

Berkeley's Homeless Services Goals

- Homeless Prevention
- Connect people to shelter and other resources
- Increase housing solutions
- Strengthen coordination, communication and capacity



Homeless Services – Eligible Program Categories

1. Alcohol and Other Drug (AOD) Treatment
2. Basic Needs (Drop-in Center, showers/laundry, lockers)
3. Benefits Advocacy
4. Coordinated Entry System (CES)/Housing Problem Solving/Street Outreach)
5. Emergency Shelter / Navigation Center (NC) (NC includes Rapid Rehousing and Housing Navigation Services)
6. Encampment Services (mobile shower/laundry and RV Waste Removal Services)
7. Housing Navigation Services

Homeless Services - Eligible Program Categories

8. Homeless Prevention – Housing Retention Grants
9. Rapid Re-Housing / Flexible Subsidies (services and financial assistance)
10. Representative Payee Services
11. Street Outreach
12. Tenancy Sustaining Services
13. Transitional Housing
14. Workforce Development

Homeless Programs Core Requirements

- Participate in the North County Coordinated Entry System.
- Provide all services utilizing a Housing First Approach
- Agree to attend Alameda County North County Regional Coordination monthly meetings. Attendance by program manager and direct services staff required (Basic Needs, Encampment Services, Homeless Prevention categories, excluded).
- Agree to attend City of Berkeley North County Operations quarterly meetings. Attendance by Associate Director and/or Program Manager with program implementation authority is required.
- Agree to participate in Homeless Management Information System (HMIS) and enter data within 3 days of program enrollment and exit (Basic Needs, Encampment Services, Homeless Prevention categories, excluded).
- Agree to report on applicable current and future [HUD, Alameda County and City of Berkeley System Performance Measures \(SPMs\) and targets.](#)

Homeless Programs Systems Performance Measure

- Measure 1: Length of Time Persons Remain Homeless
- Measures 2a and 2b: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 months – 2 years
- Measure 3: Number of Homeless Persons
- Measure 4: Employment and Income Growth for Homeless Persons
- Measure 5: Number of Persons who Become Homeless for the First Time
- Measure 7a: Successful Placement from Street Outreach
- Measure 7b: Successful Placement in or Retention of Permanent Housing

Homeless Programs – Core Requirements / Supplemental Questions

4 Coordinated Entry System (CES)/Housing Problem Solving/Street Outreach

1. **Required** Agency agrees to operate the North County Housing Resource Center (HRC) comprised of Berkeley, Albany, and Emeryville. Hours of operation will be Monday through Friday, 9 a.m. to 5 p.m. Agency agrees to provide a minimum of 16 posted drop-in hours per week and maintain a dedicated phone line with a voice mail box. Contractor shall make an effort to respond to voicemails within 24 hours during the week and 72 hours for messages received on the weekends. Agency agrees to providing HPS and crisis/housing assessments in the field.
2. **Required** Agency agrees to work with the City of Berkeley on local priorities and referral processes including participating in planning and implementation efforts to quickly refer people who are unhoused to interim shelter or other housing opportunities.
3. **Required** Agency agrees to operate the Housing Resource Center in compliance with the [Alameda County System Coordination Committee Guidelines](#)
4. How will the program accommodate participants with literacy and cognitive challenges?
5. **Required** Agency agrees that its operations will meet the requirements outlined in the [Client Services Section](#). Please describe how the Agency will

implement the program to meet the requirements.

6. **Required** Agency agrees that its operations will meet the requirements outlined in the [Partnerships/Service Referrals Section](#). Please describe how the Agency will implement the program to meet the requirements.
7. **Required** Agency agrees that its operations will meet the requirements outlined in the [Data Collection and Reporting Section](#). Please describe how the Agency will implement the program to meet the requirements.
8. Measure 1: Length of time persons remain homeless. Explain how the CES will utilize this funding to reduce the length of time persons remain homeless. For example, how will the CES reduce the average and median length of time from CES program enrollment to housing placement?
9. Measure 3: Number of Homeless Persons. Explain how the program will reduce the total number of homeless persons in Berkeley, Albany, and Emeryville (North County CES Resource Zone).
10. Measure 7a: Successful Placement from Street Outreach. Explain how the program will utilize this funding to assist unsheltered individuals into sheltered or permanent housing destinations.

Homeless Programs Guiding Documents

1. City of Berkeley Case Management - Housing Navigation Services
2. City of Berkeley Case Management -Tenancy Sustaining Services
3. Emergency Solutions Grant Manual
4. City of Berkeley Flexible Rental Subsidy Criteria
5. Alameda County Emergency Shelter Standards
6. Alameda County System Coordination Committee Rapid Re-Housing Guidelines
7. Alameda County Coordinated Entry System Policies

Homeless Proposals - Target Population

[Save and Continue](#)

B.4. Target Population:

a. Describe the primary population(s) your program will serve. . Include relevant information about your targeted population such as ethnic, racial, English learner designation, gender identification, age, special needs, prior academic performance, prior experience with the justice system, homelessness, or other identifiers used by your agency to target services to needs.

You have 499 words left.

b. Indicate below the number and incomes of the target population(s) to be served by this program: For all reported numbers served, provide an **unduplicated count** of program participants.

*Housing programs should indicate information for households served.

**Homeless Services programs that use HMIS should use data from FY23 APR.

*** For **Berkeley Youth Equity Partnership (YEP)** programs only: **City of Berkeley participants** include BUSD enrolled students who reside outside of the City of Berkeley.

TARGETED POPULATION – Entire Program	FY 23 7/1/22-6/30/23		FY 24 Projected 7/1/23-6/30/24		FY 25 Proposed 7/1/24-6/30/25	
1. Total number of Individuals* served (City of Berkeley and non-residents)	80		80		80	
2. Total number of City of Berkeley Participants***	78		78		80	
3. Percentage of City of Berkeley participants to total participants served	98%		98%		100%	
Target Population Detail -- Berkeley Participants Only: Indicate the number of participants in the “#” column. Percentages will be automatically calculated using the number of Berkeley participants above.	#	%	#	%	#	%
4. Low/Moderate Income Participants (their income falls at or below 80% of the Area Median Income)	18	23%	18	23%	20	25%
5. Berkeley participants whose income is at or below the National Poverty Line	60	77%	60	77%	60	75%

Alameda County System Performance Targets

Community Agency Request for Proposal

Due Date: Friday, December 22, 2023 - 5:00 pm

SPEC #	TYPE	POST DATE	DOCUMENTS
	Community Services	11/06/2023	DOWNLOAD RFP ADDITIONAL FILES

- CITY MANAGER LETTER (580.81 KB)
- RFP APPLICATION (115.28 KB)
- SERVICE MEASURES & OUTCOME (273.79 KB)
- SUPPLEMENTAL QUESTIONS (1.03 MB)
- KEY TERMS AND DEFINITIONS (923.83 KB)
- PROGRAM BUDGET (82.56 KB)
- HARDSHIP EXEMPTION (139.06 KB)
- HELPFUL TIPS (155 KB)
- HOMELESS SERVICES ALMEDA COUNTY/CITY OF BERKELEY SYSTEM TARGETS – HOW MUCH (74.09 KB)**

City of Berkeley
Homeless Services – Community Agency Request for Proposal FY25-28
System Target Measures – How much measurement

Program Type	How Much?
	Service Population: Unduplicated count of individuals served (HUD Element, APR Q5a) Target
Street Outreach	1 FTE to 125 individuals annually
Emergency Shelter	2 x the number of beds / year
Transitional Housing	1.5 x the number of beds / year
Housing Navigation	Caseload = 1 FTE to 20-25 individuals
Tenancy Sustaining Services	Caseload = 1 FTE to 20-25 individuals

Homeless Proposal: Services and Outcomes Table

If your Service measures and Outcomes do not appear correctly in this table, be sure you have selected a Type of Service in B.2, and [Click Here](#) to refresh.

Services and Outcomes					
B.7. Annual Service Measures and Outcomes (FY 25 - FY 28) Provide information on the service measures, outcomes and number of participants you will serve each year if the program is funded.					
Total Number of Participants (Berkeley and non-Berkeley) to be Served Annually		80	Total Number of Berkeley Participants*** to be Served Annually		80
Program Type: Homeless - Emergency Shelter					
Services			Outcomes		
Service Measures	Units of Service (UOS)	# of Berkeley Participants*** to be Served	Outcomes	# of Berkeley Participants*** Expected to Achieve Outcome	Method for Measuring Outcome
# of Participant sessions	14,600		% of participants gained or increased income from start to exit (APR Q19a2 - Column K)	75%	The Program Manager will run the APR report in HMIS q4arte
			Maintain minimum nightly bed occupancy rate.	90%	
			% of participants accessing mainstream benefits (HUD Element, APR Q20b)	80%	
			% of participants enrolled in health insurance (HUD Element, APR Q21)	90%	
			% of participants successfully moving into permanent housing (HUD Element, APR Q23a&b)	30%	
			% of people exiting to homeless destinations? (HUD Element APR Q23c)	<25%	
			Average length of participation is 183 days (HUD Element, APR Q22b Leavers)	183 days	
Data Quality Entry			Data entry within 3 days of enrollment (HUD Element, APR Q6e)	100%	
Data Quality Completion			% of adult participants with income information recorded in HUD Element at entry and annual/exit assessments (HUD Element, APR Q18)	75%	
Provide a clear description of all service measures and define your units of service below. Wherever possible, include formulas that indicate the frequency of service delivery (i.e., daily, weekly, monthly), duration (i.e., minutes, hours, days) and how the service is provided (i.e., one-on-one meetings; group sessions; classroom setting; participant home visits; etc.). Example: Participant Tutoring Sessions per Year = 25 participants will attend 60-minute tutoring sessions 3 times a week for 40 weeks per year (excludes summer) = 25 x 3 x 40 = 3,000 participant tutoring sessions/year.					
# of Participant sessions	Provide 24 hour shelter daily to participants that includes 3 meals a day and links to referrals. Available shelter beds 40 X 365 days a year=14,600 nightly beds a years.				You have 488 words left.
Data Quality Entry	The Intake Specialist will meet with participants upon entry to complete all required documents and will enter participant information into HMIS within 3 days of enrollment.				You have 471 words left.
Data Quality Completion	The Intake Specialist will gather income information from participants at entry and record it in HMIS. All enrolled participants will be assessed annually and/or at exit. Program Managers will use the APR report in HMIS to tack annual assessments and assign them to Intake Specialist to complete. All participants will meet with an Intake Specialist or Program Manager to complete an exit interview where income information is collected and recorded in HMIS.				You have 425 words left.

of participant session = # of beds

Homeless Proposal: Adding Services to Primary Program

Your selected primary program category for your homeless service program is:
Homeless - Emergency Shelter

If you wish to include additional homeless services alongside your primary program, please enter the number of additional services: (Available services are listed above in item B).

For instance, if you are applying for shelter services as your primary program and want to include housing navigation services to help individuals transition to permanent housing, please select housing navigation as an additional service. Be sure to specify the number of additional services associated with the primary program. You are not required to select additional services to your primary program.

Select:

[Click Here to Update your Application](#)

I agree to the core requirements listed above Yes No

Emergency Shelter

Required: 1. Agency agrees to accept referrals from Berkeley's Homeless Response Team and the North County Housing Resource Centers

Required: 2. Agency agrees to maintain 24/7 shelter operations, unless agreed to by the City of Berkeley

Required: 3. Agency agrees to remove curfew program requirements.

Required: 4. Agency agrees to add all available beds in HMIS daily, by 9 a.m., Monday – Friday.

Required: 5. Agency agrees to comply with [Alameda County Shelter Standards](#).

Homeless Proposal: Adding Services to Primary Program

Housing Navigation

1. Is the agency currently providing Housing Navigation Services? Yes No
• If so, how many clients are currently enrolled in HMIS?

Required: 2. Agency agrees to accept all new referrals for City of Berkeley funded housing navigation slots from the City of Berkeley or North County HRCs.

Required: 3. Agency agrees to the City's [Housing Navigation Services Standards](#)

4. How will the program accommodate participants with literacy and cognitive challenges?

You have 499 words left.

5. Measure 2a and 2b: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 months – 2 years. Explain how the program will utilize this funding to reduce returns to homelessness among formerly homeless persons.

You have 499 words left.

6. Measure 4: Employment and Income Growth for Homeless Persons. Explain how the program will utilize this funding to increase or maintain income for persons experiencing homelessness.

You have 499 words left.

7. Measure 7b: Successful Placement of Permanent Housing. Explain how the program will utilize this funding to successfully place individuals in housing.

You have 499 words left.

QUESTIONS?

RFP Application Content Support
CommunityAgencyRFP@berkeleyca.gov

