

COUNTY OF SANTA CLARA, CALIFORNIA



SOCIAL SERVICES AGENCY

**REQUEST FOR PROPOSALS (RFP) FOR
TRANSITIONAL HOUSING PLACEMENT-PLUS PROGRAM
Scattered Site
Host Family and
Resident Hall Model**

BID NUMBER: RFP-SSA-FY13-0110

RELEASE DATE: NOVEMBER 27, 2012

PROPOSALS DUE DATE: JANUARY 10, 2013

By 3:00 PM, PST

**Attn: Office of Contracts Management
Social Services Agency
333 West Julian Street
San Jose, CA 95110-2335**

**Copies of this RFP and all related materials are available on-line in a
downloadable format from BidSync**

www.bidsync.com

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I. INVITATION

The County of Santa Clara Social Services Agency (SSA) and the Santa Clara County Probation Department (PD) invites non-profit organizations with tax-exempt status under Section 501(c)(3) of the IRS Code and Section 23701d of the California Revenue Taxation Code to submit a response for the delivery of services related to the Department of Family and Children's Services (DFCS) and Probation Department for the Transitional Housing Placement-Plus Program (THP-Plus), Scattered Site, Host Family, and Resident Hall Model in Santa Clara County.

MISSION STATEMENTS

1. COUNTY OF SANTA CLARA

The mission of the County of Santa Clara is to plan for the needs of a dynamic community, provide quality services, and promote a healthy, safe and prosperous community for all.

2. SOCIAL SERVICES AGENCY

The Social Services Agency is a culturally sensitive and socially responsible public agency providing high quality, professional, financial and protective services for residents of Santa Clara County.

3. PROBATION DEPARTMENT

The Mission of the Santa Clara County Probation Department is to reduce crime and protect the community through prevention, investigation, and supervision services and safe custodial care for adults and juveniles. As an integral part of the justice system, the Department is committed to building partnerships with the community and restoring losses to victims of crime and the public through innovative programs that stress offender accountability and development of competency skills.

II. FUNDING PRIORITIES, SERVICE OBJECTIVES AND TARGET POPULATION

A. PROGRAM DESCRIPTION AND OVERVIEW OF SERVICES

The goal of the transitional housing programs in Santa Clara County (SCC) is to provide independent living opportunities for eligible participants to gain and practice life skills in a safe environment and to assist with the transition from dependency to self-sufficiency through supervised housing and supportive services. These services include, but are not limited to, case management, educational support, employment assistance and crisis intervention. Eligible participants are young adults between the ages of 18 and 23 who have aged out of the Juvenile Dependency or have exited the Juvenile Justice systems, and will benefit from affordable housing while maintaining employment and/or enrollment in post-secondary education. At the completion of the program, participants will have made significant steps towards independently sustaining a successful life by utilizing all of the services available to them while participating in THP-Plus. Young adults who choose to participate in Extended Foster Care and become Non-minor Dependents will be eligible for THP-Plus program only after dependency is dismissed.

Santa Clara County utilizes three types of THP-Plus Housing Models:

1. The THP-Plus Host Family Model provides a safe, stable environment that supports and nurtures an existing relationship between a former foster/probation youth and a caring, supportive adult. This model also supports a young adults' transition from adolescence to adulthood in a structure that mirrors the experiences of young adults from intact families.
2. The THP-Plus Resident Hall Model provides transitional housing services to former dependents and wards of the juvenile court housed at San Jose State University (SJSU) Resident Housing. The selected THP-Plus provider will be responsible for the development of a subcontract with SJSU to establish the terms and conditions under which SJSU will provide transitional housing through a County certified THP-Plus placement to eligible youth.
3. The THP-Plus Scattered Site Model is the leasing of apartments in various locations throughout the community, often in small clusters.

The units can be master-leased by the THP-Plus provider or participants can hold the lease separately with the landlord. This site can include units where parenting youth live with their children, or a multi-bedroom apartment shared by more than one participant. There must be a rental agreement in place. The model can also include housing arrangements in which the participant rents a room where the homeowner or master tenant functions solely as a landlord and does not provide any care and supervision to the participant.

Agencies must operate a THP-Plus Program in accordance with the California Department of Social Services Regulations, Division 30, 912-919 and the County of Santa Clara Transitional Housing Placement Plus Program Plan. All THP-Plus providers must have a THP-Plus Plan certified by the County of Santa Clara, Social Services Agency to receive State funding.

Terminology:

- **Applicant:** refers to the responding organization.
- **THP-Plus Provider:** refers to the entity that provides affordable housing and/or THP-Plus supportive services.
- **Host Family:** refers to the supportive adult(s) who have an existing relationship with a young adult. The family commits to opening their home for 24 months and working with the THP-Plus participant and provider to support the participant in meeting his or her goals.
- **Participant:** refers to a former dependent or ward of the juvenile court that lives with the host family or in the resident hall, or scattered site, and participates in supportive services provided by the THP-Plus provider and host family. The participant also has a set of agreed upon responsibilities.
- **Aged/Exited Out:** refers to young adults between the ages of 18-24 that have legally emancipated from the Juvenile Dependency or exited the Juvenile Justice systems.
- **California Connected by 25 Initiative (CC25):** refers to the continuum of Transitioned Age Youth services provided by SCC.

III. GENERAL INFORMATION

A. CONTRACT TERMS

The County intends to enter into multiple contracts with Vendors that represent the best value to the County. The contract for services will have an initial term of July 1, 2013 through June 30, 2014. Depending on satisfactory performance of the Vendor, the availability of funding, and the needs of the County, four (4) additional one-year extensions may be offered.

B. MAXIMUM AMOUNT FOR PROPOSAL

This RFP has established a maximum of \$2,086,413.00 with a maximum of 97 slots. Acceptance of proposals does not mean that the maximum amount requested will be granted. The amount to be funded will be determined by the County to assure balance and geographic distribution of services.

C. COMPENSATION METHOD

Compensation method for services will be cost reimbursement for actual, reasonable, necessary, and allowable costs incurred up to the maximum compensation for the performance of services as specified in the contract. The County will reimburse the contractor for each filled slot at the monthly rate described in Section III D. The slot rate will be pro-rated based on the days per month the slot was filled.

D. FUNDING AMOUNTS

There are 97 slots available for the THP-Plus program. THP-Plus Scattered Site slots will be funded at a monthly rate of \$1,800 for single participants and \$2,350 for parenting participants. The funding must include rent (\$550.00); utilities, laundry, food, cleaning supplies, transportation, emancipation fund (Transition Age Youth Account) (minimum of \$50.00 deposit per month), personal necessities, apartment furnishings and administrative support/salaries and case management services.

The THP-Plus Host Family slot is funded at a monthly rate of \$1,300. The Host Family receives \$891.00 and the THP-Plus participant receives \$359.00 monthly and an additional \$50.00 that is deposited into an emancipation fund (Transition Age Youth Account).

The San Jose State University (SJSU) Resident Housing Model allows for a monthly payment to SJSU in the amount of approximately \$1,330. The participant receives \$359.00 monthly and additional \$50.00 that is deposited into an emancipation fund (Transition Age Youth Account) for an approximate monthly total of \$1,739.00 .

Providers are required to deposit a minimum of \$50.00 per month into a emancipation fund (Transition Age Youth Account) for each participant. State regulations require that any funds retained by the provider on behalf of the participant shall be deposited in an interest bearing savings account in any bank or saving and loan institution whose deposits are insured by the Federal Savings and Loan Insurance Corporation. The principal and interest shall be distributed to the participant when he/she leaves the program, or earlier if permitted by the THP-Plus program guidelines.

E. BUDGET CONTINGENCY

This Agreement is contingent upon the appropriation of sufficient funding by the County for the services covered by this Agreement. Notwithstanding the termination provisions set forth herein, if funding is reduced or depleted by the County for services covered by this Agreement, the County has the option to either terminate this Agreement without notice (except that necessary to transition clients in the discretion of the County) and with no liability occurring to the County, or to offer an amendment to this Agreement indicating the reduced amount.

IV. ELIGIBILITY REQUIREMENTS

A. AGE AND ELIGIBILITY REQUIREMENTS

THP-Plus participants must be between the ages of 18 and 23 who have emancipated from the Juvenile Dependency or youth that have exited the Juvenile Justice systems. THP-Plus participants must agree to complete and pursue goals approved by the county, utilizing the California Department of Social Services THP-Plus Supportive Transitional Emancipation Program Transitional Independent Living Plan (STEP TILP) and a Service Plan developed by the provider.

B. WAITLIST

DFCS will maintain the waitlist for all THP-Plus programs.

C. CONSIDERATION FOR EVALUATION REVIEW

Proposal **must** meet the following requirements **to be considered** for evaluation review:

1. Meet the funding priorities, service objectives and target population for this RFP.
2. Address priority to referrals from the DFCS and Probation Department and/or referring agents and partners.
3. Meet all the requirements in this RFP.

V. SCHEDULE OF EVENTS

This section of the RFP contains the anticipated schedule for the procurement and describes the procurement events as well as the conditions governing the procurement.

A. SEQUENCE OF EVENTS

(Every effort will be made to adhere to the following anticipated schedule, but these dates are subject to change.)

Event	Date
Release	November 27, 2012
Pre-Proposal Conference	December 4, 2012
Questions Due From Pre-Proposal	December 14, 2012
Answers Posted	December 20, 2012
Proposals Due	January 10, 2013
Evaluation Result	February 27, 2013
Notice of Intent to Negotiate	March 6, 2013
Negotiations Complete	March 15, 2013
Notices of Intent to Award	March 18, 2013
Protest Due	April 1, 2013
Contract Start Date	July 1, 2013

B. EXPLANATION OF EVENTS

1. Release Of RFP

The Santa Clara County Social Services Agency and the Probation Department is issuing the RFP. Vendors may obtain copies of this RFP

including supporting documents from Bid Sync website at www.bidsync.com.

2. Pre-Proposal Conference

A pre-proposal conference will be held at Social Services Agency, Saratoga Conference Room, 333 West Julian Street, 2nd Floor, San Jose, CA 95110 on **December 4, 2012, from 2:00-3:30p.m.**

3. Deadline To Submit Questions

Vendors may submit written questions to this RFP through Bid Sync no later than, **5:00 p.m. Pacific Standard Time, December 14, 2012.** Vendors may also ask questions during the pre-proposal conference. Questions will not be accepted in any other manner or format.

4. Responses To Written Questions/RFP Addendum

Answers to **all** questions received by the deadline will be posted as an Addendum on the Bid Sync website no later than **December 20, 2012.**

5. Submission Of Proposals

Proposals must be received no later than **January 10, 2013, by 3:00 p.m. Pacific Standard Time.** All received proposals will be time stamped.

All deliveries via express carrier should be addressed as follows:

Attention: Gilbert Murillo
RFP-SSA-FY13-0110
Office of Contracts Management
Social Services Agency
333 West Julian Street
San Jose, CA 95110-2335

Proposals **must be sealed and labeled** on the outside of the package to clearly indicate that they are in response to the **RFP #SSA-FY13-0110** and title as referenced on the cover page.

6. Proposal Evaluation

Initial Screening – The Social Services Agency Office of Contracts Management will screen all proposals received by the deadline to determine whether they passed or failed the eligibility requirements.

Evaluation Committee - The Social Services Agency (SSA) will appoint an Evaluation Committee to evaluate the submitted proposals. The Committee will evaluate proposals in accordance with the scoring criteria published in the RFP.

Final Recommendation – A panel consisting of executive management staff from SSA will assess the evaluation committees' recommendations. SSA will submit their funding recommendations to the Children, Seniors, and Families Committee for consideration and the full Board of Supervisors for approval.

7. Notices of Intent to Award

Notices will be emailed to Selected and Non-Selected Proposers no later than **March 18, 2013**.

8. Protest Procedures

A written protest may be filed no later than **April 1, 2013**. Any protests received after this time will not be considered.

Filing a Protest

The protest of an award must be in writing. The following must be written on the cover of the protest: "Protest Relating to RFP-SSA-FY13-0110". The written protest must be emailed, faxed and/or mailed to the following address:

Bruce Wagstaff, Director
Social Services Agency
c/o: Office of Contracts Management
Gilbert Murillo
333 West Julian Street
San Jose, CA 95110
Email: Gilbert.Murillo@ssa.sccgov.org
Fax: (408) 755-7967

Contents of Protest

The written protest must contain the following information: (1) the name, street address, electronic mail address, and telephone and facsimile number of the Protester; (2) signature of the Protester or its representative; (3) grounds for the protest; (4) copies of any relevant documents; (5) the form of relief requested; and (6) the method by which the Protester would like to receive the Reviewing Officer's written protest decision. The written protest must clearly state the grounds for the protest. Protests should be concise and logically arranged.

Grounds for Protest

Protests shall be based only on one or more of the following grounds:

- a. The Protester believes the County failed to follow the procedures and adhere to requirements set forth in the solicitation or any addendum thereto.
- b. The Protester believes there was misconduct or impropriety by County officials or evaluation team members.
- c. The Protester believes there was abuse of process or abuse of discretion by County officials or evaluation team members.

Protest Resolution Process

- a. Informal Review by Department

The SSA Director will review the protest in a timely manner and attempt to resolve it expeditiously. If the Director is not able to resolve the protest, then the protest may be forwarded to an official who has been designated as the Independent Reviewing Officer for the RFP at the request of the protestor.

- b. Formal Review by Independent Reviewing Officer

The Reviewing Officer shall conduct an independent review of the protest to determine whether the grounds for the protest have merit. Only the information contained in a timely protest shall be considered by the Reviewing Officer. The Reviewing Officer has the authority to request additional information from the Protester or Department to clarify or confirm information submitted in a timely written protest to assist the Reviewing Officer's review of a protest:

The Reviewing Officer will issue a written decision on a timely written protest within fifteen (15) days of receiving a protest; however, the time for decision may be extended by the Reviewing Officer. The Reviewing Officer will issue the written decision to the Protester and the requiring Department. If the Protester failed to specify in its written protest the method by which the Protester would like to receive the Reviewing Officer's written protest decision, the Reviewing Officer will send his/her written decision to the Protester by mail. The decision of the Reviewing Officer shall be final.

c. Remedies

If the Reviewing Officer sustains a protest in whole or in part, the Reviewing Officer shall have the sole discretion to determine an appropriate remedy in accordance with established guidelines. In determining the appropriate remedies, the Reviewing Officer may consider the degree of prejudice to other parties or to the integrity of the competitive procurement system, the good faith of the parties, the extent of performance, the cost to the Department, the urgency of the procurement, and the impact of the recommendation(s) on the Department's mission.

9. Contract Award

Upon approval of the SSA funding recommendation by the Board of Supervisors, the SSA, and selected vendors will finalize contract specifics.

10. Contract Effective Date

The contract effective date for the initial term is **July 01, 2013**.

C. GENERAL CONDITIONS

1. Incurring Cost

This RFP does not commit the County to award, nor does it commit the County to pay any cost incurred in the submission of the Proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.

2. Claims Against The County Of Santa Clara

Neither the organization nor any of its representatives shall have any claims whatsoever against the County or any of its respective officials, agents, or employees arising out of or relating to this RFP or these RFP procedures, except as set forth in the terms of a definitive agreement between the County and the organization.

3. Basis For Proposal

Only information supplied by the County in writing in connection with this RFP should be used as the basis for the preparation of Vendor's proposal.

4. Form Of Proposals

No facsimile or electronic proposals will be accepted.

5. Electronic Mail Address

Most of the communication regarding this procurement will be conducted by electronic mail (e-mail). Potential applicants agree to provide the SSA with a valid e-mail address to receive correspondence.

6. Amended Proposal

A Vendor may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the Response Coversheet. The County personnel will not merge, collate, or assemble proposal materials.

7. Withdrawal Of Proposal

Proposers will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The proposer must submit a written withdrawal request signed by the proposer's duly authorized representative addressed to the designated County contact for this RFP.

8. Late Responses

In order for a proposal to be considered, the proposal must be received in person or via courier or mail to the place specified above no later than the RFP due date and time. The Social Services Agency's time and date stamp will be the basis for determining timeliness of proposals. Late proposals shall be rejected.

9. No Public Proposal Opening

There will be no public opening for this RFP.

10. California Public Records Act

All proposals become the property of the County and subject to the disclosure requirements of the California Public Records Act (CPRA, California Government Code section 6250 and following). If proprietary information is contained in or attached to the written proposal and vendor claims that it is not subject to the CPRA, the proposal must clearly mark that information “proprietary” or “confidential.” In the event of a CPRA request for such information, the County will ask vendor to provide the legal basis for exempting it under the CPRA. If in the County’s sole discretion the Vendor provides an adequate legal basis to keep the information confidential, the County will request the vendor agree in writing to defend and indemnify the County in any litigation that may result from denial of a CPRA request. The County will disclose the information under the CPRA unless vendor responds timely and agrees to indemnify the County.

11. Confidentiality

All data and information obtained from the County of Santa Clara by the Vendor and its agents in this RFP process, including reports, recommendations, specifications and data, shall be treated by the Vendor and its agents as confidential. The Vendor and its agents shall not disclose or communicate this information to a third party or use it in advertising, publicity, propaganda, or in another job or jobs, unless written consent is obtained from the County. Generally, each proposal and all documentation, including financial information, submitted by a Vendor to the County is confidential until negotiations are complete, when such documents become public record under state and local law, unless exempted under CPRA.

12. Assignment Of Clayton Act, Cartwright Act Claims

In submitting a response to a solicitation issued by the County, the responding person and/or entity offers and agrees that if the response is accepted, it will assign to the County all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec.15) or under the Cartwright Act (Chapter2(commencing with Section 16700) of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the responding person and/or entity for sale to the County pursuant to the solicitation document. Such

assignment shall be made and become effective at the time the County tenders final payment to the responding person and/or entity.

VI. EVALUATION

A. CRITERIA

The Evaluation Criteria listed below will be utilized in the evaluation of the Vendor’s written proposals. The proposal should give clear, concise and sufficient information when **responding to the narrative and work/budget plan requirements** to allow an evaluation based on the criteria below.

Criteria		
TAB 1:	Proposal Response Cover Sheet	N/A
TAB 2:	Table of Contents	N/A
TAB 3:	Organizational Capability	20
TAB 4:	Organizational Cultural Proficiency	30
TAB 5:	Program Description, Implementation Plan and Supports	10
TAB 6:	Transitional Housing Placement-Plus Program Plan	80
	Welfare and Institutions Code Requirements	
TAB 7:	STEP TILP Requirements	10
TAB 8:	Participant Rights	15
TAB 9:	Housing Statutes	5
TAB 10:	Housing Type	5
TAB 11:	Staffing and Employee Regulations	30
TAB 12:	Budget and Budget Narrative	20
TAB 13:	Outcome and Evaluation	25
Total Points Available		250

Applicants must receive a minimum of 70% of the points available to be considered responsive to the RFP. Responsive is defined as a proposal which substantially complies with all requirements of the RFP.

VII. PROPOSAL SUBMISSION REQUIREMENTS

(PLEASE READ CAREFULLY)

Vendors will identify and respond to all of the following items in the order they are listed except when instructed to attach as an exhibit. Only the information provided in each section will be used to determine the points for that section. The criteria for the evaluation of the narrative questions are provided for your reference. Successful proposals will comply with all the conditions, required

program standards, and specifications of each service category. Vendors should thoroughly respond to each requirement as directed.

Tab 1: Proposal Response Cover Sheet

Complete and have an authorized representative of the Vendor sign the Proposal Response Cover Sheet (**form provided – Attachment A**), and place it on the top of your proposal. This is the Vendor’s certification that all the statements in the proposal are true, and constitutes a warranty, the falsity of which will entitle the County to pursue legal action, which includes the right to void their contract.

Tab 2: Table of Contents

Vendors must include a table of contents that corresponds to page numbers in the proposal.

Tab 3: Organization Capability (Maximum 20 points)

Instructions:

This section must describe the experience and capability of the applicant’s organization to effectively implement and manage the services described in this RFP, highlighting any previous experience implementing programs of similar design. Describe the following:

1. The philosophy of transitional housing for youth who have exited probation, emancipated foster youth, the California Connected by 25 Initiative (CC25) and how it fits with your agency’s mission and goals.
2. Your organization’s infrastructure and how the services funded by this RFP will be supported by that infrastructure.
3. Other programs your organization manages that are similar to the program design described in the Program Description and Overview of Services of this RFP.
4. Your organization’s formal and informal relationships in Santa Clara County that would support the Program Description and Overview of Services. Detail must include the type, duration and depth of the relationships specific to work with the Transition Aged youth population for foster and juvenile probation youth in Santa Clara County. Descriptions should also include relationships with community based organizations and resources in Santa Clara County that would support work with Transition Aged Youth (TAY).

Evaluation Criteria:

1. Does the agency's mission and goals fit with the philosophy of transitional housing for youth that have exited probation, emancipated foster youth and the California Connected by 25 Initiative (CC25)?
2. Does the organization's infrastructure support the services that would be funded under this RFP?
3. Does the organization manage other programs that are similar to the program design described in the Program Description and Overview of Services of this RFP?
4. Does the organization have formal and informal relationships in Santa Clara County that would support the Program Description and Overview of Services?

Tab 4: Organization Cultural Proficiency (Maximum 30 points)

DFCS and Probation are committed to meeting the needs of the diverse community in Santa Clara County. Applicants must have policies, structures, practices and procedures which demonstrate cultural proficiency.

A successful response will address the following:

Culturally competent organization – policies, administrative procedures, and management practices designed to ensure access to culturally appropriate services and competent personnel.

Culturally competent services – services and activities that are proven effective with individuals from diverse communities likely to be served.

Culturally competent personnel – program staff, paraprofessionals, and administrators with appropriate skills, knowledge, and attitudes.

Instructions and Evaluation Criteria:

Demonstrate the following as it relates to your organization:

1. Experience in developing outreach and community engagement. This must include a description of the current relationships leveraged to maintain an understanding of the unique needs of the families in Santa Clara County.
2. Program and organization staff has the knowledge and skills necessary to serve Santa Clara County's diverse population.

3. Structures for staff/workforce to receive ongoing training and/or professional development on diverse communities as a whole.
4. Organizational policies that reflect cultural competency. This must include examples of existing policies and governance activities that illustrate commitment to serving Santa Clara County's diverse population.
5. Aware of the culture for transition aged youth.
6. Partnerships, resources and/or collaborations with other entities that provide safe and affordable housing that can be leveraged to provide housing options.

Tab 5: Program Description, Implementation Plan and Supports (10 points)

Instructions:

Start-Up and Implementation

Applicants must submit a timeline chart that indicates major tasks to be completed to ensure a timely implementation of the program services. The timeline must include hiring staff, policy and procedure development, trainings, etc. The chart, at a minimum, must have columns identifying the task, timeframe, and a narrative describing how the task will be completed and who will be completing the task.

Evaluation Criteria:

1. Is the timeline reasonable to implement the Scattered Site, Host Family, and Residential Hall Model in a timely manner?
2. Are the tasks identified reasonable to implement the program?

Tab 6: Transitional Housing Placement-Plus Program Plan (Maximum 80 points)

Welfare and Institutions Code Requirements

The applying organization must describe their Transitional Housing Placement-Plus Program as outlined below:

Instructions:

A. Provide assurance that only eligible participants will be served.

1. Age Requirement: THP-Plus serves young adults who are between the ages of 18 and 23 and meet the following criteria.
 - Emancipated from the Juvenile Dependency or youth that have exited the Juvenile Justice system on or after their 18th.
 - The applicant must have been in Foster Care on the day before their 18th birthday; and
 - The applicant was a court dependent; or
 - The applicant was in a Foster Care placement pursuant to a voluntary placement agreement; or
 - The parental rights were either relinquished or terminated involuntarily and the applicant was in a Foster Care placement; or
 - The applicant was a ward of the court and receiving AFDC-Foster Care payment; or
 - The applicant was the ward of a legal guardian and receiving State Aid to Families with Dependent Children – Foster Care payment.
2. Ensure participants have completed or are pursuing the goals of a County approved STEP-TILP and a Service Plan developed by the agency.

B. Provide assurance that the agency will not discriminate on the basis of race, national origin, gender, sexual orientation, or disability (Welfare and Institutions Code Section 16522.1(a)(1)), youth who were wards of the court as described in Welfare and Institutions Code Section 602 and youth receiving psychotropic medications shall be eligible for consideration in the program and shall not be automatically excluded due to these factors.

C. Describe how the functions of property management and service provider will be separated.

D. Describe the participant application process and selection criteria (Scattered Site, Host Family and Resident Hall Model),

E. Describe the Host Family applicant screening and approval process which must include, but is not limited to, the initial assessment, home visit, and background check.

F. Describe the training that will be provided to all participants depending on their program participation type, and training for Host Families and staff in the Resident Hall Model. Training should provide a detailed overview of

the roles, responsibilities, and expectations of the Host Family, Resident Hall staff, and the THP-Plus participants.

G. Describe your agency's plan for providing the following THP-Plus required services:

1. Coordination with the Independent Living Program to meet the goals outlined in the Supportive Transitional Emancipation Program Transitional Independent Living Plan (STEP TILP) and Service Plan developed by the agency.
2. Assisting participants to secure housing within 30 days of enrollment in the program.
3. Case Management. It is expected that the THP-Plus program will be the primary case manager for all youth who are also eligible for and participating in ILP services including 24-hour crisis intervention and support.
4. Individual or group therapy, provided directly or through referral to support youth with mental health challenges.
5. Education advocacy and support, including linkages to the appropriate educational resources with the goal of each youth obtaining a high school diploma, GED, High School Proficiency, or vocational training prior to program completion.
6. Assistance to pursue college or other post-high school training.
7. Job readiness training and support including linkages to Workforce Investment Act (WIA) partners, One-Stop Centers, DFCS Career Development Unit and other appropriate employment resources.
8. Peer Mentoring.
9. Services to build and support relationships with biological family, other relatives or non-relative extended family members and community.
10. System of payment for utilities, telephone and rent.
11. Allowance to be provided to each participant adequate to purchase food and other necessities.
12. Apartment furnishings, provided directly or through a stipend.
13. Assistance in finding affordable housing that costs no more than 30% of the participant's gross income at the completion of the program.
14. Aftercare services including support groups and referrals to community resources.
15. Partnerships and collaborations established in the community to ensure available options for low income housing during the youth's participation in THP-Plus services. Housing options must include Milpitas and South County locations.
16. FDIC insured savings account for funds retained by the provider on behalf of the participant

17. Emancipation fund into which \$50 is deposited monthly by the THP-Plus provider. The \$50 deposit may come from the monthly THP-Plus payment. Participants are required to save 30% of their monthly income to be paid when they leave the program.

H. In addition to the services required by statute, the following services are recommended to further support the participant's transition to independence. Describe your agency's plan for providing the additional recommended services:

1. Life skills training.
2. Roommate mediation.
3. Economic literacy training.
4. Transportation assistance.
5. Public benefits advocacy (assistance with General Assistance (GA), Cal-Fresh, Supplemental Security Insurance (SSI), Medi-Cal, etc).
6. Security deposit assistance and plan to help youth save 30% of their monthly income for when they leave the program.
7. Moving assistance at the start of the program and at the exit if necessary to change housing
8. Regular housing advocacy and tenancy training

I. Describe your agency's plan for monitoring participants/placements.

J. Provide your agency's policies regarding:

1. Education requirements
2. Work requirements
3. Savings requirements
4. Personal safety
5. Visitors
6. Emergencies
7. Medical requirements
8. Disciplinary requirements
9. Child care
10. Pregnancy (Prenatal care and prevention)
11. Curfew
12. Apartment/Housing cleanliness
13. Budgeting
14. Care of furnishings
15. Cars
16. Lending or borrowing money
17. Dating
18. Ground rules for termination
19. Grievance Procedures involving termination of services or recommended exits from the program due to non-compliance.

Evaluation Criteria:

Applicants will be evaluated based on the completeness and the ability to provide and demonstrate items A-J of Tab 6.

Tab 7: STEP TILP Requirements (Maximum 10 points)

The THP-Plus provider shall, with the assistance of a county designee, assist each participant to complete the THP-Plus TILP form. THP-Plus participants are required to participate in the development of activities identified in their STEP TILP. Each STEP TILP shall have goals for housing, education, vocational-training, employment and other life skills related to self-sufficiency and shall include a record of activities in the STEP TILP. The THP-Plus STEP TILP must be reviewed and updated at a minimum annually, or as needed to reflect any changes, by the participant, the county designee and the THP-Plus provider.

Instructions:

Provide assurance that your agency will assist in the development and monitoring of THP-Plus participant STEP TILP. Describe who and how STEP TILPs will be completed.

Evaluation Criteria:

Did the applicant provide assurance that their agency will assist in the development and monitoring of THP-Plus participants STEP TILP? Did the applicant describe by who and how the STEP TILP be completed? Does the STEP TILP process align with the overall program model?

Tab 8: Participant Rights (Maximum 15 points)

Instructions:

To respect the rights of adult program participants, the provider must provide assurance and demonstrate that:

- a. Participants are allowed the greatest amount of freedom possible in order to prepare them for self-sufficiency.
- b. Participants have the right to be free from arbitrary or capricious rules; the right to understand all rules in writing in appropriate languages and formats, the right to appeal the loss of benefits or services before they are suspended (unless imminent physical harm to someone would result); and the right to a grievance procedure. Provide the grievance policy and procedure.
- c. Participants' right to confidentiality is respected. This right applies to the dissemination, storage, retrieval and acquisition or identifiable information. The agency shall not release information

- about a participant's receipt of services without a written release from the participant.
- d. Participants' right to privacy is respected. Information shall be requested from the participant only when the information is specifically necessary for the provision of services. Participants shall not be required to supply information as a condition of obtaining services without written documentation verifying the necessity of the information.
 - e. If medical services are needed by participants, these services shall be provided by a medical professional or an appropriately licensed (or otherwise legally operating – e.g. county) clinic or adult day health center that may offer services off-site or through a home visiting program, including services which are made available on a regularly scheduled basis on-site.
 - f. Participants are given a choice regarding what services to access and the location of the services (on-site or offsite), as long as the goals of the THP-Plus STEP TILP are being met.
 - g. Any participant funds retained by the provider on behalf of the participant shall be deposited in an interest bearing savings account in any bank or savings and loan institution whose deposits are insured by the Federal Deposit Insurance Corporation or the Federal Savings and Loan Insurance Corporation. The principal and interest shall be distributed to the participant when he/she leaves the program, or earlier, if permitted by the THP-Plus program guidelines.

Evaluation Criteria:

Did the applicant provide assurance/demonstrate that their program would meet the requirements outlined in Item 2, Participants' Rights (a-g).

Tab 9: Housing Statutes (Maximum 5 points)

Instructions: The applicant must provide assurance and demonstrate compliance with:

- a. State and Federal fair housing laws (participating agencies must assure compliance with California landlord-tenant law (Civil Code Section 1940, et seq.) and/or Transitional Housing Misconduct Act (Health and Safety Code Section 505080, et seq.)
- b. All Federal, State, and local housing laws and fire clearance requirements.
- c. Housing must have reasonable access to transportation, schools, employment, appropriate supportive services, shopping and medical care.

Evaluation Criteria:

Did the applicant provide assurance and demonstrate compliance with State and Federal fair housing laws, all Federal, State and local housing laws and fire clearance requirements? That all housing will have reasonable access to transportation, schools, employment, appropriate supportive services, shopping and medical care?

Tab 10: Housing Type (Maximum 5 points)

Programs certified under the California Department of Social Services Division 30 regulations shall be designed to provide safe and adequate housing and allow participants the maximum amount of independence and self-sufficiency. Acceptable residential units under this RFP are a "Host Family," a residential hall room at San Jose State University or apartment/room rental. There will be only one participant per bedroom for the host model.

Evaluation Criteria:

Was the required statement added to the plan document?

Tab 11: Staffing and Employee Regulations (Maximum 30 points)

To ensure the safety of program participants, a successful provider must provide assurances and demonstrate the ability to provide a sufficient level of culturally competent, multi-lingual, trained and qualified staff to effectively carry out program activities.

Instructions:

- a. Provide a list of all staff positions which will be utilized in the proposed program. Identify staff; list their titles; percentage of time allocated to the program; present salary or salary range; describe their experience and qualifications; the activities they perform; and their language and cultural competence. Include in this Section as Attachment E: Staffing Plan.
- b. Include job descriptions and qualifications.
- c. This section must provide an assurance that criminal record clearances will be required for all agency employees.
- d. This section must provide an assurance that staff working on the program will receive training regarding working with former foster youth, case management and fair housing laws. Stronger responses will include a description and the duration of the training.
- e. Demonstrate that managers and supervisors will provide close supervision of staff and provide case consultation on a regular basis.
- f. Provide assurance that staff will participant in joint trainings with DFCS and Probation staff.

- g. Proposals with staff who are former foster youth will be given priority.
- h. Provide a Staffing Organizational Chart for the THP-Plus Program. Include in this Section an Organizational Chart.

Evaluation Criteria:

- a. Is the list of all staff positions adequate for the proposed program?
- b. Does the agency describe the qualifications and/or experience of staff which supports their ability to work with former foster youth?
- c. Does the agency have an adequate level of staffing to support the THP-Plus program?
- d. Did the agency include job descriptions and qualifications? Are they adequate for the job function?
- e. Does the agency provide an assurance that a criminal records clearance of all agency staff working on THP-Plus will be obtained and kept on file?
- f. Does the agency provide an assurance that training will be provided to all staff working on the THP-Plus program, a brief description of the training and the duration of the training?
- g. Does the agency demonstrate that managers and supervisors will provide close supervision of staff and provide case consultation on a regular basis?
- h. Does the agency provide assurance that their staff will participate in joint trainings with DFCS and Probation staff?
- i. Does the Staffing Organizational Chart for the THP-Plus Program make sense in terms of the flow of services and the level of supervision needed to support the THP-Plus program?

Tab 12: Budget and Budget Narrative (20 points)

Instructions:

- a. Provide a complete budget for the program on the forms provided (Attachment C – Budget Form). The budget must include the detail line items funded by this RFP and other funding sources. The budget period should cover the starting period of July 1, 2013 – June 30, 2014. The budget must be realistic to cover the costs of the program.
- b. Complete the Transitional Housing-Plus Program Costs per Month per Participant Budget (Attachment C Budget Form: Participant Budget) for the THP-Plus program for each participant. The current program model being provided under the direction of the Department of Family and Children’s Services provides a payment to a Host Family in the amount of \$891.00, THP-Plus participant \$359.00 and \$50.00 to an emancipation fund for a total of \$1,300 per month. The SJSU Hall Model allows for a payment to SJSU in

the amount of approximately \$1,330, THP-Plus participant \$359.00 and a \$50.00 to an emancipation fund for a total of \$1,739.00 per month. THP-Plus Scattered Site slots will be funded at a monthly rate of \$1,800 for single participants and \$2,350 for parenting participants. The funding must include Rent (\$550.00); Utilities, Laundry, Food, Cleaning Supplies, Transportation, Emancipation Fund (minimum of \$50.00 deposit per month), Personal Necessities, Apartment Furnishings and Administrative Support/Salaries and Case Management.

- c. Strong responses will utilize the same funding model. If the funding model submitted varies from the current model, the applying organization must be able to provide a solid justification for the change.
- d. Proposals that ensure housing development or that offer congregate care for higher needs youth or those with mental health challenges will be highly desirable.
- e. Provide a Program Budget Narrative which explains and justifies each line item in the budget.
- f. Include a narrative description of additional funding strategies that are being proposed to offset the cost of providing services. Indicate any other revenue you plan to use to support/enhance your program model, including but not limited to, Medi-Cal, EPSDT, grant funds, HUD, etc.

Evaluation Criteria:

- a. Does the budget reflect a sound and adequate allocation of resources matching the program components, including staffing level, operating costs, and management?
- b. Does the individual budget estimate seem adequate to support the needs of the participant? Is it in-line with the current budget model?
- c. Does the budget narrative support the proposed budget?
- d. Does the agency indicate and explain any other revenue sources that will be used to support/enhance the program model?

Tab 13: Outcome and Evaluation (25 points)

The selected provider will be required to work with the County to collect data through the utilization of the Efforts to Outcome Database (ETO). Measurements will include education, employment, living wage, permanency, and housing. In addition to establishing outcomes and evaluation tools, the provider will be required to:

- a. Maintain accurate client files and records to satisfy County reporting requirements.

- b. Describe how the agency will collect, manage and provide data and documentation to the Social Services Agency to ensure the following goals are met:

Goal 1: The THP-Plus program will assist emancipated foster youth and youth that have exited probation to secure stable housing both during the program and upon exit from the program if a housing change is needed.

Measure 1: Annually, 75% of the THP-Plus enrolled participants will successfully maintain their THP-Plus placement.

Measure 2: Annually, 85% of the participants exiting the THP-Plus Program will secure and maintain housing for at least one year.

Measure 3: Evaluation of types of housing offered both during the program and after.

Measure 4: Provider's ability to secure housing development through relationships, partnerships, or contracted services.

Goal 2: The THP-Plus program will increase the employability of emancipated foster youth and youth that have exited probation.

Measure 1: Of the THP-Plus participants not employed at the time of entry, 75% will obtain employment or enter into a vocational training program or internship within six months of entering the program.

Measure 2: 75% of THP-Plus participants will increase their income within one-year of entering the program.

Measure 3: Providers will be expected to track participant's employment status through hours per week, type of employment and wages per hour.

Goal 3: The THP-Plus program will support emancipated youth and youth that have exited probation furthering their educational goals.

Measure 1: Annually, 35% of participants will be enrolled in an accredited college or 4-year educational institution.

Measure 2: 75% of participants in or exiting the program will obtain their high school diploma or equivalent.

Goal 4: The THP-Plus program will assist emancipated youth and youth that have exited probation in connecting to health care services and other community-based resource.

Measure 1: 85% of THP-Plus participants will be enrolled in Medi-Cal or another private/public health insurance program.

Measure 2: 90% will obtain information about community services such as food banks, food stamps, legal services, financial aid programs, and individual development accounts.

- a. Describe what method(s) of evaluation you plan to use to determine whether or not you have achieved the outcomes listed under item.
- b. Evaluation is essential and may be required to justify additional funding.

Evaluation Criteria:

- a. Is the agency's record keeping system adequate to satisfy the County's and State's reporting system?
- b. Does the narrative provide an evaluation model that outlines how the agency will collect the data that is required to measure the goals listed in item 7b?
- c. Does the narrative explain the tools that will be used to determine if the outcomes outlined in item b were met?

B. RESPONSIBLE AND RESPONSIVE PROPOSAL

Proposals received by the established deadline will be screened by SSA staff to determine the responsibility and responsiveness of the proposal.

1. Responsible means one who:
 - a. Possesses adequate financial resources, or the ability to obtain such resources as required during the performance of the contract and;
 - b. Has the ability to comply with the proposed delivery or performance schedule, taking into consideration available expertise and any existing business commitments; and
 - c. Has no record of unsatisfactory performance, lack of integrity, or poor business ethics; and
 - d. Is otherwise qualified and eligible to receive an award under applicable statutes and regulations.
2. Responsive means one whose bid or proposal substantially complies with all requirements of the RFP.

VIII. PROGRAM STANDARDS AND SPECIFICATIONS

Key Principles of THP-Plus (John Burton Foundation)

The THP-Plus program is grounded in four key principles:

- **Age appropriateness:** THP-Plus programs must recognize that emancipated foster youth and youth who have exited probation are legal adults and should be subject to fewer restrictions than those who are minors.
- **Distinct from foster care:** THP-Plus programs must have program rules that are distinct from those that apply to youth currently in the foster care system.
- **Greatest amount of freedom possible:** THP-Plus program must allow young adults to have the greatest amount of freedom possible in order to prepare them for adulthood.
- **Strong emphasis on supportive services.** THP-Plus is not solely a housing program. Instead, it is a supportive housing program which regularly provides young adults a wide range of supportive services.

Key Principles of the THP-Plus Scattered Site Model:

- Provide access to safe and affordable housing for participants.
- Ensure participants are educated and informed of tenant's rights and responsibilities.
- Provide participants with case management services to support their educational or employment goals outlined in the STEP TILP.
- Connect participants with relevant and appropriate services and resources within community to support them as they become self sufficient.
- Provide adult guidance, emotional support and positive peer relationships.
- Provides educational support and case management services for participants to pursue their educational and professional goals as outlined in the STEP TILP.
- Connects former foster/probation youth with a community's continuum of educational financial resources to accomplish their educational objectives.

Key Principles of the Host Family Model

- Supports permanency for former foster youth. This model facilitates a formal process for the THP-Plus participants and host family to make a mutual long-term commitment to each other
- Mirrors the experience of young adults from intact families. Participants also have the opportunity to receive the emotional support and acquire the skills that come from living in a family setting

- Provides daily hands-on support for participants. Participants receive informal mentoring and support from the host family, including the opportunity to practice daily living skills
- Maintains existing family connections. This structure supports sibling relationships as well as former foster parent relationships.
- Expands a community's continuum of housing options for transitioned aged youth from the probation and child welfare systems. Enables DFCS and Probation and providers to work collaboratively with participants to select the program that best meets the participant's needs

Key Principles of the THP-Plus Resident Hall Model

- Supports college and post secondary education for former foster/probation youth. The THP-Plus SJSU Resident Hall facilitates a process by which a participant is provided with the necessary support systems to access higher education.
- Provides educational support and case management services for participants to pursue their educational and professional goals.
- Connects former foster/probation youth with a community's continuum of educational financial resources to accomplish their educational objectives.

IX. COUNTY RIGHTS

A. THE COUNTY RESERVES THE RIGHTS TO TO DO ANY OF THE FOLLOWING AT ANY TIME:

1. Waive or correct any minor or inadvertent defect, irregularity or technical error or in a proposal, or in the RFP process, or as part of any subsequent contract negotiation;
2. Terminate this RFP or issue a new RFP;
3. Extend a deadline specified in this RFP, including deadlines for accepting proposals;
4. Modify the final contract from terms described in this RFP;
5. Disqualify any Proposer on the basis of a real or apparent conflict of interest, or evidence of collusion that is disclosed by the proposal or other data available to the County;
6. Reject a proposal if any document or item necessary to the proposal is incomplete, improperly executed, indefinite, ambiguous, or is missing;
7. Reject a proposal for any attempt to improperly influence any member of the Evaluation Panel;
8. Reject any proposal if the proposer or related agency is currently in litigation with the County of Santa Clara, or the County is contemplating

- litigation against the agency or a related agency relating to contract performance;
9. Reject any proposal for any false, misleading or otherwise unresponsive statements, documents or information provided to the County either through disclosure or non-disclosure if, in the County's judgment, the false, misleading or otherwise unresponsive statements, documents or information are material;
 10. Reject proposal where the Proposer is in breach of, or in default under, any other agreement with the County;
 11. Reject any proposal if the agency or a related agency is currently being investigated by the County of Santa Clara for non-performance of obligations under any contract with the County, and such non-performance or alleged non-performance has resulted in actual non-renewal or termination of Agency's contract with the County.

X. RESPONSE FORMAT AND ORGANIZATION

A. NUMBER OF COPIES AND FORMAT

Proposer must:

1. Submit one (1) original and five (5) copies of their proposal. The original must be stamped "ORIGINAL" and contain original signatures where required.

Proposal must:

1. Be typed using font Arial with a minimum of font size of 12 on letter size paper with one (1) inch margins.
2. Be double-sided wherever possible.
3. Shall be single spaced wherever possible.
4. Be three-hole punched.
5. Follow the proposal format, delineating the requirements by labeled tabs.
6. Have a table of contents that corresponds to page numbers in the proposal.
7. Have page number in consecutive order. Appendices and Exhibits are exempt from this requirement.
8. Follow maximum number of pages for narratives. Appendices and Exhibits are separate from this requirement.

B. PROPOSAL PACKET SEQUENCE AND CHECKLIST

Proposers are not required to use the specific Word and Excel forms provided in this RFP. Proposers are however required to provide the required outlined on those forms in a similar format.

Social Services Agency does not guarantee that accuracy of the formulas in its provided forms nor is responsible for any errors or omissions. Proposers assume all responsibility for the accuracy of the information provided either on the forms included with this RFP or other formats.

C. INSTRUCTIONS TO PROPOSERS

Proposal and all attachments must be in English and complete and free of ambiguities, alterations and erasures. The proposal must be executed by a duly authorized officer or agent of Proposer. In the event of conflict between words and numerals, the words shall prevail.

D. NON-CONFORMING SUBMISSIONS

A submission may, at the sole discretion of the County, be construed as non-conforming proposal, ineligible for consideration or incomplete if it does not comply with the requirements of this Request for Proposals.