

Appendix L JOHS Homeless Services Questions for Vendor Qualification and Evaluation Criteria

Evaluation Criteria:

Applicant response will be evaluated against the criteria listed in each question. Weighting of each individual question is provided in the question text. Applicants must achieve 70% of total points allowed in order to be a qualified supplier/vendor.

All applicants must respond to all questions listed in both Group 2.1 and Group 2.2 Applicants failing to achieve 70% of the total points will not be considered further for an award under this procurement.

Failure to comply with these instructions may result in the rejection of the application.

The County reserves the right to qualify additional Suppliers for procured services as it deems necessary. All qualified Suppliers will be added to one Supplier pool for each service category, from which contracts will be awarded through the allocation process.

ORGANIZATIONAL QUALIFICATION AND CAPACITY | 75% of total

Group 2.1 - ORGANIZATIONAL MISSION AND CAPACITY

2.1.1 ORGANIZATIONAL MISSION

15% of Group 2.1

Describe how your and/or your partner organization's mission(s) speaks to serving households with complex disabling conditions in supportive housing, and how your approach to the provision of social services allows you, or would allow you, to effectively work with the whole, or subsets, of this population.

Evaluation Criteria:

- *Describes how the mission and culture of the organization matches and complements homeless adult populations with significant disabling conditions;*
- *Demonstrates how mission does, or could, successfully assist the target population(s) (identified in one or more of the proposed Bond Solicitation projects) in addressing complex needs and ensuring long-term housing stability.*

2.1.2 ORGANIZATIONAL CAPACITY

10% of Group 2.1

Discuss your organizational capacity with respect to: (1) fiscal controls and history of fiscal/financial stability; (2) compliance with civil rights statutes, including the Fair Housing Act (FHA) (as applicable) and Americans with Disabilities Act (ADA) standards; and (3) any non-monetary assets (e.g. sited in the community, history working with homeless households, etc.) the organization can bring that will enhance your ability to provide supportive services to homeless households with complex needs.

Evaluation Criteria:

- *Demonstrates the organization's capacity to develop, maintain, and implement effective internal financial controls and properly account for funds received and expended (including, if available, through audit statements);*
- *Demonstrates a history of financial stability, or, if a small emerging organization, articulates a feasible plan to achieve and maintain financial stability that is not overly reliant on JOHS funding;*
- *Demonstrates an understanding of the requirements and a commitment to compliance with civil rights laws, including the FHA and ADA; and*
- *Describes non-monetary assets they are able to bring to the provision of supportive services.*

COMMUNITY RELATIONSHIPS**2.1.3 IMPROVING SERVICE ACCESS AND OUTCOMES****15% of Group 2.1**

Describe your organization, multi-agency team and/or partnership's experience successfully providing services to people with complex needs, who have long histories of homelessness and who have multiple barriers to accessing housing and services. Describe approaches you take to improving access for people of color specifically. Describe how your approach has improved outcomes, including the processes and/or policies your organization implements to increase access to and improve outcomes for people with multiple barriers to housing and services.

Evaluation Criteria:

- *Demonstrates a clear understanding of barriers facing homeless households to accessing and succeeding in housing and services, and identifies clearly specific populations and barriers faced;*
- *Describes at least one example of successful program delivery in overcoming barriers and improving outcomes; and*
- *Describes and demonstrates a commitment to improved access to services in the design and implementation of services that reflect the needs of homeless households.*

2.1.4 FOSTERING INTERAGENCY PARTNERSHIPS**10% of Group 2.1**

Describe your organization's understanding of its participation in the broader homeless and supportive housing services provider network, including any established or potential partnerships that strengthen your ability to deliver services and foster interagency and multidisciplinary partnerships.

Evaluation Criteria:

- *Describes its role as one provider in a broader network of services for homeless adults;*
- *Demonstrates knowledge of other key providers of services to homeless households, including those providers operating outside of the homeless system (primary and behavioral health, legal, employment, etc); and*

- *Demonstrates a reasonable strategy to foster established and/or potential interagency and multidisciplinary partnerships and how it will leverage partnerships to refer and connect tenants to services and resources that meet their needs in housing.*

SUPPORT STRATEGIES

2.1.5 TRAUMA INFORMED STRATEGIES

10% of Group 2.1

Describe your organizational approach to considering issues related to direct and indirect trauma, including but not limited to vicarious, institutional, historical, and interpersonal traumas experienced by participants and staff. Describe how your organization effectively supports staff and participants to heal and overcome trauma-related barriers.

Evaluation Criteria:

- *Describes approach to supporting participants in issues related to traumas;*
- *Describes realistic approach to support staff to manage effects of trauma in the workplace and impacts of confronting and addressing pervasive trauma and harm to participants;*
- *Articulates how the organization incorporates knowledge about trauma, healing, and oppression into policies, practices, and procedures to support participants and staff.*

2.1.6 PERSON-CENTERED STRATEGIES

10% of Group 2.1

Describe your organization's ability to provide services using Assertive Engagement or other person-centered, strengths-based approach.

Evaluation Criteria:

- *Describes ability to provide services using Assertive Engagement or other person-centered, strengths-based approach; and*
- *Identifies how organization knows the approach is effective.*

EVALUATION AND CONTINUOUS IMPROVEMENT

2.1.7 PARTICIPANT FEEDBACK

10% of Group 2.1

Describe the methods and with what frequency the organization gathers and integrates feedback from participants about your organization's delivery of services. Describe an example of when your organization included the voice of participants in service design.

Evaluation Criteria:

- *Describes frequency and methods the organization uses to gather feedback from program participants, including systems of data collection, and methods of evaluation and continuous improvement. If organization does not currently do this, outlines a process to do so in the future; and*
- *Provides specific example(s) of program adaptation(s) that have been implemented with integration of participant voice.*

2.1.8 STAFF FEEDBACK

10% of Group 2.1

Describe the methods and with what frequency the organization gathers and integrates feedback from staff about your organization's delivery of services and workplace environment. Describe an example of when your organization responded and adapted to specific feedback on how your work is done (e.g. changes in decision making, planning, and evaluation).

Evaluation Criteria:

- *Describes frequency and methods the organization uses to gather feedback from staff, including systems of data collection, and methods of evaluation and continuous improvement. If organization does not currently do this, outlines a process to do so in the future; and*
- *Provides specific example(s) of program adaptation(s) that have been implemented with integration of staff voice.*

2.1.9 PERFORMANCE MEASURES

10% of Group 2.1

Describe how the organization: 1) collects data; 2) monitors outcomes; and 3) measures success in programming. Describe how the organization utilizes an equity lens in regard to data that ensures services are both reaching the intended population and contributing to positive outcomes for underserved populations. Provide examples of how you evidence success in your programming.

Evaluation Criteria:

- *Describes methods of collecting both qualitative and quantitative data;*
- *Describes systems for monitoring outcomes and evaluating data;*
- *Describes how success is measured in programming; and*
- *Describes a strategy that involves regular review of data with an equity lens that includes comparisons to established targets and programmatic goals. If organization does not currently do this, outlines a process to do so in the future.*

Group 2.2 - RESPONSIBLE BUSINESS PRACTICES | 25% of total

Our Suppliers are an integral part of the societies and communities in which they operate. Their influence extends to the employees they depend upon, the environment from which they draw their resources, and the marketplace in which they participate. Multnomah County seeks to conduct business with Suppliers who demonstrate responsible business practices through sustainable innovations. We are focused on the triple bottom line of Social Equity and Economic Impact, Sustainability, and Environmental Considerations. The Triple Bottom Line provides a framework for all of us to work together to create a stronger community with the goods and services we oversee.

The County has an interest in measures used by its Suppliers to ensure sustainable operations with minimal adverse impact on the environment. The County seeks to do

business with vendors who demonstrate community and environmental stewardship along with workplace diversity.

2.2.1 IDENTIFYING AND ADAPTING TO COMMUNITY NEEDS

40% of Group 2.2

Describe your understanding of the root causes of homelessness in Multnomah County, and demonstrate how you tailor your organization's services to meet the diverse needs of target population and within the community. Include in your answer how you train staff to work with service users with multiple identities that may include but are not limited to race, ethnicity, gender, ability, religious affiliation, and sexual orientation.

Evaluation Criteria:

- *Demonstrates an understanding of the causes of homelessness regionally and knowledge of lived experiences of homeless adults with disabilities who have experienced long-term or multiple episodes of homelessness.*
- *Demonstrates a high degree of awareness of cultural elements that include but are not limited to: systemic racism and its impact on vulnerable populations, historic and current understanding of racial and ethnic communities served, family structure and roles, trust dynamics/distrust of systems, health and safety beliefs/practices, immigration dynamics, religious beliefs, overrepresentation of transgender-identified individuals in homelessness, etc;*
- *Uses at least one example to demonstrate how programming adapts to changing demographics and community needs, with support from leadership; and*
- *Includes a thorough description of trainings provided to staff about personal identities and intersectionality.*

2.2.2 STAFF RECRUITMENT AND RETENTION

40% of Group 2.2

Describe your organization's approach to recruitment of direct service and supervisory staff who reflect the communities being served, including the structures, systems, and practices in place to support staff to be successful in your organization and with program participants. Describe how your organization takes into account the racial, ethnic, cultural, socioeconomic, or other personal background experiences of direct service staff in training and retention practices.

Evaluation Criteria:

- *Describes staff recruitment efforts that demonstrate shared experience and trust with communities served;*
- *Describes training and education provided to all new hires and ongoing training and frequency provided.*
- *Describes staff recruitment efforts that reflect the communities served and details strategies used throughout the organization to support and retain staff and increase their effectiveness, such as regular individual supervision, professional development opportunities, staff meeting dynamics, inclusive program planning and review activities; and*

- *Describes how organizational practices support staff members' individual cultural identities and how these identities and experiences relate to staff retention practices.*

2.2.3 ENVIRONMENTAL CONSIDERATIONS

20% of Group 2.2

Multnomah County places a premium on environmental protection and awareness especially when providing services to the community's most vulnerable. Examples of environmental considerations in business operations include; purchasing Green Seal Certified cleaning products and environmentally preferred soaps and other personal care items to reduce exposure to toxic chemicals; assist in water conservation by utilizing water saving technology such as low flow toilets, an energy efficiency plan with energy efficient boilers or simple solutions such as encouraging practices such as turning off lights when a room is not in use, and purchasing energy efficient products.

What is your experience in incorporating environmentally positive solutions into your work practices? How will your organization introduce environmentally sound practices to the delivery of services in the Homeless Services Continuum?

Evaluation Criteria:

- *.Describes prior experience incorporating environmentally positive solutions into the organization's work practices;*
- *If the organization has not had experience incorporating environmentally positive solutions into its work practices it describes its plans to do so and/or any challenges or barriers to doing so; and*
- *Describes considerations and practices to incorporate environmental protection and awareness into the delivery of services.*