

**Flint-Genesee County  
Continuum of Care  
Coordinated Entry and  
Housing Assessment Referral  
Agency**

REQUEST FOR PROPOSAL

Greater Flint Health Coalition  
Infrastructure Organization/Collaborative Applicant  
Flint-Genesee County Continuum of Care  
MI-505 CoC  
120 W First Street  
Flint, MI 48502

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## Section 1. Introduction and Overview

The Flint-Genesee Continuum of Care (CoC) is seeking proposals to build capacity within its Coordinated Entry (CE) system and the Housing Assessment Referral Agency (HARA), with an integrated approach to provide a centralized intake/entry, assessment, and housing resources for individuals and families at risk of or experiencing homelessness as defined by the HEARTH Act of 2009, Section 103. The goal of the CoC is to have a collaborative systemic response to support the goal of preventing and ending homelessness by ensuring that all individuals and families, in the CoC's geographic area, who are at risk of or experiencing homelessness are identified, assessed for service needs and housing opportunities, and connected to permanent housing. This integrated approach prioritizes those with the most intensive service needs and housing barriers as defined by Department of Housing and Urban Development (HUD) and Michigan State Housing Development Authority (MSHDA).

## Section 2. RFP Schedule and Proposal Submission

Provided below is the anticipated schedule of events. The Greater Flint Health Coalition reserves the right to adjust the schedule and to add/remove specific events to meet the unique needs of this RFP.

Release of RFP	Monday, June 2, 2025
RFP Information Session	Thursday, June 12, 2025, 1:00 P.M.
Deadline for Questions	Friday, June 13, 2025, 1:00 P.M.
Responses to Questions released	Wednesday, June 18, 2025
Submission Deadline	Thursday, July 3, 2025, 4:00 P.M.

### 2.1 RFP Information Session

Date & Time: Thursday June 12, 2025 at 1:00 PM

Join Zoom Meeting:

<https://us02web.zoom.us/j/81801364798?pwd=sft8E0bjquyeB2jg9OYXbceDP5jioZ.1>

Dial-in number (US): +1 309 205 3325

Meeting ID: 818 0136 4798

Passcode: 145347

A recorded version of the webinar will be posted on the Flint-Genesee County's COC website [Flint/Genesee County Continuum of Care \(geneseehousing.org\)](https://www.geneseehousing.org/).

### 2.2 Submitting Written Questions

Submit all questions to [housing@flint.org](mailto:housing@flint.org) by 1:00 PM EST on Friday June 13, 2025. Questions submitted by the deadline will be responded to in writing and posted at [Flint/Genesee County Continuum of Care \(geneseehousing.org\)](https://www.geneseehousing.org/).

## 2.3 Submission Instructions

Proposal materials must be submitted electronically in PDF format, including all attachments, to [housing@flint.org](mailto:housing@flint.org) no later than Thursday July 3, 2025 at 4:00 PM EST. CE and HARA RFP APPLICATION should be noted in the subject line. **Late submissions and/or incomplete applications will not be accepted.**

Submission is limited to ten pages (not including attachments) and must be written in Arial, twelve font size, and single spaced with one-inch margins. Attachments should be labeled and submitted as individual files.

## Section 3. Expectations and Requirements

Selected Applicant will meet the below minimum expectations and requirements to implement a Coordinated Entry System that includes access, assessment, prioritization, and referrals.

### 3.1 Expectations

1. Collaborate with Street Outreach funded agencies and other teams who provide services to unsheltered persons in the CoC that connect them to shelter and housing opportunities.
2. Oversee the implementation of the CoC's CE/HARA policies and procedures, as well as offer suggestions for changes to the policies and procedures that will enhance meeting the goal of ending homelessness.
3. Complete the appropriate Coordinated Entry System Assessment (CESA), Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) and/or other CoC designated assessment tool of client needs and goals within the HMIS workflow.
4. Facilitate Interagency Service Team (IST) and Quality By-Name List (QBNL) committees to assist with moving individuals and families to permanent housing.
5. Utilize homeless prevention and diversion activities to prevent person(s) and household entering emergency shelters by providing immediate alternative housing arrangements and resources to help them return to stable housing.
6. Obtain any documentation necessary for housing placement and connecting those individuals and families to the appropriate resources and housing provider as determined by the CE structure.
7. Respond to urgent/emergent needs as determined by the COC membership, street outreach, other partners, and those seeking services.
8. Connect individual and families to emergency shelter, if desired.
9. Effectively utilize programs that optimize participant self-sufficiency.
10. Provide ongoing contact with participants to ensure connection to housing match and continuity of care.
11. Maintain a flexible, fair, and accessible path to assessment and referral to the appropriate housing intervention in partnership with the agencies of the CoC.
12. Demonstrable spirit of flexibility, consistency, and kindness in work with participants, CoC and partners.
13. Match appropriate level of housing and services based upon need.
14. Develop and implement a policy and procedure that addresses the needs and safety of individuals and families that are experiencing trauma or a lack of safety related to, or fleeing or attempting to flee, domestic violence, dating violence, sexual assault, stalking (including human

trafficking), or other dangerous, traumatic, or life-threatening conditions related to the violence against the individual or a family member in the individual's or family's current housing situation, including where the health and safety of children are jeopardized.

### 3.2 Requirements

1. Enter into a Memorandum of Understanding (MOU) to ensure a successful transition process is in place for any future awarded organization to conduct the CE/HARA functions as directed by the CoC.
2. Maintain QBNL and Housing Inventory.
3. Establish and maintain point of contact for housing providers to ensure participants are connected to a housing solution.
4. Follow protocol established within the CE/HARA for referral to housing interventions.
5. Adhere to the CoC Coordinated Approach System Policies and Procedures and the CoC Standard Operating Procedures (SOP).
6. Provide monthly data reporting on metrics demonstrating the performance of coordinated entry.
7. Input of all data into the HMIS system in a timely and accurate manner.
8. Participate in the CoC membership meetings, Outreach Committee, and the Coordinated Approach Planning and Implementation Committee, and other meeting requested by the Governance Council in advance.
9. Prepare and submit CE monthly report to the designated Infrastructure Organization/Collaborative Applicant including but not limited to the number of calls, intakes, shelter referrals, overflow referrals and diversions.
10. Submit HARA quarterly reports as outlined in each Emergency Solutions Grant (ESG) contract.
11. Provide monthly updates on outcomes achieved, barriers encountered, and communication of new developments to the CoC Governance body and membership.
12. Provide adequate staff to build capacity for the homeless referral source by assessing and prioritizing the needs of those at risk and experiencing homelessness and connecting them with appropriate support services, shelter (if desired), and permanent housing in a timely manner.
13. Facilitate the CoC adopted prioritization process as outlined in the approved CE Policies and Procedures.
14. Identify the most appropriate resources for which the household may be eligible and provide this information to the household both verbally and in a written form.
15. Comply with all Michigan State Housing Development Authority (MSHDA) reporting requirements.

## Section 4. OUTCOMES AND PERFORMANCE MEASURES

### 4.1 Expected Outcomes

Measuring performance is a critical aspect of improving service delivery and ensuring effectiveness. The following performance measures outline the expectations of the applicant's performance in reference to operating the CE and HARA. These measures align with local and federal benchmarks and will be captured in the Homeless Management Information System (HMIS). The measures identified below are intended to serve as a benchmark for success, therefore, timely data entry and data quality is necessary to track progress toward meeting the CoC performance Outcomes.

## 4.2 Monitored Performance Measures

1. Reduce and/or maintain baseline metrics for the length of time people are experiencing homelessness; 60 days for Permanent Supportive Housing, 15 days for Rapid Rehousing, 180 days for Transitional Housing)
2. Reduce and/or maintain baseline metrics for the number of people returning to homelessness; ≤ 10% of participants return to homelessness within 12 months of exit to permanent housing
3. Reduce and/or maintain baseline metrics for the overall number of people experiencing homelessness; 500 people counted in 2025 Point In Time Count
4. Reduce and/or maintain baseline metrics for the number of people becoming homeless for the first time; determine baseline then work to reduce and/or maintain

## Section 5. CONTRACT TERMS AND CONDITIONS

### 5.1 Offer

The offer of the right to negotiate a contract pursuant to this RFP is dependent upon the availability of funding to the Flint-Genesee County COC. Flint-Genesee County COC will support the CE and HARA systems through HUD's Continuum of Care funding made available by HUD to support these activities. The Flint-Genesee County COC current grant amount is \$124,374. This amount is subject to change based on HUD's annual allocations.

### 5.2 Term

The term of the contract will be twelve (12) months from date of execution with annual renewals for up to five years if funds are available, and the contract expectations with satisfactory annual performances are being met.

## Section 6. EVALUATION AND AWARDS PROCESS

### 6.1 Selection Process

The CoC's Independent Review Team (IRT) will evaluate proposals, including any confidential information, submitted in response to this RFP. Only proposals that comply with all instructions and requirements described herein will be reviewed, rated, and scored. Proposals that fail to comply with all instructions will be rejected without further consideration. Attempts by any Applicant (or representative of any Applicant) to contact or influence any member of the IRT may result in disqualification of the applicant.

It is the intent of the COC to conduct a comprehensive, fair, and impartial evaluation of proposals received in response to this RFP. When evaluating proposals, awarding the successful applicant, and executing the MOU, the COC Governing Council will adhere to applicable Flint-Genesee County's CoC policies and procedures and ensure project adherence to the Strategic Plan, CE and HARA Policies and Procedures and the Written Standards.

### 6.2 Evaluation Criteria and Weights

Proposals meeting the minimum submission requirements will be evaluated according to the established criteria. The criteria are the objective standards the IRT will use to evaluate the technical merits of the proposals. Only the criteria listed below will be used to evaluate proposals. The criteria are weighted according to their relative importance.

IRT will review an applicant according to the procedures outlined below. IRT will first evaluate and rank the responsiveness of the RFP responses against the criteria listed below and provide an assessment of that score. An applicant may receive the maximum points, a portion of the points, or no points at all, depending upon the merit of its response, as judged by the IRT using the scoring criteria outlined below.

During the review of any proposal, the IRT may:

- Conduct reference checks with any or all the references cited in proposal to verify all information and rely on or consider all relevant information from such cited references in the evaluation of proposals.
- Review prior contract compliance, data quality, and the achievement of outcomes. Contractors who have had a contract terminated in the prior 12 months may be excluded from consideration.
- Review of substantiated grievances in the prior 24 months factored into any of the areas below when applicable.

#### Proposal Evaluation

Organization Infrastructure and Staff Experience	30 points
Program Implementation	40 points
Program Outcomes	20 points
Operational and Program Budget & Financial Requirements	<u>20 points</u>
Total Points Available	110 points

## Section 7. Proposal Content and Narrative

1. Organization Infrastructure and Staff Experience (30 points)
  - a. Describe your organization's experience and past performance in providing outreach services to individuals and families experiencing homelessness, including "hard to serve" individual and families who may not be willing to seek out services on their own. (5pts)
  - b. Describe how staff are trained to interact with participants. Include how the organization works to ensure services are provided from a trauma-informed perspective. (5pts)
  - c. Describe the organization's success at connecting unsheltered individuals and families not enrolled in street outreach to emergency shelter and/or to permanent housing. (5pts)
  - d. Describe your organization's participation and experience in the CE and HARA to date. (5pts)
  - e. Describe the organization's administrative capacity to comply with HUD funded requirements. (5pts)
  - f. Describe the organization/staff participation and experience in HMIS (WellSky / Community Service) or HMIS comparable database. If you are not presently registered as an HMIS user, describe your commitment to becoming certified to utilize the HMIS system. (5pts)
2. Program Implementation (40 points)
  - a. Describe your organization's commitment to the 'Housing First' philosophy, including steps taken to implement and use Housing First, and other evidence-based practice models in program operations. (5pts)

- b. Briefly describe how the organization will conduct the CE and HARA process and collaborate with street outreach and other partners that will support the work, including any partnerships currently in place. (5pts)
  - c. Describe how your organization envisions implementing CE and HARA with a 'No Wrong Door Approach.' (5pts)
  - d. Describe how your Organization will manage the QBNL to reduce the length of time that participants are homeless before they are permanently housed. (5pts)
  - e. Describe your agency's policies and procedures for ensuring data quality. (5pts)
  - f. List the other services and programs the organization provides that will complement the goals and outcomes of this project. (5pts)
  - g. Provide a detailed timeline illustrating the implementation plan for the project. (5pts)
  - h. Describe how the organization will provide after business hours (8am-5pm) accessibility for CE including staffing, experience in offering after hour services and hosting a hotline. (5pts)
3. Program Outcomes (20 points)
  - a. Describe how the organization will track the HUD required standard performance measures and utilize the reported results to implement improvements. (5pts)
  - b. Describe how the organization will collaborate with community partners to develop and maintain a master file of local housing resources. (5pts)
  - c. Describe how the organization plans to collaborate with the community and other agencies to increase and monitor the number of referrals through CE. (5pts)
  - d. Describe how the organization will receive and incorporate participant feedback. (5pts)
4. Operational and Program Budget and Financial Requirements (20 points)
  - a. Describe the organization's financial capacity to segregate income and expenditures. Discuss the internal controls used to ensure the safeguarding of funds to ensure a thorough record of expenditures can be provided for purposes of an audit. (5pts)
  - b. Describe how the Applicant will document staff time dedicated to this program, and if applicable, how the Applicant will demarcate staff time being funded by multiple sources.(5pts)
  - c. Describe the Applicant's strategy to sustain funding for the program including match and leveraging funds. (5pts)
  - d. Provide the following match and leverage funding information in a chart format within the proposal. Example provided below.(5pts)
    - Name of the Organization/Agency providing support toward this project.
    - Note whether support is being provided as cash or in-kind services.
    - Note whether the support is documented in a MOU or is pending. If pending, note anticipated date support will be finalized.
    - Value of support/commitment.

Source of Commitment	Match or Leverage	Cash or In-Kind	Secured or Pending?	If pending, when will availability be known?	Value of commitment



## Section 8. Required Attachments

1. If applicant is currently using HMIS/comparable database, HMIS Report showing agency's data quality for the project(s).
2. Job descriptions related to the positions funded by the proposal
3. Two most recent year's Audited Financial Statements (including compliance section and management report/letter)
4. IRS 990
5. Nondiscrimination policy for participants, staff, and board
6. Financial Management Policies/Procedures to include but not limited to:
  - a. grant specific processes for managing and reconciling expenditures
  - b. procurement
  - c. separation of duties/functions
  - d. payroll
  - e. recordkeeping and retention
7. Current Organizational chart for the applicant and a proposed organizational chart associated with the scope of work.
8. Organization/Program Financials
  - a. annual Fiscal Year operating budget
  - b. detailed one-year proposed project budget
  - c. project budget narrative
9. Certification Regarding Debarment, Suspension, and Other Responsibility Matters Primary Covered Transactions.
10. Organization's 501(C)3/IRS Determination Letter status, if applicable
11. Organization's filed Articles of Incorporation, if applicable
12. Optional Additional Attachments. Applicants may provide optional attachments such as letters of support, letters of collaboration or letters of reference. Optional additional attachments as noted here are limited to five (5) pages, and do not count toward the maximum page limit.

## Section 9. Dispute Resolution Requirement

All applicants responding to this Request for Proposals (RFP) agree that any disputes, claims, or controversies arising from or relating to this RFP process, including but not limited to eligibility, selection, scoring, contract award, or compliance issues, shall first be resolved through mediation before initiating any formal legal proceedings.

1. Mediation Process
  - a. Notice of Dispute: Any party raising a dispute must submit a written notice to the Flint and Genesee CoC within ten (10) business days of the alleged issue.
  - b. Selection of Mediator: Within five (5) business days of receiving the dispute notice, the Flint and Genesee CoC will appoint a neutral mediator with experience in housing and homeless service funding disputes.
  - c. Mediation Timeline: The mediation session shall be scheduled within thirty (30) days of the appointment of the mediator, unless otherwise agreed in writing by all parties.
  - d. Participation Requirement: All parties must participate in good faith and send representatives with decision-making authority.
  - e. Payment: The party raising the dispute with the CoC will cover the entire cost mediation.
2. Final Decision and Further Action

- a. If the mediation does not result in a resolution within sixty (60) days of the initial dispute notice, either party may pursue further action, which is only arbitration as permitted under applicable law. However, all parties agree that mediation is a mandatory first step before initiating any formal complaint arbitration.
- 3. Agreement to Mediate
  - a. By submitting a proposal, applicants acknowledge and agree to comply with this mandatory mediation clause as a condition of participation in the RFP process. Failure to adhere to the mediation process may result in disqualification from consideration for the Coordinated Entry/HARA contract.