2025
Seattle Seasonal Shelter Request for Proposal

March 14, 2025

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I. Introduction

The Seattle Seasonal Shelter Request for Proposals (RFP) is seeking applications from qualified agencies with proven expertise in coordinated entry into permanent housing and are interested in providing a seasonal winter congregate shelter for single adults experiencing homelessness in Seattle City Council District 5.

The intent of the Seattle Seasonal Shelter RFP is to contract with an agency to establish a seasonal congregate shelter for individuals experiencing homelessness in Seattle City Council District 5, at a facility with capacity to also be used as an enhanced day shelter. The shelter will operate continuously from November 15, 2025, to March 15, 2026.

This funding opportunity is open to proposals from non-profit, for profit, and faith-based organizations that provide services in Seattle City Council District 5. KCRHA plans to award this funding to one agency that will provide shelter for up to 50 people each day.

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 to organizations that will:

- Provide a secure and dignified seasonal shelter for unhoused individuals ensuring adequate staffing and supplies to maintain this seasonal shelter.

The deadline for submitting a completed RFP is April 28, 2025, at 11:59 PM PST.

II. Fund Source

The following fund source is supporting this project:

Fund Source(s)	November 15, 2025 – March 15, 2026	FY/CY
City of Seattle	$350,000	November 15, 2025 – March 15, 2026

III. Info Session & Timeline

An Information Session will be held to review the RFP requirements and answer questions. Information Session details can be found in the table below.

Questions submitted outside of the Information Session should be submitted to the Procurement Lead 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 April 4, 2025, at 5:00PM PST, to allow adequate time for all questions and answers to be posted online and viewed by all applicants.

Questions and answers elicited during the Information Session, submitted via email, and otherwise answered by the Procurement Lead, will be posted online at: https://kcrha.org/resources/funding-opportunities/.

Below is an expected timeline for this funding opportunity:

Action	Date
RFP Released	March 14, 2025
Information Session Webinar *Participation is highly suggested but not required*	March 25, 2025, at 12:00 PM PST Join Webinar Here
Last Day to Submit Questions to RFP@kcrha.org	April 4, 2025, at 5:00 PM PST *Q&A will be available on KCRHA website under "Funding Opportunities" drop-down menu*
RFP Deadline	April 28, 2025, at 11:59 PM PST
Denial Notification	Week of May 12, 2025
Appeals Due	Week of May 19, 2025
Award Notification	Week of May 26, 2025
Estimated Contract Start Date	June 1, 2025
*	KCRHA reserves the right to change any dates in the RFP timeline. Any updates, including responses to questions, will be posted on the KCRHA website under, 'Updates.'
**	Please contact the Procurement Lead for accommodation requests at RFP@kcrha.org.
***	KCRHA reserves the right to reopen any funding opportunity if needed.

IV.   Scope of Work

The selected provider(s) will deliver seasonal shelter services for single adults experiencing homelessness in Seattle City Council District 5 (the neighborhoods of Bitter Lake, Haller Lake, Pinehurst, Lake City, Broadview, Blue Ridge, Licton Springs, North Beach, Crown Hill, Greenwood, Maple Leaf, Northgate, and Meadowbrook) from November 15, 2025, to March 15, 2026. The seasonal congregate shelter will offer safe, secure, and dignified accommodations. Core program components include intake and assessment, warm meals, shelter, access to basic

hygiene supplies and facilities. The provider will ensure a welcoming, trauma-informed, and culturally responsive environment, offering person-centered care and equitable support for diverse populations.

The provider must maintain qualified staff, including shelter operations personnel and staff trained or experienced in trauma-informed care and de-escalation techniques. As capacity allows, the shelter will promote access to essential social services by partnering with community organizations and service providers to offer referrals for behavioral health support, housing resources, and employment services. The provider will be responsible for data collection, reporting, and evaluation to ensure compliance with program requirements and continuous service improvement. Best practices in shelter management and care will be followed to reduce barriers, improve guest outcomes, and promote stability throughout the winter season.

Successful applicants will be responsible for implementing and managing the following program areas:

Key Responsibilities

- **Site Development**: The provider must locate a site for the operation of the congregate shelter; this process must include some community engagement. <u>This is a minimum requirement for proposals.</u> Additionally, a site with some parking for staff and clients is ideal.
- **Service Delivery**: The provider must provide staffing to ensure consistent supervision and support, at a minimum of overnight staffing from 7:00pm – 7:00am with the capacity to also serve as an enhanced day shelter.
- **Client-Centered Care**: All services must align with a low-barrier, housing-first model that prioritizes harm reduction and trauma-informed practices. The provider must ensure the program is accessible and welcoming, reducing barriers to entry.
- **Facility Operations**: The provider is responsible for maintaining the shelter's physical space, ensuring cleanliness, safety, and compliance with local regulations. This includes managing participant intake and discharge processes, maintaining clear policies, engaging with neighboring groups and stakeholders, and addressing any issues that arise during operations.
- **Data Management and Reporting:** The provider must maintain accurate records of client engagement and program outcomes. This includes entering and updating client data in the Homeless Management Information System (HMIS) to ensure comprehensive tracking of service utilization and progress.
- **Collaboration and Partnerships**: The provider will coordinate with local service providers, and other stakeholders to support client needs.

Best Practices

Providers should implement evidence-based and trauma-informed approaches to effectively support individuals experiencing homelessness. Key best practices include:

- **Low Barrier:** A low-barrier approach that prioritizes providing a safe environment without preconditions.
- **Harm Reduction:** Strategies that minimize risks associated with substance use and other behaviors while promoting safety and well-being. [See guidance from the National Harm Reduction Coalition](#).
- **Trauma-Informed Care:** A framework that recognizes the impact of trauma and integrates safety, choice, and empowerment into service delivery.
- **Culturally Responsive Services:** Ensuring programs are equitable, inclusive, and accessible to diverse populations, including racial and ethnic minorities, LGBTQ+ individuals. ADA accessibility for people with mobility issues.
- **Data-Driven Decision-Making:** Using HMIS and other data sources to track outcomes and continuously improve service delivery.

Agency Experience

- Applicant has experience providing shelter to people experiencing homelessness.

Required Training

Agency staff must receive regular training to ensure they are equipped to provide high-quality, trauma-informed services for individuals experiencing homelessness including:

- **HMIS Data Entry and Compliance** Proper data entry, privacy compliance, and reporting requirements for the Homeless Management Information System.

Recommended Best Practices Training

- **Trauma-Informed Care** – Understanding the impact of trauma and integrating trauma-sensitive practices into service delivery.
- **De-Escalation and Crisis Intervention**– Techniques to manage conflicts and support individuals in crisis while maintaining a safe environment.
- **Harm Reduction Strategies** – Approaches to minimize risks associated with substance use and other behaviors without requiring abstinence.

- **Cultural Competency and Anti-Racism** Ensuring equitable and inclusive service delivery for diverse populations, including LGBTQ+ individuals, racial and ethnic minorities, and ADA accessibility for people with mobility issues.
- **First Aid, CPR, and Naloxone Administration** Emergency response training, including overdose prevention and reversal techniques.
- **Motivational Interviewing** – Client-centered communication techniques to enhance engagement and support behavior change.
- **Mental Health First Aid** – Identifying and responding to mental health crises.
- **Domestic Violence and Trauma-Informed Support** – Recognizing and responding to signs of domestic violence and providing appropriate referrals.

Successful applicants will be responsible for implementing and managing the following program areas:

1. **Shelter Operations**
   a. Set up and manage a seasonal congregate shelter for unhoused individuals from November 15, 2025, to March 15, 2026.
   b. Ensure the shelter meets safety, health, and comfort standards, providing adequate space, ventilation, and amenities for guests.
2. **Staffing**
   a. Ensure the shelter has qualified staff for shelter operations and sufficient shift coverage.
3. **Supply Provision and Management**
   a. Procure and distribute essential supplies such as mats, blankets, sleeping bags, and warm clothing.
   b. Maintain stock of hygiene kits including soap, sanitizer, toothbrushes, and personal care products.
   c. Ensure availability of PPE for both staff and guests to meet public health requirements.
4. **Food Services**
   a. Provide appropriate meals and snacks for shelter guests.
   b. Comply with all local health and safety regulations for food handling and distribution.
   c. Partner with local vendors or food service providers if necessary to ensure food availability.
5. **Sanitation and Maintenance**
   a. Maintain a clean and sanitary environment within shelter facilities.

b. Ensure frequent disinfection of high-touch surfaces to prevent disease transmission.
c. Sanitize mats, blankets, and other reusable supplies regularly.
d. Implement proper waste management protocols to maintain shelter hygiene.

6. **Equity and Inclusion**
   a. Deliver services that are culturally responsive and respectful of diverse backgrounds and identities.
   b. Ensure shelters are welcoming and safe for Black, Indigenous, and people of color (BIPOC), LGBTQIA+ individuals, and people with disabilities.
   c. Ensure ADA-compliant facilities and services to support individuals with mobility needs.

7. **Health and Safety**
   a. Offer First Aid and basic health support services on-site.
   b. Provide access to mental health support and referrals to medical care when necessary.
   c. Have a safety plan for fires and other emergencies.

8. **Coordination and Site Management**
   a. Collaborate with local agencies, site managers, and community partners to ensure effective shelter operations.
   b. Establish clear roles and responsibilities for all stakeholders involved in shelter management.
   c. Coordinate service delivery to optimize the shelter experience for all guests.
   d. Engage in ongoing communication with funders and oversight bodies, such as KCRHA.

9. **Data Collection and Reporting**
   a. Maintain records of guest intake, service usage, and shelter capacity.
   b. Monitor and report on key performance indicators, such as shelter utilization rates.
   c. Conduct evaluations to identify service gaps and areas for improvement.
   d. Submit regular reports to KCRHA or other funding agencies as required.

V. Allowable Costs

The following categories list typical allowable and unallowable expenses. This is not an exhaustive list; for more detailed information or to ask any questions please email the Procurement Lead at RFP@kcrha.org.

1. Shelter operation costs
   a. Site rental or other access/control fees.
   b. Staffing costs for shelter operations.
   c. Administrative costs associated with program management.
   d. Frontline personnel, responsible for providing direct assistance and support to shelter guests.
2. Support Staff: Additional personnel to assist with various tasks such as meal preparation, distribution of supplies, cleaning and maintenance of shelter facilities.
3. Supportive supplies associated with the seasonal shelter include:
   a. Food and beverages
   b. Hygiene supplies
   c. Sleeping supplies, including mats, cots, blankets or other materials.
   d. Pet food and supplies, crates and other pet restraint equipment.
   e. Facility maintenance costs include cleaning supplies, maintenance supplies, or other materials.

The following is a list of application questions and corresponding rating criteria used to evaluate and score each question. These questions will be answered and submitted via Salesforce along with any other requirements outlined in this document.

Applications will be scored with 100 possible points. Applications scored less than 70 points will not be considered.

Proposed Program (45 Points)

1. Describe your shelter's program model, including how it provides safe, warm, low-barrier, and trauma-informed shelter for individuals experiencing homelessness. Please include details on how your approach aligns with Housing First principles and best practices. **(15 Points**)

   Rating Criteria: Applicant provides adequate information on its background, history and the program it will offer. The proposed service model is clear, thorough, and meets the needs of people experiencing homelessness. The applicant explains how they offer a thorough approach to safety, warmth, and low-barrier access including evidence of experience offering proposed or similar program.

2. Do you have a physical site location to host the seasonal shelter? Please provide details, including the location, size, amenities, onsite parking for staff and guests and any relevant

site features. (Note: Agencies that have a site must provide documentation to prove the site's existence, viability, and availability.) **(15 points)**

Rating Criteria: Applicant has secured a physical site location with detailed information provided, including the exact address, size, amenities, onsite parking and relevant site features. The site is well-suited for shelter operations, meeting safety, accessibility, and capacity needs. Agencies must provide documentation to prove the site's existence, viability, and availability.

3. Describe your organization's experience in operating and providing shelter services, including enhanced day shelter. In your response, include details about the seasonal shelters you have operated, including their capacity, location, and operational timeframe. **(10 points)**

    Rating Criteria: The response provides detailed examples of operational strategies, and key outcomes that showcase strong organizational capacity and adaptability including ability to identify and lease/control a site.

4. Provide measurable outcomes, data, or testimonials that demonstrate the impact and effectiveness of your seasonal shelter. Include examples such as guest demographics, shelter utilization rates, success stories, or feedback from guests and community partners. **(5 Points)**

    Rating Criteria: Provides strong, well-documented measurable outcomes, including detailed data on guest demographics, shelter utilization rates, and service impact. Includes compelling success stories or testimonials from guests and community partners. Clearly demonstrates the shelter's effectiveness with concrete evidence.

Staffing (25 Points)

5. How does your agency recruit, hire, motivate, and retain staff in a high turnover environment? Describe how you have successfully done this in the past. **(10 points)**

    Rating Criteria: Clearly outlines strategic recruitment, hiring, motivation, and retention in a high-turnover environment. Highlights proven strategies like competitive pay, staff support, professional development, and workplace culture. Provides strong past examples with measurable success.

6. What is the anticipated number of people who will be served in your proposed model, and what would be the client-to-staff ratio? **(5 Points)**

    Rating Criteria: Applicant details the anticipated number served, demonstrates capacity for single adults at the seasonal shelter, and proposes a 20:1 or lower client-to-staff ratio.

7. Do you have a plan for running the seasonal shelter as an enhanced day shelter and/or for expanding overflow capacity beyond the seasonal beds to accommodate surge demand during Tier 3 severe weather events? **(10 Points)**

    Rating Criteria: Applicant demonstrates their plans for operating as an enhanced day shelter and/or for expanding short term capacity by at least 20% during tier 3 events.

Racial Equity & Social Justice (15 Points)

8. How do you ensure that your program model is culturally appropriate and addresses disparities for BIPOC, LGBTQIA+ individuals, individuals with mobility limitations, and other historically underserved groups? **(5 Points)**

    Rating Criteria: Applicant clearly describes how they are identifying and challenging behavioral health disparities through their work, and specific examples of existing policies and practices, or support that demonstrates a commitment to welcoming and supporting marginalized communities have been provided.

9. Are your program services and facilities ADA accessible for people with mobility limitations? **(5 Points)**

    Rating Criteria: The applicant demonstrates that their facilities are up to code and accessible for people with mobility limitations, and specific examples of existing policies and practices that demonstrate a commitment to accessibility have been provided.

10. How does your program create a safe and inclusive environment for transgender and LGBTQIA+ individuals during shelter operations? Please describe, using past examples and outcomes. **(5 Points)**

    Rating Criteria: The applicant demonstrates a strong commitment to inclusivity, with specific strategies to create a welcoming environment for transgender and LGBTQIA+ individuals.

Data and Fiscal Management (10 Points)

11. How does your organization track client participation, service utilization, and program outcomes? Describe how you collect and maintain data on shelter occupancy, guest demographics, and other relevant metrics. **(5 Points)**

    Rating Criteria: Applicant has experience collecting data and identifies the specific data sets and their frequency. Applicant has procedures in place to keep data private and secure.

12. Describe how your agency manages finances, including any financial systems you use. How does your agency make sure General Accepted Accounting Principles are in place to safeguard a funding award? If you do not have this ability, your agency must have an established agency acting as a fiscal sponsor and will need to provide a signed letter of agreement from your fiscal sponsor. **(5 Points)**

    Rating Criteria: 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 the applicant lacks fiscal management capabilities, a signed letter of agreement stating an appropriate fiscal sponsor is attached.

Budget (5 Points)

13. Complete the proposed Program and Personnel Budget and corresponding Budget Narrative which provides a line-by-line overview and explanation of your methodology of each budget line item requested. **(5 Points)**

    Rating Criteria: Staff positions and qualifications are designed to meet the needs of its participants, and salaries are logical and fair. Budget inputs address all program needs. Applicant explains each budget item and its use clearly.

VI. Contracting Requirements

Applicants must agree and adhere to the requirements outlined below in order to contract with KCRHA.

1. Minimum Eligibility Requirements
   - Agencies are required to meet the minimum eligibility requirements found on KCRHA's website.
   - Minimum Eligibility documentation must be uploaded to Salesforce.
2. Financial Review
   - Agencies must upload the following financial documents to Salesforce:
       i. Current fiscal year's financial statements (Balance Sheet, Income Statement, and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer)
       ii. Most recent audit reports
       iii. Most recent fiscal year-ending Form 990
3. Performance Commitments
   - PC #1: 120 nights of shelter service available during the contract period. Verification: Contractor Records, Client Files and HMIS
   - PC #2: 6000 (120*50) Shelter units available during the contract period. Verification: Contractor Records, Client Files and HMIS
   - PC#3: 90% utilization during activation periods with flexibility for extreme condition challenges. Verification: Contractor Records, Client Files and HMIS
   - PC#4: 80% of household members that consent to participate in HMIS (Reporting Only) Verification: Contractor Records, Client Files and HMIS
   - PC#5: 50% of clients referred to case management, mental health services, coordinated entry or housing services. Verification: Contractor Records, Client Files and HMIS
4. Data Collection, Evaluation, and Performance Measures
   - KCRHA will collaboratively establish and evaluate performance metrics with each grantee which will be incorporated into each Service Contract.
   - 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.
5. Good Neighbor Agreement
6. A safety plan for fires and other relevant emergencies.

VII. Contracting Terms

Please be advised that this request is subject to the availability of funding. Please note that any statements by the King County Regional Homelessness Authority, its employees, board members, or agents, including public announcements of the awardees or missives informing

successful applicants of an award, do not constitute a guarantee of funds or an offer to contract. All obligations to perform or pay funds are contingent upon the execution of a written agreement signed by all required parties. A binding agreement is a fully executed contract that has been signed by authorized representatives of both the awardee and the agency. No email, award letter, or other communication shall be construed as creating a contractual obligation on the part of the agency.

1. Any contract resulting from this RFP 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 the availability of funding.
3. Contractors will be required to 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 RFP and are not negotiable.
4. Contractors will be required to maintain books, records, documents, and other evidence directly related to the performance of the work following Generally Acceptable Accounting Procedures (GAAP). KCRHA, or any of its duly authorized representatives, shall have access to such books, records, and documents for inspection, audit, and copying for a period of 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 have the capacity to protect and maintain all confidential information gained by reason of this contract against unauthorized use, access, disclosure, modification, or loss.

Please note that some projects may require compliance with prevailing wage and competitive bidding laws. Recipients of grant funds may be subject to RCW 39.12 Prevailing Wages if the project qualifies as public work or meets other criteria requiring prevailing wages. If applicable, contractors and subcontractors must pay prevailing wages as determined by the Washington State Department of Labor & Industries (L&I). A Statement of Intent to Pay Prevailing Wages may be required before work begins, and an Affidavit of Wages Paid before final payment. Grant recipients should consult L&I or legal counsel to determine prevailing wage obligations and any competitive bidding requirements. The applicable prevailing wage rates are available at the L&I website: https://www.lni.wa.gov. Public works projects may also require competitive bidding to comply with relevant state and local laws.

VIII. How to Apply

Application Due Date

Completed applications are due by **April 28, 2025, at 11:59 PM PST.**

Application Instructions

All applications and required documentation will be submitted through Salesforce. KCRHA advises completing the application several days prior to the deadline in case you encounter any technical issues. A completed application must include the following items. Incomplete applications will **not** be rated.

1. Answers to Program Questions in Salesforce
2. Program and Personnel Budget Table
3. Budget Narrative
4. Minimum Eligibility Documentation
5. Financial Documentation
   a. Current fiscal year's financial statements (Balance Sheet, Income Statement, and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer)
   b. Most recent audit reports
   c. Most recent fiscal year-ending Form 990

Salesforce Resources

Learn how to log into and navigate Salesforce with step-by-step instructions at the links below:

- Salesforce Training Video
- Step-by-Step Salesforce Training Guide
- KCRHA Grant Management Resource webpage

Application Link

https://kcrhagrants.my.site.com/fundingprograms/s/application/Application__c/Default