

**Questions received from the public:**

Question: Who should the letter of interest be addressed to?

Answer: Please address all materials and letters of interest to Social Services Manager Marcie Soslau Johnson.

Question: What is the start date of the contract?

Answer: Housing and Human Services (HHS) plans to take the Interim Supportive Housing at Dignity Village and Emergency Supportive Housing service provider recommendations to City Council at the September 17, 2024 meeting for approval. Pending approval, contracts would be able to begin on or after this date.

Question: Is there a preferred format for the budget and scope of work documents?

Answer: There is no preferred format. The City of Alameda (City) has requested a five-year budget proposal.

Question: What is the percentage allowable for indirect costs?

Answer: The Interim Supportive Housing at Dignity Village services and Emergency Supportive Housing programs are supported in part by federal funds. The federal threshold is 10% as outlined in [A Guide for Indirect Cost Rate Determination](#) unless an organization has a Negotiated Indirect Cost Agreement.

Question: What is the difference between staff specific relevant experience and staff qualifications, education, and training?

Answer: Staff may have lived or practical direct service experience and/or formal classroom or training experience. Contracted services may not require a staff specific description.

Question: Do stated page limits apply for organizations replying to the Request for Proposals for both programs?

Answer: Yes. Organizations may choose to reply with two separate RFPs – one for each program.

Question: Where do referrals to Interim Supportive Housing at Dignity Village come from?

Answer: Dignity Village is required to use Alameda County's Coordinated Entry System. The provider is expected to work closely with the mid-County Housing Referral Service and area social service agencies to successfully accept and serve individuals. Five (5) Transitional

Age Youth beds are set aside for individuals ages 18 to 24 who are experiencing homelessness.

Question: What key performance indicators are tracked in Interim Supportive Housing at Dignity Village?

Answer: Dignity Village is monitored through the California Department of Housing and Community Development (HCD). Please refer to the Homekey Annual Report Form which is located on the Monitoring Forms and Disbursement page (<https://www.hcd.ca.gov/grants-and-funding/homekey/monitoring-forms-and-disbursement>). In addition to the Homekey Annual Report, the City tracks the number and outcomes of individuals who leave the program.

Question: Will the chosen service provider collect rent or utility payments from residents?

Answer: Interim Supportive Housing at Dignity Village and Emergency Supportive Housing are classified as emergency shelter and residents do not pay rent nor utilities.

Question: How are utilities paid?

Answer: The service provider as the responsible account holder is responsible for payment of all utilities.

Question: Who determines client policies and rules at Interim Supportive Housing at Dignity Village?

Answer: The provider determines client policies, rules, exit policies, etc. The provider is asked to consider best practices, HCD and County of Alameda requirements, and City of Alameda and resident feedback when developing and implementing policies and procedures.

Question: Are the sites staffed 24/7?

Answer: Yes. Dignity Village is staffed 24/7 and Emergency Supportive Housing has 24/7 staff at two of the four homes.

Question: What are the case management staffing ratios?

Answer: Currently, Emergency Supportive Housing has two full time staff to provide program management and case management to the up to 26 individuals housed in the program. Homekey requires a case management to chronically homeless individual ratio of 18.5:1 for Interim Supportive Housing at Dignity Village.

Question: Are the properties equipped with monitors and cameras?

Answer: Yes. Interim Supportive Housing at Dignity Village has monitors and cameras. Emergency Supportive Housing has cameras and ADT Home Security Systems monitoring.

Question: Who is responsible for repairs to facilities?

Answer: The service provider is responsible for bringing physical program needs forward to the City, coordinating approvals on work, and paying for repairs as needed. Emergency Supportive Housing repairs are coordinated through the City's residential service provider.

Question: Please describe the physical layout of the 26 Emergency Supportive Housing beds.

Answer: The Emergency Supportive Housing program spans four, City-owned homes. All four homes are within a two-block radius. Two homes house adults only with five-bedrooms, six beds, and three and a half baths. One room in each adult home is a double, or a shared room. The remaining two homes are single family homes. One is a three-bedroom, two bath and the other home is a four-bedroom, two and a half bath home.

Question: What programs are available to Interim Supportive Housing at Dignity Village residents?

Answer: Activities are scheduled by the service provider and occur onsite at Dignity Village in the Activities Room, cafeteria, or outdoor area.

College of Alameda (COA) is located adjacent to the property. Dignity Village may collaborate with COA to help residents access post-secondary educational opportunities and career support.

Alameda Family Services manages a full-time clinician position at the Dignity Village site as approved by City Council on February 6, 2024.

The social service provider at Dignity Village will be expected to meet monthly as part of the Collaboration for Advancing Resources, Efforts, and Supports for Alameda's Homeless (CARES) Team. The CARES Team is comprised of social service providers operating in the City of Alameda. Service providers are encouraged to help grow the network of support and bring needed resources to the sites.

Youth-specific programming should be referred out to existing youth service providers.

Question: Are meals at Dignity Village prepared on site?

Answer: No.