

Scoring Sheet
2020 Homeless Outreach RFP Proposals Review

Selection Criteria Based on a score of 1-10 for each primary category	BACS Average Scores	BACS Proposal Comments-All	Operation Dignity Average Scores	Operation Dignity Proposal Comments-All
Section a . Experience (maximum of 10 points) Success and range of applicability of experience for each proposer, especially with Cities and in the area of homeless support initiatives, including quality of work, established regional experience, success in providing adequate levels of staffing and meeting project budgets, and related criteria.	9.17	Over the last 67 years they've created a council of 11 churches in oakland providing help the current CEO has been working with the company for 10 years and has 21 years of experience 360+staff team that serves more than 7500 people each year Lengthy and established successful experience in comprehensive engagement and service delivery to the unhoused community. Very long history, lots of various programs and various citie/counties/etc	8.67	26 years of service and they're a 501(c)(3) Operations Director has been with the company for 14 years 21 employee who serve 900 people how are and were homeless Lengthy and established successful experience in comprehensive enagement and service delivery to the unhoused community and additionally has worked with Emeryville in the past and have been extremely helpful, collaborative, and successful. They also have a drop-in office on San Pablo.(in Emeryville). Good history, long history with Oakland, more recent with Alameda
Section b.1.. Professional Qualifications (maximum of 5 points) Organization's ability to implement Scope of Work tasks.	4.67	Provides housing navigation outreach in the field, program admin, regional cordination, and medical outreach clearly qualified, extensive and deep knowledge Clearly qualified, extensive and deep knowledge	4.67	Demonstrates knowledge of laws and codes, the ability to coordinate between stakeholders and knowledge and capacity to produce reports in an electronic format While OD does not have a medical person on staff they have a comprehensive referral strategy with medical, mental health and addiction services. clearly Qualified, demonstrated detailed knowledge of the scope
Section b.2 Completeness (maximum of 5 points) Project Manager performed the initial completeness check .	4.50	Didn't follow full RFP Scope of Work format. It would have been easier to evaluate if they had followed the RFP format (comment from Selection Committee Member)/	5.00	Not as well word processed as BACS but easier to review due to following of RFP format/task enumeration.
Section c Communication (maximum of 10 points) Demonstrated ability to communicate well with current and previous clients including other agencies and homeless support services.	5.33	Utilizes a cooperative approach in partnering closely with city staff and other community based programs (Committee member scored both responses with a zero because of lack of client communiques). Mentioned communication with Police Dept.	5.00	Currently works with the city of Alameda and Oakland, ST vincent DePaul, EOCP and community cabin finders (Committee member scored both responses with a zero because of lack of client communiques). Mentioned communication with police dept.
Section d Outreach and Placement (maximum of 10 points) Demonstrated success working with the homeless population and to place client in shelter, housing, and medical facilities as applicable.	8.83	They've provided service to more than 100,000 people with various health issues Many (housing) units under control, large staff/resources dedicated for housing placement	9.00	They provide street outreach, engagement, case management, landlord outreach, case management and housing navigation collaborated with LongLife Medical care Supportive service for vets Again, the difference with OD is that we have seen them in action and have benefitted from the successful strategies they employ to serve the unhoused. Detailed accounting of placement success
Section e Budget Compliance (maximum of 10 points) Demonstrated ability to meet budget and reporting requirements for similar if not equal type of work.	9.00	Provide a minimum of 40 hours of consistant service per week Detailed budget, in alignment with City's budget, detailed explanation of quality improvement and has data analysis incorporated into management	8.33	Covers a 12 hour stretch on week days Indicates willingness to report as needed, has developed forms for reporting
Totals-Comprehensive	41.50	83 % of total points possible.	40.67	81% of total points possible.

Scoring Sheet
2020 Homeless Outreach RFP Interviews Review

Selection Criteria Based on a score of 1-10 for each primary category	BACS Scores	BACS Interview Comments	Operation Dignity Scores	Operation Dignity Interview Comments
<p>The overall presentation and the response to Question 1 should speak to the following review criteria: Sections a. Experience, b. Qualifications, and c. Communication (maximum of 10 points)</p> <p>Question 1: Question 1) How would your team normally communicate with the City's Homeless Initiatives Program Manager, Public Work's Primary Contact, and the Police Department during a typical outreach service week?</p>	<p>8.00</p>	<p>*Did not provide a complete answer to this question-only mentioned using "google doc " and weekly calls with other providers.</p> <p>*Already in Berkeley, nice fit with HRC hub. 130 clients in navigation now. In other cities do a daily log in google docs shared, every day outreach is out they document where they go and how many individuals, any needs, once a week phone call to go over any issues and modify approaches if necessary, is primary form to communicate because it is real time and easily accessible. Also weekly coordination calls in Berkeley with other providers. Referral list in Hayward developed with first responders. Asked if they could share Google doc with City Housing staff; they said yes.</p>	<p>9.00</p>	<p>*Provided a more comprehensive answer including mentioning what the RFP asked for and spending time with city staff to have in-person meetings focusing on expectations, conducting a client survey to identify what has worked and not worked.</p> <p>* (Op Dig) was first to provide tracking per their rep. Innovative approaches (indicates flexibility). Said answer to this was predicated on RFP and past experience but is flexible in comm. Approach. Would work with City to establish street outreach schedule for max impact. In Oakland are in daily contact w/staff.</p>
<p>Overall presentation and response to Question 2 should speak to the following review criteria: Sections a. Experience, b. Qualifications, c. Communication, d. Outreach and Placement, and e. Budget Compliance (maximum of 10 points)</p> <p>Question 2: What methodologies, and at what intervals, would your team normally provide informal and formal reports to the City regarding housing placements, supportive service connection facilitation, County Hub and meeting updates, flex fund use, and general outreach activities?</p>	<p>8.33</p>	<p>*Mentioned weekly ongoing contact with Program Manager Monthly reporting of all activity, including general expense ledger.. RFP was thorough and robust and did not believe anything important was omitted.</p> <p>*In addition to google docs also monthly reporting with total housing placements, expenditures of funds, ratios of clients served, percentages housed in PSH, documenting service linkages. Quarterly in addition to standard reporting (expenditures etc.) provide a "dashboard" of relevant data including demographic detail on housing placement and services provided.</p>	<p>8.67</p>	<p>*Mentioned surveys, reports, bookkeeping, meetings, with service providers and city staff. When asked about RFP said an important point that was not asked was how to maintain motivation among staff when they may not have specific resources to offer but still need to provide support and resources. Also mentioned documentation fatigue (from clients re. intake paperwork given slow placement process assoc. with limited housing units).</p> <p>*Also indicates flexibility to adapt to City's preferences, in current contracts (Oakland and Alameda) are providing reporting and staff are trained in HMIS. Monthly. Also collect info that is not in HMIS, encampment based (headcount, demographics, qualitative experiences of clients) keep track of different referrals provided (FFD, shelter, services) log of items handed out. Is all provided to City each month. Re: flex - manage \$500k in Oakland/Kaiser funds, funds tied to specific clients, participate in CES case consultation etc. meetings,</p>
<p>Totals</p>	<p>16.33</p>	<p>81.6 % of total possible points</p>	<p>17.67</p>	<p>88.3 % of total possible points</p>