

Community Shelter Board (CSB)
Winter Warming Center Program RFP Q & A

Q1. Regarding the financial structure for these vital services, could you please outline whether there is an overarching, predetermined budget allocated for the warming center initiatives throughout the season, or if funding decisions are made on a case-by-case basis as needs arise? Understanding this budgetary framework is essential for our organizational planning and commitment.

Funding decisions for the overall winter-warming initiative are in the process of being finalized and will be made on a site basis as budgets and bids become available.

Q2. We are keen to understand the specific metrics and criteria utilized by CSB to evaluate the success and overall efficacy of the warming center program. What outcomes are prioritized, and how does CSB quantitatively and qualitatively gauge that these initiatives are meeting their intended objectives and truly benefiting those they serve?

A. Appropriate admissions into winter warming and prevention of inappropriate exits

- I. Clients attempting to enter shelter should not be denied entry absent appropriate referrals per established protocols. If they need to be referred to coordinated entry/other sites, this referral should be made promptly and securely, ensuring that there is always a shelter option for clients.
- II. Clients should only be exited pursuant to system policies and under conditions that ensure that client safety is not at risk. Under no circumstances should clients be exited at night, absent direct involvement of first responders/emergency services.

B. Site safety and security

- a. Operator/site ability to administer the site without excess rates of police/fire/EMS calls and incidents.
- b. Operator/site ability to administer the site without excess rates of community/neighborhood calls and incidents.
- c. Operator/site ability to administer the site without excess rates of safety and security incidents including thefts, assaults, and incidents related to contraband and illicit substances.

C. Appropriate client/HMIS administration

- a. Timely, complete and correct entry and exit of clients from sites using HMIS or other established coordinated entry resources.
- b. Timely, complete and correct coordination of transfer and movement of clients between sites through regular case conferencing sessions between site administrators.

D. Appropriate budget administration

- a. Timely, complete, and correct invoicing of allowable costs without overages.

Q3. Looking beyond immediate seasonal support, we are exploring long-term solutions for sustainable aid. We would appreciate insight into whether there are established pathways or potential opportunities for a highly successful warming center to transition into a full-time, 24/7/365 emergency shelter facility, assuming it demonstrates exceptional performance and addresses a persistent community need.

Funding decisions regarding the creation of "a full-time, 24/7/365 emergency shelter facility" are outside the scope of this RFP.

Q4. To ensure equitable access and comprehensive geographical coverage, could you please confirm whether plans include establishing a warming center location on the west side of the community for the upcoming season? Addressing accessibility gaps is paramount to serving all individuals in need effectively.

Funding decisions for the overall winter-warming initiative are in the process of being finalized and will be made on a site basis as available budgets and bids become available.

Q5. Is there a budget range or estimated amount you have in mind for each site? Having an idea of the available funding will help us develop a proposal that aligns with your expectations.

Currently, CSB has not established a predetermined funding amount for each site or component. Applicants should submit a budget that is reasonable, necessary, and directly supports the proposed scope of work. Budgets will be evaluated for cost effectiveness, alignment with the proposed services, and overall value. Final funding amounts will be determined through the proposal review process and are contingent upon available funding.

Q6. Will there be a central reception center again, and if so, will there also be a men's overflow site? If both are included

The final operational structure, including any overflow locations, will be determined based on the selected proposals, available facilities, community need, operational planning, and available funding.

Q7. Will the operation include two locations ?

Applicants are encouraged to propose facilities that best meet the objectives of the Winter Warming Center program. CSB is open to considering multiple locations as part of the competitive procurement process. The number and location of funded sites will be determined based on proposal quality, geographic coverage, operational feasibility, and available funding.

Q8. Will invoicing be processed monthly or biweekly?

The invoice schedule has not yet been determined and will depend on available funding and the final program design. Awarded organizations will receive invoicing instructions, including the required invoice template, submission schedule, and supporting documentation requirements, during the contract execution process.

Q9. Will the cost of cots be included in the overall budget, or should this be budgeted separately?

Applicants should include the cost and any other equipment or supplies necessary to operate the proposed program within their overall project budget unless otherwise specified by CSB during the procurement or contracting process. Budget narratives should clearly describe all requested costs.

Q10. Based on last season's experience and for the comfort and safety of both guests and staff, would it be possible to use 1 police officer for security at the First English location specifically for the morning shift as special duty?

Applicants may propose a security approach that they believe is appropriate for their operational model and facility. If requesting funding for special-duty law enforcement or other enhanced security measures, the proposal should include a clear justification explaining the operational need, how the service will support participant and staff safety, and the associated costs. Proposed security costs will be evaluated as part of the overall proposal and budget review process.

NOTE: Community Shelter Board reserves the right to modify program design, funding allocations, operational requirements, and implementation strategies prior to contract execution based on available funding, community needs, and the results of the competitive procurement process.