



2024 Diversion Services and Client Assistance Letter of Intent

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I. Introduction

The Diversion Services and Client Assistance Letter of Intent (LOI) is seeking applications from qualified agencies interested in providing diversion services and client assistance for individuals and families currently experiencing homelessness.

This funding opportunity is open to proposals from non-profit organizations in the City of Seattle. **KCRHA expects to award up to two (2) agencies that will provide personalized diversion services and direct client assistance and address the distinct circumstances and challenges of individuals or families, with the primary aim of preventing or swiftly resolving homelessness through the identification of alternative and stable housing solutions.**

The intent of the Diversion Services and Client Assistance LOI is to provide support to individuals and families currently experiencing homelessness and fleeing or attempting to flee domestic violence. This funding opportunity is open to currently contracted agencies that are providing diversion services. This funding is not intended for new projects and is for existing projects only.

Centered in [KCRHA's Theory of Change](#), all proposals will be reviewed to ensure completeness, alignment with the program scope, and budget feasibility. The rating team will recommend proposals to be funded, giving preference to proposals that best serve this vulnerable population.

The rating team will recommend proposals to be funded, giving preference to proposals that:

- Demonstrate a comprehensive understanding of diversion services and client assistance needs.
- Prioritize allocating funds to address client needs.
- Supports families in finding secure and alternative housing solutions, alleviating the emotional distress associated with experiencing homelessness.
- Ensure individuals and/or families consistently receive support services and operational funds, aiding clients in achieving housing stability while preserving as much independence as possible.
- Provide housing first, person-centered, and strengths-based services which are holistic and compassionate and recognizes the importance of immediate shelter, tailoring services to individual needs, and building on individuals' strengths to support their journey toward stability and independence.



- Demonstrates how they include or plan to include people with lived expertise of homelessness in their program development.
- Advance equity for Black, Indigenous, and other people of color, survivors of domestic violence as well as individuals who identify as LGBTQ+ and individuals with disabilities.

II. Background

This funding opportunity utilizes existing resources, and funding. It is designed to assist individuals and families experiencing literal homelessness, and/or fleeing or attempting to flee domestic violence with financial support, aiming to prevent further homelessness through diversion efforts.

This funding opportunity is distinctive, being limited to existing contracted service providers, and as a result, there won't be a rating panel involved.

Organization	Project
Africatown International	Centralized Diversion Fund
Chief Seattle Club	Diversion
Downtown Emergency Service Center	Diversion
Mary's Place	Outreach & Engagement
YWCA	Diversion

This definition of homelessness by fleeing/attempting to flee domestic violence is defined by the [US Housing and Urban Development program](#).

III. Timeline

Action	Date
LOI Released	February 20, 2024
Information Session Webinar <i>Participation is suggested but not required</i>	February 23, 2024, at 12:00pm – 1:00pm PST Zoom Meeting Link
Last Day to Submit Questions to RFP@kcrha.org	February 28, 2024, 5:00 PM PST Q&A will be available on KCRHA website under "Funding Opportunities" drop-down menu
LOI submission Deadline	March 15, 2024, at 11:59 PM PST



Award/Denial Notification	Week of March 18, 2024
Estimated Contract Start Date	April 1, 2024

- * KCRHA reserves the right to change any dates in the LOI timeline. Any updates, including responses to questions, will be posted on the KCRHA website under, 'Updates.'
- ** Please contact the Procurement Coordinator for accommodation requests at RFP@kcrha.org.
- *** KCRHA recommends applicants begin their applications several weeks before the deadline to ensure technical difficulties do not get in the way of meeting the application deadline.
- **** KCRHA reserves the right to reopen any funding opportunity if there are less than three application submissions and/or the applications rated do not meet the minimum rating threshold of 70/100.

The deadline for submitting a completed LOI is **March 12, 2024**, at 11:59 PM PST. An Information Session will be held to review the LOI and answer questions. Agency representatives should plan to attend the Information Session. Questions and answers elicited during the Information Session, and questions otherwise answered by the Procurement Coordinator, will be posted online at: <https://kcrha.org/resources/funding-opportunities/>.

Questions submitted outside of the Information Session should be submitted to the Procurement Coordinator via email at RFP@KCRHA.org; agencies will receive a response via email. The final day to ask questions related to this funding opportunity is February 16, 2024, at 5:00PM PST, to allow adequate time for all questions and answers to be posted online and viewed by all applicants.

IV. Funding Source

Fund Source(s)	FY2024 Amount	Period of Performance
City of Seattle General Fund	\$210,000.00	April 1, 2024 – December 31, 2024

V. Program Requirements

1. Applicants must adhere to the program requirements to be eligible to apply for funding through the **Diversion Services and Client Assistance LOI**.
2. Minimum Eligibility Requirements
 - Agencies are required to meet the requirements found on [KCRHA's website](#).
3. Data Collection, Evaluation and Performance Measures



- All funded agencies will participate in data collection through King County Homeless Management Information System (HMIS) to evaluate and improve the quality of their programming.
 - KCRHA will collaboratively establish and evaluate performance metrics with each grantee incorporated into each Service Contract.
4. COVID-19 Safety Guidelines
 - Agencies are expected to adhere to current, appropriate safety protocols as outlined by [Seattle King County Public Health](#), to prevent the spread of COVID-19. These protocols may include social distancing, wearing masks, hand washing, and sanitizing surfaces.
 5. Unique Entity ID (UEI) number and [Federal System for Award Management](#) (SAM) registration in good standing.

VI. Program Scope

Successful proposals will demonstrate the capability of delivering integrated services effectively and efficiently. The program aims to provide housing stability for those experiencing homelessness and to divert them from further homelessness.

Successful applicants will be responsible for implementing and managing the program area below.

The sections below summarize the program area(s) and associated requirements contained in this LOI. Expanded program details can be found in each program area below. KCRHA is open to applications where agencies (for profit or faith-based organization) partner to provide the required scope of activities.

KCRHA is inviting proposals that highlight robust partnerships and effective collaboration with a network of diverse partnerships that ensures their diversion program can address the various needs of individuals at risk of homelessness and provide holistic support to help them achieve stable and sustainable housing. Successful proposals will have a focus on enhancing well-being and strengthening service connections for individuals in diversion programs. Applicants who also demonstrate the ability to effectively serve the needs of LGBTQ+ individuals and/or Black, Indigenous, and People of color are highly desired.

1. Successful applicants will propose projects using a housing first, trauma informed, person-centered, and strengths-based approach which prioritizes the household's wellbeing, anywhere in Seattle. Below are the summarized the program areas.
2. Program Scope



- a. Housing First Approach
- b. Direct Client Financial Assistance
- 3. Provider Profile & Eligibility
 - a. Current RHA contracted agencies that provide diversion services.
- 4. Eligible costs
 - a. Client Assistance
 - i. Move-in costs, including deposit and first month's rent, moving supplies, the cost of a moving truck and storage;
 - ii. Rental applications fees, and payments for background and credit checks;
 - iii. Fees for securing identification documents, birth certificates and social security cards;
 - iv. Transportation, including bus tickets for both local transport
 - v. Previous housing debt/rental arrears if resolving will facilitate an immediate housing placement;
 - vi. Utility deposits and arrears; and
 - vii. Certifications or license fees related to school or employment.
 - b. Supportive Services
 - i. Eligible activities can be found at Seattle/King County Continuum of Care Diversion-Guidelines
 - i. [CoC Diversion Guidelines](#)
- 5. Ineligible Costs
 - a. Acquisition
 - b. Rehabilitation
 - c. New construction

VII. Contracting Requirements

1. Any contract resulting from this LOI will be between KCRHA and the applicant organization.
2. Contracts may be amended to ensure that services and outcomes align with community needs, or changes in availability of funding.
3. Contractors must comply with the Terms and Conditions of the KCRHA Master Service Agreement (MSA). These requirements shall be included in any contract awarded because of the LOI and are not negotiable.
4. Contractors must maintain books, records, documents, and other evidence directly related to the work's performance in accordance with Generally Acceptable Accounting Procedures. The City of Seattle, or any of its duly authorized representatives, shall have access to such



books, records and documents for inspection, audit, and copying for seven (7) years after completion of work.

5. Contractors must complete all required reports and billing documentation as stated in the contract. Reimbursement will be contingent upon receipt and approval of required reports. Additional data may be required for audit or evaluation purposes.
6. Contractors must be able to protect and maintain all confidential information gained from this contract against unauthorized use, access, disclosure, modification, or loss.
7. Contractors must participate in the local HUD Coc Notice of Funding Processes.

VIII. Performance Expectations

Agencies will report on client outcomes through performance commitments. Specific numerical goals for performance commitments will be determined during contract negotiation. Examples of performance commitments are shown below.

1. Number of households provided Diversion, client assistance and support services.
2. 80 Percent of households enrolled during the contract year have diversion conversation on their first day of program enrollment.
3. Percent of single adult and young adult households and the percentage of family households that have a diversion service within 30 days of program enrollment exit emergency shelter to a diversion eligible exit destination within 45 days of program enrollment.

Selection Process

1. The selection process for these funds is limited to existing service providers.
2. The rationale behind this selection process is that the agencies currently hold contracts with RHA and are actively engaged in the activities outlined in the application.
3. Application Submittal
 - a. Upload a completed and signed LOI Cover Sheet (Attachment 1).
 - b. The application must include:
 - i. A completed narrative response to sections A. – E. (Sections F and G do not count towards the character limit).
 - ii. If you are proposing a partnership or subcontract with another agency, attach a signed letter of commitment from that agency’s Director or other authorized representative.



Completed LOIs are due by 3/15/24 at 11:59 PM PST. KCRHA is not responsible for ensuring that applications are received by the deadline. KCRHA reserves the right to deny any applications submitted after the stated deadline.

i. Determination of a Completed Application

All applications must be completed through RHA's grant management system, FLUXX. Please notify the Procurement Coordinator if you require accommodation.

ii. Proposal Narrative

A. AGENCY EXPERIENCE AND PROPOSED APPROACH (30 points)

1. What is your program's current or proposed service model? What changes have or would you make to develop and/or operate this program?
2. How does your current/proposed service model lead to exits to permanent housing or overcome barriers to service engagement?
3. What is the anticipated number of people who will be served in your proposed model? How many individuals? How many couples? Do you anticipate serving an underserved population? If so, please explain.

Rating Criteria - A strong application meets all the criteria below.

- Applicant demonstrates experience and a logical plan to execute the core components of their selected program area(s) including an understanding and connection to race and social justice.
- Applicant describes how they will facilitate referrals and information sharing with associated non-congregate shelters, homelessness outreach agencies, and housing programs.
- Applicant provides detail about the anticipated number of people housed and anticipates serving an underserved population.

B. STAFFING (10 points)

1. Describe the staff who will have a significant role in designing, delivering, and evaluating each program area(s) of interest. What will they be responsible for doing? What is the ratio of staff to participants?
2. What strategies do you use to build the leadership capacity of BIPOC (Black, Indigenous, and People of Color) employees within your organization?

Rating Criteria - A strong application meets all the criteria below.



- Staff positions and qualifications are designed to meet the needs of residents.
- Applicants have a plan to build leadership capacity and opportunities for BIPOC staff.

C. RACIAL EQUITY & SOCIAL JUSTICE (25 points)

1. Describe how your agency uses strength-based approaches to empower Black, Indigenous, People of Color (BIPOC) communities and survivors of domestic violence who experienced systemic oppressions and/or poverty? How does this approach support BIPOC people and communities?
2. How does your agency ensure equal access to program services and facilities in accordance with a person's self-identified gender?

Rating Criteria - A strong application meets all the criteria below.

- Applicant has a strong history and experience working with and supporting low income BIPOC communities and individuals impacted by institutional racism and/or poverty.
- The applicant explains their commitment to make changes over time to ensure residents are satisfied with their services and successfully transition to permanent housing.
- Applicant identifies how they assess and monitor resident satisfaction. This outcome must be measured through client exit interviews.

Rating Criteria - A strong application meets all the criteria below.

D. PARTNERSHIPS (15 points)

1. Describe how you will partner with program residents, community members, and other agencies to execute the proposed program areas(s).
2. What role will residents play in planning, implementation, and evaluating your work?

Rating Criteria - A strong application meets all the criteria below.

- Applicant clearly describes who and how they will partner with program participants, community members and agencies in planning, implementation, and evaluation.
- Applicant explains their commitment to make changes over time to ensure residents are satisfied with their services and successfully transition to permanent housing.



- Applicant identified how they assess and monitor resident satisfaction with diversion services.

E. DATA (10 points)

1. Describe your agency's experience or ability to collect and manage Homeless Management Information System (HMIS) data.
2. What is your agency's experience gathering and reporting on programmatic data? If your agency has limited experience in gathering and reporting on program data, please describe your capacity-building needs in this area.
3. Describe how your agency manages finances, including any financial systems and controls in place.

Rating Criteria - A strong application meets all the criteria below.

- Applicant has previous experience or explains their knowledge and capacity to collect and manage HMIS data.
- The applicant has experience or can meet reporting requirements with state, local and/or federally funded programs.
- Applicant adequately describes its revenue, financial health, and financial management system.
- Applicant has a fiscal management system which maintains checks and balances and follows Generally Accepted Accounting Principles to safeguard all funds that may be awarded under the terms of this funding opportunity. If applicant lacks fiscal management capabilities, applicant identifies its fiscal sponsor.

F. BUDGET (10 points)

4. Complete and upload the proposed Program and Personnel Budget (Attachments 2, tabs 1 & 2) for your program's proposed budget in [year].
5. [if prorated] Provide a [year] budget reflecting the prorated amount for services rendered [year; ex: November 1, 2023 - December 31, 2023] (denoting when costs are one-time rather than ongoing in your budget narrative), and a [year] annualized budget reflecting the amount needed for ongoing services [year; ex: January 1, 2024 - December 31, 2024], based on funds available through this LOI.
6. Also, upload a Budget Narrative which provides a line-by-line overview and explanation of your methodology of each budget line item requested. Do not provide your organization's total budget. Costs should be reflected in the proposed activities and any additional funding associated directly to the program area(s) being proposed.



Rating Criteria - A strong application meets all the criteria below.

- Staff positions and qualifications are designed to meet the needs of its clients.
- Applicant explains each budget item and its use clearly. Budget items seem logical and cost effective.
- If funds are being used from other sources, applicant clearly lists the fund source(s) and budget allocations are clearly explained.

iii. Proposal Checklist

A complete proposal packet must include all the following items:

1. A completed LOI Proposal Cover Sheet (Attachment 1).

Incomplete proposal packets will be deemed unresponsive and will **not** be rated.

a. Checklist

This checklist is to help you ensure your application is complete prior to submission, and to verify KCRHA's expectations. **Do not submit this form with your application.**

These documents do not count against the 5-page limit for the proposal narrative section. All applications are due to the King County Regional Homeless Authority **3/15/24 at 11:59 PM PST**. See Section X for submission instructions.

- **Read and understand the following additional documents found on the [KCRHA website](#).**
 - Proprietary and Confidential Information
 - KCRHA's Agency Minimum Eligibility Requirements
 - KCRHA Master Service Agreement, with amendments
 - KCRHA HMIS Requirements
 - KCRHA Commitment to Funding Culturally Responsive Services
 - KCRHA Code of Ethics/Conflict of Interest Policy
 - KCRHA Contracting Requirements
 - KCRHA Funding Opportunity Selection Process
 - KCRHA Appeal Process
 - KCRHA Guiding Principles
- **Completed and signed the required 1-page LOI Cover Sheet? (Attachment 1) ***
 - If your application names specific partner agencies, representatives from these agencies must also sign the application cover sheet.



- **Completed each section of the Narrative response for each program area(s) you are applying for?**
 - Must not exceed 1,700-word limit per field, single spaced.
 - A completed narrative response addresses the following:
 - Agency Experience and Proposed Approach (30)
 - Staffing (10 points)
 - Racial Equity (25 points)
 - Partnerships (15 points)
 - Budget & Budget Narrative (10 points)
 - Data (10 points)

iv. 2024 Diversion Services and Client Assistance

Letter of Intent Proposal Cover Sheet

1. Application Program Categories <i>Check all that apply</i>	<input type="checkbox"/> Diversion Services and Client Assistance
2. Households Served <i>Check all that apply</i>	<input type="checkbox"/> Single Adults <input type="checkbox"/> Couples <input type="checkbox"/> Both
3. Populations Served <i>Check all that apply</i>	<input type="checkbox"/> BIPOC <input type="checkbox"/> LGBTQ <input type="checkbox"/> DV survivors <input type="checkbox"/> People living w/disabilities <input type="checkbox"/> Immigrants/refugees <input type="checkbox"/> People living with substance use disorder <input type="checkbox"/> People living w/co-occurring disorders <input type="checkbox"/> People w/a criminal record <input type="checkbox"/> People w/limited English proficiency
4. Proposed Location	Site Location:
5. Applicant Agency	
6. Agency Executive Director	
7. Total Budget Request for Each Program Category <i>Enter all that apply</i>	
8. Agency Primary Contact Name: Title: Address: Email: Phone:	



9. Organization Type <input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify):	
10. Federal Tax ID or EIN (Employer Identification Number):	
11. Unique Entity Identifier (UEI) #:	
12. WA Business License #:	
13. Partner Agency (if applicable):	
Contact Name:	Title:
Address:	
Email:	Phone:
Description of partner agency proposed activities:	
Signature of partner agency representative:	Date:
<i>Form continues second page.</i>	
14. Authorized physical signature of applicant/lead agency	
<i>To the best of my knowledge and belief, all information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all contractual obligations if the applicant is awarded funding.</i>	
Name and Title of Authorized Representative:	
Signature of Authorize Representative:	Date:

