

City of Emeryville

CALIFORNIA

MEMORANDUM

DATE: July 18, 2023

TO: Paul Buddenhagen, City Manager

FROM: Charles S. Bryant, Community Development Director

SUBJECT: **Resolution Of The City Council Of The City Of Emeryville Authorizing The City Manager To Execute A Professional Services Contract With Operation Dignity, Inc. To Provide Homeless Support Services In An Amount Not To Exceed \$293,830 For Fiscal Year 2023-2024, \$293,830 For Fiscal Year 2024-2025, And \$293,830 For Fiscal Year 2025-2026 For A Total Contract Amount Not To Exceed \$881,490**

RECOMMENDATION

Staff recommends that the City Council adopt the above-entitled resolution authorizing the City Manager to execute a professional services contract with Operation Dignity, Inc. ("Operation Dignity") to provide support services to individuals experiencing homelessness in Emeryville over a three-year term commencing in Fiscal Year 2023-2024 for a total contract amount not to exceed \$881,490.

BACKGROUND

Homeless Strategy

On May 15, 2018, the City Council adopted the City's updated Homeless Strategy to identify goals and concrete implementation measures to better support those persons experiencing homelessness or at-risk of becoming homeless who live in Emeryville or have children enrolled in Emeryville schools. The Homeless Strategy is a policy document outlining specific measures intended to implement the following goals:

1. Prevent at-risk persons from becoming homeless or returning to homelessness
2. Remove barriers to accessing homeless services
3. Collaborate across sectors and systems
4. Provide Housing Services
5. Ensure safe living conditions for individuals experiencing homelessness as well as individuals residing in surrounding areas.

The proposed professional services contract is intended to provide needed outreach and housing navigation staffing to implement these goals.

Outreach

The City has contracted with Operation Dignity for homeless outreach services since June 22, 2020. During the period of contracted services provided by Operation Dignity, the following outreach services were provided:

- Provision of an Outreach Worker to engage individuals on the street for assessment, harm reduction, and referrals to services.
- Coordination with the North County Hub (Coordinated Entry System)
- Landlord and social service provider liaison services.

Homeless Support Services RFP

On May 5, 2023, the City released a Request for Proposals (RFP) seeking providers who had demonstrated success in outreach and housing navigation services to provide support to people experiencing homelessness in Emeryville. The City received three responses to the RFP prior to the deadline of May 26, 2023. These included responses from Operation Dignity, Village of Love, and Dorothy Day House.

DISCUSSION

RFP Overview

The RFP requested proposals from providers who could offer the following services over a two- to three-year period:

- Homeless outreach services (at least 40 hours/week)
- A team approach to addressing barriers to navigating unhoused persons into shelter and permanent housing, including mental health and drug addiction/other social or behavioral issues.
- Flexibility in outreach coverage:
 - Flexible hours to address segments of the unhoused population that cannot be reached during the regular business week and hours; including at least one 7 p.m. to 9 p.m. shift per week and at least one weekend shift per month.
 - Flexible staffing to allow for consistency of outreach, including coverage during the primary outreach staff's sick and vacation leave.
 - Proposers were encouraged to include approaches that deliver supportive services to help persons facing barriers to housing placement due to mental health issues.
- Communication and Systems coordination. The RFP's Scope of Work provided details regarding required participation in the North County Hub and reporting requirements.

RFP Response Review Process

Responses to the RFP were evaluated by a Selection Committee composed of City staff from the Economic Development and Housing Division of the Community Development Department, Public Works Department, and City Manager's Office, as these staff members represent the departments most involved with implementation of the strategies

to support homeless people. The Selection Committee evaluated the proposals through review of the written responses and used the following criteria identified in the RFP:

- Experience: experience with providing outreach and support, particularly for cities; experience with providing services in the region; success in providing adequate levels of staffing and meeting project budgets, and related criteria.
- Outreach: Demonstrated ability to perform outreach services including providing linkages, case management, housing preparation, and encampment resolution.
- Housing Placement: Demonstrated ability to provide housing navigation services including experience with Coordinated Entry System, shelter placement, housing stability plans, housing search assistance, support to maintain housing, and Rapid Re-Housing and Emerging Needs Program experience.
- General Knowledge: Demonstrated expertise in general outreach tools including knowledge of the Homeless Management Information System (HMIS), Home Stretch Program and ability to provide detailed weekly/monthly reporting to the City.
- Communication: Demonstrated ability to communicate well with current and previous clients including other agencies and homeless support services.

Scoring Results and Recommendation

Following an initial review of the written materials, the Selection Committee scored each response based on the criteria identified in the RFP as outlined above. The initial review resulted in a tie score between Operation Dignity and Dorothy Day, both of which scored higher than the submittal from Village of Love. The Selection Committee convened to discuss the proposals further and concluded that staff should recommend awarding the contract to Operation Dignity in view of the City's satisfaction with Operation Dignity's performance over the past three years and the benefits of staff continuity for existing unhoused clients. Moreover, the proposal from Operation Dignity demonstrated significant direct outreach experience, which was the primary objective of the RFP. Staff is therefore recommending that Operation Dignity be awarded the Homeless Support Services Professional Services Contract.

As proposed, the term of the Professional Services Contract with Operation Dignity is from August 1, 2023 to June 30, 2026.

FISCAL IMPACT

The table below summarizes the contract amount by Fiscal Year:

Fiscal Year	Contract Amount
FY 23/24	\$293,830
FY 24/25	\$293,830
FY 25/26	\$293,830

The City Budget for Fiscal Years 2023-2024 and 2024-2025 includes \$340,600 per fiscal year from the Affordable Housing Fund (Fund 299) for Homeless Programs (Account 87420). The contract's continuation through Fiscal Year 2025-26 is contingent upon the City's inclusion of sufficient funding in those years' operating budgets.

STAFF COMMUNICATION WITH THE PUBLIC

None.

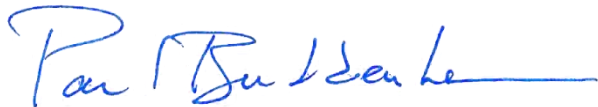
CONCLUSION

Operation Dignity is an established and well-respected homeless services provider in the region and has worked cooperatively with the City on joint projects in the past including acting as the City's primary homeless support services provider for the past three years. The proposed contract will provide continuity of services supporting Emeryville's homeless population through the end of Fiscal Year 2025-2026. Therefore, staff recommends the City Council adopt the attached Resolution authorizing the City Manager to execute the Professional Services Contract with Operation Dignity in substantial form as attached as Exhibit A to the Resolution.

PREPARED BY: Charles Harris, Community and Economic Development Coordinator II

REVIEWED BY: Chadrick Smalley, Deputy Director of Community Development

APPROVED AND FORWARDED TO THE CITY COUNCIL OF THE CITY OF EMERYVILLE:

A handwritten signature in blue ink, reading "Paul Buddenhagen", is written over a horizontal line.

Paul Buddenhagen, City Manager

ATTACHMENTS:

- Draft Resolution, including Exhibit A, Professional Services Contract with Operation Dignity, Inc.