**City of Detroit**

Office of Contracting and Procurement (OCP)

on behalf of the

Housing and Revitalization Department (HRD)



2025-2026 Homelessness Solutions ESG and CDBG

Notice of Funding Availability (NOFA)

NOFA #185372

**NOFA Application Section 1:**

**Street Outreach Applicants**

|  |
| --- |
| **NOFA #185372**  Release Date: January 21, 2025  Closing Date: February 24, 2025 |

# Application Instructions

## Completing the Application:

**All applicants are required to submit the *25-26 Homelessness Solutions NOFA Application* and relevant Sections, as outlined below. Agencies must complete and upload the applicable Section in full if requesting funding for a program.**

* 25-26 Homelessness Solutions NOFA Application
  + Application Cover Sheet
  + Organizational Experience and Capacity in Addressing Homelessness;
  + Financial Capacity to Manage City of Detroit Grants;
  + Data; and
  + Forms and Attachments Checklist
* **Section 1: Street Outreach (this packet)**
* Section 2: Emergency Shelter and Warming Center (if applicable)
* Section 3: Rapid Rehousing (RRH) (if applicable)
* Section 4: Homelessness Prevention (if applicable)

NOTE: If you are applying for more than one program of the same program type (ex: 2 shelter programs), you will only need to submit the above section once.\*

**Example:** ABCXYZ Inc. is applying for 1 emergency shelter program, 1 warming center program, and 1 homelessness prevention program. They will need to complete and submit the following documents for their application:

* 25-26 Homelessness Solutions NOFA Application
* Section 2: Emergency Center and Warming Center
* Section 4: Homelessness Prevention
* All required forms and attachments

***\*Please note:*** *while only one section is required for multiple programs of the same type responses must highlight any differences in program designs as well as complete a separate Budget (Form 7), Benchmark Calculations Workbook (Form 9), and location specific attachments for* ***each unique program****. See additional information in the Forms and Attachments Checklist.*

# NOFA Application Section 1: Street Outreach

*NOFA Application Section 1 is for Street Outreach Applicants ONLY. If you are not applying for Street Outreach, you do NOT need to submit this Section.*

**Street Outreach Applicants:** Please complete the following to confirm whether you are a Renewal Applicant (complete **Part A** below) or a New Applicant (complete **Part B** below).

**Yes,** \_\_\_\_\_\_\_\_\_\_\_\_\_ *(insert program name)* had an active subrecipient agreement \_\_\_\_\_\_\_\_\_\_\_ *(insert contract #(s))* between January 1, 2022 and December 31, 2024.

Complete **Part A: Street Outreach – Renewal Applicants** below.

**No,** this program did not have an active subrecipient agreement between January 1, 2022 and December 31, 2024.

Complete **Part B: Street Outreach – New Applicants** below.

# NOFA Application Section 1: Street Outreach

**Part A: Street Outreach – Renewal Applicants**

*(40 points possible)*

**SCORING GUIDELINES:** Please limit your response to each question to ***300 words*** or fewer. Failure to do so will result in a reduction in points.

Guidance on how responses will be scored is in *italicized text* below each question. Do not alter or delete this narrative, it is a reference to guide your application.

**Program Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Willing to participate in DHOT** *(refer to the NOFA Informational Packet- Street Outreach section):*

Yes  No

**1A. Describe your experience providing street outreach to people experiencing unsheltered homelessness. How has your outreach program evolved in recent years as the number of street outreach requests has increased? In your response, include your staff to client ratio for navigation services, and your staff to client ratio for basic needs services. Describe how you oversee and manage caseloads to ensure adequate and appropriate services are provided to residents.**

*Scoring will be based on the following:*

* *Response describes at least one year of experience providing basic needs street outreach and navigation services to households experiencing unsheltered homelessness*
* *Response details the agency’s history of incorporating housing navigation services that result in unsheltered households moving into permanent housing*
* *Response details specific examples of how the quality of outreach services provided has evolved based on changing environment and housing needs of those served*
* *Response provides both navigation and basic needs staff to client ratios*
* *Response describes that the program consistently reviews and adjusts staff caseloads, and makes adjustments based on participant need*

**2A. Provide the outreach teams composition, including number of staff and their roles. Describe your hiring practices to ensure that staff represent diverse backgrounds and experiences. In your response, describe how this diversity will contribute to your program’s effectiveness in providing navigation services to residents.**

*Scoring will be based on the following:*

* *Response provides the overall composition of the team including a brief overview of roles (peer supports, data specialists, leadership, etc.)*
* *Response indicates team is composed of individuals with varying identities as it relates to lived experience with homelessness, professional history within the homelessness system, socioeconomic status, race/ethnicity, gender, and/or sexual orientation*
* *Response describes hiring practices that support hiring staff from diverse backgrounds*
* *Response details the direct influence of staff diversity on the effectiveness of engagement, such as how diversity is utilized to make decisions, resolve problems, and increase productivity*
* *High scores will be awarded to outreach teams with at least two of these components/experiences:*
  + *2 peers with lived experience of homelessness*
  + *3 years of experience providing outreach*
  + *1 bilingual team member*

**3A. Complete the chart below with your proposed schedule for the 2025-2026 grant year (2026 calendar year) and indicate which holidays the team will provide basic needs outreach services. Include which hours of the day your team will be available, titles of staff that will be working, and what services will be provided (Basic Needs Outreach and/or Navigation).**

Applicants **must** demonstrate the following requirements:

* *Include both outreach AND navigation hours*
* *Provide outreach services (navigation or basic needs) at least 5 days per week AND be in the community at least 6 hours per day*
* *NEW THIS YEAR: Outreach teams will be expected to provide-*
  + *Basic needs outreach on a minimum of (4) holidays, as outlined below.* ***Note that holidays may be reassigned to teams based on community need during the contracting process.***
  + *At least 50% of their coverage outside of M-F 9a-5p*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Proposed Outreach Schedule**  *Fill out the below chart regarding your agency’s Proposed Outreach Schedule. Be sure to detail both staff titles and available hours using the rows to detail what services will be provided, and the columns to indicate which days of the week the team will be available.* | | | | | | | |
|  | **Mon** | **Tues** | **Wed** | **Thurs** | **Friday** | **Saturday** | **Sunday** |
| **Basic Needs** |  |  |  |  |  |  |  |
| **Navigation** |  |  |  |  |  |  |  |
| **Total Hours** |  |  |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Outreach Providers must mark a minimum of (4) holidays (below):** | | |
| New Year’s Day | Juneteenth | Day after Thanksgiving |
| MLK Day | Fourth of July | Christmas Eve |
| Easter Sunday | Labor Day | Christmas Day |
| Memorial Day | Thanksgiving Day | New Year’s Eve |

*Scoring will be based on the following:*

* *Response must meet ALL of the below criteria in order to receive points for this question*
  + *Table includes hours, staff titles, and services provided (basic needs or navigation)*
  + *Table outlines that agency will meet all minimum outreach scheduling requirements listed above, including:* 
    - *Dedicated hours for both navigation AND basic needs outreach*
    - *Provide outreach services (navigation or basic needs) at least 5 days per week AND be in the community at least 6 hours per day*
    - *Provide basic needs outreach on a minimum of 4 holidays. Note that holidays may be reassigned to teams based on community need*
    - *Provide at least 50% of coverage outside of M-F 9am-5pm*

**4A. HMIS Data Entry: In order to prevent duplication of services/participant profiles, the City strongly encourages staff to access HMIS in the field. Describe how you will ensure program entry and case notes are entered into HMIS while in the field. Detail which staff will be responsible for data oversight and describe their specific responsibilities.**

*Scoring will be based on the following:*

* *Response describes how the agency will ensure real-time data access AND entry in the field*
* *Response identifies which staff – including staff title(s) - will be responsible for data entry and oversight and their specific responsibilities, including running data quality reports*

**5A. Describe your program's processes for connecting participants with CAM and/or transporting residents to shelter. For those who are not interested in shelter, describe how you are assisting them with applying for housing subsidies such as low-income housing, Rapid Rehousing (RRH), or Permanent Supportive Housing (PSH)? How does your team gather eligibility documentation for these housing programs?**

*Scoring will be based on the following:*

* *Response describes how participant transportation to shelter is provided (i.e. agency transportation, ride share, bus tickets)*
* *Response describes the process the team follows to ensure all households are connected to CAM for referrals to housing in a timely manner, including utilizing an internal tracking mechanism for the submission of required documents*
* *Response details the safeguards in place to ensure that support is provided to case managers that need additional assistance to shelter / house an individual*

**6A. Describe the steps your team takes to reengage households that are disconnected from service providers, such as unsheltered RRH/PSH participants no longer connected to their unit or those enrolled with a different Street Outreach provider. How do staff build rapport with residents that are hesitant to engage in services?**

*Scoring will be based on the following:*

* *Response describes how outreach staff utilize peer connections and professional networks to connect with past participants who have returned to unsheltered homelessness*
* *Response describes mechanisms in place to identify disengaged participants and organize a time to reestablish connections*
* *Responses includes a feedback mechanism in place for participants to address grievances and learn why participants disengaged*
* *Response indicates proactive strategies to prevent disengagement such as building rapport, obtaining emergency contact information, ongoing communication about new or available resources*
* *Response describes using specific evidence-based strategies with residents who are hesitant to engage, such as harm reduction, progressive engagement*

**7A. All programs will be scored on 1) grievances and 2) unresolved and repeat HUD and City of Detroit HRD Homelessness Solution’s Division monitoring findings.**

1. **Has your agency and/or outreach program received any substantiated grievances in calendar year 2024? If so, note the number of grievances and describe what action steps have been put in place to address grievances. How are you working to prevent future grievances? In your response, include which staff positions are involved and their responsibilities.**

**If neither your program nor the agency have received any substantiated grievances in 2024, write “N/A”.**

1. **Does your agency or outreach program have any unresolved\* or repeat\*\* City of Detroit HRD Homelessness Solution’s Division or HUD monitoring findings? If so, note the number of unresolved and/or repeat findings and describe what action steps have been put in place to address and resolve them. In your response, include which staff positions are involved and their responsibilities.**

**If your program does not have any unresolved or repeat HRD or HUD monitoring findings, write “N/A”.**

*\*Unresolved findings are findings that are still open at the time of application submission*

*\*\*Repeat findings are findings found in 2024 and at least one year prior*

*Scoring will be based on the following:*

* *Full points will be awarded to programs without any substantiated grievances in 2024, unresolved or repeat monitoring findings*
* *Programs with substantiated grievances describe specific action steps to address grievances at an agency level, steps to prevent future grievances (e.g. implementing staff trainings, policy changes) and name the specific staff involved and their responsibilities*
* *Programs with unresolved or repeat monitoring findings describe, using specific examples, how the program is working to address and resolve findings as quickly as possible and name the specific staff involved and their responsibilities*

**8A. Street Outreach Program Benchmarks**

*(Worth up to 10 points)*

**Please complete the table below. As these benchmarks are new, agencies will not be scored based their performance, however, applicants must still calculate their program performance using Form 9.**

**Did your program meet the benchmarks below? If so, detail how your program reacts and adjusts to the changing ecosystem as resources ebb and flow in order to ensure that this benchmark can be met in future years.**

**If your program did not meet the benchmarks, detail what programmatic adjustments will be made to ensure households are connected with both immediate and long-term housing options.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Street Outreach** | | | |
| **Program Name** |  | | |
| **Performance Measure** | **2024-2025**  **Performance Benchmark** | **2024-2025**  **Program Performance\*** | **Performance Benchmark Met (Yes/No)** |
| A) % of households who exit to any positive destination\* | 62% |  |  |
| B) % of households who exit to a permanent housing destination\* | 46% |  |  |
| C) % of leavers who exit within 90 days or less\* | N/A |  | N/A |
| D) Average length of time (days) enrolled in program (leavers)\* | N/A |  | N/A |

*\*Informational purposes only. Performance will not be scored on the 2025-2026 NOFA. Baseline data will be collected during the 2025-2026 performance year to inform future performance target.*

*Scoring will be based on the following:*

* *Calculated benchmarks correctly in* ***Form 9*** *and matches the CoC APR submitted under* ***Attachment 15***
* ***Programs who met the benchmarks:***
* *Response shows that the program is flexible and able to adapt to resource changes*
* *Response provides a clear and comprehensive plan for regular monitoring and analysis of data, implementation of best practices and strategies to improve or maintain performance in future years*
* ***Programs who did not meet the benchmarks:***
* *Response provides a clear and comprehensive plan for regular monitoring and analysis of data, implementation of best practices and strategies to improve or maintain performance*
* *Response identifies staff who will be responsible for ensuring this process is executed*

# NOFA Application Section 1: Street Outreach

## Part B: Street Outreach – New Applicants

*(40 points possible)*

**SCORING GUIDELINES:** Please limit your response to each question to ***300 words*** or fewer. Failure to do so will result in a reduction in points.

Guidance on how responses will be scored is in *italicized text* below each question. Do not alter or delete this narrative, it is a reference to guide your application.

**Program Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Willing to participate in DHOT** *(refer to the Street Outreach section in the NOFA Informational Packet):*  Yes  No

**1B. Describe your experience providing street outreach to people experiencing unsheltered homelessness. If your agency has not provided street outreach, describe your experience providing similar programming to vulnerable residents and how this outreach aligns with your agency’s mission.**

*Scoring will be based on the following:*

* *Response describes at least one year of experience providing basic needs street outreach and navigation services to households experiencing unsheltered homelessness OR experience providing similar programming*
* *Response details the agency’s history of incorporating housing navigation services that result in unsheltered households moving into permanent housing OR similar experience with other programs*
* *Examples in the response shows a clear connection with the agency’s mission*

**2B. Describe your hiring practices to ensure that outreach staff represent diverse backgrounds and experiences. In your response, describe how this diversity will contribute to your program’s effectiveness in providing services to residents.**

*Scoring will be based on the following:*

* *Response describes how the agency will hire an outreach team with diverse backgrounds, including recruiting staff with lived experience of homelessness and those who have provided outreach services before*
* *Response indicates a targeted effort to build a team composed of individuals with varying identities as it relates to lived experience with homelessness, professional history within the homelessness system, socioeconomic status, race/ ethnicity, gender identity, and/or sexual orientation*
* *Response describes hiring practices that support hiring staff from diverse backgrounds*
* *Response details the direct influence of staff diversity on the effectiveness of engagement, such as how diversity is utilized to make decisions, resolve problems, and increase productivity*

**3B. Complete the chart below with your proposed schedule for the 2025-2026 grant year (2026 calendar year) and indicate which holidays the team will provide basic needs outreach services. Include which hours of the day your team will be available, titles of staff that will be working, and what services will be provided (Basic Needs Outreach and/or Navigation).**

Applicants **must** demonstrate the following requirements:

* *Include both outreach AND navigation hours*
* *Provide outreach services (navigation or basic needs) at least 5 days per week AND be in the community at least 6 hours per day*
* *NEW THIS YEAR: Outreach teams will be expected to provide-*
  + *Basic needs outreach on a minimum of (4) holidays, as outlined below.* ***Note that holidays may be reassigned to teams based on community need during the contracting process.***
  + *At least 50% of their coverage outside of M-F 9a-5p*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Proposed Outreach Schedule**  *Fill out the below chart regarding your agency’s Proposed Outreach Schedule. Be sure to detail both staff titles and available hours using the rows to detail what services will be provided, and the columns to indicate which days of the week the team will be available.* | | | | | | | |
|  | **Mon** | **Tues** | **Wed** | **Thurs** | **Friday** | **Saturday** | **Sunday** |
| **Basic Needs** |  |  |  |  |  |  |  |
| **Navigation** |  |  |  |  |  |  |  |
| **Total Hours** |  |  |  |  |  |  |  |

|  |  |  |
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| **Outreach Providers must mark a minimum of (4) holidays (below):** | | |
| New Year’s Day | Juneteenth | Day after Thanksgiving |
| MLK Day | Fourth of July | Christmas Eve |
| Easter Sunday | Labor Day | Christmas Day |
| Memorial Day | Thanksgiving Day | New Year’s Eve |

*Scoring will be based on the following:*

* *Response must meet ALL of the below criteria in order to receive points for this question*
  + *Table includes hours, staff titles, and services provided (basic needs or navigation)*
  + *Table outlines that agency will meet all minimum outreach scheduling requirements listed above, including:* 
    - *Dedicated hours for both navigation AND basic needs outreach*
    - *Provide outreach services (navigation or basic needs) at least 5 days per week AND be in the community at least 6 hours per day*
    - *Provide basic needs outreach on a minimum of 4 holidays. Note that holidays may be reassigned to teams based on community need.*
    - *Provide at least 50% of coverage outside of M-F 9-5*

**4B. HMIS Data Entry: In order to prevent duplication of services/resident profiles, the City strongly encourages staff to access HMIS in the field. Describe how you will ensure program entry and case notes are entered into HMIS in real time. Detail which staff will be responsible for data oversight and describe their specific responsibilities. Include how you will ensure program staff are sufficiently trained to conduct data entry while in the field or within 48 hours of engagement.**

*Scoring will be based on the following:*

* *Response describes how the agency will ensure real-time data access AND entry in the field*
* *Response identifies which staff – including staff title(s) - will be responsible for data entry and oversight and their specific responsibilities, including running data quality reports.*
* *Response identifies training plan inclusive of training topics and descriptions, completion dates, frequency and titles for required staff*

**5B. Describe your agency’s processes for transporting residents to shelter and connection with CAM. For those who are not interested in shelter, how will you work with residents to submit them for housing subsidies such as low-income housing, Rapid Rehousing (RRH) or Permanent Supportive Housing (PSH)? How will your team gather eligibility documentation for these housing programs?**

*Scoring will be based on the following:*

* *Describe how agency will transport residents to shelter (ie agency transportation, ride share, bus tickets)*
* *Response describes the process the team will follow to ensure all households are connected to CAM for referrals to housing in a timely manner, including utilizing an internal tracking mechanism for the submission of required documents*
* *Response describes training staff on CAM processes, housing programs, and eligibility documentation*

**6B. Describe how your agency will ramp up this Street Outreach project. In your response, describe how the agency will plan for project staffing needs and program development (such as development of policies and procedures, becoming oriented to CAM and HMIS, etc). Describe how you will ensure the project is ready to enroll the first participants within 90 days of the contract start date.**

**In addition to narrative response, fill out the below chart with projected dates of completion.**

|  |  |
| --- | --- |
|  | ***Projected Date (Jan 1 contract start)*** |
| New project staff hired, or existing staff assigned to this project |  |
| Development of internal policies and procedures (if needed) |  |
| HMIS training completed and licenses obtained |  |
| Initial staff training completed so that referrals may begin |  |
| First referrals requested from CAM |  |
| Participant enrollment begins |  |

*Scoring will be based on the following:*

* *Chart completed in its entirety; dates provided indicate that all tasks will be completed within 90 days of contract start (03/31/2025)*
* *Response provides a phase-by-phase overview of the ramp up plan*
* *Ramp up plan details processes and key milestones of the program such as procedural guidance and operating standards; compliance management with HUD regulations and HMIS data standards; employee on-boarding and training; service delivery and performance monitoring*

**7B. All programs will be scored on 1) grievances and 2) unresolved and repeat HUD and City of Detroit HRD Homelessness Solution’s Division monitoring findings.**

1. **Has your agency and/or outreach program received any substantiated grievances in calendar year 2024? If so, note the number of grievances and describe what action steps have been put in place to address grievances. How are you working to prevent future grievances? In your response, include which staff positions are involved and their responsibilities.**

**If neither your program nor the agency have received any substantiated grievances in 2024, write “N/A”.**

1. **Does your agency or outreach program have any unresolved\* or repeat\*\* City of Detroit HRD Homelessness Solution’s Division or HUD monitoring findings? If so, note the number of unresolved and/or repeat findings and describe what action steps have been put in place to address and resolve them. In your response, include which staff positions are involved and their responsibilities.**

**If your program does not have any unresolved or repeat HRD or HUD monitoring findings, write “N/A”.**

*\*Unresolved findings are findings that are still open at the time of application submission*

*\*\*Repeat findings are findings found in 2024 and at least one year prior*

*Scoring will be based on the following:*

* *Full points will be awarded to programs without any substantiated grievances in 2024, unresolved or repeat monitoring findings*
* *Programs with substantiated grievances describe specific action steps to address grievances at an agency level, steps to prevent future grievances (e.g. implementing staff trainings, policy changes) and name the specific staff involved and their responsibilities*
* *Programs with unresolved or repeat monitoring findings describe, using specific examples, how the program is working to address and resolve findings as quickly as possible and name the specific staff involved and their responsibilities*

**8B. Street Outreach Program Benchmarks**

*(Worth up to 10 points)*

**How will you ensure that the proposed program will meet the Street Outreach Performance Benchmark(s) in 2025-2026, as outlined in the NOFA Informational Packet? Detail how you will monitor and track performance.**

*Scoring will be based on the following:*

* *Response provides a clear and comprehensive plan for regular monitoring and analysis of data, implementation of best practices and strategies to improve or maintain performance*
* *Response identifies staff who will be responsible for ensuring this process is executed*