



**CITY OF ST. LOUIS
DEPARTMENT OF HUMAN SERVICES**

**2018
Emergency Solutions Grant
REQUEST FOR PROPOSALS (RFP)**

For

**Emergency Shelter Operator(s)
And Housing Focused Case Management Services**

*Mandatory Bidder's Conference
Wednesday, June 6, 2018 at 1520 Market St. –
Department of Human Services will be using the
Third Floor, Comptroller's Office, Conference Room A
10:00 am – 12:00 pm*

Release Date: June 1, 2018
Due Date: June 29, 2018

SECTION I: SUMMARY

Funding	2018 Emergency Solutions Grant (ESG)	
RFP Title	Emergency Shelter Operator(s) and Housing Focused Case Management at City owned facility located at 1212 N. 13 th Street known as Biddle House	
Deadline for Submission	5:00 p.m., June 29, 2018 Proposals received after deadline will not be considered.	
Scope	This Request for Proposal is specifically for Emergency Shelter Operator(s) for Single Adult Men, at facility owned by the City of St. Louis, located at 1212 N. 13 th St., St. Louis, MO. Only proposals responsive to all elements of this request will be considered.	
Funds Available	Anticipated amount is \$515,000 (and may be negotiated)	
Application Guidelines	https://www.stlouis-mo.gov/government/procurement.cfm	
Submission Requirements	All applicants must provide six (6) copies of their proposal at the time of submission (no staples). Incomplete proposals may not be considered. The City of St. Louis reserves the right to reject and/or negotiate any and all proposals. Funding for this program is subject to appropriations from federal agencies and the City of St Louis.	
Direct Inquires To	Edwin Muhammad Chief Program Manager Dept. of Human Services - Homeless Services Division muhammade@stlouis-mo.gov	
RFP Calendar	June 1, 2018	RFP Release
	June 6, 2018	Bidder's Conference
	June 22, 2018	Deadline to submit questions
	June 29, 2018	Application Deadline
	TBD	Agency presentation(s)
	July 13, 2018	PSA Committee Approval
	July 16, 2018	Notification of Award
	August 1, 2018	Contract Start Date

SECTION II: OVERVIEW

1. Purpose

The City of St. Louis Department of Human Services (DHS) is seeking an Emergency Shelter Operator for services for single adult men and Housing Focused Case Management Services for those that are provided with Shelter access. The facility that will house the emergency shelter and other requested services, is a building owned by the City of St. Louis, located at 1212 N 13th St., St. Louis, MO 63101. The City of St. Louis will maintain specific maintenance and repair functions related to the building (see outline in Exhibit D) Shelter services will be available for one hundred one (101) men and will serve as an overflow shelter during extreme weather conditions. Project proposals that aim to provide shelter operations and to assist sheltered men into housing are being requested from 501c3 nonprofit organizations. Proposals are due by 5:00 pm CST, June 29, 2018.

2. Statement of Need

Emergency Solution Grant (ESG) funds are intended to be used to meet the goal of alleviating or preventing homelessness. The 2017 St. Louis Point-In-Time counted 1,336 homeless individuals, including 142 unsheltered individuals (nearly half of whom were chronically homeless). More than one in three (37%) homeless individuals in St. Louis had SMI or substance use disorder, and 169 were veterans. Per St. Louis police records, roughly 3% of total arrests in 2017 were identified as homeless.

ESG service objectives must be designed to comply with and carry out the goals and initiatives of the City of St. Louis and St. Louis City Continuum of Care (CoC). The services the City is seeking are intended to temporarily shelter individuals who are experiencing homelessness and facilitating the linkages to the appropriate prevention, emergency services, housing or support services.

3. Funding Available

An anticipated total of \$515,000 of ESG funds are identified to support shelter and housing focused case management operations at a City owned facility located at 1212 N. 13th Street, (known as Biddle House). Activities to be funded are Administration, Emergency Night Shelter operations for single adult men and Housing Focused Case Management services during the day (Section III will go into detail regarding the scope of work). This amount may be negotiated during the RFP process.

Proposals for the Emergency Shelter Operator(s) may be submitted by a single, stand-alone agency seeking to directly staff and provide and manage all services (“Single Agency Proposal”), or as a (“Collaborative Proposal” or “Collaborative Lead Proposal”).

“Collaborative Proposals” may include two or more agencies submitting separate proposals that are designed to collectively address the deliverance of all the requirements of the RFP. Each member agency of a collaborative must complete a proposal that fully describes the agency’s responsibilities and deliverables in partnership with the other collaboratives. Partnering collaboratives must submit MOUs for each member agency that clearly and fully outline individual agency roles and responsibilities with regard to services delivery and fiscal management of the project. Participating agencies in a collaborative must submit all individual proposals together as a single Collaborative Proposal. If awarded, each member of the Collaborative Proposal will be issued separate contracts. (Please indicate in your proposal that you are applying as a “Collaborative Proposal”).

In a “Collaborative Lead Proposal”, an agency will act as the lead and will assume all programmatic and fiduciary responsibility of all the participating collaboratives in the project if awarded. The lead agency must acquire collaborative subcontracting services through a procurement RFP process. All information used in the procurement, evaluation and selection process for the subcontracting of certain services with qualified agencies must be submitted with the proposal. Only the lead agency is required to submit a proposal. The Collaborative Lead must submit MOUs that clearly and fully outline roles and responsibilities of each collaborative member with regard to services delivery and fiscal management of the RFP (please indicate in your proposal that you are applying as a “Collaborative Lead Proposal”).

Awarded funds are expected to be secured by a 12-month contract anticipated to begin on August 1, 2018. Contracts may be extended at the City’s discretion pending acceptable performance and availability of funds.

4. Match

All applicants must provide at least a 100 percent match for all ESG funds. Match sources can be cash or in-kind. The anticipated amount and sources of any matching funds must be stated in the match section of the application submitted. Documentation of the final match amounts, sources and use of match funds will be required to be documented and tracked throughout the grant year and submitted at the end of the grant period. A local government may comply with this requirement by providing the match funds itself or through match funds provided by any sub-recipient (as appropriate).

Match can include all ESG eligible funds available or expected to be available to the applicant from local, state and federal agencies, foundations and private contributions, fundraising activities, and fees charged to participants.

Applicants should include all funds available or expected to be available to applicant from local, state, and federal agencies, foundations and private contributions, fundraising activities and fees charged to participants. These amounts will be verified by DHS throughout the grant period. Applicants should be realistic and prepared to provide match verification if funds are awarded.

DHS encourages applicants to apply in the annual funding cycle for Affordable Housing Trust Fund (AHTF) to assist with match. If you plan to apply for AHTF or present other match sources, include this information in the budget spreadsheet (Exhibit E).

5. Mandatory Bidder's Conference

All interested applicants are required to attend a Bidder's Conference to learn specific requirements and expectations. The Department of Human Services will hold the Bidders Conference on Wednesday, June 6, 2018 at 1520 Market St. – on the Third Floor, in the Comptroller's Office, Conference Room A from 10:00 am – 12:00 pm and available via telecommute.

SECTION III: SCOPE OF WORK

Emergency Solutions Grant (ESG)

Projects seeking federal ESG funding must comply with the Code of Federal Regulations (CFR) 24 CFR 576. These regulations include, but are not limited to, the following: eligible recipients, program design, documentation standards and match requirements.

Bidders are required to provide a narrative describing the proposed times of day and evening that all requested services will be provided and how those services will be staffed to ensure that individuals who seek shelter, will have daily access to the services being requested in this RFP. The City of St. Louis reserves the right to negotiate the times with the successful Bidder. Narrative must include the Bidder's plan for providing all services in Section #1 as follows:

1. Services to be provided:

- a. Overnight Shelter Services for 101 single adult men (see Exhibit C) and operations of Weather advisory overflow shelter services.
 - b. Housing Focused Case Management Expectations (see Exhibit B)
Case management must include a focus on housing assessment, placement and housing stability.
 - i. Engagement and Intake
 - ii. Assessment and Case planning/goal setting
 - iii. Helping residents qualify for/maintain public benefits
 - iv. Service Coordination with community providers
 - v. Resource Development/Referrals/Advocacy
 - vi. Facilitating access /Linkages to permanent housing and mainstream services
 - vii. Follow-up
 - viii. Reporting in HMIS System
 - c. Collaboration with Coordinated Entry (CE)
 - d. Daily cleaning and Maintenance of the facility (including laundry)
 - e. Ensure Security and Control access to building and Services
 - f. Structured schedule of services and activities during the day and times for activities (see Exhibit A)
 - g. Ensure that you are employing Professionally trained staff
- Outreach and Neighborhood Coordination
 - Be Responsive to community concerns and issues as they arise
 - Coordination with community outreach providers and police
 - When needed facilitate the referral of individuals to another

emergency shelter or placement in another safe option (i.e. diversion to family member/friend or hospitalization due to medical issues or for further psychiatric evaluation due to risk of harming self or others, etc.)

- Work in partnership with SLMPD designee as appointed by the Commissioner of Police and DHS to address safety issues.

2. Guidelines/Requirements

Housing First and Low Barrier: The successful Emergency Shelter Operator/Housing Focused Case Management provider must operate with the housing first and low barrier approaches. Housing first is an approach that quickly and successfully connects households experiencing homelessness to permanent housing without preconditions or other barriers to entry. Supportive services are offered to maximize housing stability and prevent returns to homelessness.

Partnerships and Collaboration/Improved Coordination of Services: Essential to success is an easily accessible, clear and well-coordinated system of programs and projects. The successful Emergency Shelter Operator/Housing Focused Case Management provider should build partnerships and collaborations that contribute to increasing access to services, strengthening culturally competent services, and improving housing outcomes. DHS requires that all proposals indicating that multiple agencies will provide the services through partnerships, that the proposals are designed jointly and formalized through memorandums of understanding (MOU). Partnerships should reflect strategic and equitable allocations of funding, a focus on strengthening the capacity of partners, a commitment to collecting and using data, and leveraging of investments from other public and private organizations.

Participation in Coordinated Entry: Coordinated Entry (CE) is a system designed to ensure that all people experiencing a housing crisis have fair and equal access to housing assistance, and are quickly identified, assessed for, and connected to housing and homeless assistance based on their strengths and needs. The successful Bidder(s) must indicate how it will use standardized tools and practices, to refer homeless individuals to link them through Coordinated Entry. The provider incorporates a system-wide housing first approach, and coordinates assistance so that those with the most severe service needs are prioritized. This approach has been adopted locally and is guided by the U.S. Office of Housing and Urban Development's (HUD) Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act. Participation in the St. Louis Coordinated Entry System will be required. Projects funded through this RFP process will also be expected to participate in the CE system.

Performance Goals

The City of St. Louis DHS operates as collaborative applicant of the St. Louis City CoC and, therefore, intends to continue partnering with the CoC and the community in improving system performance measures emphasized by HUD. Given this, all proposals should address the alignment of proposed programs with all the following system performance goals:

- Reduce the number of persons who become homeless
- Reduce the length of time persons remain homeless
- Increase successful placement in permanent housing
- Reduce recurrence to homelessness after placement in permanent housing
- End veteran and chronic homelessness

Data and Reporting

Agencies must be able to collect and report participant-level demographic and service data as described in any resulting contract. Agencies must implement policies and procedures to ensure privacy and confidentiality of participant records for both paper files and electronic databases. Agencies must enter data and adhere to data quality procedures as stipulated in the St. Louis City CoC Homeless Management Information System (HMIS) Standard Operating Procedures. As a condition of receiving funding, agencies will be required to report participant-level data, project services/activities, numbers of households assisted, and project outcomes utilizing HMIS. Direct data entry will be required in all cases. The successful Bidder(s), will be required to submit a monthly data completeness report card and CAPER.

SECTION IV: PROPOSAL EVALUATION AND AWARD

1. Preliminary Evaluation

Submitted proposals will be reviewed for completeness and compliance with RFP guidelines. All incomplete RFP submissions may be determined non-responsive and removed from further consideration. To be considered complete, proposals shall include all required submittals and shall be signed and dated. In the event that no submissions meet all the RFP requirements, the City reserves the right to continue the evaluation of the proposals that most closely meet the requirements.

2. Proposal Evaluations, Interviews and/or Site Visits

The City's designated RFP Selection Committee will make selection recommendations following the evaluation of the proposals which may include presentations, site visits if

the Bidder currently operates services similar to those being requested in this *RFP* and interviews, if deemed necessary, with some or all the applicants. However, the City may make preliminary selection(s) based on the original proposals only, without negotiation, interviews and/or site visits with any applicants. If presentations, interviews and/or site visits are conducted, the Selection Committee may choose to assign additional points for these processes or re-evaluate, re-rate and/or re-rank the finalists' proposals based upon the written documents submitted and any clarifications offered in the interviews.

3. Price and/or Cost Analysis

The City reserves the right to conduct a price and/or cost analysis to determine if the price is fair and reasonable. If only one responsive proposal is received, a detailed price and/or cost analysis may be requested of the applicant. Applicants shall cooperate as needed with the City's efforts to perform said analyses.

4. Negotiation

The City reserves the right to negotiate final fees and scope of services with the selected Contractor.

5. Communication with Selection Committee

Applicants may not contact members of the Selection Committee at any time during the evaluation process, except at the City's request.

6. Right to Reject Proposals and Negotiate Contract Terms

The City reserves the right to reject all proposals and to negotiate the terms of the contract, including the award amount, with the selected applicant(s) prior to entering into a contract. If contract negotiations cannot be concluded successfully with the selected applicant(s), the City may negotiate a contract with the next preferred applicant.

7. Proposal Evaluation Criteria

Applicants which have successfully demonstrated, to the satisfaction of the City, the greatest capacity to deliver ESG services, and to fully comply with the conditions and requirements set out in this RFP will be selected for contract engagement. Using a point system, the chart below indicates how proposals will be evaluated.

2018 ESG Program Evaluation Criteria	Maximum Points
Responsiveness to the ESG scope of services selected by the City	20
Comprehensiveness, soundness and efficacy of the proposed ESG Program	15
Strategic and sound collaboration with community partner(s)	10
Feasibility of proposed ESG Program service delivery implementation plan	25
Demonstrated capacity for program implementation and management, including human resource functions and projections, as based on relevant experience and reference checks of the consultant, demonstrated mastery of required technology and information system management	30
Total	100

SECTION V: GENERAL ADMINISTRATIVE INFORMATION

1. Point of Contact

The RFP contact identified below is the sole point of contact regarding the RFP from the date of release of the RFP until selection of successful an applicant(s).

Edwin Muhammad
Chief Program Manager
Homeless Services Division - Department of Human Services
muhammade@stlouis-mo.gov

All communications relating to this RFP must be directed to the designated contact. All applicants or individuals acting on their behalf are hereby prohibited from attempting to persuade or influence any City agents, employees or any member of the relevant selection team, for or against a specific cause related to a pending solicitation.

1. Inquiries and Clarification of Specifications

Applicants shall carefully examine RFP and develop their proposals in conformance with RFP specifications, exercising their own judgment as to the nature and scope of the work required. Potential applicants should consider federal, state and local laws and regulations that may affect cost, progress, performance or furnishing of the work. This RFP will serve as the basis for and may become part of any resulting contract agreement.

2. Mandatory Bidders Conference

If you want to join by teleconference (GoToMeeting), please contact.

Jamie Heil
Secretary II
Homeless Services Division – Department of Human Services
heilj@stlouis-mo.gov

SECTION VI: PROPOSAL APPLICATION

Legal Name:

Name of Project:

Street/P.O. Box:

City:

State:

Zip:

Phone:

Website:

Chief Executive Officer (name, title):

Email:

Financial Contact (name, title):

Email:

Point of Contact (name, title):

Email:

Amount Request: \$ _____ and reflects _____% of the project budget & _____% of total budget

All proposals submitted to the Department of Human Services must include the following items:

Required attachments:

- Evidence of 501(c)3 status – Attachment A
- Certificate of Good Standing – Attachment B
- Organizational Chart – Attachment C
- Current List of Board – Attachment D
- Most Recent Organizational Audit – Attachment E
- Job Descriptions – Attachment F
- Organization Budget – Attachment G
- Detailed Project Budget – Attachment H
- Grievance Policy – Attachment I
- Proposed Good Neighbor Agreement – Attachment J
- Proposed MOU with proposed sub-recipient (if applicable) – Attachment K

Is your organization a private nonprofit organization (defined as tax-exempt secular or religious organization described in section 501(c) of the Internal Revenue Code), or location unit of government in the State of Missouri?

Yes

No

Tax-Exempt Number: _____

ORGANIZATIONAL CAPACITY

1. Explain your organizational capacity and experience and any partners or subrecipients. Applicant should demonstrate a history of operating programs for low-income individuals who are experiencing homelessness or at-risk of becoming homeless. Include mission, vision and history.
2. Does your organization have any unresolved findings from a DHS monitoring or HUD?
 Yes No
3. Did a staff or board member from your organization have 50% attendance or participation in St. Louis City Continuum of Care meetings or activities?
 Yes No

FINANCIAL MANAGEMENT

1. Does the organization provide its own financial accounting? Yes No
If no, who provides the organization's accounting?
2. In the financial accounting system, are the following books of accounts used?
 General Ledger
 Cash Disbursements (check register)
 Cash Receipts (deposits received)
 Fixed assets
3. Are financial records maintained in a software system? Yes No
If yes, provide answers to the following:
a. What software system is used?
b. Who has access to accounting records?
c. Are passwords used to access the system? Yes No
d. Is there an off-site back-up system? Yes No
4. List the title of the staff person responsible for the following tasks. List no more than one person per line. DHS requires that at least three (3) people be involved in these four (4) fiscal duties. These positions must be distinguishable in your organizational chart.
a. Opens mail
b. Deposits checks/funds
c. Reconciles checkbook with bank statement
d. Posts cash receipts
5. Do checks require two signatures? Yes No
If yes, is there a threshold amount?
a. Threshold amount: \$
b. Whose signature(s) are required?

6. How many years fiscal records retained?
7. Is an annual audit completed by an independent accounting firm? Yes No
If yes, please attach most recent organizational audit as "Attachment E."
If no, what methods are used to ensure fiscal accountability?
8. Has your organization received and administered federal funds other than Emergency Solutions Grant in the past five (5) years? Yes No

EMERGENCY SHELTER/ HOUSING FOCUSED CASE MANAGEMENT PROGRAM DESCRIPTION (this section not to exceed 15 pages in total)

1. Provide a description of the Emergency Shelter/ Housing Focused Case Management program for which ESG funds will be used. Provide sufficient operational detail to demonstrate an understanding of the scope of the project as outlined in the RFP and be responsive to the issues identified in the RFP. Service plans that include one or more subrecipients should explain the organizational capacity and experience of the subrecipient and the role of the applicant in supervising their work.
2. Describe the plan to provide Housing Focused Case Management in accordance to Exhibit A (Shelter Operations Expectations), the times that these services will be provided, Provide Job Descriptions, Staffing plan and coverage, and daily schedule.
3. Describe the plan to work collaboratively with Coordinated Entry Provider to assure the Emergency Shelter clients are triaged and assessed within seven (7) days and how Housing Focused Case Management activities at Biddle House will ensure a seamless linked to housing and support services.
4. Describe the plan to provide permanent housing placement Exhibit B (Housing Focused Case Management Expectations) Include job descriptions, Daily Schedules, and proposed client to staff ratio.
5. Describe the plan to provide Overnight Shelter Operations in accordance to Exhibit C (Overnight Shelter Operations Expectations) Include Job Descriptions, Daily Schedule, Staffing patterns.
6. Describe how your emergency shelter operations comply with the St. Louis City Continuum of Care goals and expectations.
7. Describe your client closure and termination policy and procedures.
8. Please describe the process in which a resident can file a grievance. Attach grievance policy and corresponding communications as "Attachment I."
9. Please describe how outreach will be incorporated into Emergency Shelter and Housing Focused Case Management operations.

10. Please describe the process your organization will take or is taking to ensure that its services and programs are accessible to persons with limited English proficiency (including outreach and accommodations)?

11. Describe how SSI/SSDI Outreach, Access and Recovery (SOAR) trained staff will work directly with your clients to connect them to mainstream resources or do you have a memorandum of understanding (MOU) with an agency that has SOAR trained staff that work with your consumers?

12. Describe how your program will coordinate or integrate mainstream resources like health, social services, employment, education, youth programs for which consumer(s) may be eligible? Please select from the list below. Include a brief description of how your agency is coordinating services with the selected agencies.

- Public housing programs assisted under section 9 of US Housing Act of 1937
- Section 8 tenant-based or project-based assistance
- Supportive Housing for Persons with Disabilities (Section 811)
- HOME Investment Partnerships Programs
- TANF (Temporary Assistance for Needy Families)
- Health Center Program
- State Children's Health Insurance Program (CHIP)

- Head Start
- Mental Health & Substance Abuse Block Grants
- Services funded under the Workforce Investment Act
- Medicare
- Medicaid
- SSI
- SSDI
- Food Stamps
- WIC

Brief description:

13. Describe how your program will coordinate and integrate with other programs targeting people experiencing homelessness to prevent and end homelessness. Please select from the list below. Include a brief description of how our agency is coordinating services with the selected agencies.

- Shelter + Care/PSH
- Section 8
- HUD-VASH
- Education for Homeless Children & Youth Grants
- Healthcare for the Homeless
- Runaway and Homeless Youth (RHY)
- Projects for Assistance in Transition from Homelessness (PATH)
- Homeless Veteran Reintegration Program
- Domiciliary Care for Homeless Veteran Program
- VA Homeless Providers & Per Diem Program
- Health Care for the Homeless Veterans Program
- Supportive Services for Veteran Families (SSVF)
- Emergency Food & Shelter Program

Brief Description:

14. Describe the plan to move people into permanent housing.

15. Describe how your organization will evaluate the services provided by the applicant and/or subrecipient. Include how you will track the following: a) tracking participants through the progression of services being provided, b) assessing individual progress toward housing goals, c) evaluating the effectiveness of services delivered and the effectiveness of the project toward achieving program goals and d) reporting data on client characteristics, use of services and expenditures to the funding agency.

Exhibit A: Shelter Operations Expectations

- Monitor entry, exits, hallway, perimeter of building and cameras
 - Issue ID process for access to Emergency Shelter and other service (DHS will provide ID printer and cards)
 - Provide client orientation
- Evening Meal Planning and Prep
- Serve Breakfast or Provide Take Away Snacks
- Facility Upkeep
 - Cleaning (including laundering of sheets and bedding utilized)
 - Maintenance and Repair
 - Work with contracted maintenance workers (i.e. exterminators or repair men)
- Mail Distribution
- Coordinates onsite monitoring
- Access to showers
- Answer Phones
- Operate Client Phone
- Implement process for Daily Communications at shift change to provide updates on major unusual incidents (MUI) and document in log books
- Issue Bed Assignments
- Implement Locker Process to include assignment and cleaning
- Operate and provide ongoing training for Emergency Response (safety planning and equipment)
- Manage Volunteers
- Enter Data into HMIS as outlined in the Continuum of Care HMIS Policy and Procedures Manual
- Coordinates and collaborates with Service Provider, CE Providers, Outreach Workers, Hospitals, Police, DHS and COC
- Provide on-going staff training in First Aid, CPR, Narcan, De-escalation Techniques, Non-Violent Crisis Interventions

Exhibit B: Housing Focused Case Management Expectations

(Bidder must indicate the times these services will take place in its proposal)

- Provide Client Orientation
- Collaborate with CE Provider and Provider of Services in Biddle House
- Collaborate with ALL Outreach Providers in St. Louis City and County
- Collaborate and coordinate with Hospitals and Police
- Provide Housing Focused Case Management
- Issue Intake on individuals/families seeking services at Biddle House
- Provide appropriate referrals to individuals/families at-risk or experiencing homelessness
 - Linkage to Housing (Safe Haven, RRH, TH, PSH, PHA, and unsubsidized private landlords)
 - Linkage to mainstream resources
 - Coordinate with SOAR program for access to Benefits
 - Coordinate and collaborate with outside agencies for Behavioral and Physical Health, Legal assistance, etc.
- Assist with obtaining ID's, Birth Certificates, Bus Passes, Transportation, Special accommodations
- Participate in weekly housing meetings and collaborative Case Management
- Enter Data into HMIS as outlined in the Continuum of Care HMIS Policy and Procedures Manual
- Provide/coordinate onsite programming
- Manage Volunteers and Interns
- Document services provided in case files and HMIS
- On-going staff training in Housing First, Trauma Informed Care, Mental Health, Substance Abuse Disorders, Homelessness, Motivational Interviewing and Progressive Engagement, First Aid, CPR, Narcan, De-escalation Techniques, Non-Violent Crisis Interventions

Exhibit C: Overnight Shelter Operations Expectations (3pm-7am)

- Monitor entry, exits, hallway, perimeter of building and cameras
 - Issue ID process for access to BHOC (DHS will provide ID printer and cards)
 - Provide client orientation
- Serve Dinner
- Facility Upkeep in coordination with Day Services Provider
 - Cleaning
 - Maintenance and Repair
 - Work with contracted maintenance workers (i.e. exterminators or repair men)
- Mail Distribution
- Access to showers
- Answer Phones
- Operate Client Phone
- Implement process for Daily Communications at shift change to provide updates on major unusual incidents (MUI) and document in log books
- Issue Bed Assignments
- Implement Locker Process to include assignment and locker cleanouts
- Operate and provide ongoing training for Emergency Response (safety planning and equipment)
- Manage Volunteers
- Enter Data into HMIS as outlined in the Continuum of Care HMIS Policy and Procedures Manual
- Coordinates and collaborates with Service Provider, CE Providers, Day Operations Provider, Outreach Workers, Hospitals, Police, DHS, and COC
- Provide on-going staff training in First Aid, CPR, Narcan, De-escalation Techniques, Non-Violent Crisis Interventions

Exhibit D: Specific Maintenance and Repair Functions Related to Building

The City of St. Louis maintains ownership of the facility and grounds associated with 1212 N. 13th St., property known as Biddle House. The City of St. Louis will be responsible for the following expenses, repairs and purchases associated with:

- Appliance Repair Parts
- Carpentry Supplies (door hardware, flooring, glass, ceiling, window & wall systems)
- Electrical Supplies (lighting, preventive & repairs)
- Housekeeping supplies (paper towels, tissue, hand soap, Laundry, chemicals, etc)
- Housekeeping Equipment Supplies
- HVAC Supplies (air-filters, drive belts, lubrication, preventive & repairs)
- Plumbing Supplies (cabling, preventive & repairs)
- HVAC Components (motors, compressors, ventilation assemblies, coils, etc.)
- Electrical Components (switch panel boards, transformers, etc.)
- Housekeeping Equipment (auto-scrubber, carpet cleaning machine, etc.)
- Electrical Contract Service
- Fire & Security Alarm Contract Services (monitoring, inspection, maintenance, repair & annual certification)
- Fire Extinguisher Contract Service (fire extinguisher, kitchen hood suppression system, & K-class extinguisher annual certifications) – including 5-year DOT certification & backflow prevention
- Fire Sprinkler Protection System Contract Service (inspection, maintenance, repair & annual certification) includes wet & dry pipe systems & air compressor
- HVAC Building Automation & Control System Contract Service
- HVAC Contract Service
- HVAC Water Treatment Contract Service
- Kitchen Hood Cleaning Contract Service
- Laundry Equipment Contract Service
- Mat Contract Services
- Pest Control Contract Service (including rodent, lice & bed bug control)
- Painting & taping contract service
- Plumbing Contract Service (cabling, backflow certification, repairs, etc.)

The expectation is that your staff will work with our contractors to ensure that they have access to fix issues, you're aware of any issues, and report any issues to us as well. So, there is definitely a partnership within that. There is also a laundry facility in there, which the expectation is anything related to overnight shelter or the showers are washed daily. We also budgeted some additional security support at this time. Again, we are working in partnership with the selected contractor. It is a partnership that has to happen. There is support from DHS and SLMPD as well. There is also phone and electric.

Exhibit E

2018 Emergency Solutions Grant RFP
 Biddle Housing Opportunities Center

BHOC ESG BUDGET

BUDGET - REVENUE

PROGRAM NAME:

FUNDING SOURCE				TOTAL
	OPERATION S	SERVICES	ADMIN	
TOTAL RFP FUNDS REQUESTED				#REF!

OTHER SOURCES				
Interest Income				\$0.00
Federal (Specify)				\$0.00
State (Specify)				\$0.00
Municipal (Specify)				\$0.00
Private (Specify)				\$0.00
Contributions/Fundraisers (Specify)				\$0.00
Special Events				\$0.00
Gifts				\$0.00
Miscellaneous (Specify)				\$0.00
TOTAL OTHER SOURCES	\$0.00	\$0.00	\$0.00	\$0.00
GRAND TOTAL	\$0.00	\$0.00	\$0.00	#REF!

Exhibit E

BUDGET - EXPENDITURES

PROGRAM NAME:

	OPERATING COSTS		MATCH CONTRIBUTION	
	TOTAL BUDGET	RFP REQUEST	AMOUNT	SOURCE
Maintenance/Repair				
Quantity:				
Staff (FTEs, Position, Salary, Benefits)				
Equipment				
Quantity:				
Supplies				
Quantity:				
Insurance				
Quantity:				
Furnishings				
Quantity:				
Food				
Quantity:				
Security				
Quantity:				
Other (Must Specify)				
Quantity:				
Subtotal Operating	\$0.00	\$0.00	\$0.00	
	SUPPORTIVE SERVICES COSTS		MATCH CONTRIBUTION	
	TOTAL BUDGET	RFP REQUEST	AMOUNT	SOURCE
Outreach				
Quantity:				
Case Management				
Quantity:				
Life Skills (Outside of Case Management)				
Quantity:				
Alcohol and Drug Abuse Services				
Quantity:				
Mental Health and Counseling Services				
Quantity:				
HIV/AIDS Services				
Quantity:				
Health Related				
Quantity:				
Education and Instruction				
Quantity:				
Employment Services				
Quantity:				
Transportation				
Quantity:				
Other (Must Specify)				
Quantity: Client assistance				
Subtotal Operating	\$0.00	\$0.00	\$0.00	
	INDIRECT COSTS		MATCH CONTRIBUTION	
	TOTAL BUDGET	RFP REQUEST	AMOUNT	SOURCE
Direct Wages -				
Indirect Wages -				
Rent/Utility Expenses - overhead				
Other (Must Specify)				
Subtotal Indirect	\$0.00	\$0.00	\$0.00	
GRAND TOTAL	#REF!	#REF!	#REF!	