

**REQUEST FOR INFORMATION (RFI) RFI-HMS-224-19-03-HPO
STATE HOMELESS SHELTER PROGRAM**

**DEPARTMENT OF HUMAN SERVICES (DHS)
BENEFIT, EMPLOYMENT AND SUPPORT SERVICES DIVISION (BESSD)
HOMELESS PROGRAMS OFFICE (HPO)**

The State of Hawai'i, through the Department of Human Services (DHS), Benefit, Employment & Support Services Division (BESSD), Homeless Programs Office (HPO) issues this Request for Information (RFI) to seek information and recommendations from the general public, private sector, and community-based organizations, as well as religious organizations pursuant to Section 104, Public Law 104-193.

The mission of the DHS is to provide quality, efficient and effective services designed to help homeless individuals and families access permanent housing. The DHS seeks to enter into a contract with qualified service providers to assist homeless individuals and families to increase their stability in the health, housing and social areas so that they may be able to obtain and retain permanent housing, attain economic independence and self-sufficiency for the long-term.

Shelter programs funded under this opportunity will provide shelter and case management services for individuals and families living in Hawaii. The following recommendations are being considered for improvements to the shelter program:

- Shelters will no longer be labeled as "Emergency" or "Transitional." All Shelters shall follow the same requirements.
- Shelters shall serve as access points into the Coordinated Entry System (CES) and provide standardized Homeless Verification Letters.
- Shelter operation staff funded under this opportunity shall only include positions that align with the Housing First (HF) approach.
- HF shelters shall use a low barrier approach to admissions and shall not have pre-conditions for entry such as sobriety or completions of a treatment program and shall not solely deny entry into its program based on previous discharge.
- Shelter staff shall be trained and use assertive engagement, harm reduction, and trauma informed care.
- Shelters shall provide vacancies to HPO daily.
- Shelters shall remain open for participants to access 24 hours a day, 7 days a week.
- Shelters shall use the full Service Prioritization Decision Assistance Tool (SPDAT) as the standardized on-going assessment to identify participant's needs.
- Shelters shall develop housing plans using a standardized template based on information obtained from the SPDAT.
- Shelters shall develop a discharge plan during intake.

- Shelters shall develop expectations for participants instead of rules that are beyond tenancy standards.

The information and recommendations received through this RFI will assist the DHS in preparing a Request for Proposals (RFP) to procure the aforementioned services for the State Homeless Shelter Program.

An orientation meeting will not be held. Responses to this RFI shall be submitted in writing, no later than December 14, 2018, 4:30 PM Hawai'i Standard Time (HST), to:

Department of Human Services
Benefit, Employment and Support Services Division
Homeless Programs Office
1010 Richards Street, Suite 312
Honolulu, Hawaii 96813
Attn: Ana Piloton, Program Specialist
Phone: (808) 586-5235
apiloton@dhs.hawaii.gov

The Department may engage in further informal discussions to gather additional information and recommendations. The Department reserves the right to incorporate in a solicitation, if issued, for such contract, any information and recommendations present and/or submitted in response to this RFI. Neither the Department nor any respondent to the RFI bears any obligation under this RFI.