



North Penn Housing/Homeless Providers Network

Request for Information: Centralized Intake and Referral for Housing and Homeless Services Pilot Project Operations

I. GENERAL INFORMATION

Purpose

The purpose of this request for information (RFI) is to identify organizations and their approaches to managing an 18-month housing and homeless service pilot project as outlined below.

Introduction

The North Penn Housing/Homeless Providers Network (the Network) is a collaborative partnership between non-profit housing and homeless service providers in the North Penn region, the North Penn Community Health Foundation, the North Penn United Way and the Montgomery County Department of Housing & Community Development. This partnership was developed in response to observations reported in *An Independent Assessment of the Health, Human Services, Cultural and Educational Needs of Montgomery County*, a copy of which can be viewed at www.npchf.org. In this report, the authors noted the extreme fragmentation of human services and the toll the fragmentation takes on both consumers and service providers. From early discussions, this group agreed that it should explore collaborative solutions.

In 2008, the Network initiated a strategic planning process facilitated by Capacity for Change, LLC, a public interest consulting group. The goal of the activity was to create a vision, model and strategic plan for the development of a consumer-driven, effective and coordinated housing system for the North Penn region that provides a comprehensive continuum of care to families and individuals who are homeless or at-risk for becoming homeless. The Network selected the North Penn region as the pilot site in hope that the pilot would demonstrate a new service delivery strategy that could ultimately be replicated across all Montgomery County, PA communities.

Timeline

RFI Timeline dates are as follows:

- RFI available to interested respondents on March 2, 2009
- RFI informational meeting:

March 18, 2009 from 9:00am-10:30am
The North Penn Community Health Foundation
2506 North Broad Street
Colmar, PA 18195
215-716-5400

- RFI responses due by April 17, 2009

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	<p>homeless or at-risk for homelessness in the North Penn region</p> <ul style="list-style-type: none"> • Establish a secure, confidential centralized consumer/provider information database system that: <ul style="list-style-type: none"> ○ Collects and analyzes data on homeless activities in the North Penn region needed to improve the quality of housing and homelessness programs and services ○ Connects easily to other regional systems and databases • Create new training, employment and professional development opportunities for qualified staff serving as intake and referral operators
<p>Governance</p>	<p>Steering Committee</p> <ul style="list-style-type: none"> • Reflects a broad range of active project participants, including Pilot Network providers, funders, operational partners and constituents • Reviews and adopts policies and protocols recommended by the Pilot Project Operator • Collaborates to catalyze and lead the effort <p>Advisory Committee</p> <ul style="list-style-type: none"> • Includes Affiliate Providers, consumers, and community stakeholders • Provides the Steering Committee and Pilot Project Operator with recommendations for the content and delivery of programs and services and ways to improve the continuum of care within the North Penn Region
<p>Pilot Project Operator</p>	<p>The Pilot Project Operator reports directly to the Steering Committee and is responsible for day-to-day Pilot operations. The management and implementation of the Pilot would, at a minimum, include the following tasks, components and/or characteristics:</p> <p>Project Management</p> <ul style="list-style-type: none"> • Provide or coordinate human and financial resources needed to support the quality, accessibility and function of the Pilot • Monitor and report progress of implementation process • Facilitate stakeholder forum(s) to inform Pilot operations and policy development • Develop Intake tool • Develop Intake Specialist training curriculum and implement it to ensure continuity of quality across all staff and providers • Develop Intake Specialist policy and procedures governing data access, use, and data dissemination • Establish, review, and monitor guidelines and procedures to ensure security and confidentiality of information within the IT system • Monitor security and confidentiality requirements for Pilot Network Providers • Monitor integrity of Intake Specialists and Pilot Network Provider input of data into the system • Monitor progress of expenditures and coordinate system funding and cost-sharing • If other functions are outsourced, provide oversight of pilot

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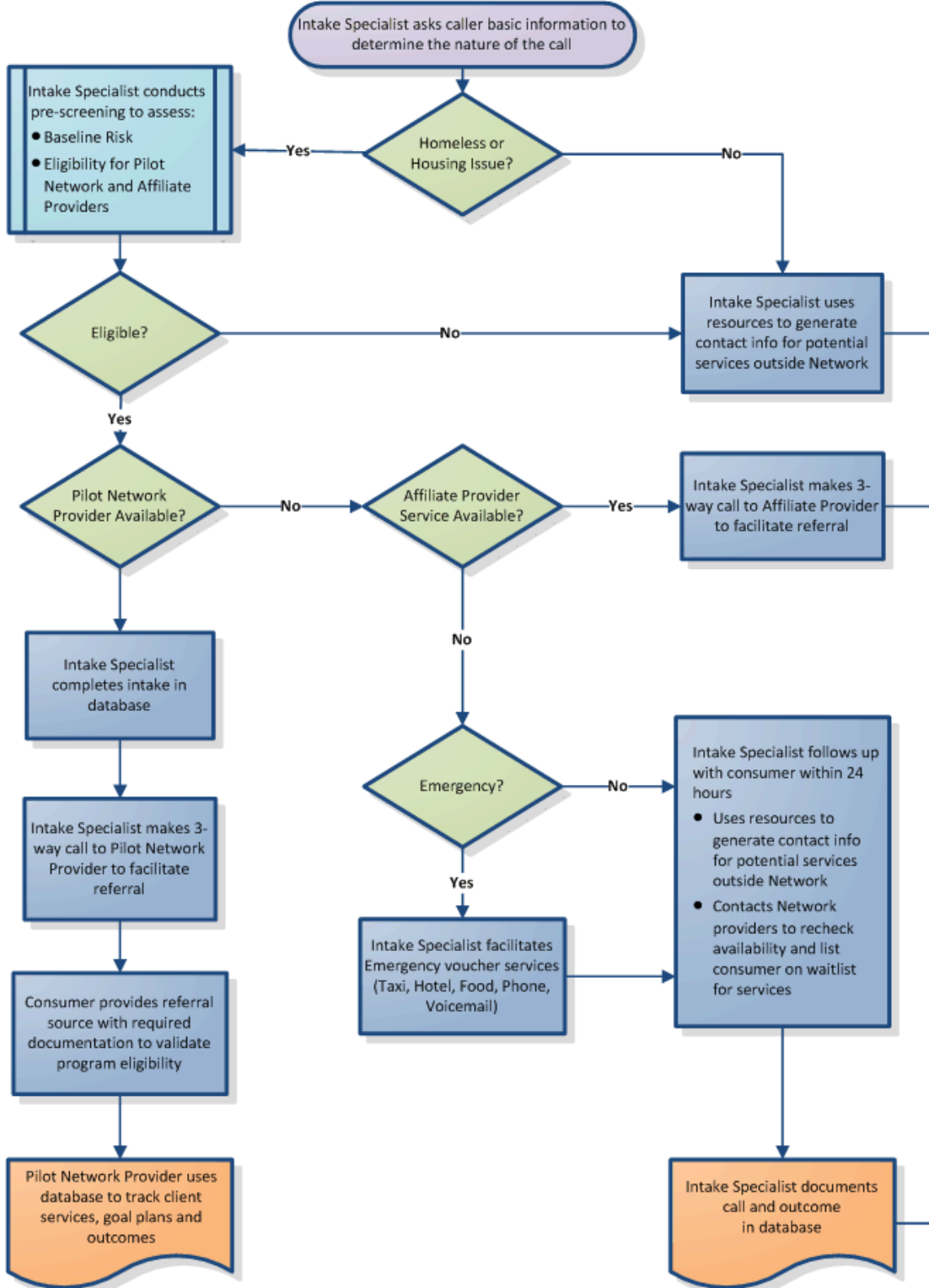
	<p>contractors</p> <p>Technology Administration</p> <ul style="list-style-type: none"> • Provide operation, security, maintenance, system auditing, and technical support of pilot central hardware, software and connectivity • Set up and manage user accounts, access levels, and passwords • Host data—storage, back up, and security • Connect information systems to Infolinkpa.org <p>Training and Technical Assistance</p> <ul style="list-style-type: none"> • Develop an Intake Specialist training curriculum and plan including background checks and confidentiality training • Provide technical and user support for software, including agency account set-up, system monitoring and testing, problem diagnosis and resolution, and routine software and information maintenance • Provide and coordinate ongoing training and technical support for the system. Support the end user in the use of the software, troubleshoot hardware and software problems by phone and onsite • Coordinate regular end-user meetings to discuss software updates, data entry, report writing and system management issues <p>Communication</p> <ul style="list-style-type: none"> • Serve as initial point of contact for Pilot Network Provider and Affiliate Provider questions and concerns • Provide ongoing outreach to agency and community leadership to cultivate and maintain support and understanding of the pilot • Maintain contact with software product developer to ensure consistent and uniform communication among product support personnel and community <p>Reporting</p> <ul style="list-style-type: none"> • Provide regular progress and aggregate data reports to the Steering Committee • Generate information on the community’s homeless and housing situation for community planning, advocacy and funder reporting requirements • Assist end users in the creation of custom reports and queries • Monitor and approve the dissemination of data collected through the system
<p>Participants</p>	<p>Consumer</p> <ul style="list-style-type: none"> • A family or individual who is homeless or at-risk for homelessness <p>Pilot Network Providers</p> <ul style="list-style-type: none"> • At least five and no more than seven social service providers that are members of the North Penn Housing and Homeless Network will participate in the 18-month Pilot • Pilot Network Providers have full access to a secure, confidential centralized consumer/provider information database system that allows it to provide consumers with efficient, unduplicated services

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	<p>and to evaluate consumer outcomes</p> <p><i>Affiliate Providers</i></p> <ul style="list-style-type: none">• An unlimited number of social service providers that serve consumers in the North Penn region can participate in the 18-month Pilot• Affiliate Providers can receive referrals from pilot Intake Specialists, but will not have full access to pilot data and information
<p>Outcomes</p>	<p>The pilot project success will be measured on the degree to which the pilot achieves the following outcomes:</p> <ol style="list-style-type: none">1. Reduced provider costs associated with intake, information and referral2. Increased number of appropriate consumer referrals3. Increased amount of meaningful provider and consumer data for program planning, housing policy development, advocacy and funding decisions4. Increased awareness and positive support for the pilot among providers, consumers, government agencies, funders and the public5. Evidence of comprehensive case planning for all clients beginning at the point of intake6. Reduced length of service for all clients entering the system during the pilot

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North Penn Housing/Homeless Provider's Network Pilot Delivery System



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III. Format for Responses to RFI

- A. Cover Letter, including the name, address and telephone number of the primary contact person. The letter should include an expression of the Responder's understanding of the current need and summarize its ideas for meeting the requirements of this RFI.
- B. Your strategies for the development and implementation of the pilot, including:
 - An overview of the design and capabilities of the proposed Operations Management Strategy
 - A detailed explanation of how the proposed program will meet the requirements discussed above, including proposed objectives and outcomes
- C. Detailed information addressing your organization's capacity and expertise to develop and operate the program
- D. Your assessment of the barriers and challenges to successful implementation of the Pilot and ways the Network and the provider can overcome these challenges
- E. Cost range estimates for the possible strategies and solution as well as schedule estimates outlining the implementation timeline [Note: The underlying assumption of this Pilot project is that cost-shifting will result in a cost-neutral solution by the end of the Pilot and that little or no new money will be needed to operate]
- F. Any other relevant considerations

The purpose of this RFI is to gather information about the goals discussed above. To the extent that simplifying assumptions are needed, respondents are encouraged to make and document such assumptions in their responses.

Inquiries and Submission of Responses

Please submit your response by email to jason@capacityforchange.com

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