration Commitment Form(s) [Attachment I] are complete.
- Appendix 1: Certifications and Assurances listed in Attachments B and 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 from key community partners documenting their specific support for the delivery of services for the Ethel Permanent Supportive Housing Program Concierge Services grant.
- Appendix 10: Proposed staff resumes.
- Appendix 11: Proposed staff job descriptions.
- Appendix 12: Signed letter stating that the applicant will market the initiatives as a DHS/FSA Ethel Permanent Supportive Housing Program Concierge Services grant and not the parent agency by using the approved logo, tagline, graphic design, or any other identifiers approved by DHS/FSA for the Ethel Permanent Supportive Housing Program Concierge Services grant.
- Appendix 13: District of Columbia Business License.
- Appendix 14: Annual report or other documentation of a history of supporting and providing housing focused and trauma informed outreach to unsheltered individuals residing on the street or in locations not fit for human habitation.
- Appendix 15: Certificates of Good Standing.
- Application is submitted electronically. Organization, RFA number, and project name must be clearly identified using the DHS/FSA Receipt Form [Attachment D].
- Applicant submitted the required attachments

The application must be submitted no later than 5:00pm EST., Eastern Standard Time (EST) by the deadline date of January 6, 2023, to DHS/FSA, c/o Jennifer Miné, at [jennifer.mine@dc.gov](mailto:jennifer.mine@dc.gov). Applications accepted after 5:00pm EST. 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 the “DHS/FSA” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from applicants (or “prospective Grantees”) for Fiscal Year (FY) 2023 to provide supportive services at Ethel Permanent Supportive Housing Program Concierge Services.

The District’s 2022 Point-in-Time (PIT) count identified 1,277 persons as chronically homeless. However, as described in Homeward DC 2.0: District of Columbia Interagency Council on Homelessness Strategic Plan, 2020-2025, additional analysis reveals that approximately 4,000 persons may actually meet the chronic homeless definition in the District. These individuals have long histories of living on the streets, becoming long-term residents of the shelter system, alternate between the streets and shelters, and/or are living in institutions (prisons, hospitals, etc.). These individuals are also frequent users of hospitals, ambulance services, and other costly emergency services.

The barriers faced by individuals experiencing chronic homelessness are so significant and pervasive that in many cases these individuals may not be able to maintain housing and overall stability without ongoing housing assistance and supportive services. When compared to District residents experiencing one-time, temporary homelessness, on average, individuals experiencing chronic homelessness in DC are “older and African-American, have a higher rate of physical and/ or behavioral health conditions, have had weaker labor market attachment over the course of their lifetime, have had fewer support networks, and have had significant and repeated exposure to stress and trauma.”

Since 2018, an average of 2,109 residents have been served annually in the PSHP. As of May 2021, the PSHP is serving 3,453 residents with tenant-based vouchers, and 483 residents in unit-based housing. Well over 80% of DC residents eligible to receive PSHP services are also eligible for Medicaid enrollment, and thus eligible to have Medicaid pay for their housing-related services through the HSS benefit. The District actively engaged in planning work over several years to determine how to best leverage federal funding, specifically Medicaid funding, to support case management services delivered to individuals and families enrolled in the PSHP. The District was approved by the Centers for Medicare & Medicaid Services (CMS) to provide housing supportive services (HSS) via 1915(i) state plan Home and Community Based Services (HSS) authority from May 1, 2022 forward. HSS will assist Medicaid beneficiaries who are homeless or at risk of homelessness obtain and maintain stable housing in the community, transmittal number DC 21-0015. The effective date for this 1915(i) benefit is May 1, 2022. PSHP and HSS are synonymous when describing the type of services received. HSS is funded by Medicaid and available to DC Medicaid beneficiaries determined eligible for PSHP through the District’s Coordinated Assessment Housing Plan (CAHP) process. PSHP is locally funded and is for DC residents determined eligible for PSHP through the CAHP process that are ineligible for Medicaid enrollment. DC residents receiving HSS or PSHP services should not experience a difference in service delivery.

The Ethel, also known as Hill East, is the first development of its kind in the District, with all of the building’s 100 units dedicated to PSH with onsite service provision and programming. The building is located at 1900 C Street NE, with easy access to metro and mass transit.



### **1.2 Eligible Organizations/Entities**

Organizations must be an approved Permanent Supportive Housing Case Management Provider with an active Human Care Agreement (HCA) with the Department of Human Services. The eligible organization must be an approved Housing Supportive Services (HSS) provider for Medicaid and in compliance with the HCA at the time application.

Continuing conditions of eligibility are that the information in the application is complete and truthful and that the Applicant at all times is able to meet any material conditions stated in its application. 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.

### **1.3 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.

### **1.4 Award Period**

The grant is being offered from February 1, 2023 through January 31, 2024 with up to four option years, subject to funding availability.

### **1.5 Purpose of the Grant**

Through this RFA, DHS seeks to procure a service provider to provide supportive services to residents (individuals) residing at The Ethel, a Permanent Supportive Housing Program. The primary objective of this project is to assist residents in maintaining their housing by complying with any/all lease provisions and local laws; and achieve the highest level of resident-driven-goals possible and improve the overall quality of their lives.

### **1.6 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.

### **1.7 Permissible Use of Grant Funds**

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.

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.



### **1.8 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 (called a “project”). A review panel will evaluate the applications for each advertised grant according to the stated list of criteria in each project’s description. The proposal(s) with the highest score(s) will be awarded the grant.

Specifically, grant awards will be made based on eligibility, the extent to which the proposed activities fit within the scope and available funding of the grant, the strength of the application, and the organization’s capacity and experience to achieve the grant’s goals.

### **1.9 Grant Monitoring**

In its sole discretion, DHS/FSA may use several methods to monitor the grant, including site visits and remote monitoring via review of program data, financial reports, observation of program operations, and interviews of staff and participants. During such visits, the Grantee is required to provide such access to its facilities, staff, residents, and records as may be necessary for monitoring purposes.

Each grant is subject to audit.

### **1.10 General Terms and Conditions**

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

### **1.11 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.

### **1.12 Contact Person**

For further information, please contact:

Jennifer Miné  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002  
Jennifer.mine@dc.gov

### **1.13 Updates**

To receive updates and/or addenda to this RFA, or other related information, applicants are advised to immediately email the following information to Jennifer Miné, Grants Management Specialist at [jennifer.mine@dc.gov](mailto:jennifer.mine@dc.gov):

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





#### **1.14 Notice of Intent**

Organizations that anticipate applying in response to this request should send a brief letter via e-mail to Jennifer Miné. The Notice of Intent is not mandatory, nor does it provide any specific obligation regarding the review or award process.

#### **1.15 Pre-Application Conference**

The mandatory Pre-Application Conference will be held on, **Tuesday, December 15, 2022, from 10:00am to 11:00am**. Prospective Grantees planning to attend the Pre-Application Conference via WebEx should request the online meeting information in their RSVP to Jennifer Miné at [jennifer.mine@dc.gov](mailto:jennifer.mine@dc.gov).

#### **1.16 Pre-Application Site Visit**

A tour of the facilities will be offered at a date and time to be determined. Prospective Grantees planning to attend the Pre-Application Site Visit should email Jennifer Miné at [Jennifer.mine@dc.gov](mailto:Jennifer.mine@dc.gov) to be added to the communication list to receive updates once a date and time is confirmed. Depending on the number of requests received, DHS may limit the site visit to 2 (two) individuals per agency.

#### **1.17 Explanation to Prospective Grantees**

Applicants are encouraged to e-mail their questions to Jennifer Miné at [Jennifer.mine@dc.gov](mailto:Jennifer.mine@dc.gov) on or before **December 22, 2022** at 5:00pm. Questions submitted after the deadline date will not receive responses. Please allow ample time for emails to be received prior to the deadline date.

#### **1.18 Deadline Date**

The RFA will be issued on December 9, 2022. The Pre-Application Conference will be held on November 21, 2022 and the deadline for submissions of all applications is January 6, 2023, at 5:00pm EST.. 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 5:00pm EST.** on January 6, 2023.

## **SECTION 2. PROGRAM SCOPE**

### **2.1 Overview**

Through this RFA, 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”) for Fiscal Year (FY) 2023 to provide supportive services at Ethel Permanent Supportive Housing Program Concierge Services.

As outlined in Homeward DC 2.0, the District’s strategic plan to prevent and end homelessness, the District is expanding its Permanent Supportive Housing Program (PSHP) by adding several hundred units of permanent supportive housing for Individuals and Families over the next five years. The Grant shall consist of a maximum 100 residents to be served under the agreement. The goal of PSHP is to create the enabling conditions for program residents to achieve the following objectives: 1) obtain long-term housing; 2) maintain their housing by complying with any/all lease provisions and local laws; and 3) achieve the highest level of resident-driven-goals possible and improve the overall quality of their lives.



The primary objective of this Grant is to assist PSHP residents with achieving the aforementioned objectives. This will be achieved through providing onsite supportive services that address their barriers to maintaining their housing and achieving their goals.

**APPLICABLE DOCUMENTS**

<b>Item No.</b>	<b>Document Type</b>	<b>Title</b>	<b>Date</b>
1	D.C. Law	Homeless Services Reform Act of 2005, as amended D.C. Official Code § 4-751.01 et seq. <a href="https://code.dccouncil.us/dc/council/laws/22-65.html">https://code.dccouncil.us/dc/council/laws/22-65.html</a>	2007
2	D.C.	Homeless Services Reform Act Rule <a href="https://ich.dc.gov/page/homeless-services-reform-act-2005">https://ich.dc.gov/page/homeless-services-reform-act-2005</a>	2005
3	District Document	Homeward DC 2.0: ICH Strategic Plan, 2020-2025 <a href="https://ich.dc.gov/page/homeward-dc-20-ich-strategic-plan-fy2021-fy2025">https://ich.dc.gov/page/homeward-dc-20-ich-strategic-plan-fy2021-fy2025</a>	2020
4	District Document	PSHP Program Rules	Updated Annually
5	District Document	District of Columbia Coordinated Assessment and Housing Placement System Policy and Procedures Manual (January 2019) <a href="http://www.coordinatedentry.com/uploads/2/9/8/5/29850959/i-cahp_policies_and_procedures_manual_-_updated_january_2019.pdf">http://www.coordinatedentry.com/uploads/2/9/8/5/29850959/i-cahp_policies_and_procedures_manual_-_updated_january_2019.pdf</a>	2019



6	Federal Document	Housing First Checklist: A Practical Tool for Assessing Housing First in Practice <a href="https://www.usich.gov/tools-for-action/housing-first-checklist">https://www.usich.gov/tools-for-action/housing-first-checklist</a>	2015
7	Federal Document	HMIS Data Standards <a href="https://www.hudexchange.info/resource/3826/hmis-data-standards-manual/">https://www.hudexchange.info/resource/3826/hmis-data-standards-manual/</a>	2015
8	District Document	PSHP Case Management Opt-Out Policy	2022
9	District Document	Mayor's Order 2017-313 Sexual Harassment Policy Guidance and Procedures <a href="https://mayor.dc.gov/sexualharassment">https://mayor.dc.gov/sexualharassment</a>	2017
10	D.C. Law	Language Access Act D.C. Official Code §2-1931 et seq. <a href="https://code.dccouncil.us/dc/council/code/titles/2/chapters/19/subchapters/II/">https://code.dccouncil.us/dc/council/code/titles/2/chapters/19/subchapters/II/</a>	2004
11	District Document	District of Columbia Department of Human Services Policy on Domestic Violence <a href="https://dhs.dc.gov/page/help-victims-domestic-violence">https://dhs.dc.gov/page/help-victims-domestic-violence</a>	2018
12	District Document	District of Columbia Department of Behavioral Health Provision of Assertive Community Treatment to Adult MHRS Consumers; Policy No. 340.6 <a href="https://dbh.dc.gov/sites/default/files/dc/sites/dmh/publication/attachments/TL130.pdf">https://dbh.dc.gov/sites/default/files/dc/sites/dmh/publication/attachments/TL130.pdf</a>	2014
13	District Document	Service Prioritization Decision Assistance Tool (SPDAT) <a href="https://cceh.org/wp-content/uploads/2016/07/SPDAT-v4.0-Manual.pdf">https://cceh.org/wp-content/uploads/2016/07/SPDAT-v4.0-Manual.pdf</a>	2018



14	District Document	Permanent Supportive Housing Program ISP Template	2020
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**2.2 DHS Responsibilities**

DHS shall be responsible for the following in supporting grantees to fulfill the requirements of this solicitation:

- A) Execute the Grantee selection and award process.
- B) Host kick-off meeting with the Grantee and key Subgrantees to review requirements, answer questions, and ensure common expectations for moving ahead.
- C) Assign a Grant Administrator and Program Manager, who shall be the financial and programmatic liaisons for Grantees during the term of this grant agreement.
- D) Facilitate collaboration among the Grantee and other Grantees in the facility and provide problem-solving support as needed.
- E) Facilitate connection to, coordination with, and problem-solving support with other District agencies providing services in or to the building.
- F) Provide Grantees with written policies, standards, and best practices that shall guide the provision of services and performance expectations.
- G) Provide Grantees with timely feedback on questions, requests, and draft deliverables.
- H) Provide or facilitate access to training on District homeless services system protocol and other relevant District-wide or Department-specific requirements.
- I) Provider oversight of Grantee compliance and performance, meeting regularly with Grantee Program Managers to review performance, discuss opportunities for improvement, and provide technical assistance support as needed.

**2.3 Grantee Responsibilities**

Applicants shall articulate in their application how they plan to address/fulfill the requirements listed below, including development of separate staffing plans and budgets for each component.

**A. General Requirements**

The Grantee shall be responsible for establishing written protocols for the management of the site. This includes protocols for but are not limited to the following activities:

- self-service amenities (computer lab, food pantry),
- Scheduling onsite staffed services, such as the health care services, barbershop, clothing boutique, professional kitchen labs, and exercise classes,
- Receiving/distributing mail and packages to residents,
- Managing intake of new residents and Hotbox usage,
- Scheduling use of consultation and conference rooms,
- Tracking programming/service utilization, and
- Other protocols determined by the Grantee or DHS to be necessary.



## **B. Concierge Services**

The Grantee shall provide 24-hour onsite Concierge services to support the safety and well-being of residents, staff, and of the building. Concierge staff shall work cooperatively with the program staff at all levels to ensure quality of services.

The Grantee shall ensure the Concierge staff provide de-escalation services as needed and report accurate pertinent information to appropriate Case Managers and supervisory senior staff. Concierge staff shall assist in the planning and organization of recreational activities and events.

The Grantee shall ensure that a Concierge is onsite 24 hours each day and shall ensure that the Concierge Lead is providing onsite support and supervision to the team.

The Grantee shall be stationed at the front desk or designated location at the site. The Concierge shall ensure that all guests sign in and out via a sign-in log during each visit. The Concierge shall notify residents when they have a visitor or guest. Residents shall escort their guest to the unit or common area for their visit. The Concierge staff will overlap by 30 minutes with each shift change to debrief and transition between shifts.

The Grantee shall ensure the Concierge always remain awake and alert during their shift.

## **C. Onsite Supportive Services**

The Grantee shall provide directly, or partner with other agencies, organizations or community-based providers, to ensure residents have access to additional services onsite and in the community to support housing stability and support resident-centered goals.

Onsite Supportive Services to be offered shall include a range and variety of services designed to support residents' housing stability and build community at the site. The provider shall provide these services or leverage partnership with other community-based organizations to provide services. The community areas available for such services are listed below. And the respective *required Supportive Services shall be included in the application.*

- Onsite Health Care Services
- Onsite Salon/ Barber Services
- Onsite Cooking Course in the professional Kitchen
- Onsite Computer lab
- Onsite Food pantry
- Onsite Clothing boutique
- Onsite Therapeutic Support Groups, AA/NA Meetings
- Onsite Life Skills/Wellness Courses such as
  - i. Onsite Stress Management activities (Yoga, meditation class, painting courses,)
  - ii. Onsite Monthly Community Engagement activities and social events (meet and greet events, ice cream socials) Group animal care and walking services



iii. Onsite Crisis Intervention mitigation meetings.

The Grantee shall develop a monthly activity schedule that is provided to the resident by the first of each month. Monthly schedule shall include activities and services being offered onsite and free social events happening in the District. The Grantee shall have calendars posted in lounges and commons areas.

Connection to community-based supports is an important aspect of this service model, as these connections support housing stabilization and the residents' progress towards their goals. The Grantee shall be responsible for leveraging community partners to support programming onsite. This may include a combination of services subcontracted under this Agreement, services funded through another vehicle but co-located at the site, or volunteer/pro-bono services. The Grantee shall also be responsible for informing DHS when assistance is needed to secure the cooperation of District Government agency partners, such as the District Department of Behavioral Health, the Department of Health, and the Department of Employment Services. All services provided onsite must be offered on a voluntary basis and free of charge for residents.

#### **D. Security Services**

The Grantee shall possess and maintain a working knowledge of the building's security system and provide the required support services for continued, optimal operation that ensures the safety of facility residents, staff and visitors.

The Grantee shall always have at a minimum one staff person onsite with a sufficient level of training and working knowledge of the building's security system to operate the system. This includes having knowledge of the COOP plan to ensure all staff, volunteers and guests are safely removed from the site, if an emergency occurs.

The Grantee shall provide 24-hour security patrol and management, to include a minimum of one security guard onsite at-all-times. The Grantee shall ensure the guard is a Security Police Officer (SPO).

The Grantee shall possess all licenses and certifications to perform services and bears the sole burden for ensuring that all legally required licenses and permits are obtained and renewed as specified by the regulating agency. Upon award, Grantee shall submit all licenses and certifications to the Grant Administrator at time of clearance submission and in accordance with annual renewals. The Grantee shall verify and comply with all federal, state, and local requirements.

The Grantee shall develop a comprehensive Security Guard Post Assignment Record (Post Orders) for the site designed to adequately staff and meet the standard service level requirements outlined in this SOW and in accordance with the most current industry standards. The Post Orders shall define the number of guards, specific duties, hours of operation, and training requirements. The security guards shall not deviate from the directions provided by the Post Orders except in emergencies or as directed by the Grant Administrator.



- The duties of most security guard posts require that a security guard not leave assigned post until relieved. Where this is required, it will be specifically stated on the Post Orders.
- Changes to the post orders that increase or decrease the number of hours specified, that increase or decrease the amount of equipment and/or supplies required, or otherwise affect the Provider's cost or the call price, shall be made by the Grant Administrator through a written modification.
- The security staff shall stay awake, walking around the inside on all floors and areas, along with the parameter of the building and on post for their entire tour of duty.
- The security staff shall not engage in any personal relations with the residents, such as but not limited to giving or receiving money, food or other personal items, going into residents' units unless there is an emergency, engaging in a romantic relations or entanglements with the residents, transporting the residents off campus for any reason, etc. There would be immediate dismissal and investigation if any of these offences are alleged by a resident, concierge staff or other case management staff who it is reported to or observed by.

The Grantee shall include security training in its training plan that meets all the requirements of this RFA.

The Grantee shall ensure that security guards will perform a variety of security-related duties, depending on the type of posts to which they are assigned. Each security guard post will have a Security Guard Post Assignment Record (Post Orders).

The Grantee shall ensure that security guards shall be thoroughly familiar with the post orders at all posts where they are assigned to work. Under no circumstance should any security guard neglect his/her assigned duties in order to familiarize him/herself with post orders.

The Grantee shall ensure that security guard post assignments may include, but are not limited to the following duties and responsibilities:

- Access control
- Visitor processing
- Communications and dispatching
- Patrol operations
- Emergency and event response

The Grantee ensure a shift briefing occurs during each security shift change.

The Grantee shall develop and submit a Code of Conduct policy for all security staff. The policy shall ensure staff are always professional towards residents during shift hours.

The Grantee shall ensure security guards are mentally alert and physically ready to operate and enforce the access/egress control. The Grantee shall ensure security are aware of access/egress location shall be and use of the nearest first aid kit, fire extinguisher, fire alarm, emergency exit, and duress alarm (if any), and shall be ready, willing, and able to use them as necessary and as required by the post orders.



The Grantee shall ensure security guards control access to the post area by observing, detecting, and reporting violations of post regulations as directed by the Post Orders. Security guards shall provide and maintain complete and effective surveillance, inspection and protection of all internal and perimeter areas within the designated parameters and limits of the assigned Post.

## 2.4 Deliverables

A summary of all deliverables and deadlines are included in the tables below.

No.	Deliverables	Quantity	Format and Method of Delivery	Due Date
1	Program Budget/Budget Narrative	Annual	Written Report (electronic)	2 weeks post award; to be renewed annually
2	Onboarding & Staff Training Plan	Once	Written (electronic)	6 weeks post award; updates as applicable.
3	Executed Memorandums of Understanding/subgrants (as applicable)	Once	PDF Copies	6 weeks post award; to be updated as applicable
4	Quality Assurance Plan	Once	Written (electronic)	8 weeks post award; to be updated as needed
5	Written Protocols	Once	Written (electronic)	8 weeks post award, with final being submitted 2 weeks after receiving DHS comment
6	Monthly Training Program Report	12	Electronic	End of Month
7	Invoices	12	Electronic	By the 15 <sup>th</sup> of the next month
8	Staff Background Check Clearances	Annual	Written Report (electronic)	Prior to hiring staff
9	Continuity of Operations Plan	Once	Written (electronic)	4 weeks post award; to be updated as applicable
10	Activities Calendar	Monthly	Electronic	On or by the 1 <sup>st</sup> of each month
12	Monthly Progress Report	Monthly	Electronic	By the 15 <sup>th</sup> of the month
13	Unusual Incident Report	Within 24 hours of occurrence	Electronic	Within 24 hours





## 2.5 Staffing Requirements

Grantees shall employ the PSHP Key Personnel described in this section, all of whom shall meet the described requirements listed:

**Program Coordinator (or equivalent):** must have a Bachelor Degree and five years of experience in a Human Services or related field. They must have a minimum of four (4) years of professional supervisory and/or managerial experience in human services delivery. The Program Coordinator must have professional knowledge of the theories, principles, techniques, and practices of social service delivery systems.

**General responsibilities include but not limited to:**

- a) Responsible for the day-to-day service operations of the program
- b) Supervise onsite staff and security services
- c) Lead on all aspect of the site services operations for sub-contractors, volunteers, staff, and residents
- d) Ensure onsite services and monthly activities are coordinated, encouraged and available at the site
- e) Develop tracking systems to allow for accurate reporting
- f) Identify training needs and assist with training staff
- g) Participate in monthly District/Staff meetings
- h) Maintain knowledge regarding community resources for marginalized communities
- i) Ensure that staff and volunteers are following all District policies and procedures related to PSHP service programming
- j) Develop and implement quality control and quality improvement strategies
- k) Provide on-call site support as needed.

**Lead Concierge** A minimum of a high school diploma and three (3) years of professional experience coordinating or providing direct care services to individuals experiencing homelessness or other marginalized populations. A bachelor's degree in a helping profession is preferred.

**General responsibilities include but not limited to:**

- a) Provide supervision to the Concierge team to ensure each shift runs smoothly.
- b) Ensure appropriate coverage for each station is identified for each shift.
- c) Provide an efficient and safe working environment for residents, employees, and visitors. This includes ensuring spills are attended to and universal precautions are utilized.
- d) Ensure a daily log is maintained to record all activities and information and be accessible on demand to the by the District.
- e) Provide daily shift report summarizing the activities and information during each shift.
- f) Provide de-escalation services to the residents as needed and to ensure safety and well-being of all staff and residents, including contacting MPD and Mobile Crisis.
- g) Primary point of contact for Operations Team on building matters.
- h) Report any instances of pests to Operations.
- i) Ensure the submittal of all Unusual Incident Reports (UIR's) in the appropriate time frame during each shift.
- j) Provide on-call support as needed to Site concierge staff
- k) Assigned shift transition

**Site Concierge Staff:** Concierge staff must have a minimum of a high school diploma or equivalent. At



least two (2) years of experience as a receptionist, outreach specialist, shelter staff, resident assistance and/or one (1) year of experience working with marginalized populations. Concierges are responsible for the safety and security of the staff and residents on site 24 hours a day, seven (7) days a week. The Provider shall ensure the duties assigned to each Concierge matches their qualifications, skills and competence to perform the assigned tasks.

**General responsibilities include but are not limited to:**

- a) Provide 24-hour onsite concierge services to support the safety and well-being of residents, staff, and the building.
- b) Report any concerns with building to appropriate parties to ensure safety of the site.
- c) Receive packages, hot and cold food deliveries, and mail as needed for residents and ensure timely delivery to appropriate units.
- d) Work cooperatively with PSHP case management staff.
- e) Provide de-escalation services as needed and report accurate pertinent information to appropriate Case Managers and Concierge Lead Staff.
- f) Assist in the planning and organization of recreational activities and events.
- g) Communicate using two-way radio devices to provide real-time updates and emergency response as necessary.
- h) Remain awake and alert during entire assigned shift.
- i) Complete intake for all new residents moving into the unit, including facilitating placing all belongings in the hot room and then moved to their new unit.
- j) Complete and submit all Unusual Incident Reports (UIRs) in HTH and other required database in the appropriate time frame during each shift.
- k) Document and update concerns, strengths, needs, activities or incidents in writing in HTH with each resident. For emergencies, report them in writing and directly to the PSH Case Management staff.
- l) Participate in on-site and off- site activities with the residents during shift.
- m) Keep sign in/out sheets of all residents, vendors and guests at the site.

**Volunteer Coordinator/ Admin Support:** Must have a minimum of an Associate Degree in a human services field of study or must have a minimum of two (2) years of related professional experience with the homeless population working with community-based organizations. Demonstrate the ability to communicate and collaborate effectively with individuals and teams at all levels, both internally and externally.

**General responsibilities include but are not limited to:**

- a) Maintain supplies/inventory by regularly checking stock to determine inventory level to anticipate needed supplies and placing and expediting orders.
- b) Ensure operation of equipment (in triage suites, professional kitchen, computer lab, hair salon, food pantry, boutique) by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories, and evaluating new equipment and techniques.
- c) Work closely with the program coordinator to ensure staff training requirements are documented/tracked.
- d) Aide the program coordinator with required monthly program reports.
- e) Develop, report and post all activities and maintain sign in sheets for all residents.
- f) Coordinate volunteers and conduct community outreach to engage vendors to provide supportive services onsite and offsite.
- g) Manage monthly activities calendar for site and ensure that announcements of events are



distributed to residents.

- h) Proficient in Microsoft Word, Microsoft Excel, and Microsoft PowerPoint, and variety of data systems.
- i) Maintain suggestion box and incorporate resident suggestions as funding is available.
- j) Document monthly participation and report out trends to Case Management staff and Lead Concierge staff.

Grantees are expected to make every effort possible to be fully staffed within 30 days of grant award. Grantees shall provide the Department with the names and resumes for all paid personnel, including subcontractors, who will have responsibility for performing work under this grant. Grantees shall maintain documentation that the personnel possess adequate qualifications, certifications, and training to perform the duties to which personnel is assigned and hold current licenses and/or certification, as applicable.

Following approval of the Staffing Plan by DHS, the Grantee shall submit any changes in staffing patterns in advance and in writing to the GA for approval. Staffing patterns includes the number and types or categories of staff assigned to carry out functions of this SOW. A change in staffing patterns includes, but is not limited to, organization restructures, key personnel turnover, or staff augmentation. Upon request, the Provider shall submit to the GA a monthly schedule that contains all positions required under this SOW with the names of the staff members who are filling the positions per shift for the month.

The Grantee shall also notify DHS in writing within 24 hours of key personnel termination or receipt of resignation. The Grantee shall submit a service delivery coverage plan within 72 hours following key personnel separation along with an anticipated date of replacement and make every attempt possible to fill vacant key personnel positions within 60 days of vacancy.

The Grantee shall submit a service delivery coverage plan within 72 hours of awareness departure or pending departure of key personnel with anticipated date of replacement. The plan shall designate a point of contact for coverage of duties of departing person.

The Grantee shall be required to develop and submit a plan to the GA with organizational structure, organizational charts, position descriptions, and staffing qualifications.

The District reserves the right to demand a change in or removal of any staff provided by the Grantee or the sub-grantees based on unsatisfactory performance at no additional cost to the District.

The Grantee shall test all employees or staff who have direct contact with families and children for drug and alcohol use. Service providers are Safety Sensitive employees as defined by the Child and Youth, Safety and Health Omnibus Congressional Review Emergency Amendment Act of 2004 (Act) and shall be tested pursuant to the Act. The Grantee shall provide documents certifying negative drug and alcohol test results for all Providers within 60 days of contract award. The Grantee shall submit all documentation to the DHS GA within 60 days of grant award.

The Grantee shall maintain job descriptions, resumes, and annual evaluations on each staff person. The Grantee shall provide updated information to the GA within 30 days when there is a change in personnel.

The Grantee shall provide and maintain staff documents in a locked file with access by senior management staff and DHS monitors.



The Grantee shall maintain an organizational chart that shows the reporting relationship and function of key staff persons.

The Grantee shall maintain a written job description for each position funded through the grant that must be included in the grantee's files and be available for inspection on request by the GA. The job description shall include:

- Education, experience, and/or licensing/certification criteria,
- A description of duties and responsibilities,
- Hours of work, and
- Performance evaluation criteria.

The Grantee shall maintain an individual personnel file for employee working under the grant which will contain:

- The application for employment,
- Professional and personal references,
- Applicable credentials/certifications,
- Personnel actions including time records,
- Documentation of all training history,
- Documentation of a current Tuberculosis Test,
- An annual evaluation for the current or preceding year,
- Notation of any allegations of professional or other misconduct,
  - The contractor's action with respect to these allegations, and
  - The date and reason for the contractor's actions if staff member is terminated.

The Grantee shall make available all personnel materials to the GA upon request. The Grantee shall provide orientation sessions for each staff member and volunteer covering administrative procedures, program goals, and policies and practices to be adhered to under this award.

## **2.6 Staffing Security Requirements**

The Grantee shall obtain background check documents for all employees, including subcontracted staff or any volunteers with direct contact with program participants. All documents must be current (within two years of submission date). All documents shall be sent to Contract Administrator (CA) and all staff shall be fully cleared by the CA prior to beginning work or having contact with participants. This screening is required due to the suitability screening requirement. Applicants for all compensated positions and candidates for unsupervised volunteer positions shall complete the required criminal background screenings before any such applicant or candidate may be offered a compensated position or an unsupervised volunteer position. No service Provider employee is authorized to begin working with participants until cleared by the CA.

Background check documentation includes but is not limited to:

- a. A current government issued photo ID (e.g., driver's license, state ID, or passport)
- b. Federal Bureau of Investigations (FBI) fingerprint background check
- c. Metropolitan Police Department (MPD) background check



- d. National Sex Offender (NSO) Registry
- e. Drug Test Results

Grantee shall ensure criminal background checks are conducted in accordance with the policies and procedures of the MPD and FBI.

All clearances must be valid throughout the entirety of the grant period. If a staff member of the Grantee assigned to the grant does not meet the guidelines above, this person cannot be funded through the award.

Grantee shall ensure all staff clearance documentation is renewed every two years, and as needed or requested by the District.

Grantee shall ensure all employees are not adversely affected by alcohol, illegal drugs, or legal drug use during work hours. The Grantee shall ensure that, at all times, employees carry out the work duties in a safe manner.

Mandatory drug testing shall be utilized to ensure that each applicant, appointee, unsupervised volunteer, are not under the influence of drugs or alcohol while working with the Districts vulnerable population. The Grantee shall ensure each employee in a safety sensitive position is subject to random drug testing and shall execute consent to the testing listed in this RFA. Applicants are tested for the presence of drugs only. The Grantee shall have an active drug free workplace policy.

The mandatory drug test is used to determine the presence of the following illegal drugs/controlled substances including, but not limited, to the following:

- a. cocaine;
- b. opiates;
- c. amphetamines, phencyclidine;
- d. codeine; derivatives;
- f. methamphetamines; and
- g. other synthetic drugs.

Upon award, the Grant Administrator will review the Grantee's records and procedures as needed to ensure that applicable drug testing is occurring, as required.

## SECTION 3. GENERAL PROVISIONS

### 3.1 Cultural Competency

In applying for this Grant, prospective Grantee(s) shall demonstrate their understanding of the nature/needs of the unsheltered population. Experience working with these unsheltered individuals will be considered, as well as the Grantee(s)' articulated plan to administer culturally competent and culturally sensitive services for unsheltered individuals.



### **3.2 Grant Management and Administration**

Grantees under this RFA shall:

- 1) Participate freely with the Grant Administrator, providing information as requested.
- 2) Develop a Quality Assurance Plan designed to 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 resident's service plan.
- 3) Provide data monthly to DHS/FSA in accordance with the reporting requirements included in the Grant Agreement.
- 4) Provide data in accordance with the reporting requirements detailed in Section 3.4 in a manner conducive to detailed independent verification. All reporting requirements shall be carried out in accordance with the DHS/FSA's policies and procedures and report templates, including any subsequent amendments. The Grantee(s) shall comply with relevant privacy and confidentiality standards, HIPAA, and any electronic formatting specifications.
- 5) Prepare documentation and participate in an Annual Performance Evaluation and Audit.
- 6) Attend meetings to obtain updates from DHS, participate in continuous improvement discussions, and provide or explain additional information regarding reports submitted. The Grantee(s) shall be required to send appropriate management staff to attend such meetings as required by DHS/FSA.
- 7) 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.
- 8) Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS/FSA Grant Administrator, as needed or upon request.
- 9) 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 Grantee(s) shall ensure the delivery of services are free from discrimination 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. In addition, Grantee(s) shall ensure the delivery of services is free from workplace sexual harassment of residents and staff. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions

### **3.3 Confidentiality of Records**

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

- A. The Grantee(s) awarded grant through this RFA must keep information concerning residents strictly confidential, and the information shall not be divulged to unauthorized persons. The Grantee(s) must demonstrate an ability to maintain the confidentiality of resident information, and Grantee(s) must adhere to all Federal and local laws related to confidentiality. Resident information must be shared with DHS upon the request of DHS staff.
- B. The Grantee(s) 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





resident information and confidentiality, including statutes addressing mental health, HIV/AIDS, substance abuse, domestic violence, and minors.

- C. The Grantee(s) must establish clear policies and procedures to ensure and make residents aware of their right to privacy and confidentiality in case management service delivery and information dissemination. The Grantee(s) must post a notice at its offices that the policies are available and make a copy available upon request by any resident. The Grantee(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. Participant records shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. Participant records may not be divulged to unauthorized persons.
- E. 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.
- F. All project staff and volunteers shall sign a confidentiality statement prior to engaging in work with participants.
- G. All records regarding children receiving services from a participant shall be subject to the confidentiality requirements.
- H. 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 records and 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 42 U.S. Code § 290dd-2, 42 C.F.R. § 2.11-2.12, 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 residents' 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 resident 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 resident 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(s) shall submit with the application a signed confidentiality statement, found in Attachment J, for each current staff person who will be working under this RFA. Each volunteer must also sign a confidentiality agreement prior to participation in a grant program covered by this RFA.

### **3.4 Reporting Requirements**

#### **A. Monthly Reporting**

The Grantee(s) are expected to submit a Monthly Services Report to the Grant Administrator by the 10th day of each month (reflecting activities for the previous month), using a template provided by the DHS Grant Administrator. In addition to the monthly reports, additional reports (e.g., resident specific reports, Grantee/subgrantee performance report) must be provided upon request.



## **B. Closeout Report**

The Grantee shall submit to DHS a final report no later than 30 days after expiration of the Grant Agreement. The final report shall summarize all data collection, data analysis, findings, and recommendations. DHS shall provide a template for this report.

## **C. Unusual Incident Reporting**

The Provider shall report unusual incidents through the DHS unusual incident database, available online at <https://dhs.dc.gov/page/unusual-incidents>, immediately, or as soon as safely possible after the occurrence of the incident, but no later than twenty four (24) hours after its occurrence, to the Office of Program Review, Monitoring and Investigation (OPRMI) and any other appropriate DHS- designated offices (to be provided within thirty (30) days of HCA award). The requirement for the Provider to submit an unusual incident to DHS no later than twenty-four (24) hours after the incident occurs includes all unusual incidents, even when the incident occurs on a holiday or a day the District government is closed for operation. Specific reporting protocol shall be provided to Grantees upon grant award.

### **3.5 Performance & Utilization Metrics**

DHS will provide a reporting database. The Grantee shall submit a monthly report to DHS designee, The Grantee shall be responsible for submitting to DHS the following information:

- Services accessed by the residents (by type and number each month)
- Number of residents participating in monthly activities
- Number of activities provided for the month
- Number of vacancies at the site and site staffing level
- Number of intakes and exits from the site
- Resident satisfaction surveys with monthly activities and amenities (quarterly survey)
- Resident satisfaction survey with the Concierge services and common area building maintenance monthly (quarterly survey)
- Attendance rate for each offered activity
- Total Supportive services provided onsite for the month (mental health, substance abuse groups)
- The total percentage of participants providing the sub- contractor with a “satisfactory” rating or above via Customer Satisfaction Surveys.
- Grievance Report
- Outcomes/ Goals: Performance Measure for Outcomes will be developed by the District and Provider within six months of award:
  - 1.% of Health Services provided onsite at a minimum of three (3) days a week.
  - 2.% of Barber/Salon Services provided onsite at minimum of four (4) times a month
  - 3.% of Onsite Supportive Services provided at minimum of eight (8) times a month
  - 4.% of specialist events or activities at minimum of once (1) month





The Grantee shall be responsible for monitoring service quality and utilization, including obtaining periodic resident feedback through surveys of all services provided at the site, and recommending programmatic changes as needed, as well as partner/subgrantee changes in the case of ongoing performance issue

### **3.6 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.

DHS will not reimburse the Grantee for any work undertaken before DHS notifies the recipient of the final award of the grant.

If the prospective Grantee(s) seeks an advance payment, it must request such payment in its proposal and explain why an advance payment is being requested. DHS may make advance payments to the Grantee to assist the Grantee in meeting its expenditure obligations for the services provided under this RFA, the availability, amount and frequency thereof as detailed in the Grant Agreement. Grantee(s) may reasonably expect to receive an initial advance payment of up to 25% of the funded amount upon having an executed Grant Agreement.

For the remaining funding, DHS will reimburse the Grantee only for expenditures incurred to perform work under the Grant Agreement. DHS may make advance payments to the Grantee to assist the Grantee in meeting its expenditure obligations for the services provided under the grant agreement, the availability, amount, and frequency thereof will be detailed in the grant agreement.

The Grantee shall return to DHS any funds relating to the Grant paid to the Grantee more than 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.

DHS operates on the District's fiscal year, which starts October 1 of a calendar year and ends September 30 of the next calendar year. The grantee may submit a reimbursement request or an invoice at any time during the fiscal year for work performed within that same fiscal year. Each request/invoice must include all required supporting documentation.

Reimbursements will be mailed to the address on file for the grantee. DHS may make electronic payments in lieu of mailing checks. DHS generally pays grant invoices 30 days after the Grantee submits them through the E-Invoicing portal.

### **3.7 Certifications and Assurances**

The Grantee(s) shall complete and return the Certifications [Attachment B] and Assurances [Attachment C] with the application submission.

Grantee(s) shall ensure their staff, partners/contractors, and volunteers providing services to individuals under this solicitation have valid background check clearances and health assurances. 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. Grantee(s) need to submit the following information for staff providing direct services:



- 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.
- Tuberculosis tests with negative results. A licensed physician shall sign the medical clearance report.
- 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.

### 3.8 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.

It is DHS' expectation that the Grantee's budget covers the cost of this required insurance and will not later adjust the grant award for this amount.

- 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 have its insurance broker or insurance company submit a Certificate of Insurance to the 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. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia or in the jurisdiction where the work is to be performed and have an A.M. Best Company rating of A- / VII or higher. Should the Grantee decide to engage a subGrantee for segments of the work under this grant and 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 subGrantee on the Subcontractor Insurance Requirement Template provided by the GA, to the Office of Risk Management (ORM). ORM will determine the insurance requirements applicable to the subGrantee and promptly deliver such requirements in writing to the Grantee and the GA. The Grantee must provide proof of the subGrantee's required insurance prior to commencement of work by the subGrantee. If the Grantee decides to engage a subGrantee without requesting from ORM specific insurance requirements for the subGrantee, such subGrantee shall have the same insurance requirements as the Grantee.

General liability, commercial auto, workers' compensation and property insurance policies (if applicable to this agreement) shall contain a waiver of subrogation provision in favor of the Government of the District of Columbia.

The Government of the District of Columbia shall be included in all policies required hereunder to be maintained by the Grantee and its subGrantees (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 subGrantees (including without limitation the liability to pay premiums) shall be the sole obligation of the Grantee or its subGrantees, and not the additional insured. The additional insured status under the Grantee's and its subGrantees' 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 subGrantees' 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 subGrantees, or anyone for whom the Grantee or its subGrantees may be liable. These policies shall include a separation of insureds clause applicable to the additional insured.

If the Grantee and/or its subGrantees 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 subGrantees.

## 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, including ongoing and completed operations under all subcontracts, and covering claims for bodily injury, including without limitation sickness, disease or death of any persons, injury to or destruction of property, 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 grant) 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 (including a per location or per project aggregate limit endorsement, if applicable) limit, a \$1,000,000 personal and advertising injury limit, and a \$2,000,000 products-completed operations aggregate limit.

The grantee vendor 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).

DHS should collect, review for accuracy and maintain all warranties for goods and services.

2. Automobile Liability Insurance - The Grantee shall provide evidence satisfactory to the GA of commercial (business) automobile liability insurance written on ISO form GA 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, with minimum per accident limits equal to the greater of (i) the limits set



forth in the Grantee's commercial automobile liability policy or (ii) \$1,000,000 per occurrence combined single limit for bodily injury and property damage.

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.

All insurance required by paragraphs 1,2 and 3 shall include a waiver of subrogation endorsement for the benefit of Government of the District of Columbia.

4. Crime Insurance (3rd Party Indemnity) - The Grantee shall provide a Crime policy including 3<sup>rd</sup> party fidelity to cover the dishonest acts of Grantees, its employees and/or volunteers which result in a loss to the District. The Government of the District of Columbia shall be included as loss payee. The policy shall provide a limit of \$20,000 per occurrence.
5. Cyber Liability Insurance - The Grantee shall provide evidence satisfactory to the Contracting Officer of Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Grantee in this agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations. Limits may not be shared with other lines of coverage. A copy of the cyber liability policy must be submitted to the Office of Risk Management (ORM) for compliance review.
6. Employment Practices Liability - The Grantee shall provide evidence satisfactory to the Contracting Officer with respect to the operations performed to cover the defense of claims arising from employment related wrongful acts including but not limited to: Discrimination, Sexual Harassment, Wrongful Termination, Workplace Torts, "Bullying" in "any location" and "by any means," including the Internet, whether between employees of Grantee or against third parties. Employment Practices Liability coverage must specifically state Third Party Liability coverage is included. Grantee will indemnify and defend the District of Columbia should it be named co-defendant or be subject to or party of any claim. Coverage shall also extend to Temporary Help Firms and Independent Grantees hired by Grantee. The policy shall provide limits of not less than \$1,000,000 for each wrongful act and \$2,000,000 annual aggregate for each wrongful act.



7. 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 Contract. 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.
8. Sexual/Physical Abuse & Molestation - The Grantee shall provide evidence satisfactory to the Contracting Officer 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. 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 Office of Risk Management (ORM) for compliance review.
9. Commercial Umbrella or Excess Liability - The Grantee shall provide evidence satisfactory to the GA of commercial umbrella or excess liability insurance with minimum limits equal to the greater of (i) the limits set forth in the Grantee’s umbrella or excess liability policy or (ii) \$5,000,000 per occurrence and \$5,000,000 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 District and the “other insurance” provision must be amended in accordance with this requirement and principles of vertical exhaustion.

### **Security Guards (Armed and Unarmed)**

General & Professional Liability – The Grantee shall provide evidence satisfactory to the Contracting Officer with respect to the services performed that it carries \$1,000,000 per occurrence limits; \$2,000,000 aggregate of Security Guard Liability coverage for both armed and unarmed security officers. This insurance requirement generally presents as a packaged insurance program that includes the General Liability and Professional Liability coverages. However, the requirement is deemed satisfied even as separate insurance policies.



1. Assault and Battery – coverage for injury to third parties. Assault is defined as “an act that threatens physical harm to a person.” Battery is defined as “the crime of unconsented physical contact with another person.”
2. Errors & Omission Endorsement – coverage for committing an error or omission in performance of professional duties; designed to cover financial losses.
3. Lost Key – coverage for claims arising out of property damage due to loss arising out of the loss of a customer’s keys by an insured. Covers only the actual cost of the keys, the adjustment of locks to accept new keys, or the cost of purchasing and installing new locks. Does not apply to loss arising out of a variety of dishonest acts committed by any insured.
4. Care, Custody, Control (CCC) – coverage for property damage of third parties when in physical possession of the insured; any party with a legal obligation to exercise care with respect to property that has been deemed to have that property in its CCC
5. Personal Injury – coverage for false arrest, detention, or imprisonment; malicious prosecution; wrongful eviction; slander; libel; and invasion of privacy

#### C. 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.

- D. DURATION. The Grantee shall carry all required insurance until all grant work is accepted by 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 contracts.
- E. LIABILITY. These are the required minimum insurance requirements established by the District of Columbia. However, the required minimum insurance requirements provided above will not in any way limit the Grantee’s liability under this grant.
- F. GRANTEE’S PROPERTY. Grantee and subGrantees 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 District of Columbia.
- G. Measure of Payment. The District 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.





- H. 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 coverage and / or limit changes or if the policy is canceled prior to the expiration date shown on the certificate. 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.
- I. CERTIFICATES OF INSURANCE. The Grantee shall submit certificates of insurance giving evidence of the required coverage as specified in this section prior to commencing work. 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:**

**Jennifer Miné/Department of Human Services**

**64 New York Avenue, NE, 6<sup>th</sup> Floor**

**202-808-5864**

**Jennifer.Mine@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).

- J. disclosure of information. The Grantee agrees that the District may disclose the name and contact information of its insurers to any third party which presents a claim against the District for any damages or claims resulting from or arising out of work performed by the Grantee, its agents, employees, servants or subGrantees in the performance of this grant.
- K. CARRIER RATINGS. All Grantee's and its subGrantees' 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 the equivalent by any other rating agency) and licensed in the District.



### 3.9 Audits and Accounting

The Grantee shall maintain an accounting system that:

- A. Conforms to generally accepted accounting principles.
- B. Permits an audit of all income received and expenditures disbursed by the Grantee during performance of the activities approved for the Grant; and
- C. Allows for the identification and review of documents supporting an accounting entry.

The Grantee shall assist, and shall require that its contractors, subcontractors, and subgrantees assist, in the inspection and provision of financial records relevant to the Grant, including financial statements and tax returns.

At any time before final payment on this Grant, or the end of the District fiscal year in which the Grant ends, whichever is later, and for three (3) years thereafter, the District shall have the right to audit the Grantee, its contractors, subcontractors, or subgrantees.

If a federal agency undertakes an audit of the Grantee in connection with the Grant, the Grantee shall make available to DHS all information that the audit requires, including information from its contractors, subcontractors, subgrantees, and, as practicable, Grantees.

The Grantee shall, upon DHS request, repay to DHS a reimbursed expenditure that DHS has disallowed after an audit.

### 3.10 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.

### 3.11 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.

### 3.12 Staff Training

Grantees shall require that each key and security personnel attend the District's general orientation PSHP Training within the first 90 days of their hire date. The Provider shall ensure that key personal and security personal attend applicable District-sponsored training on the following subject matters within the first 90 days:

- a) Homeless Services Reform Act (HSRA) Overview
- b) Housing Quality Standards (HQS) Training





- c) Housing First
- d) Reasonable Accommodations and American Disabilities Act (ADA) Training
- e) Customer Service Training
- f) Emergency Preparedness
- g) Assertive Engagement
- h) Trauma Informed Care
- i) Understanding Special Needs Training
- j) Non-Coercive Approaches to Conflict Management Training
- k) Unusual Incident Reporting (UIR)
- l) Crisis Intervention
- m) Mandated Reporting for Adults
- n) Language Access Program and use of the Language Access Line
- o) Cultural Competency and Sensitivity Training
- p) CPR and First Aid Training
- q) Emotional Support/Service Animal
- r) DAP case note documentation
- s) Social Work Code of Ethics
- t) Boundary trainings

### **3.13 Records and Recordkeeping**

Grantee(s) shall keep accurate records of the program and the ongoing progress of the program activities. The Grantee(s) shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes. The Grantee(s) shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes.

Grantee(s) are expected to keep records of overall activities, evaluations of services, and files on all staff engaged in services provided under the prospective Grant Agreement. To ensure confidentiality and security, the Grantee(s) shall keep records in a locked file controlled by appropriate staff and available to the Grant Administrator upon request. The Grantee(s) shall retain records for at least three (3) years following the final close-out of the grant.

### **3.14 Resident Grievances & Feedback**

The Grantee(s) shall establish a process for residents to file grievances within thirty (30) days of the award and shall ensure the number is posted prominently in common areas. The Grantee(s) shall monitor, maintain a log, and follow-up on grievances received within 72 hours.

The Grantee(s) shall include a procedure for soliciting resident feedback for the purpose of continuous programmatic improvement. The procedures for soliciting resident feedback platforms may include, but are not limited to, town hall meetings attended by program supervisors/senior management, a locked comment box only accessible by program supervisors/senior management, or a periodic customer service survey (survey administration shall ensure that residents are provided the opportunity to respond based on their length of stay). Residents shall have the right to provide feedback directly or anonymously without retaliation from staff.

### **3.15 Grant Termination**

The Grant, and the offer of the Grant, shall be subject to DHS' termination:



- A. At any time, in whole or in part, for the convenience of the Government should DHS determine that such termination is in the best interest of the public or the Government.
- B. Immediately for:
  - 1) Lack of funding.
  - 2) Failure of the Grantee to follow District or applicable federal law, including statutes, rules, and regulations.
  - 3) Failure of the Grantee to carry out DHS' ordered grant remediation plan.
  - 4) An ethics violation involving the grant, pursuant to the ethical standards in the most recent version of the District Ethics Manual, published by the District's Board of Ethics and Government Accountability ([bega.dc.gov](http://bega.dc.gov)), as of the date that the GAN was sent.
  - 5) Cessation of insurance coverage without replacement of similar coverage; or
  - 6) Fraud, waste, or abuse.
- C. After the Grantee has acknowledged or otherwise signified receipt of the Grant, fourteen (14) calendar days after the Grantee receives from DHS written notice of termination due to:
  - 1) *Force majeure*, as defined and described below; or
  - 2) Cause, as defined and described below.

**Termination for *force majeure* or cause**

- A. For *force majeure* DHS may terminate the grant and the Grantee may seek certain reimbursement, as described in this section.
- B. For because DHS may terminate the grant, but the Grantee may not receive the reimbursement allowed for termination based on *force majeure*.
- C. Cause and *force majeure* defined:
  - 1) Cause is a basis for DHS' termination of the grant, when DHS determines that the Grantee has:
    - a) Failed to achieve the intended outputs within the time frame that has been approved.
    - b) Performed incompetently, recklessly, or unlawfully.
  - 2) *Force majeure* is a condition or occurrence which provides a valid excuse to failure to perform within the time frame of the grant, an unexpected and disruptive event which DHS determines could not have reasonably been anticipated or controlled, and includes:
    - a) Timely applying for a government permit or approval but not timely receiving same from the government agency.
    - b) A change in applicable law.
    - c) An unforeseen weather events.
    - d) Organized labor strike or slowdown; and
    - e) Refusal of a necessary third party to approve, agree, or participate, following the Grantee's reasonable attempts to secure same.
- D. The Grantee may not invoke *force majeure* as an excuse for poor planning, failure to accommodate foreseeable delays by suppliers, or the Grantee's failure to manage its own resources.
- E. For *force majeure*, the Grantee may seek reimbursement for otherwise-reimbursable expenditures incurred up to the date of termination, as well as reasonable costs incurred for demobilization.



DHS/FSA may exercise an option to renew the grant for up to four 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 days prior to the abatement of services.

### **3.16 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.

### **3.17 Compliance with Tax Obligations**

Prior to execution of a grant agreement an applicant must follow 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.

### **3.18 Award Process**

DHS/FSA will make the funds available through a competitive process to identify organizations interested in offering and administering the Ethel Permanent Supportive Housing Program Concierge Services. 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.

### **3.19 Continuity of Operations Plan**

The Grantee shall submit a Continuity of Operations (COOP) plan annually or upon request to DHS 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 the Grant Administrator for approval.

The COOP plan shall have established policies and guidance to ensure essential functions of the program continued in the event of man-made, natural, or technological emergency disruption or the threat of disruption to normal operations.

The COOP plan shall detail at a minimum: organizational chart; staffing plan listing essential staff, including their contact information and backup contact information; sub-contractors; necessary supplies; identify and rank critical mission function; identify chains or delegation of authority and how decisions will be made; list external resources necessary to accomplish the above critical functions; list necessary supplies to shelter in place for five (5) days for staff and residents; identify back-up locations or plans for serving residents 39 if location is closed; identify critical records, hard and electronic copies, such as: payroll, insurance, legal, personnel files, lease agreements, accounts payable, identify computer inventory, software, and technology needs to accomplish, alternate facilities (if applicable), logistical support services, infrastructure systems with contact information, e.g.: water, electrical power, heating, and air conditioning to ensure the continued operations of services contracted.



## SECTION 4. APPLICATION FORMAT

### 4.1 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. Excluding attachments and appendices, the Application **must not exceed 10 pages**.

### 4.2 Applicant Profile

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.*

### 4.3 Table of Contents (Maximum 1 page)

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

### 4.4 Applicant Summary (Maximum 2 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.

### 4.5 Project Narrative (Maximum 5 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 of activities that will meet program objectives.
- 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 the target population in this community. If no experience, describe how past linkages to the community will prove beneficial in this undertaking.

### 4.6 Program Budget and Budget Narrative (Maximum 2 pages)

A standard budget form is provided in Attachment G. 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.

**Supplies:** List proposed supplies and educational materials.

**Other:** Show rental or leasing of space for the project. Rents proposed must be comparable to 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.



#### **4.7 Certifications and Assurances**

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.

#### **4.8 Appendices**

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

- 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.
- Planned job descriptions.
- IRS letter of non-profit corporation status, if applicable; or
- Form 990, Return of Organization Exempt from Income Tax, if applicable.
- Audited financial statement.
- Memoranda of Agreement from any entity teaming with the Prime to fulfill requirements under this grant award
- 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; and
- Certificate of Good Standing.

## **SECTION 5. REVIEW AND SCORING OF APPLICATIONS**

### **5.1 Review Panel**

This is a competitive grant. The review panel will be composed of qualified, professional individuals who have been selected for their unique experiences in homelessness, healthcare, and human services planning and service delivery. The review panel will review, score, and rank applicant proposals for each component. 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.

Review panels vary in size, but typically are made up of three to five people. At least two members of the review panel will be from DHS staff. Whenever feasible, each panel may include at least one person from outside of DHS, including a person with lived experience.

### **5.2 Evaluation Factors**

The reviewers score each proposal in accordance with the criteria and the points available as detailed below:

**Executive Summary (1-2 pages, not scored)**



- Applicants should briefly describe:
  - The applicant organization (age, size, mission, core programs),
  - The component(s) the applicant is(are) bidding on,
  - Whether the applicant is bidding as a solo entity or as part of a team (and in the latter instance, identifying the Prime)
  - The applicant's vision for the programming, including how it fits into the District's larger Homeward DC strategy.
  - The 2-3 unique attributes or qualifications that the applicant believes positions its organization ahead of other applicants about fulfilling the requirements of the solicitation.
- The Executive Summary shall not be scored but shall be used to orient the review panel to the applicant's proposal.

### **Evaluation Criteria**

The factors for rating and ranking applications and the points for each factor are provided below. The points in the evaluation criteria outlined below will provide a scoring system to be used in making recommendations for awards to the reviewing committee. A total maximum of 100 points is possible plus 25 bonus points. Only applicants who score at least 80 points will be in the competitive range for contract awards.

Interviews or questions may be scheduled or sent to clarify proposals. Negotiations with qualified applicants with respect to program size, location, or cost may precede contract award decisions.



Evaluation Criteria	Maximum Points
<b>Operations</b> - The Applicant shall describe their organizational capacity to deliver the requirements under section 2.3 Grantee Responsibilities, including but not limited to the following core areas: concierge services, onsite supportive services and security services.	35
<b>Staff Onboarding and Training Plan</b> – The applicant shall describe their capacity and operational plan to meet the requirements of the training program outlined in this solicitation, including certification. If the Grantee is planning to hire a subgrantee to cover this portion of the statement of work, they shall provide a detailed plan on how this function will be operationalized.	15
<b>Evaluation References/Past Performance</b> – The applicant shall provide references and documentation of previous experiences.	5
<b>Integrity and Reliability of Projected Operating Budget/Forecast</b> - Applicant shall submit documentation to ensure proper costs controls.	5
<b>Resident Engagement and Quality Assurance Plan</b> – The applicant shall describe a process for monitoring program quality and resident feedback.	25
<b>Key Personnel</b> - The Applicant shall describe the qualifications of key team members that will be leading the work. The Applicant should provide bios that highlight key experience and credentials and provide resumes for all individuals identified. Additionally, Applicants should highlight any special qualifications their team possesses that will be necessary to provide exceptional service to the target population	10
<b>Total Points</b>	<b>100</b>
<b>Bonus Opportunities from Submission</b> - Applicants may receive bonus points based on their ability to demonstrate and document resources that will be used to leverage the DHS grant funds. Leverage resources may be cash or in-kind. Timeline of when services will be implemented. Applicant shall provide proof of activity partnership or letter of intent for Bonus consideration.	15

**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 applicant to award funds and the amounts to be funded.

**SECTION 6. APPLICATION SUBMISSION REQUIREMENTS**

**6.1 Submission Date and Time**

To be considered for funding, applications must be received no later than 5:00pm EST. on January 6, 2023. All applications will be recorded upon receipt. Applications received after 5:00pm EST. on January 6, 2023 will not be considered for funding. Supplements, deletions, or changes to the application will not be accepted after submission.





## **6.2 Location to Submit Application**

Applications must be received electronically at or before the deadline date and time at the following locations:

Contact Person: Jennifer Miné

**LATE APPLICATIONS WILL NOT BE ACCEPTED**

## **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 (separate attachment)**

**Attachment H Definitions**

**Attachment I Collaboration Commitment Form**

**Attachment J Confidentiality Statement**

**Attachment K Site Floor Plans**





**Attachment A – Applicant Profile**

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

**ETHEL PERMANENT SUPPORTIVE HOUSING PROGRAM CONCIERGE SERVICES  
RFA #JA-FSA-ETHEL SERVICES\_001-23**

**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 - LLL, "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 participants in primary covered transactions, as defined at 28 C.F.R. §83.670, for prospective participants 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 including 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

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2. Application Number and/or Project Name

3. Federal Tax Identification No.

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4. Typed Name and Title of Authorized Representative

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5. Signature

6. Date

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DC

DEPARTMENT of  
HUMAN SERVICES

**Attachment C - Assurances**

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

**ETHEL PERMANENT SUPPORTIVE HOUSING PROGRAM CONCIERGE SERVICES  
RFA #JA-FSA-ETHEL SERVICES\_001-23**

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

Date



**Attachment D – Original Receipt**

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

**ETHEL PERMANENT SUPPORTIVE HOUSING PROGRAM CONCIERGE SERVICES  
RFA #JA-FSA-ETHEL SERVICES\_001-23**

The Department of Human Services is in receipt of the original application submitted in response to the Request for Applications for Ethel Permanent Supportive Housing Program Concierge Services

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 5:00pm EST.**





**Attachment E – Work Plan**

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

**ETHEL PERMANENT SUPPORTIVE HOUSING PROGRAM CONCIERGE SERVICES  
RFA #JA-FSA-ETHEL SERVICES\_001-23**

*Note: Begin proposed work plan at award date*

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.												





**DC**

DEPARTMENT of  
HUMAN SERVICES

**Attachment G - Budget**

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

**ETHEL PERMANENT SUPPORTIVE HOUSING PROGRAM CONCIERGE SERVICES  
RFA #JA-FSA-ETHEL SERVICES\_001-23**

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. supportive services, security, 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>
<b>Personnel</b>			
<b>Fringe Benefits</b>			
<b>Travel</b>			
<b>Equipment</b>			
<b>Supplies</b>			
<b>Contractual</b>			
<b>Other (specify)</b>			
<b>Subtotal Direct Costs</b>			
<b>Indirect/Overhead</b>			
<b>Total</b>			

## Attachment H – Definitions

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

**ETHEL PERMANENT SUPPORTIVE HOUSING PROGRAM CONCIERGE SERVICES  
RFA #JA-FSA-ETHEL SERVICES\_001-23**

**Assertive Community Treatment (ACT):** An intensive, integrated, rehabilitative, treatment and community-based service provided by an interdisciplinary team to adults with serious and persistent mental illness. Service coverage by the ACT team is required to have specific program hours but to be available for crisis services 24 hours per day, seven days per week.

**Assistance:** The enabling of an action or helping a task.

**ACT Providers:** Agencies certified by DC Department of Behavioral Health to provide ACT services.

**ACT Team:** The community-based inter-disciplinary team of qualified practitioners and other staff involved in the provision of ACT services to a consumer. Most services are provided in a community-based setting, not in the office setting.

**Administrative Review:** A legal process to determine a resolution as a result of a fair hearing request. This mediation is held between all parties to attempt to resolve the issues. If this mediation does not resolve the issues and a plan is developed, then a fair hearing may be scheduled. The Administrative Review Officer will write up the findings and give recommendations to either withdrawal the fair hearing or uphold the complaint and move to a fair hearing.

**Assessment:** A clinical evaluation performed by a qualified group or individual of the resident's physical, mental, behavioral, social, and emotional health. It takes into account the resident's perception of self and ability to function socially at home and in the community, and relevant historical data as it impacts the quality of the resident's life.

**At risk of chronic homelessness:** Means an individual or a family with a head of household who:

- a) Is homeless and lives in a place not meant for human habitation or in a shelter;
- b) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in § 21-1201(3)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; and
- c) Does not have sufficient resources or support networks, such as family, friends, and faith-based or other social networks immediately available to assist them in obtaining permanent housing.

**Case Management:** A set of services and interventions focused on assisting the residents in the PSHP to obtain and retain permanent housing, move towards the greatest degree of resident-driven-goals, based on the preferences outlined in their Individualized Service Plan (ISP). These services include coordination of and assisting residents to access financial assistance, tenancy support, social services, health care services, and other resources available in the community.

**Case Note:** A chronological record of the delivery of services and support provided to head of households and their dependent and/or minor children. Case notes also provide the necessary

documentation to support claims to funding sources, and provide a single place for case managers, social workers, supervisors and colleagues, state and federal auditors and others with appropriate access to read about recent case activity. They are written in Data Assessment Plan (DAP) format.

**Chronic Homelessness:** as defined in Housing Urban Development's (HUD) Continuum of Care Program interim rule a 24 CFR 578.3, a chronically homeless person is an individual who:

- a) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter;
- b) 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 three years; and
- c) 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;
- d) Has been residing in an institutional care facility, including a jail, substance use 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.

**Collaboration:** When two or more service providers work together toward a common goal that will benefit the resident. The resident sets the goal, unless there is a safety issue that will negatively impact the resident, their family or others.

**Collateral Contact:** An individual involved in the resident's care. This individual may be a family member, guardian, healthcare professional or person (e.g., landlord/property manager, lawyer) who is a knowledgeable source of information about the resident's situation and serves to support or corroborate information provided by the resident. The individual contributes a direct and an exclusive benefit for the resident.

**Conflict of Interest Standards:** Requirements of the PSHP that ensure that the person or group performing the clinical evaluation of the resident's physical, mental, behavioral, social, and emotional health is independent from the individual or group that delivers housing supportive services to the resident. At minimum, conflict of interest standards ensures that the persons performing the evaluation on the resident are not:

- a) related by blood or marriage to the resident or any paid caregiver of the resident;
- b) financially responsible or empowered to make financial or health-related decisions on behalf of the resident;
- c) a Provider of PSHP case management services to the resident, or those who have interest in or are employed by the resident's PSHP case management Provider.

**Conflict Free Assessment:** After the resident is matched to PSH through the coordinated entry process, the resident is assigned to an assessor who will identify their needs, strengths, and challenges, which results in documentation of goals and resident selection of a PSHP Provider. Only those Providers who have current capacity will be offered as options for resident selection. Residents can choose a Unit-based site or a Tenant-based Provider depending on their needs. This assessment is completed when the resident is initially matched to PSH and then annually thereafter.

**Continuum of Care (CoC):** The District's comprehensive range of services for persons experiencing or at risk of experiencing homelessness.

**Contract Administrator (CA):** The individual or individuals, other than the Contracting

Officer, responsible for overseeing the progress of an agreement after it is awarded. An individual authorized by the Contracting Officer to perform all actions necessary to verify whether services conform to agree with quality requirements. The Contract Administrator does not give instructions to the Provider that will alter terms, conditions, or costs of the Agreement.

**Contracting Officer (CO):** Is the only District official authorized to bind contractually the District through signing an HCA or contract, and all documents relating to the HCA.

**Coordinated Assessment and Housing Placement (CAHP) System:** Also referred to as coordinated entry or coordinated intake. Per the HEARTH Act, HUD has required that all CoCs establish and operate a coordinated entry system. A coordinated entry system is a resident-centered process that streamlines access to the most appropriate housing intervention for each person experiencing homelessness. Within the CAHP system, residents are prioritized through a process that is data-driven and real-time. The CAHP system must be able to capture resident-specific information and communicate the data needed to facilitate a housing match/referral. In addition, the data collection and communication platform provide inputs to inform local policy and resource decisions. A coordinated entry system can be broken down into four key components: 1) Assessment, 2) Navigation and Case Conferencing, 3) Housing Referral with Choice, and 4) Data Collection and Communication.

**Coordination:** Regular communication, information sharing, and collaboration, with case management and other staff serving the resident within and between agencies in the community. Coordination activities may include directly arranging access, reducing barriers to obtaining services, establishing linkages, and other activities recorded in case notes.

**Culturally Competent:** Under the Homeless Services Reform Act (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 residents so the Provider can respond to the needs of each resident.

**Data Assessment Plan (DAP):** The comprehensive case note standard. The Data section captures the subjective and objective information about the resident's goals, along with who was present and what progress towards the goals was completed. The Assessment section captures the worker's observations about the interactions with family members, motivation to move toward goals, and the tone, affect and demeanor of the resident, along with how the residents is maintaining their housing unit. The Plan section specifies what measurable objectives they will be working on until the next visit. It also notes when the next visit will be scheduled.

**Department of Behavioral Health (DBH) Community Response Team (CRT):** Is a 24-7 multi-disciplinary direct service team, including homeless outreach, mobile crisis, and pre-arrest diversion. CRT supports adults who are experiencing emotional, psychiatric or substance use vulnerabilities to promote service engagement and overall behavioral health and wellness. These supports are provided through assessment, referral, short term care management, and follow-up. CRT also provides community education, individual and neighborhood outreach, behavioral health consultation, short term support for critical incidents, and co-response and intervention support for partner agencies and community organizations.

**De-escalation:** The use of verbal and non-violent crisis intervention techniques to decrease emotional, physical and mental stress levels of a resident in a situation before observing the need to call the Crisis Mobile Unit, assigned ACT Team, or other District agencies.

**Department:** The District of Columbia Department of Human Services (DHS) or any successor organizational unit (in whole or in part).

**Engage:** The act of interacting with a resident for the purposes of developing a helping relationship and providing case management services.

**Engagement:** The process through which a resident begins to actively participate in their ISP voluntarily.

**Exit:** When a resident is removed from the Program in accordance with program rules. Program rules require that the provider complete the Transfer or Closing summary, the Notice of Termination (not for deceased residents) or Notice of Transfer, along with completing a close out DAP note (which includes closing out the resident measurable objectives/timelines and updating the Biopsychosocial Assessment, which cannot be older than 6 months). This must be completed after reasonable efforts to engage the participant. The Provider will continue to provide case management services until the DHS Monitoring team exits the resident from HTH and completes their Exit Checklist.

**Family:** Under the HSRA, family means: A group of individuals with at least one minor or dependent child, regardless of blood relationship, age, or marriage, whose history and statements reasonably tend to demonstrate that they intend to remain together as a family unit; or a pregnant woman in her third trimester.

**Follow-Up:** Conducting an action that serves to increase the effectiveness of an initial resident action towards goal attainment via face-to-face visit, virtual platform, letter, text, email or phone call.

**Homeless:** Under HSRA, the definition is limited to an individual or family that:

- A) Lacks a fixed, regular, and adequate nighttime residence, meaning:
  - i) An individual 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;
  - ii) An individual living in a supervised publicly or privately operated housing facility designated to provide temporary living arrangements, including 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
  - iii) 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) Has lost or will imminently lose their primary nighttime residence, if:
  - i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance or has already been lost;
  - ii) No subsequent residence has been identified; and
  - iii) The individual lacks the resources or support networks, such as family, friends, and faith-based or other social networks, needed to obtain other permanent housing;
- C) An unaccompanied youth, who:
  - i) Has 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 homeless assistance;
  - ii) Has experienced persistent instability as measured by two moves of housing accommodations or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
  - iii) Can be expected to continue in such status for an extended period of time because of:
    - I) Chronic disabilities, chronic physical health or mental health conditions, substance addiction, or a history of domestic violence or childhood abuse (including neglect);



- II) The presence, in the household, of a child or youth with a disability; or
- III) Two 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
  - i) Who 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;
  - ii) Has no other residence; and
  - iii) Lacks the resources or support networks, such as family, friends, and faith-based or other social networks, needed to obtain other permanent housing.

**Homeless Management Information System (HMIS):** A software application designed to record and store resident-level information on the characteristics and service 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 Outreach Provider Team:** The homeless outreach team engages individuals who are living on the streets and are experiencing homelessness. Outreach efforts consist of but are not limited to sharing information on homeless resources, encampment assessments, vulnerability assessments, distribution of blankets, water, fruit, and warming supplies, and working with the community and sister agencies to ensure the wellbeing of people experiencing homelessness. Outreach connects vulnerable individuals to housing resources within the Coordinated Entry System and outreach workers engage individuals and recommend ways to secure their personal belongings as they continue to navigate the housing process and strive toward stable and safe housing.

**Household (HoH):** A home dwelling and its occupants. Includes, but is not limited to single occupant, HoH and other persons-minors or adults, HoH with a disabled adult that is under the care of the HoH or single occupant with a caretaker.

**Housing First:** Under the HSRA, Housing First means a program that provides residents with immediate access to independent permanent housing and supportive services without prerequisites for sobriety or participation in psychiatric treatment. Residents 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. All recipients of CoC Program-funded PSH shall follow a Housing First approach to the maximum extent applicable. To that effect, 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” or screen people out for housing assistance.

**Housing Inventory Count (HIC):** Required by HUD, the HIC is a point-in-time inventory of all of the dedicated beds and units within a Continuum of Care’s homeless services system, categorized by type of project and population served.

**Housing Navigation:** Using a Housing First approach, Housing Navigation assistance offered by the Provider is designed to identify and secure housing for residents as quickly as possible, by implementing activities such as: active recruitment and retaining of landlords and housing managers willing to rent to residents (who may otherwise fail to pass typical tenant

screening criteria); housing unit search and identification; helping residents gather documents needed for housing placement; completing the housing and subsidy application process; and moving and securing basic housing needs. The Housing Navigation assistance offered by the PSHP Provider to all residents, needs to be consistent with the resident's needs and preferences (within the limits of their income combined with available subsidy), taking into consideration safety and access to transportation, connection to health care, treatment, school, daycare and support systems, and employment opportunities.

**Housing Stabilization:** Services and actions designed to help households who are at risk of becoming homeless to keep housing. This begins once a resident is leased in their voucher program unit. This includes but is not limited to prevention, developing wellness and early identification of behaviors from all members of the household that may jeopardize continued housing, assistance with housing recertification processes, training on being a good tenant, lease compliance, household management, maintaining income and benefits, supporting the building of natural housing supports and resources in the community, and linkages to other District agencies.

**Housing Supportive Services (HSS):** Housing-related activities and services that support a person's ability to prepare for and transition to housing, and services that support a person in continuing successful tenancy in their housing unit.

**Housing the Homeless (HTH):** A software application designed by the District to record and store resident-level information on the characteristics and service needs of individuals and families experiencing homelessness who are enrolled in the PSHP.

**Housing Unit:** A single room occupancy room/facility, individual apartment, townhome or single-family home utilized to house residents in the PSHP. Housing units for families have separate cooking facilities and other basic necessities to enable families to prepare and consume meals; bathroom facilities for the use of the family; and separate sleeping quarters for adults and minor children in accordance with the occupancy standards of Title 14 of the D.C. Municipal Regulations. Housing units can be project-based or tenant-based.

**Human Care Agreement (HCA):** A written agreement for the procurement of education or special education, health, human, or social services pursuant to DC Official Code, Section 2-303.06a, to be provided directly to persons who are disabled, disadvantaged, displaced, elderly, indigent, mentally or physically ill, unemployed, or minors in the custody of the District of Columbia.

**Individual:** Any unaccompanied man or woman 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 15.

**Individual Service Plan (ISP):** A written agreement between the Enrollee and the District describing the results of the person-centered planning process addressing the strengths, preferences, needs and dreams as described by the resident. The plan consists of time-specific goals and objectives designed to promote resident-driven-goals and attainment of permanent housing. These goals and objectives are based on the resident's assessed needs, desires, strengths, resources, and limitations.

**Intensive Case Management:** Case management services designed to support head of households with acute mental health, chronic health, addiction issues, and other high-level concerns through an individualized case management approach. The goal of intensive case management is to help residents maintain their housing and achieve an optimum quality of life through developing measurable objectives with timelines, enhancing ADL's/IADL's, life skills, addressing health and mental health needs, engaging in meaningful activities, developing wellness, and building social and community relations.

**Key Personnel:** Key personnel shall include all essential staff required to implement and execute the scope of work in this RFA. Key Personnel in this RFA includes:

Program Managers/Directors, Case Manager Supervisors and Case Managers.

**Linkages:** When a Provider connects or joins a resident with a needed service or support.

This could include, but is not limited to, communicating on behalf of the resident to the service, providing the resident contact information or completing needed applications or paperwork. The Provider must first ensure the service or support is current and viable.

**Local Resident:** PSH resident deemed ineligible for the PSH Medicaid benefit, whose case management services are funded through District allocated funding. This is also a resident who has been deemed ineligible by DCHA for a local or federal housing voucher, whose housing subsidy is funded through District allocated funding.

**Outreach and Engagement:** Describes the processes used to find/locate a resident, establish contact with them (outreach) and build a long-lasting, trusting connection with the individual's Services Provider (engagement). Outreach and engagement practices are targeted, proactive, and resident-centered, with particular attention given to finding and engaging with persons in crisis, who may be initially reluctant to accept assistance.

**Opt-Out Policy:** Describes the PSHP's policy allowing residents to opt out or waive case management services available through the PSHP, after consistent and multi-pronged engagement with their PSHP Provider. Residents that opt out or waive PSHP case management services may continue to receive rental assistance for an unrestricted period of time, while receiving quarterly or bi-annual wellness checks to ensure that housing remains stable, that the resident resides in the unit, that the resident is paying 30% of their income in rent, and that the resident are still abiding by the rental lease.

**Resident:** As defined in the Homeless Services Reform Act (HSRA), a resident is an individual seeking, receiving, or eligible for services from programs offered by the District CoC. For purposes of the RFA the term 'resident' only applies to an individual.

**Permanent Supportive Housing (PSH):** Defined in the HSRA as supportive housing for an unrestricted period of time for persons 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. For purposes of the RFA the term 'resident' only applies to an individual. Likewise, under the CoC Final Rule, HUD defines PSH as permanent housing in which supportive services are provided to assist homeless persons with a disability to live independently. This program provides housing (typically with a rental subsidy) and supportive services with no time limit to homeless individuals and/or families.

**Permanent Supportive Housing Program Monitor:** A social worker and/or program analyst that works closely with the Provider to ensure compliance with the service specific requirements outlined in this RFA and related expectations established by the District. Specific duties of this role include, but are not limited to, PSHP Provider capacity building, evaluating the effectiveness of the Providers and assisting with program transitions. PSHP Monitors complete periodic announced and unannounced site visits, audit electronic and hard copy files, document in detail all observations and findings, complete resident and case management surveys bi-annually, and make recommendations relevant to the program aiming to help Providers increase productivity and efficacy in facilitating intensive, strengths-based case management service delivery.

**Primary Provider:** The principal provider of a specific service such as housing, mental health, or medical services. The Primary Provider is the chief arbiter of that specific service for the intended resident(s) and responsible for the overall application and execution of the service.

**Proactive Contact Attempts:** Contacts initiated with the intent to make direct contact and engagement with the resident, such as attempts to locate the resident by attending a coordinated entry meeting, visits to appropriate shelters to locate the resident, travel to the location listed on the resident's most recent SPDAT assessment, etc.

**Program Rules:** The set of provider rules, resident 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 residents and approved by the Mayor subject to § 4-754.32.

**Site Based Voucher:** Rental assistance that is tied to a specific unit in a property contracted with the Housing Authority. Applicants selected for a Unit-Based Site may only receive a Unit- or Project-Based Housing Voucher. Unit-Based Sites can be categorized in the following three designations: Site-based, Limited Site-Based, and Scattered Site-Based.

**Limited Site-Based:** Housing units that are tied to a particular residential property with a specific location, where 12 or more PSH units for families or 17 or more PSH units for individuals or an equivalent mix of families and individuals (not 100% PSH). Assistance provided is attached to the particular building, and tenants who move cannot take the subsidy with them. Residents targeted for these units typically require closer monitoring and case management to be available and delivered on site.

**Scattered Site-Based:** Housing units that are tied to a particular residential property with a specific location, where 11 or fewer PSH units for families or 16 or fewer PSH units for individuals or equivalent mix of families and individuals (not 100% PSH). Assistance provided is attached to the particular building, and tenants who move cannot take the subsidy with them.

**Quality Control:** A Contractor's internal system for monitoring and improving delivery of services and internal operations.

**Retroactive eligibility:** A provision in federal law that requires state Medicaid programs to provide coverage starting up to three months prior to the beneficiary's application date if the individual has unpaid case management expenses and would have been eligible for Medicaid, had s/he applied.

**Tenant-based-Units:** Individual housing units located within buildings and/or neighborhoods with other housing units or homes. These types of housing units are scattered throughout the District and are privately owned/operated and leased to Permanent Supportive Housing Program (PSHP) residents by a private landlord/developer.

**Secondary Provider:** Responsible for communicating resident needs or discrepancies with the resident's Primary Provider of a service and offers the resident support in obtaining and receiving the intended service. Responsibilities may include but are not limited to assistance with applicable documentation, coordination, travel, and progress tracking.

**Resident-driven-goals:** Being able to provide for one's own social and economic needs with little to no assistance from others (specifically the government).

**Suitability screenings:** Appointees, volunteers, and employees are subject to enhanced suitability screenings based on their position designations, which are determined by their job duties. If dictated by their duties, a position may be designated as one of the following:

**Safety Sensitive:** Positions in which it is reasonably foreseeable that, if the employee performs the position's routine duties while under the influence of drugs or alcohol, the employee could suffer a lapse of attention or other temporary deficit that would likely cause actual, immediate, and serious bodily injury or loss of life to self or others.

**Protection Sensitive:** Positions that are not safety sensitive positions, but that include duties or responsibilities that involve caring for patients or other vulnerable persons.

**Security Sensitive:** Positions of special trust that may reasonably be expected to affect the access to or control of activities, systems, or resources that are subject to misappropriation, malicious mischief, damage, or loss or impairment of communications or control.

**Support:** Give assistance to or the enabling of a resident to act on behalf of themselves (e.g., model how to pay a bill, model how to change a light bulb, model how to complete a maintenance request, etc.).

**Supportive Services:** An array of medical, behavioral health, substance use, educational, social services, employment, life skills and financial services aimed at enabling housing placement, housing stability, health, wellness, community integration, resident-driven-goals, and the improved quality of life of an individual.

**Supplemental Nutrition Assistance Program (SNAP):** Formerly known as the Food Stamp program, SNAP provides food-purchasing assistance to District residents with low- or no-income.

**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. For purposes of the HCA, references to TAH will only apply to individual residents.

**Task Order (TO):** The obligating document that includes task/service description, funding amount and performance period. The TO is placed against the established HCA when services are needed.

**Teaming:** A process that includes collaborating with stakeholders to include family members, service providers, and the community to ultimately support the head of household's goals.

**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.

**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 or family's acuity. The VI-SPDAT tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the individual or family'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.

**Warm Handoff:** The process of transferring a resident and all applicable documents (Transfer Summary, ROI, resident identification documents, etc.) from one Provider to another, and which coordinates the transfer of responsibility for the resident's ongoing care and continuing treatment and services.

**Wellness:** The act of practicing appreciable habits on a daily basis to attain elevated physical and mental health in excess of minimum standards of survival. The resident defines what these appreciable habits are how they will manifest on a daily basis.





Attachment I – Collaboration Commitment Form

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

ETHEL PERMANENT SUPPORTIVE HOUSING PROGRAM CONCIERGE SERVICES
RFA #JA-FSA-ETHEL SERVICES\_001-23

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.)

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

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: \_\_\_\_\_

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

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

**ETHEL PERMANENT SUPPORTIVE HOUSING PROGRAM CONCIERGE SERVICES  
RFA #JA-FSA-ETHEL SERVICES\_001-23**

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, residents of DHS and participating providers or grantees who will create and/or expand daytime services for individuals experiencing homelessness are referred to as “EthelServices Residents.”

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 residents’ personally identifiable and confidential information (protected information). I further understand that such resident 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 resident 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 EthelServices Residents’ 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 EthelServices Residents’ 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 EthelServices residents' protected information for fraudulent purposes.

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Signature & Title

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Date

**Attachment K – Site Floor Plans**

**See attached document.**

## **Appendix 1: 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).**