

Missouri Housing Development Commission

REQUEST FOR PROPOSALS TO PERFORM CASE MANAGEMENT ANALYSIS AND TRAINING FOR THE MISSOURI BALANCE OF STATE CONTINUUM OF CARE



Strength, Dignity, Quality of Life

MISSOURI HOUSING
DEVELOPMENT COMMISSION

**RESPONSE DEADLINE:
Friday, December 21, 2018 by 5:00 P.M. Central Standard Time**

**Missouri Housing Development Commission
920 Main Street
Suite 1400
Kansas City, Missouri 64105**

Contact: Ken Wright, Community Initiatives Coordinator
Phone: 816-759-6614
Email: ken.wright@mhdc.com



REQUEST FOR PROPOSAL TO PERFORM CASE MANAGEMENT ANALYSIS AND TRAINING FOR THE MISSOURI BALANCE OF STATE CONTINUUM OF CARE

INTRODUCTION

Purpose: This document is a Request for Proposal (“RFP”), by which the Missouri Housing Development Commission (“MHDC”) serving as the Collaborative Applicant for the Missouri Balance of State (“BoS”) Continuum of Care (“CoC”) seeks to obtain proposals from qualified firms (“Vendor”) to conduct a case management analysis and case management training for the 101 counties of the Missouri BoS CoC (list of BoS CoC counties included as Exhibit 1). The case management analysis and training will be related to the homeless systems in the Missouri BoS CoC through funds secured by the Missouri BoS CoC Planning Grant from the Department of Housing and Urban Development (HUD). The purpose of the RFP opportunity is for the respondent to:

1. Evaluate current case management and service coordination practices within the Missouri BoS CoC homeless system, provide analysis of strengths and deficiencies, and make recommendations about improvements.
2. Based on the results of the case management evaluation, develop and deliver training on case management and service coordination best practices, including case management during the coordinated entry process to all interested organizations serving the Missouri BoS CoC geographic area.

Requirements: Below is a list of necessary steps to be taken throughout the course of providing a case management analysis and case management training for the BoS CoC:

- Vendor will collaborate with MHDC Community Initiatives staff through monthly progress calls and/or meetings.
- Vendor will evaluate current regional homeless case management practices, which include the coordinated entry process and types of homeless services projects related to service coordination.
- Vendor will provide recommendations and tools for case management practices to improve housing services and client outcomes which will be used to create a training on case management best practices.
- Vendor will create training materials based on the results and recommendations from the case management analysis.
- Vendor will conduct training, in a format to be determined, to all interested members of the Missouri BoS CoC.
- Vendor may have communication via phone, email, or other methods with homeless services organizations within the Missouri BoS CoC.
- Vendor will provide MHDC Community Initiatives staff with a draft and final copy of the case management analysis and other documents for review and comment by the set deadline.

- Vendor will incorporate comments and feedback from the MHDC Community Initiatives staff and BoS CoC member agencies into the document.
- Vendor will provide recommendations for the development of case management standards.
- Vendor will provide a process for regularly evaluating case management practices.
- Vendor will provide MHDC Community Initiatives staff with a draft and final copy of the trainings and other documents for review and comment by the set deadline.
- Vendor will incorporate comments and feedback from the MHDC Community Initiatives staff and BoS CoC member agencies into training and other documents.
- Vendor should include the opinions and experiences of homeless or formerly homeless participants within the analysis of case management practices.

Additional Guidance: Below are links to HUD documents referencing case management. The format of the analysis is not limited to replication of previous work on the subject.

https://www.hudexchange.info/resources/documents/CoCProgramInterimRule_FormattedVersion.pdf

https://www.hudexchange.info/resources/documents/HEARTH_ESGInterimRule&ConPlanConformingAmendments.pdf

<https://www.hudexchange.info/resources/documents/Rapid-Re-Housing-Brief.pdf>

<https://www.hudexchange.info/resources/documents/SHPCaseManagement.pdf>

SCOPE OF SERVICES

The Vendor will collaborate with MHDC Community Initiatives staff and the BoS CoC to provide a case management analysis of BoS CoC member organizations and to develop a case management training for any interested organization serving the BoS CoC geographic area. The results of the analysis will be compiled into a “Case Management Analysis Report” to be presented and distributed to the BoS CoC and utilized to create training(s) and materials on case management best practices and any other topics identified in the analysis. The training will be delivered and distributed to members of the BoS CoC and other interested organizations serving the BoS CoC geographic area.

The RFP is available from MHDC in hard copy by U.S. mail or electronically on MHDC’s website at www.mhdc.com.

SPECIFIC AREAS OF INTERESTS

MHDC Community Initiatives staff seeks specific analysis for the following areas of interest. These topics are not all-encompassing and proposals that detail how the analysis may provide information on the following are welcomed:

Case Management Analysis

- Comparison of case management practices among BoS CoC member agencies, including:
 - Models, approaches, and strategies used;
 - Consistency and uniformity of case management services;
 - Activities performed/focus of services;
 - Duration of services;
 - Intensity of services;
 - Availability of services;
 - Documentation and record-keeping of case management activities, including electronic and hardcopy documentation and privacy and confidentiality practices;

- Location of services;
- Staffing patterns;
- Disciplines/expertise of case management and supervisory staff;
- Populations served.
- Identification, implementation, and monitoring of effective case management practices and models for BoS CoC member agencies (e.g. housing-based, strengths-based, trauma-informed, critical time intervention, assertive community treatment, clinical case management, intensive case management, standard/traditional case management), including:
 - Evidence based;
 - Dimensions of effective case management;
 - Barriers to effective case management;
 - Oversight of case management services;
 - Use of case management services to prevent or divert persons from experiencing homelessness;
 - The role of case management in helping clients find, obtain and maintain permanent housing;
 - Differences in effective case management practices across project types (e.g. emergency shelter, rapid re-housing, permanent supportive housing) and populations (e.g. victims of domestic violence, chronically homeless, youth).
- Availability of community services matching clients' needs across all BoS CoC regions.
- Coordination and collaboration between case management and community services.
- Recommendations for the development of case management written standards among BoS CoC organizations, including a definition of case management, the difference between service coordination and case management, and a description of different types of case management, including but not limited to intensive case management, housing case management, and clinical case management.

Case Management Training

- Incorporation of recommendations, best practices, and other information from the case management analysis report.
- Dissemination of training and related materials to BoS CoC member organizations and any other interested organization serving the BoS CoC geographic area.
- Compilation of training materials for future BoS CoC use.

The scope of services to be provided shall be completed on the anticipated following timeline:

1. On or before January 18, 2019: Complete initial meeting with MHDC Community Initiatives Staff.
2. On or before February 1, 2019: Complete analysis work plan.
3. On or before March 22, 2019: Outreach and research complete.
4. On or before April 12, 2019: Analysis draft to MHDC staff.
5. On or before May 3, 2019: Final analysis document delivered to MHDC staff.
6. On or before May 17, 2019: Complete training work plan.
7. On or before May 31, 2019: Draft of training materials to MHDC staff.
8. On or before June 14, 2019: Final training materials to MHDC staff.
9. On or before July 1, 2019: Initial training delivered in a format to be determined.
10. In addition to the above noted milestones, Vendor will be required to travel as needed and/or required by MHDC to meet with regional coordinators and the HMIS lead agency to present or obtain any information necessary to complete project.

INSTRUCTIONS

Deliver one copy of your proposal by mail or email in PDF format no later than 5:00 p.m. Central Standard Time (CST) Friday, December 21, 2018 to:

Missouri Housing Development Commission

920 Main Street, Suite 1400

Kansas City, MO 64105

ATTN: Ken Wright

ken.wright@mhdc.com.

Respondents are advised that all submissions may be made available to the public on request upon completion of the process and award. Accordingly, any information which the respondent thinks benefits from an exception to disclosure under the Missouri Sunshine Law (RSMo §§610.010-225) shall be clearly identified as such and segregated from the rest of the proposal. MHDC, in its own discretion, shall determine which information may be disclosed under the Missouri Sunshine Law. By responding to this RFP, respondent agrees that any determination made regarding disclosure of information contained in the response is satisfactory.

Below are the sections that should be addressed in your proposal.

GENERAL INFORMATION

Provide a brief description of your institution, including but not limited to the following:

1. Respondent Ownership/Control. Pursuant to the Commission's Standards of Conduct Policy, any Response under an RFP shall disclose the name of the individual(s), entity and/or entities having ownership interests in the respondent. All entities identified in this disclosure shall be reduced to their human being level, irrespective of the number of entity layers which may be present for any disclosed entity. If the respondent to this RFP is a publically held corporation, the disclosure under this section shall include the names of the respondent's board of directors, its chief executive officer, chief financial officer, chief operating officer and any individual(s) participating in the preparation of the application vis-à-vis this RFP. The respondent shall disclose as a part of this response any employment or contractual relationship the respondent maintains with any previous MHDC employee or commissioner (including those individuals who had the power to vote on behalf of an elected commissioner). Questions regarding these requirements may be directed to MHDC's General Counsel, Katie Jeter-Boldt by phone at 816-759-6835 or email at kjeterboldt@mhdc.com.
2. Respondent Contact(s). Provide the name, address, telephone number and email address of the respondent's contact person(s) for this engagement.
3. Minority Participation. Describe any agreements your institution has or intends to establish with outside entities to perform work related to this RFP, including the involvement of any minority- or woman-owned entities that would assist in any capacity with services to be provided to MHDC. If you have entered, or intend to enter, into any such agreements with minority- or woman-owned entities, provide detailed information about your proposed financial and work sharing arrangement with these entities. If none are described, confirm that your institution will provide all services described above without the involvement or assistance of any other outside entities.
4. Liability Insurance. MHDC will require the successful respondent to fully indemnify and hold MHDC harmless for any acts of its employees and/or agent during the term of the contract

executed in connection with this RFP. Please describe the types and amounts of insurance your institution carries to insure such liabilities.

5. Undocumented Workers. Pursuant to Mo.Rev.Stat. §285.530.2, the successful respondent shall provide MHDC with an Affidavit of Worker Eligibility Policy ("WEP Affidavit") stating that the entity does not employ any person who is an unauthorized alien in conjunction with the contracted services, and that the entity is enrolled in and participating in a federal work authorization program with respect to the employees working in connection with the contracted services. Please find attached the form of WEP Affidavit to be submitted to MHDC. Prior to execution of any agreement contemplated herein, the entity shall provide evidence of participation in a federal work authorization program. Questions regarding this requirement may be directed to MHDC's General Counsel, Katie Jeter-Boldt, by phone at 816-759-6835 or email at kjeterboldt@mhdc.com. **In their proposals, all respondents should indicate whether they are currently enrolled in and participating in a federal work authorization program such as E-Verify. If another entity is enrolled in a federal work authorization program such as E-Verify on behalf of Respondent, then Respondent must explain the relationship and submit a WEP Affidavit for the entity that is actually enrolled in the federal work authorization program.**
6. Provide a list of your organization's Board of Directors/Decision-Making Body including name, title, and contact information. Please do not list your organization's Advisory Board.
7. Respondents should explain their authorization to do business in Missouri and include a copy of relevant public documents, such as a Missouri certificate of good standing, a foreign business registration, a fictitious name filing, or a copy of filed organizational documents.

SPECIFIC EXPERIENCE AND RESOURCES

1. MHDC Experience. Describe respondent's historical experience in serving MHDC or other state or local organizations and/or agencies in carrying out any project such as the one to be performed under this RFP.
2. Other Experience. Provide one to three examples of similar work including one reference for similar work with a Continuum of Care.
3. Staffing. Identify the individuals who will carry out the training and technical assistance for MHDC, including office locations, telephone numbers and email addresses. Provide appropriate resumes and identify each individual's responsibilities in performing the training and technical assistance.
4. Respondent Resources. Identify resources of the respondent that will be made available to MHDC.
5. Other Information. Discuss any topics not covered in this RFP that you would like to bring to the attention of MHDC.

COSTS

MHDC will provide reimbursements for tasks completed on a quarterly basis at a minimum. Disbursements will be made upon receipt of documentation for expenses.

Describe your proposed fees for carrying out the training and technical assistance described in this RFP.

State whether the proposed fees include expenses, or whether expenses will be charged separately (identify those expenses that will be charged separately, if any).

MISCELLANEOUS

If you desire additional information or clarification, you may contact Ken Wright, Community Initiatives Coordinator. All questions regarding this RFP must be in writing. All responses will also be in writing and will be available to any party that requests copies thereof.

Contact with Commissioners and Staff. Prior to the final selection, MHDC reserves the right to contact any or all respondents by phone or email as may be necessary and appropriate to clarify certain information provided by the respondent in the proposal.

Standards of Conduct. Please refer to MHDC's "Standards of Conduct Policy" for information regarding contact with MHDC commissioners or staff pertinent to this proposal. MHDC's "Standards of Conduct" document is available on MHDC's website at www.mhdc.com.

Modifications to Proposals. No respondent may modify or correct its Proposal any time after the Proposal Due Date, except in direct response to a request from MHDC for clarification.

Revisions to this RFP. In the event that it becomes necessary to revise any part of the RFP, MHDC will provide an addendum to each firm receiving this RFP. Any additional information required to clarify portions of this RFP will be issued in the form of an addendum.

Review and Selection Process. All proposals will be reviewed by MHDC staff, who will develop recommendations to be presented to appropriate authorities for final approval.

Expenses Relating to Proposals. MHDC shall not be liable for any expenses incurred by respondents in replying to this RFP.

Rejection and Negotiation. MHDC reserves the right to reject any or all proposals, to request additional information, or to negotiate the terms of the final contractual agreement with the selected respondent(s). The Case Management Analysis and Training Agreement will be awarded to the institution(s) which, in the opinion of MHDC, is (are) the best qualified to provide such services.

RFP REVIEW AND SELECTION CRITERIA

Proposals will be evaluated on a variety of factors, including:

1. The respondent's willingness to follow the guidelines in this RFP.
2. Experience and qualifications of both the respondent and the staff to be assigned to perform a Case Management Analysis and Training, as evidenced by formal training, education and related experience.
3. Respondent's ability to provide the required services on a timely basis in light of the anticipated workload, and the availability of adequate personnel and resources of the respondent.
4. The respondent's inclusion of minority and women participation, including the institution's employees and/or any participation with a minority- or woman-owned entities.

5. Projected costs and proposed fee structure for services performed.
6. MHDC's prior experiences, if any, with the respondent and any other factors MHDC believes would be in its best interest to consider.
7. The respondent's general knowledge of homeless issues and the Continuum of Care.
8. The level of professionalism in the proposal.
9. The level of presence and collaboration in Missouri, including Respondent's authorization to do business in Missouri.

Exhibit 1

101 Counties included in Missouri Balance of State Continuum of Care

Missouri Balance of State Regions
Balance of State – Region 1 Franklin, Jefferson, Crawford, Washington, Iron, St. Francois, Ste. Genevieve, Perry, Madison, Bollinger, Cape Girardeau
Balance of State – Region 2 Lewis, Shelby, Marion, Monroe, Ralls, Pike
Balance of State – Region 3 Putnam, Schuyler, Scotland, Clark, Sullivan, Adair, Knox, Linn, Macon, Chariton, Randolph
Balance of State – Region 4 Atchison, Nodaway, Worth, Gentry, Harrison, Mercer, Holt, Daviess, Grundy, Livingston, Carrol, Caldwell, Clinton, Clay, Platte, Ray
Balance of State – Region 5 Howard, Boone, Audrain, Cooper, Moniteau, Cole, Callaway, Montgomery, Morgan, Miller, Osage, Gasconade, Camden, Pulaski, Phelps, Maries
Balance of State – Region 6 Stoddard, Scott, Dunklin, New Madrid, Mississippi, Pemiscot
Balance of State – Region 7 Reynolds, Carter, Wayne, Ripley, Butler
Balance of State – Region 8 Laclede, Texas, Dent, Wright, Shannon, Douglas, Howell, Oregon, Ozark
Balance of State – Region 9 Vernon, Cedar, Hickory, Polk, Dallas, Barton, Dade, Lawrence, McDonald, Barry, Stone, Taney
Balance of State – Region 10 Cass, Lafayette, Saline, Johnson, Pettis, Bates, Henry, Benton, St. Clair

Attachment 1

Workforce Eligibility Affidavit

State of Missouri)
) ss
County of _____)

The undersigned does, by his/her oath solemnly swear and affirm that he/she is the

_____ [title] of _____ [company name]
and as such officer or agent of such entity I am duly authorized to make this affidavit on behalf of said
entity. On behalf of such entity and pursuant to the authority recited herein, the undersigned does further
solemnly swear and affirm and that said entity:

- 1. Is enrolled and actively using the E-Verify system,
- 2. Does not knowingly employ any person who is an unauthorized alien, and
- 3. Certifies that all its employees are lawfully present in the United States;

OR

- 1. Is not an employer and does not have any employees,
- 2. Certifies that any independent contractor and subcontractors of such independent contractor paid for labor performed in connection with the above named MHDC development are properly classified as independent contractors and should not be classified as employees,
- 3. Certifies that any independent contractor and subcontractors of such independent contractor paid for labor performed in connection with the above named MHDC development are not unauthorized aliens and are lawfully present in the United States,
- 4. Certifies that if, at any time, it does employ any employees, it will immediately enroll and begin actively using the E-Verify system and will not knowingly employ any person who is an unauthorized alien and that all such employees it does hire will be lawfully present in the United States.

The undersigned affirms, under penalty of perjury, that all statements made herein are true and correct.

Signature

Printed Name

Subscribed and sworn to before me this _____ day of _____, _____.

Notary Public

My Commission expires:_____