



JACKSON COUNTY ADMINISTRATION

County Manager: Don Adams

401 Grindstaff Cove Road, Suite A-207, Sylva, North Carolina 28779
Phone: 828-631-2295 • FAX: 828-631-2208
Email: donadams@jacksonnc.org

Request for Proposals (RFP) To Provide Temporary Shelter Services and Case Management Services to the Homeless Population Group in Jackson County, NC

DESCRIPTION AND PURPOSE

Jackson County (the County) will accept proposals from entities who are interested in serving the homeless population in Jackson County, NC. Our basic core mission in serving this population is that no one's life in our community should be at risk due to exposure to extreme weather. Another component in this basic core mission is that the homeless population should be afforded access to services and programs that could eventually lead to a permanent housing solution. At a minimum Jackson County will attempt to continue the current temporary "Cold Weather" shelter operations using the "hotel model" along with providing year round case management services to the homeless population.

The County is also interested in other solutions such as shelters. But in order to accomplish solutions such as shelters, Jackson County must find a partnering entity. Jackson County cannot accomplish a permanent shelter alone (both financially and in governance). Jackson County is searching for a partner who is dynamic and creative in their approach. The entity should be capable of bringing together multiple partners (both local and regional) when addressing the issues that the homeless population faces. Responders to this RFP should have direct knowledge and expertise in dealing with the homeless population. Responders should also be able to demonstrate their capacity to operate and manage budgets and complex operations.

BACKGROUND

Response to the homeless in Jackson County began in 2009 with the inception of Jackson Neighbors in Need (JNIN). JNIN is a collaboration of organizations and individuals who voluntarily work to provide warmth to those in need during the cold weather months- November through March. In 2010 JNIN began offering not only shelter but also case management to the homeless they served and by 2012 the number of homeless served increased to 55. The number of homeless continued to rise and the voluntary association struggled to provide support alone.

In 2016, following a year that saw assistance to 67 individuals, JNIN leaders requested that the Jackson County Commissioners provide additional funding assistance. The prediction of an increase in need was accurate and the number of those served in 2016-17 was 96. The Jackson County Commissioners responded to this request in several ways. First, the Commissioners approved additional funding for the shelter and case management. The following illustrates the funding made available from Jackson County to assist with cold weather sheltering and case management for the homeless.

FY 15-16	\$15,000 to Habitat for Humanity for Shelter Costs (Administered by JNIN)
FY 16-17	\$15,000 to Habitat for Humanity for Shelter Costs (Administered by JNIN)
FY 17-18	\$115,183 to SWCDC (\$85,000 original and then added \$30,183)
FY 18-19	\$ 85,000 to SWCDC (SWCDC may ask for additional funds at end of cold weather season if needed to offset actual costs)

Second, the Commissioners requested an agency assume oversight of the program to help the homeless. Southwestern Child Development Commission, Inc. (SWCDC), which was already overseeing the case management, agreed to have oversight of the homeless program for the remaining 2016-17 season and 2017-18 season. SWCDC has also agreed to provide these services for the current 2018-2019 season. The following illustrates statistics from April 2017-March 2018.

April 2017-November 2017 – Case management services only

34 children and 40 adults received case management services. Case management services includes assistance with resources such as the Department of Social Services, Mental Health Services, Section 8 housing and job searches.

November 2017 – March 2018 – Cold weather sheltering and case management services

23 children and 81 adults were served. All received case management services. 12 children and 51 adults were sheltered. The average number of hotel rooms needed per night was 16.

Note: Please see **Attachment 1** for a more detailed report created by SWCDC.

The Jackson County Board of Commissioners requested that a task force be formed to study the options for sheltering homeless in Jackson County. Southwestern Child Development Commission took the lead of organizing a task force of managers from county offices and nonprofits assisting the homeless.

On April 12, 2017 the first meeting of the Homeless Shelter Management Task Force (herein referred to as Task Force) was held. The members of the task force are: Jennifer Abshire, Director of Jackson County Department of Social Services; Judy Annis, Jackson Neighbors in Need representative; Marilyn Chamberlin, Southwestern Child Development Commission, Inc.;

Shelley Carraway, Director of Jackson County Health Department; Eddie Wells, Executive Director of the Department of Aging of Jackson County; Patsy Davis, Executive Director of Mountain Projects; Monica Frizzell, representative of Vaya Health; Lauren Russotti, Case Manager for Jackson County Homeless Program. Monica Frizzell resigned in June but the other members remained for the completion of the project.

Jackson County gave the committee the charge of researching three shelter models and best practices for shelters. The three models were: the hotel model (currently used), the brick and mortar shelter model, and a hybrid model. The Committee was not charged with recommending which model to choose but to analyze the costs, benefits and disadvantages of each model. Please refer to **Attachment 2** to see the full report created by the Jackson County Homeless Shelter Management Task Force (written by Dr. Marilyn S. Chamberlin, Ph.D).

SCOPE OF PROPOSALS

The successful respondent will be required to address the following issues:

(Note: Please completely read the full report created by the Jackson County Homeless Shelter Management Task Force)

- A) Respondents are **required** to submit a proposal on how they will assume the current “Hotel Model”. This proposal must detail all components of the “Hotel Model” during the extreme weather season. The respondent must also detail how they will provide case management services to the homeless population throughout the year. “Cold Weather” sheltering and case management services are the minimal services needed to accomplish Jackson County’s core mission that no one’s life in our community should be at risk due to exposure to extreme weather and that the homeless population should be afforded access to basic services and programs.
- B) Respondents are encouraged to submit an additional proposal on how the “Hotel Model” could be transitioned into a “Brick and Mortar Shelter Model”, a “Hybrid Model” or any other shelter model not discussed within this document.

SUBMITTAL CONTENT

Proposal content and completeness are important criteria in the evaluation process. Straightforward and simple presentations are considered to be the most effective means of communication. The use of elaborate and extraneous material is strongly discouraged. The cover of the proposal should clearly state the name of the respondent.

Proposals shall be prepared using the following format:

- a. Cover Letter / Executive Summary
The cover letter must contain a brief summary of the key points of the proposal.
- b. 2019-2020 Jackson County Non-Profit Grant Application
A completed 2019-2020 Jackson County Non-Profit Grant Application (**Attachment 3**) must be completed and included in this section. This section should include information only pertaining to how the current “Hotel Model” and case management services will be provided to the homeless population. A detailed budget is required to be submitted with this section.
- c. Additional Proposed Shelter Models – This Section is Optional
Identify any additional proposed models of operation. These proposed additional models must include specific budgetary requirements.
- d. Additional Background on Respondent
In addition to information provided in the 2019-2020 Jackson County Non-Profit Grant Application, please provide additional information as it relates to the “Selection Criteria” discussed in this RFP. This should include information as it relates to the respondent’s experience in working with the homeless population, capacity to manage budgets, capacity to manage complex operations, experience and ability to create and maintain partnerships and the respondents overall vision of how to serve the homeless population group.
- e. Appendices
Appendices should include any unsolicited information that the respondent believes to be important to an understanding of the proposal. Any additional or alternative services proposed must be described in sufficient details to enable the county to appraise them.

Each section should be clearly marked / tabbed for easy reference.

RFP REGISTRATION, QUESTIONS AND AVAILABILITY OF DOCUMENTS

Potential applicant must register with the County Manager’s Office to receive all RFP documents and to be eligible to submit a proposal. Questions may be addressed to

Don Adams, Jackson County Manager
donadams@jacksonnc.org
(828) 631-2295

If a question warrants a written reply or request for proposal amendment, these documents will be provided to all who have registered as interested applicants.

RFP TIMELINE

RFP Issuance: December 17, 2018
Proposals Due: March 29, 2019
Anticipated Award: Prior to June 30, 2019

SELECTION CRITERIA

Selection of any proposal shall be evaluated on the following criteria:

1. Respondent's overall experience in dealing with the homeless population group.
2. Respondent's overall experience and capacity to manage budgets and complex operations.
3. Respondent's ability to create, enhance and maintain partnerships with other local agencies that in some capacity serve the homeless population.
4. Respondent's ability to obtain other funding.
5. Respondent's anticipated costs to deliver services.
6. Respondent's vision on how to serve the homeless population group along with a demonstrated capacity to accomplish the vision.

RIGHTS OF JACKSON COUNTY

The County reserves the right to accept or reject any or all proposals or parts thereof. The County is not obligated for any costs incurred by a respondent in the preparation or submittal of a proposal. Jackson County reserves the right to negotiate with any respondent to the RFP at its discretion for any reason.

PROPOSAL INSTRUCTIONS

Proposals must be delivered to the Jackson County Manager by 9:00 a.m., Friday March 29, 2019.

Hard copy proposals must be addressed and delivered to:

Don Adams
Jackson County Manager
401 Grindstaff Cove Road Suite A207
Sylva, NC 28779

Digital copies of the proposals may be emailed to donadams@jacksonnc.org . Hard copies are required in the format described in this proposal.