REQUEST FOR PROPOSAL

1. **Background/Introduction**

FrontLine Service was created in 1988 to utilize new, non-traditional methods to outreach to homeless persons in Cuyahoga County, Ohio. Today, we operate a comprehensive continuum of care for those who are experiencing homelessness. FrontLine's programming for those experiencing homelessness includes: Street outreach, Coordinated Intake and entry for the county shelter system and supportive services in 1,300 units of Permanent Supportive Housing (PSH). Since 2012, FrontLine has been providing intensive case management and therapeutic services to families who are homeless or newly housed. Over 11,000 adults and children are served by agency housing programs yearly. Target audience and goals are described in our mission, “Reaching out to adults and children in Northeast Ohio to end homelessness, prevent suicide, resolve behavioral health crises, and overcome trauma.”

FrontLine Service is working to increase the economic mobility of homeless and formerly homeless families living in poverty by increasing household income through benefits and employment. Most families we serve are unable to fully cover living costs with benefits alone. FrontLine is looking to hire a consultant to provide training on best practices for case management to improve the scope and quality of employment services FrontLine housing case managers provide. The intention is for the emphasis on employment to permeate each aspect of the case management practice. The families targeted by this project may or may not have a mental health disability.

2. **Project Goals and Scope of Service**

FrontLine Service is seeking the services of a consultant and trainer who can provide training to case management staff on best practices to improve the quality and scope of employment services that FrontLine provides. Tasks include but may not be limited to:

- Conduct trainings for 25 case managers on best practices for incorporating employment into housing case management
- Training should be done in a train the trainer format so that the knowledge and skills can be sustained within the organization despite staff turnover
- Provide technical assistance during implementation of new practice to staff and managers
- Provide technical assistance on program design, implementation, and improvements, including but not limited to: staffing structure for this work within FrontLine; how FrontLine staff may better interact with external workforce agencies as it relates to shared clients, communications, and processes
- Provide feedback and consultation around evaluation

216.623.6555 (Main Phone)
216.623.6539 (Fax)
216.623.6888 (Mobile Crisis Hotline)

[www.FrontLineService.org](http://www.FrontLineService.org)

**1744 Payne Avenue, Cleveland, OH 44114**

A contract agency of the Alcohol, Drug Addiction Mental Health Services Board of Cuyahoga County and a partner agency of United Way Services of Greater Cleveland.
Anticipated Selection Schedule

The Request for Proposal timeline is as follows:
- Request for RFP released: November 15, 2019
- Proposals due: December 16, 2019
- Selection of Top Bidder/Notification to Unsuccessful Bidders: December 23, 2019
- Project Start Date: February 1, 2020

3. Time and Place of Submission of Proposals

The RFP will be posted on the website, frontlineservice.org and can be downloaded directly from there as of 10am EST on November 15, 2019.

Respondents to this RFP must submit electronically to dana.santo@frontlineservice.org Responses must be received no later than 11:59pm EST on Monday, December 16, 2019.

4. Timeline

FrontLine would like this work to begin in February of 2020. The project must be completed by November 15, 2020.

5. Elements of Proposal

A submission must, at a minimum, include the following elements:
- Description of the best practice that is proposed to provide training on, including how this will be done in a train the trainer format (15 points)
- Description of the trainers and their qualifications, including agency’s previous experience providing this type of training and assistance, as well as references (10 points)
- Narrative of proposed program, timeline of activities, and evaluation design (15 points)
- Inclusion of proposed cost to provide services (10 points)

This submission should be no longer than 5 pages.

6. Evaluation Criteria

The successful respondent will:
- Have provided training and assistance with other similar agencies and be willing to demonstrate effectiveness of work
- Be able to show how trainers are qualified to provide training and demonstrate experience with providing technical assistance
- Provide references on both training and technical assistance previously provided
- Demonstrate competitive costs

7. Budget

The contract price for this project will be $10,000-$20,000 which will be awarded to one entity.