

<b>AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT</b>			1. Contract Number	Page of Pages	
				1	2
2. Number DCJA-2010-R-0006-A0002	3. Effective Date See Block 16C	4. Requisition/Purchase Request No.	5. Solicitation Caption Scattered-Sites Transitional Housing Initiative (STI) Case Management Services		
6. Issued by: Office of Contracting and Procurement 441 4 <sup>th</sup> Street, NW, Suite 700S Washington, DC 20001		Code	7. Administered by (If other than line 6) Office of Contracting and Procurement 441 4 <sup>th</sup> Street, NW, Suite 700S Washington, DC 20001		
8. Name and Address of Contractor (No. street, city, county, state and zip code)  PROSPECTIVE OFFERORS		X	9A. Amendment of Solicitation No. DCJA-2010-R-0005		
Code			9B. Dated (See Item 11) August 18, 2010		
Facility			10A. Modification of Contract/Order No.		
			10B. Dated (See Item 13)		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 2 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. Accounting and Appropriation Data (If Required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACT/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14					
A. This change order is issued pursuant to (Specify Authority): 27 DCMR, Chapter 36, Contract Modifications The changes set forth in item 14 are made in the contract/order no. in item 10A.					
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.					
C. This supplemental agreement is entered into pursuant to authority of:					
D. Other (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.					
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)  The above solicitation is hereby amended as follows:  A. Delete pages 2-19 in their entirety  Insert revised pages 2 -19, See Attachment 1  B. Delete Section H.9 Subcontracting Requirement in their entirety  Insert Section H.9 - Reserved					
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.					
15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer Kenneth Hayslette			
15B. Name of Contractor	15C. Date Signed	16B. District of Columbia		16C. Date Signed	
(Signature of person authorized to sign)		Kenneth Hayslette (Signature of Contracting Officer)		07 Sept 2010	

**SECTION B: SUPPLIES OR SERVICES AND PRICE**

**B.1** The District of Columbia Office of Contracting and Procurement (OCP) on behalf of The Department of Human Services (DHS) is seeking Contractors to provide Case Management Services for participants in its Scattered-Sites Transitional Housing Initiative (STI) Program. The STI Program is a scattered site transitional housing program for homeless families which provides short- to long-term housing and case management services geared towards transitioning families to permanent housing, permanent supportive housing and/or other appropriate shelter or housing accommodations.

**B.2** The District contemplates awarding multiple firm fixed price contracts based on monthly service fee pricing with a performance pricing component

**B.3 PRICE SCHEDULE – The Contractor can propose to serve any number of the homeless families. There are approximately 250 families in the STI program.**

**B.3.1 Base Year**

Contract Line Item No. (CLIN)	Item Description	Number of Families to be Served	Unit Monthly Service Fee Price Per Family	Total Monthly Service Fee Price (# of families X Monthly Service Fee Price)	Total Annual Projected Amount of Performance Bonus Payments	Total Price (Total Monthly Service Fee X 12 plus Total Annual Projected Amount of Performance Bonus Payments )
0001	Case Management Services	_____	\$ _____	\$ _____	\$ _____	\$ _____

**B.3.2 Option Year One (1)**

Contract Line Item No. (CLIN)	Item Description	Number of Families to be Served	Unit Monthly Service Fee Price Per Family	Total Monthly Service Fee Price (# of families X Monthly Service Fee Price)	Total Annual Projected Amount of Performance Bonus Payments	Total Price (Total Monthly Service Fee X 12 plus Total Annual Projected Amount of Performance Bonus Payments )
1001	Case Management Services	_____	\$ _____	\$ _____	\$ _____	\$ _____

**B.3.3 Option Year Two (2)**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Number of Families to be Served</b>	<b>Unit Monthly Service Fee Price Per Family</b>	<b>Total Monthly Service Fee Price</b> (# of families X Monthly Service Fee Price)	<b>Total Annual Projected Amount of Performance Bonus Payments</b>	<b>Total Price</b> (Total Monthly Service Fee X 12 plus Total Annual Projected Amount of Performance Bonus Payments )
2001	Case Management Services	_____	\$ _____	\$ _____	\$ _____	\$ _____

**B.3.4 Option Year Three (3)**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Number of Families to be Served</b>	<b>Unit Monthly Service Fee Price Per Family</b>	<b>Total Monthly Service Fee Price</b> (# of families X Monthly Service Fee Price)	<b>Total Annual Projected Amount of Performance Bonus Payments</b>	<b>Total Price</b> (Total Monthly Service Fee X 12 plus Total Annual Projected Amount of Performance Bonus Payments )
3001	Case Management Services	_____	\$ _____	\$ _____	\$ _____	\$ _____

**B.3.5 Option Year Four (4)**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Number of Families to be Served</b>	<b>Unit Monthly Service Fee Price Per Family</b>	<b>Total Monthly Service Fee Price</b> (# of families X Monthly Service Fee Price)	<b>Total Annual Projected Amount of Performance Bonus Payments</b>	<b>Total Price</b> (Total Monthly Service Fee X 12 plus Total Annual Projected Amount of Performance Bonus Payments )
4001	Case Management Services	_____	\$ _____	\$ _____	\$ _____	\$ _____

**B.3.6****Grand Total**

<b>Period of Performance</b>	<b>Total Price</b>
<b>Base Year (B.3.1)</b>	\$ _____
<b>Option Year One (1) (B.3.2)</b>	\$ _____
<b>Option Year Two (2) (B.3.3)</b>	\$ _____
<b>Option Year Three (3) (B.3.4)</b>	\$ _____
<b>Option Year Four (4) (B.3.5)</b>	\$ _____
<b>Grand Total</b>	\$ _____

## SECTION C: SPECIFICATIONS/WORK STATEMENT

### C.1 SCOPE

The District of Columbia Office of Contracting and Procurement (OCP) on behalf of The Department of Human Services (DHS) is seeking Contractors to provide Case Management Services for participants in its Scattered-Sites Transitional Housing Initiative (STI) Program. The STI Program is a scattered site transitional housing program for homeless families, which provides short- to long-term housing, and case management services geared towards transitioning families to permanent housing, permanent supportive housing and/or other appropriate shelter/housing accommodations.

#### C.1.1 GOALS

The goal of the STI Program is to create the enabling conditions for program participants to achieve the following objectives: 1) identify and address barriers to obtaining and maintaining stable permanent housing; 2) identify and address barriers to obtaining and maintain economic and social self-sufficiency; and, 3) moving beyond homelessness by transitioning into permanent housing, permanent supportive housing or another appropriate shelter or housing accommodation. The primary objective of the case management services is to assist STI Program participants with achieving the aforementioned objectives. This will be achieved through: appropriate assessment of program participant's barriers, needs and strengths; addressing the identified barriers and needs by connecting program participants to effective supportive services; and, coordinating the overall services, and addressing the overall needs, of program participants to the extent possible to ensure that they achieve their goals.

### C.2 APPLICABLE DOCUMENTS

Item No.	Document Type	Title	Date
0001	D.C. Law 16-35; D.C. Official Code § 4-751.01 et seq.).	Homeless Services Reform Act of 2005, effective October 22, 2005 website <a href="http://www.ich.dc.gov">www.ich.dc.gov</a>	10/22/2005
0002	District of Columbia Municipal Regulations, 57 DCR 2704	Shelter and Supportive Housing For Individuals and Families <a href="#">Shelter Rulemaking</a>	3/26/2010

### **C.3 DEFINITIONS**

- C.3.1 Continuum of Care** - An evolving and comprehensive system of services for individuals and families who are homeless or at risk of becoming homeless designed to serve clients based on their individual level of need. The Continuum of Care may include crisis intervention, outreach and assessment services, hypothermia services, shelter, transitional housing, permanent supportive housing referral services, and other supportive services.
- C.3.2 Homeless Management Information System** – The designated software database system for tracking client information and program activities within the homeless services continuum of care.
- C.3.3 Point in Time Survey** – An annual regional enumeration of the homeless population conducted by the Metropolitan Washington Council of Governments (COG) for persons who are living on the streets, in emergency shelters, in transitional and permanent housing, or otherwise homeless and in need of help to obtain safe shelter.

### **C.4 BACKGROUND**

There are over 600 families in the District of Columbia with histories of homelessness. These families have spent several years in (or rotating in and out of) or the shelter system, and/or living doubled up with friends or family. These families face several significant barriers that prevent them from obtaining, and/or maintaining, housing stability and self-sufficiency. These barriers include: illiteracy, unemployment; underemployment; substance abuse; mental illness; chronic medical illness; disabilities; domestic/family violence; trauma; cognitive deficits; and significant deficits in social skills. In many cases, these individuals and families have been provided with shelter, supportive/social services and/or housing assistance from multiple sources on multiple occasions over the course of many years. Unfortunately, the services and assistance have been provided in an uncoordinated manner and have not adequately addressed the barriers these families face. The purpose of the STI Program is to meet the needs of this population in a coordinated manner by providing housing assistance along with varying levels of supportive services (depending on need). Supportive services are provided through case management and service coordination services.

#### **C.4.1 Target Population**

The target populations for the STI Program are homeless families that are in need of housing in a non-traditional shelter setting, in need of short to long term housing subsidies and in need of short to long term supportive services. Families to be served through this solicitation will be directly assigned to organizations awarded contracts by DHS and designated contractors/providers within the continuum of care.

#### **C.4.2 Program Description**

The STI Program is an initiative developed to provide transitional housing in a non-traditional shelter/transitional housing setting and supportive services to homeless families to ensure: family stabilization, mitigation of barriers to permanent housing and self-sufficiency, and transition to a designated appropriate housing setting (self supported unsubsidized housing, permanent subsidized housing, permanent supportive housing or an appropriate traditional shelter/transitional housing setting).

Case management providers work with families through five phases to move from homelessness to housing stability. In the first phase of the program, DHS will assign homeless families to case management providers and providers will initiate the housing process. Also during this phase the case manager will do an initial assessment with families to determine if there are any urgent needs that need to be addressed (and if so work with families to address them). Urgent needs may include: medical and/or mental health crisis, domestic violence or other safety issues, child behavioral or educational crisis, etc. During phase two, case managers ensure that families are housed in an appropriate scattered site apartment/house setting. During the third phase, case managers will conduct a full assessment with families to identify barriers, needs, and strengths and determine the need for supportive services. Providers will also work with families to develop a service plan which outlines the family's barriers and needs, outlines prescribed goals related to the attainment of self-sufficiency and the appropriate housing/shelter placement and prescribes the services needed to achieve those goals. The fourth phase of the program is to connect families to, and successfully engage them in, the needed services outlined in their service plan. The final phase of the program is to coordinate all services for the families, mediate any issues between the family and their landlord, monitor overall family progress and effectuate achievement of family goals (specifically related to designated appropriate housing placement and self-sufficiency attainment).

The housing provided under the STI Program for families to be served through this solicitation will consist of apartments and homes throughout the District of Columbia. These apartments and homes are privately owned, but the rent/lease costs are subsidized by DHS. The apartments will be located in buildings with other individuals and/or families who are not STI participants. Under the STI Program, the majority of client contact for the purposes of providing case management services will be provided in the home and/or community of the client as opposed to the office of the case manager.

All families referred for case management services will have previously been determined to need these services and will be required to participate in these services. Families will be required to participate in case management services as long as they are determined to be in need of these services. Families may terminate case management services only when the supportive services goals outlined in their

service plan are met, and/or the family and case manager mutually agree that ongoing case management services are no longer needed to achieve the goals in the service plan. DHS shall have final approval of the termination of case management services.

Respondents may propose to serve any number of families under the STI Program up to the maximum number of the current family slots in the program. Selected Contractors must accept all families assigned to them by DHS. Respondents must also propose a maximum and a minimum number of families they will serve under this Solicitation. DHS reserves the right to determine the total number of families to be served by selected contractors under this Solicitation provided the number determined by DHS corresponds with the minimum and maximum range of proposed by contractors in their proposal submission. DHS reserves the right to award several contracts for services under this Solicitation.

## **C.5 SERVICE REQUIREMENTS**

- C.5.1** Contractor shall provide the following Case Management Services as set forth in Section C.5.2 thru C.5.26.
- C.5.2** The Contractor shall assist program participants with housing placement by assisting with the identification of appropriate housing units, escorting families to view housing units, participating in lease up activities for families, assisting families with moving into housing units and coordinating the purchase of needed household items upon initial move into housing units.
- C.5.3** The Contractor shall develop and revise service plans for, and in collaboration with, program participants.
- C.5.4** The Contractor shall refer program participants to needed supportive services to achieve service plan goals. The Contractor shall ensure that program participants are receiving and engaged in needed supportive services.
- C.5.5** The Contractor shall coordinate, monitor and evaluate supportive services provided to program participants. The Contractor shall monitor and track program participants' progress towards service plan goals and assist with effectuating achievement of service plan goals (specifically attainment of designated appropriate housing/shelter placement).
- C.5.6** The Contractor shall monitor program participants' compliance with their housing lease and STI Program rules. Contractors shall serve as mediator/liaison between program participants, their landlords and service providers.
- C.5.7** The Contractor shall monitor program participants' general health and safety.

- C.5.8** The Contractor shall report any/all suspected child abuse and neglect to the appropriate authority.
- C.5.9** The Contractor shall comply with all provisions of the Homeless Services Reform Act and corresponding regulations and policies.
- C.5.10** The Contractor shall be registered as a company in good standing with the District of Columbia Department of Consumer and Regulatory Affairs.
- C.5.11** The Contractor shall provide services in accordance with all applicable federal and District of Columbia Laws, rules and regulation, including non-discrimination based on a disability and other non-discrimination laws and regulations, relevant District and local jurisdiction licensure requirements, and consistent with policies, procedures and standards promulgated by the Department of Human Services
- C.5.12** Caseloads for case managers serving families through this solicitation shall not exceed 15 families.
- C.5.13** Case managers will be required to have a minimum of one (1) contact per week with families during the first three (3) months of providing services. This contact must be face-to-face and must take place in the home or community of the family. After the first three (3) months of services, case managers will be required to have a minimum of three (3) contacts per month with families. Of these three (3) contacts, two (2) must be face-to-face and must take place in the home or community of the individual/family.
- C.5.14** Case managers will be required to ensure that families are connected to, and engaged in, supportive services as outlined in their service plan. Additionally, case managers will be required to evaluate the efficacy of supportive services their clients are receiving.
- C.5.15** The Contractor must provide case management services to children within each family as well as adults. These services shall include coordinating team meetings with service providers, parents and other relevant persons/agencies to address supportive services needs, and coordinating services to address educational needs (e.g., enrollment, attendance, performance, IEPs, etc.)
- C.5.16** The Contractor must provide case management services to adults in a way that ensures their overall well being. These services shall include coordinating team meetings with service providers and other relevant persons/agencies to address medical, mental health, educational and employment needs.
- C.5.17** The Contractor awarded contracts through this solicitation must keep information concerning clients strictly confidential and shall not divulge information to unauthorized persons. Contractors must demonstrate an ability to maintain the

confidentiality of client's information and adhere to all applicable Federal and local confidentiality laws.

- C.5.18** The Contractor shall monitor and evaluate activities of staff performing services under this solicitation. At a minimum, Contractors shall include a review of the appropriateness, quality and effectiveness of services, which shall include an assessment of family/client satisfaction with services provided.
- C.5.19** The Contractor shall develop and comply with a process for receiving, investigating and addressing client complaints and client requests for reassignment of their case manager.
- C.5.20** The Contractor shall submit a case management monthly report to the CA by the 10<sup>th</sup> day of each month (reflecting activities for the previous month). The CA will develop the specific format for the monthly reports. The Contractor shall provide the Annual Case Management Report 30 days at the end of the contract term. This report will minimally include the following information.
- a) A listing of the organizations overall caseload.
  - b) General demographic information on families within the caseload.
  - c) A description of the contact (frequency and type) with each family.
  - d) A description of the services families are engaged in and the efficacy of those services.
  - e) Levels of family/client participation.
  - f) Progress towards family service plan goals.
  - g) A listing of all staff working under the contract and their individual caseloads.
  - h) A listing and explanation of all concerns or issues related to clients or other matters.
  - i) An invoice outlining the monthly payment request based on the payment structure listed in Section C.7.
  - j) Additional documentation of compliance with service requirements, performance requirements and achievement of additional performance goals.
  - k) Copies of all unusual incident Reports.
  - l) Additional reports (annual Case Management reports, family specific reports, etc.) and family information as requested.
- C.5.21** The Contractor shall provide Client Specific Reports when requested by Contractor Administrator (CA). The Contractor shall provide requested program and financial information for evaluation and auditing purposes.

- C.5.22** The Contractor shall keep accurate and secure case files for assigned families. These case files shall include family assessments, service plans, contact notes, progress notes, service referrals, documentation of client connection to (and engagement in) supportive services and unusual incidents.
- C.5.23** The Contractor shall keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services through this solicitation. To ensure confidentiality and security, the Contractor shall keep records in a locked file controlled by appropriate applicant staff. The Contractor shall retain records for at least three (3) years following the termination of any contract. Contractors shall demonstrate an ability to ensure the confidentiality and security of records in their proposal(s).
- C.5.24** The Contractor shall report unusual incidents by FAX or telephone immediately upon the occurrence of the incident to the DHS/FSA CA (or other designated DHS staff) no later than hours or the next business day of the incident and in writing within three (3) days after incident occurrence. The report shall be on the DHS Form 1243 Unusual Incident Report Form, see Section J.10
- C.5.24.1** An **unusual incident** is an event that affects staff (Contractor employees or network provider staff) or customers and is significantly different from the regular routine or established procedures. Examples of these incidents include, but are not limited to:
1. Unusual death;
  2. Injury;
  3. Unexplained absence of a client;
  4. Physical, sexual, or verbal abuse of a client by staff or other clients;
  5. Staff negligence;
  6. Fire;
  7. Theft, destruction of property, or sudden serious problems in the physical facility;
  8. Complaints from families of clients;
  9. Requests for information from the press, attorneys, or government officials outside of DHS staff involved with the contract; and
  10. Client behavior requiring attention of staff not usually involved in their care.
- C.5.25** The Contractor shall enter client data and related program information into the Homeless Management Information System as designated by DHS.
- C.5.26** The Contractor shall participate in the Annual Point in Time Enumeration for the District of Columbia.

**C.6 ADDITIONAL PERFORMANCE GOALS**

**C.6.1** The Contractor shall be eligible to receive additional payments (performance bonuses) above the amounts paid monthly based on the flat service fee pricing (related to number of families served and compliance with service requirements). The additional performance measures that these performance bonuses will be based on (and the requirements for receiving these payments) are set forth in Section C.6.1.1 thru C.6.1.3.

**C.6.1.1** The additional performance goals that performance bonuses will be based on are as follows; (1) family achievement of designated housing placement (self-supported unsubsidized permanent housing, permanent subsidized housing, permanent supportive housing or an appropriate traditional shelter/transitional housing placement), (2) increased family income due to attainment of employment goal(s), and (3) the time frame in which the aforementioned additional performance goals are achieved.

**C.6.1.2** The Contractor's performance bonuses will be paid based on the submission of required documentation of the achievement of these additional performance goals for the family in which a performance bonus payment request is submitted. Specific required documentation and the process for verifying achievement of goals is listed in the Performance Bonus Payment Chart in Section C.7.1.5.

**C.6.1.3** The specific payment structure, payment caps and correlation between the time frame in which these additional performance goals were achieved and the amount of the performance bonus payments are listed in Section C.7.

**C.7 BUDGET DEVELOPMENT & PAYMENT STRUCTURE**

**C.7.1** The Offeror shall develop a budget to be submitted with their proposals. The budget shall include the proposed flat monthly service fee per family and the projected annual amount of performance bonus payments related to the provision of case management services provided under this solicitation. The District will provide funding for case management services under this solicitation in two categories: 1) flat monthly service fee pricing based on the number of families serviced as well as Contractor compliance with the service requirements listed in Section C.5; and 2) achievement of the additional performance goals listed in Section C.6.

**C.7.1.1** The funding/payments for category one (as listed in Section C.7.1) shall be considered the Contractor's service fee. This fee shall be comprised of the total proposed cost (including salary/per diem, travel expenses, supplies and materials for case managers as well as all other related Contractor administrative and indirect costs) to provide case management services as required in Section C.5.

**C.7.1.2** The flat monthly service fee shall be subject to compliance with the service requirements listed in Section C.5. Non-compliance with any service requirements will result in a reduced payment to Contractors. There are a total of 25 service

requirements. Therefore, each service requirement represents 4 % of the total monthly service fee payment amount. Ten of these service requirements (C.5.2, C.5.3, C.5.4, C.5.5, C.5.6, C.5.7, C.5.13, C.5.154 C.5.15 and C.5.16) relate to services provided directly to each individual family. Therefore, these service requirements combined represent 40% of the total combined monthly service fee payment for each individual family. Fifteen of these service requirements (C.5.8, C.5.9, C.5.10, C.5.11, C.5.12, C.5.17, C.5.18, C.5.19, C.5.20, C.5.21, C.5.22, C.5.23, C.5.24, C.5.25, and C.5.26) relate to services provided generally under the contract. Therefore, these service requirements combined represent 60% of the total combined monthly service fee payment for all families.

**C.7.1.3** Non-compliance with any of the service requirements listed in Section C.7.2 that relate to services provided directly to each individual family will result in a reduction of the monthly service fee payment by 4% for each service requirement that has not been complied for each individual family that the non-compliance corresponds with.

**C.7.1.4** Non-compliance with any of the service requirements listed in Section C.7.2 that relate to services provided generally under the contract will result in a reduction of the monthly service fee payment by 4% for each service requirement that has not been complied with for all families (i.e., the reduction will be applied to the 60% portion of the combined total amount of the monthly service fee for all families as listed in Section C.7.3). The chart below outlines the required documentation that the Contractor would need to submit to demonstrate compliance with service requirements and the process DHS will utilize to verify compliance.

*Service Requirement Compliance Documentation and Verification Chart*

<b>Service Requirement</b>	<b>Required Documentation</b>	<b>Verification Process</b>
Contractors shall assist Program participants with Housing placement by assisting with the identification of appropriate housing units, escorting families to view housing up activities for families, assisting families with moving into housing units and coordinating the purchase of needed household items upon initial move into housing units.	Monthly reports listing names and clients that were assisted and a summary of the assistance.	Review of reports, client interviews and/or landlord interviews by DHS staff.
Contractors shall develop and revise service plans for, and in collaboration with, program participants.	Completed service plans in client files with client signatures.	Review of service plans and client interviews by DHS staff.
Contractors shall refer program participants to needed supportive services to achieve service plan goals. Contractors shall ensure that program participants are receiving and engaged in needed supportive services.	Completed service plans, contact notes, referral forms and documentation of client contacts which confirmed service engagement.	Review of service plans, contact notes, referral forms, documentation of client contacts which confirmed service engagement and client interviews by DHS staff

Contractors shall coordinate, monitor and evaluate supportive services provided to program participants. Contractors shall monitor and track program participants' progress towards service plan goals and assist with effectuating achievement of service plan goals (specifically attainment of designated appropriate housing/shelter placement).	Monthly reports highlighting activities undertaken to comply with this requirements, Contact notes and service plans included in client files.	Review of reports, contact notes, service plans and client interviews by DHS staff.
Contractors shall monitor program participants' compliance with their housing lease and STI Program rules. Contractors shall serve as mediator/liason between program participants, their landlords and service providers.	Monthly reports highlighting activities undertaken to comply with this requirements, Also, contact notes and other documents included in client files.	Review of reports and client files. Interviews with clients, landlords and service providers. By DHS staff.
Contractors shall monitor program participants' general health and safety.	Documentation of health screenings, medication management and health conditions included in client files.	Review of client files, client interviews and interviews of medical providers by DHS staff.
Contractors shall report any/all suspected child abuse and neglect to the appropriate authority.	Monthly reports detailing any/all reports of suspected child abuse or neglect made.	Review of reports, client interviews and/or interviews with Child and Family Services staff.
Contractors shall comply with all provisions of the Homeless Services Reform Act and corresponding regulations and policies.	Statements of compliance in monthly reports.	Review of reports and files, monitoring visits and client interviews by DHS Staff.
Contractors shall be registered as a company in good standing with the District of Columbia Department of Consumer and Regulatory Affairs.	Certification from the Department of Consumer and Regulatory Affairs.	Receipt and review of certification.
Contractors shall provide services in accordance with all applicable federal and District of Columbia Laws, rules and regulation, including non-discrimination based on a disability and other non-discrimination laws and regulations, relevant District and local jurisdiction licensure requirements, and consistent with policies, procedures and standards promulgated by the Department of Human Services.	Statements of compliance in monthly reports.	Review of reports and files, monitoring visits and client interviews by DHS Staff.
Caseloads for case managers serving families through this solicitation shall not exceed 15 families.	Monthly reports including case manager names and names of family on their caseload. Client files reflecting the assigned case manager's signature on documents.	Review of reports and files, monitoring visits and client interviews by DHS Staff.
Case managers will be required to have a minimum of one (1) contact per week with families during the first three (3) months of providing services. This contact must be face-to-face and must take place in the home or community of the family. After the first three (3) months of services, case managers will be	Monthly reports including contact notes listing summaries of case manager contacts with client, including date, time, location and client signature.	Review of reports, client files and contact notes. Monitoring visits and client interviews by DHS Staff.

required to have a minimum of three (3) contacts per month with families. Of these three (3) contacts, two (2) must be face-to-face and must take place in the home or community of the individual/family.		
Case managers will be required to ensure that families are connected to, and engaged in, supportive services as outlined in their service plan. Additionally, case managers will be required to evaluate the efficacy of supportive services their clients are receiving.	Monthly reports highlighting activities undertaken to comply with this requirements, Contact notes, service plans and service provider evaluation documents.	Review of reports and client Files. Interviews with clients service providers by DHS staff.
Contractors must provide case management services to children within each family as well as adults. These services shall include coordinating team meetings with service providers, parents and other relevant persons/agencies to address supportive services needs, and coordinating services to address educational needs (e.g., enrollment, attendance, performance, IEPs, etc.)	Contact notes, service plans and summaries in client files highlighting compliance with this requirement.	Review of contact notes, service plans and summaries in client files. Interviews with clients, District agency staff and service providers by DHS staff.
Contractors must provide case management services to adults in a way that ensures their overall well being. These services shall include coordinating team meetings with service providers and other relevant persons/agencies to address medical, mental health, educational and employment needs.	Contact notes, service plans and summaries in client files highlighting compliance with this requirement.	Review of contact notes, service plans and summaries in client files. Interviews with clients, District agency staff, employers and service providers by DHS staff.
Contractors awarded contracts through this solicitation must keep information concerning clients strictly confidential and shall not divulge information to unauthorized persons. Contractors must demonstrate an ability to maintain the confidentiality of client's information and adhere to all applicable Federal and local confidentiality laws.	Written plan for complying with requirement. Statements confirming compliance with requirement.	Receipt and review of plan. Monitoring v interviews with clients and staff.
Contractors shall monitor and evaluate activities of staff performing services under this solicitation. At a minimum, Contractors shall include a review of the appropriateness, quality and effectiveness of services, which shall include an assessment of family/client satisfaction with services provided.	Monthly reports including summaries of all activities undertaken to comply with this requirement as well as documents and forms (including completed client satisfaction forms) outlining processes and procedures outlined in requirement.	Receipt and review of reports, forms and documents. Monitoring visits, and interviews with staff and clients.
Contractors shall develop and comply with a process for receiving, investigating and addressing client complaints and client requests for reassignment of their case manager.	Submission of, and statements of compliance with, written process for receiving, investigating and addressing client complaints and client requests for reassignment of their case	Receipt and review of written process document and corresponding forms. Review of forms completed by clients and actions taken by contractor to respond to complaints and requests. Interviews with

	manager with corresponding forms Ongoing submission of forms completed by clients as well as summaries of actions taken to respond to complaints and requests.	clients.
Contractors shall submit a case management monthly report to the CA by the 10 <sup>th</sup> day of each month (reflecting activities for the previous month). The CA will develop the specific format for the monthly reports.	Timely submission of completed reports including all required information.	Receipt and review of reports.
The Contractor shall provide Client Specific Reports when requested by Contractor Administrator (CA). The Contractor shall provide requested program and financial information for evaluation and auditing purposes.	Timely submission of requested reports and financial information.	Receipt and review of reports.
Contractors shall keep accurate and secure case files for assigned families. These case files shall include family assessments, service plans, contact notes, progress notes, service referrals, documentation of client connection to (and engagement in) supportive services and unusual incidents.	Client files including all required information in a secure location.	Monitoring visits and reviews of client files by DHS staff.
Contractors shall keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services through this solicitation. To ensure confidentiality and security, Contractors shall keep records in a locked file controlled by appropriate applicant staff. Contractors shall retain records for at least three (3) years following the termination of any contract. Contractors shall demonstrate an ability to ensure the confidentiality and security of records in their proposal(s).	Completed records, activity summaries, evaluations and staff files in locked cabinets in secure locations. Outline in proposal demonstrating ability to ensure the confidentiality and security of records.	Monitoring visits and reviews of activity summaries, evaluations and staff files by DHS staff.
The Contractor shall report unusual incidents by FAX or telephone immediately upon the occurrence of the incident to the DHS/FSA CA (or other designated DHS staff) no later than hours or the next business day of the incident and in writing within three (3) days after incident occurrence. The report shall be on the DHS Form 1243 Unusual Incident Report Form, see Section J.10	Timely submission of completed unusual incident reports.	Receipt and review of unusual incident forms Interviews with clients and staff.
The Contractor shall enter client data and related program information into the Homeless Management Information System as designated by DHS.	Submission of client data and program information.	Monitoring of the data entered into the Homeless Management Information System.
The Contractor shall participate in the Annual Point in Time Enumeration for the District of Columbia.	Submission of completed client surveys.	Review of surveys completed by Contractor and client interviews.

**C.7.1.5**

The funding for category two (as listed in Section C.7.1) shall be considered the Contractor's performance bonuses payments. Performance bonus payments shall be in addition to any/all flat monthly service fee payments. Performance bonus payments shall be based on the achievement of additional performance goals as listed in Section C.6. Specific performance bonus payment amounts shall be based on the specific additional performance goal that is achieved, the time frame in which specific additional performance goals were achieved and the maximum payment caps for performance bonus payments. For example, the maximum total amount of performance bonus payments issued to any Contractor, on a quarterly basis, shall be 35% of the total quarterly maximum monthly service fee payment amount for all families (e.g. \$900 flat monthly service fee per family x 20 families x 3 months equals \$54,000 x 35% equals a quarterly cap of \$18,900). The maximum total amount of performance bonus payments issued to any Contractor, on an annual contract basis, shall be 20% of the total maximum annual contract value for flat monthly service fee payments (e.g. \$900 flat monthly service fee per family x 20 families X 12 months equals \$216,000 x 20% equals an annual contract cap of \$43,200). The performance bonus payment structure is listed in the chart below.

***Performance Bonus Payment Structure Chart***

<b>Time Frame for Performance Goal Achievement</b>	<b><i>Performance Goal Category</i></b>			<b>Required documentation and verification</b>
	<b>Family achievement of designated housing/shelter placement</b>	<b>Required documentation and verification</b>	<b>Increased family income due attainment of employment goal(s).</b>	
Payment per family for achievement in 1 to 3 months	35% (of annual value of monthly service fees per family)	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from client verifying Contractor's assistance with placement.	30% (of annual value of monthly service fees per family)	Letter from client employer and paystubs. Signed statement from client verifying Contractor's assistance with placement.
Payment per family for achievement in 4 to 6 months	30% (of annual value of monthly service fees per family)	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from client verifying Contractor's assistance with placement.	25% (of annual value of monthly service fees per family)	Letter from client employer and paystubs. Signed statement from client verifying Contractor's assistance with placement.
Payment per family for achievement in 7 to 9 months	25% (of annual value of monthly service fees per family)	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from	20% (of annual value of monthly service fees per family)	Letter from client employer and paystubs. Signed statement from client verifying Contractor's

		client verifying Contractor's assistance with placement.		assistance with placement.
Payment per family for achievement in 10 to 12 months	20% (of annual value of monthly service fees per family)	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from client verifying Contractor's assistance with placement.	15% (of annual value of monthly service fees per family)	Letter from client employer and paystubs. Signed statement from client verifying Contractor's assistance with placement.
Payment per family for achievement in 13 to 15 months	15% (of annual value of monthly service fees per family)	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from client verifying Contractor's assistance with placement.	10% (of annual value of monthly service fees per family)	Letter from client employer and paystubs. Signed statement from client verifying Contractor's assistance with placement.
Payment per family for achievement in 16 to 18 months	10% (of annual value of monthly service fees per family)	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from client verifying Contractor's assistance with placement.	5% (of annual value of monthly service fees per family)	Letter from client employer and paystubs. Signed statement from client verifying Contractor's assistance with placement.
Payment per family for achievement in 19 to 24 months	5% (of annual value of monthly service fees per family)	Lease or housing program contract verifying client placement. Confirmation of placement by landlord or housing program staff. Signed statement from client verifying Contractor's assistance with placement.	N/A	Letter from client employer and paystubs. Signed statement from client verifying Contractor's assistance with placement.

**\*Note that Contractors shall not receive more than the maximum quarterly or annual performance bonus payment caps (per family or per contract) as listed in this Section above. Therefore, regardless of achievement of multiple performance goals in time frames that would bring the total combined percentage above these caps, maximum performance bonus payment caps shall not be exceeded.**

#### C.7.1.4

The Offeror must complete and submit a proposed budget that lists the total proposed flat monthly service fee per month per family. Additionally, Contractors must all include the total amount they anticipate to receive in performance bonuses payments for the annual contract period. An example of a proposed budget would be as follows.

Number of Families to be served: 20 families  
 Total Monthly Case Management Fee: \$900 per month per family

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Total Requested Service Fee Funding Per Month: \$18,000 (based on a total of \$900 per month per family x 20 families)

Total Requested Service Fee Funding for Year: \$216,000 (based on \$18,000 per month x 12)

Total Projected Annual Amount of Performance Bonuses: \$40,000

Grand Total: **\$256,000**

**C.7.1.5** The Offeror must complete the pricing charts listed in Section B.3 based on their proposed budget. Respondents must complete all pricing charts for the Base Year and all Option Years based on proposed pricing. Respondents must complete the pricing charts based on the pricing/payment criteria listed in Section C.7.

**C.8 MONITORING AND EVALUATION**

**C.8.1** The CA & program staff within the Family Services Administration of the Department of Human Service will monitor and evaluate the performance of Contractors in accordance with the scope of work and related service delivery standards as set forth in this solicitation. The CA and program staff will make periodic scheduled and unscheduled monitoring visits to review records and discuss the scope of work in relation to the services being rendered. Program staff and representatives from the DHS Office of Accountability will also make site-based monitoring visits and interview STI Program participants to get their feedback on the efficacy of the case management services being provided.

**C.8.2** The Office of Accountability within the Department of Human Services will monitor Contractor compliance with the Homeless Services Reform Act of 2005 and all other applicable laws and regulations. Staff from the Office of Accountability will conduct a minimum of one (1) annual monitoring review of each Contractor. Additionally, the Office of Accountability will receive and investigate unusual incidents and complaints related to the services provided by each Contractor.

ATTACHMENT 2

Question from Potential Offerors on the Scattered-Sites Transitional  
Housing Case Management Services  
Solicitation Number DCJA-2010-R-0006

Q 1: What is the consequence for client non-compliance within the scattered site program re:  
(1) Program compliance  
(2) Case management  
(3) service plan goals

A 1: Clients can be terminated or transferred from the program for non-compliance with any of the areas listed above. DHS expects that the case manager will work with clients who are not complaint to push them towards compliance. The range of consequences can be warnings initially to termination or transfer after client has been given ample opportunities to comply.

Q 2: What is current monthly service rate per family

A 2: Currently this service is provided through a contract with The Community Partnership for the Prevention of Homelessness and the pricing structure is different in this solicitation.

Q 3: Is the rate based on family?

A 3: See response to Question 2

Q 4: Who are the current case management providers

A 4: See response to Question 2 - However, upon award the selected contractors will be given information on (and connected to) the current contractors for the purposes of transitioning clients.

Q 5: How many past performance evals are required

A 5: At least three (3) public agencies outside of the Government of the District Columbia

Q 6: Re: housing performance incentive and employment performance incentives etc. while compiling budget projections how are these incentives to be factored in. Please provide example

A 6: Potential offerors should project the total annual amount to be received regarding these incentives and list that amount in the pricing charts in Section B in the solicitation as outlined – See Section C.7.1.4 for example.

Q 7: What is the expected time frame for receiving another family after a family has been successfully placed in permanent housing?

A 7: The time frame may vary but should be no longer than 5-7 business days

Q8: Can Department of Human Services provide past performance Evaluations.

A8: No - According to Section L.2.1.2 – References - **At least three (3) public agencies outside of the Government of the District Columbia**

*Q 9: What is the determination about the 35% requirement on CBE subcontracting?*

*A 9: The Director of OCP has waived the 35% requirement on CBE subcontracting for this solicitation. The reference to subcontracting requirement in Section H.9 will be deleted in its entirety.*

*Q 10: What is the website for CBE registration?*

*A 10: The website for CBE registration is <http://tsdhe.dslbd.dc.gov/company/Register.aspx>*

**ATTACHMENT 3**

ATTACHMENT 3

SIGN-IN SHEET  
FOR  
PRE-PROPOSAL CONFERENCE

SOLICITATION NO: DCJA-2010-R-0006

CAPTION: Scattered-Sites Transitional Housing Case Management Services

DATE: August 30, 2010  
TIME: 11:00 A.M.

PLEASE PRINT

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