

Alternative Shelter Housing Navigation and Case Management Services RFP 21061

FAQ #2, posted 12/11/20

Q) The RFP states we need to know the destinations for 100% of clients exiting the program. Especially for the toughest cases that may not be realistic--they may simply take off. We could say they "returned to the street" as their destination. What is the County's expectation regarding this phrase?

A) This can be discussed during contract negotiations in order to come up with a reasonable percentage.

Q) How long are rest stop residents permitted to stay?

A) The operational oversight for the rest stops and microsites will be provided by social service providers in the community. It is anticipated that Community Supported Shelters will be operating the five rest stops and likely one microsite, and SquareOne Villages will be operating two microsites. Specific rules or policies around length of stay will therefore vary based upon who the site operator is.

Site operations is a factor that pertains to many of the questions listed below as well. Therefore, it is important to highlight that a collaborative working relationship between the site operator and the agency providing Housing Navigation and Case Management Services will be necessary.

Q) How will rest stop residents be selected?

A) Similar to above, selection of residents will be the responsibility of the site operator.

Q) Will the rest stop residents have to vacate the facilities during the day?

A) Similar to above, site operators would be responsible for implementing any rules or policies related to times when residents may be required to vacate the site. However, the City's understanding is that particularly due to current public health and safety needs in our COVID-19 environment, residents have not been required to vacate the sites during the day.

Q) What are the supervisory responsibilities of the site host?

A) They include selecting and allowing no more than the allowed number of residents to stay at the site; accepting applications and maintaining a waiting list of program participants; maintaining fair and equitable processes for application and intake; providing supervision of the site; coordinating the waste management, greywater, toileting and handwashing facilities; providing site maintenance, upkeep, and supplies; helping manage group processes and supporting conflict resolution and problem-solving site issues among residents; ensuring compliance with site rules such as no violent or threatening behavior, no alcohol or drugs on-site, no disruptive noise, etc.; maintaining clear and documented processes for disciplinary action, grievance/appeals, and requests for reasonable accommodation; responding to concerns or complaints from neighbors related to the site; and utilizing HMIS.

Q) Who is responsible for managing conflicts between tenants? Neighbor relations?

A) The site operator.

- Q) Who is responsible for termination of a participant whose actions or behavior constitute a threat to the safety of other participants and staff?
- A) The site operator.
- Q) Could we see the rules of the site host?
- A) Site rules will vary depending on the site operator. The rules are governed by City of Eugene Administrative Order No. 53-17-03-F, attached as a separate document.
- Q) Will there be facilities on-site to accommodate confidential one-on-one meetings? Group meetings?
- A) Site operators are also responsible for the site set-up. The infrastructure at each of these sites does include a common area/warming space that may also serve as a group meeting space. The availability of one-on-one meeting space may vary from site to site and should be coordinated with the site operator.
- Q) What is the role and responsibility of the City of Eugene Homeless Services team? How many people are on this team and when can they be reached?
- A) City of Eugene Homeless Services staff have an administrative role in that they serve as contract administrators for site operations at these sites, and they serve as City liaisons to the program. As the City is the property owner for many of these sites, staff may also be involved in conversations with neighbors and site operators should site issues arise. As the City of Eugene provides funding support for the rest stop and microsite program, staff also will be involved in communicating about the program and reporting its outcomes to City leadership, elected officials, and the community, as well as working with the operators and other stakeholders to brainstorm improvements to the program and its integration into the larger homeless services system.
- Q) Will pets and companion animals be allowed on site?
- A) Similar to above, the site operator will be responsible for implementing and ensuring compliance with any rules around pets.
- Q) Will residents have access to the internet? Electricity? Running water?
- A) Infrastructure and amenities like electricity, internet, and running water will vary per site. We do anticipate having sites without any of these amenities.