



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: July 22, 2014

HSS 14-034

Housing Case Management Services

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: August 19, 2014

By 11:00 am Local Time

ADDENDUM # 1 – Questions & Answers

PLEASE NOTE:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

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Housing Case Management – RFP HSS-14-034
Questions & Answers

What is the total amount of funding available?

The current forecast of funding for the Housing Case Management (HCM) service for October 1, 2014 through September 30, 2015 will be \$99,800.00.

What is the expected # of awards to be made?

Currently the Division contracts with 2 providers. Depending on the number of providers that bid for the RFP, this could change, but it is not predicted to be a drastic increase.

In the RFP for the Housing Case Management, it states that applicants must have one year's experience IN DELAWARE providing this service. Is that a truly disqualifying technicality?

The service specifications have been updated to remove the Delaware requirement and Addendum #2 to this RFP

@ 3.1 - Who will set the placement targets for the vendor?

DSAAPD

@ 4.1. What is the projected number of persons to be served in this program? And what is the anticipated breakdown of the number by county?

180 clients - Based on referrals. No county breakdowns.

Is the program expected to grow, and at what pace, i.e. 5 people a year or 50 people a year?

This has not been determined.

@2.1 and 7.1 – Will the awarded agency's role be only to assist the client with accessing supports to secure housing, or will the agency be required to find and secure housing for the client?

Actually find housing and supports.

@ 7.1 – is the requirement that the program locate suitable housing for every person referred for services?

Yes

@7.2.3.1.4 – Please clarify 'emergency coverage'. To what extent is the provider responsible to respond to consumers after regular business hours? And for what types of situations are the service specs referring?

Should be available to suggest and refer to emergency housing until permanent housing can be found.

@7.2.6 – Does DSAAPD have a sample of the initial assessment, a Final Housing and Choice assessment and a housing services plan?

No.

@7.2.7 – Please clarify which assessment is completed within 5 days of a referral.

Contact the client and at least provided a general assessment of clients housing needs within 5 days of receiving referral.

@7.2.8 – Please clarify timelines noted in the section.

It should be 15 days. (Addendum #2 to this RFP will include the updated service specifications)

Will program funds be available to cover utility deposits, initial furniture purchases, and if needed, ongoing rental assistance if no other source is readily available?

No

Would an outcome of keeping a person in their current home with appropriate home modifications be an acceptable outcome under this program?

Yes

And if so, is there funding available under this program to cover the costs of the home modifications?

No

Is this a new proposal because we are a contractor and we received a renewal?

Per Procurement rules, the Division must re-bid this service.

Are there standard or professional qualifications for the housing case manager?

The Housing Case Manager is responsible for working closely with the case management and intake staff in order to assist clients participating in our services to identify appropriate housing options. As an integral part of the Housing Case Manager's responsibilities, this person is required to maintain relationships with landlords, private and non-profit, who will work with the clients. The Housing Case Manager will work with the organizational team (medical and social), as well as with representatives from the state and local housing agencies, and with representatives of other non-profit agencies. Thus, this position functions as a member of a multidisciplinary team with our agency's staff, housing entities, and other state and community agencies.

Specific (Essential) Responsibilities:

- Maintain a Housing Directory which should at minimum include information on all contacts with housing providers including: corporation name, name of contact, address, phone, date of contact and results of contact (i.e. availability, to include the number and type of housing).
- Assist clients to get on waiting lists for permanently affordable housing
- Develop a process to provide housing availability to the organization's team in an efficient and timely manner
- Understand the application process, eligibility and documentation requirements for the various housing programs.

Other requirements:

- Assist clients during their move into housing. Such assistance may include accessing rental assistance money, utility hookup deposits, furnishings, coordinating with movers/ transportation

Other services that will may be needed:

- Provide or refer clients to housing counseling and budget training for clients to help prepare them for housing
- Develop trainings and workshops for or refer clients on rights and responsibilities, fair housing requirements, communicating with landlords and tenant.

Will there be any housing subsidies?

No.

Is there a Medicaid billable?

No.

Will there be more than 2 providers?

There can be more than two, but probably not more than 2 unless there is a special need.

Who are the current providers?

United Cerebral Palsy and West End Neighborhood House

The RFP says “.linkage of services, establishment of housing services and maintenance of housing services”, what does that mean?

Assisting to find housing, working with the landlord, assistance if there is a problem, i.e. eviction intervention.

Is there a requirement for site control, leasing or ownership for the provider?

No.

Are there licensing requirements?

No.

Is there any priority system for SRAP vouchers?

No, DSAAPD will handle the prioritization.

The current two providers, do they operate locally or statewide?

Statewide.

Is the RFP for statewide service?

Yes.

Will we need to find housing for all 180 clients within the year?

Yes, and may need to find housing sooner, i.e. 60 days for SRAP clients.

Will all the clients have SRAP?

No

Is SRAP assigned to the client or the project?

SRAP is assigned to the client.

Will part of the service be to apply for SRAP vouchers?

No, but you may need to assist with some of the follow-up. i.e. attend SRAP voucher meetings with DSHA or the landlord.

Will ACT team providers do it?

Yes, they do for the Mental Health system.

What is the rate?

\$550 per referral for the year.

When is someone considered discharged?

Closed after housing is found. They would be reopened by their case manager and this would be a new referral.

Would that be charged another \$550?

Yes

So it is not 180 unduplicated clients?

Correct, it is 180 referrals.

The 180 would be split by the number of providers?

Yes, 180 referrals is the total contract number.

The assumption is there are 180 units in the community for the clients?

Yes

Do you know the utilization rate?

New Castle County has the highest concentration of population, but Sussex has the highest shortage of housing.

Emergency coverage, what would that entail?

Will not require 24-7 coverage, but would be available to assist with emergency services/placements.

Does client have choice to live where they want to live?

We want the clients to live where they want, but the case manager can talk through it with the client and come up with a compromise. However, the final choice is the client. You can submit to close a client for unreasonable expectations. I would rule on it on a case by case basis. All placement recommendations must be documented.

Is there any evidence based models that you want us to follow?

No

Is the case manager responsible for taking them to the appointments to fill out applications?

Yes if necessary. However, be creative and let the client be as independent as possible. i.e. email, fax, etc.

Do clients have to be referred by DSAAPD?

No all of DHSS can refer, but not outside of our system.

If we find the client what should we do?

Refer them to our service system.

If we feel the client cannot live in the community what should we do?

All of the referrals should be appropriate because we have done the assessment. But if you see something wrong, contact their case manager. You assess for the housing need only.