



**Request for Proposals No. 20-06
Homeless Street Outreach and Engagement,
Housing Navigation, Tenancy Supports and
Case Management**

**San Bernardino County
Office of Homeless Services
215 North D Street, Suite 301
San Bernardino, CA 92415-0044**

ATTACHMENT A – COVER PAGE

Use this checklist to ensure that all items requested have been included.

Items Completed		Page (s)
1.	Attachment A – Cover Page	1
2.	Attachment B – Statement of Certification	2
3.	Attachment C – Licenses, Permits, and/or Certifications	3
4.	Attachment D – Certification Regarding Debarment or Suspension; California Secretary of State Business Entity Registration	4
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10.	Attachment J – Indemnification and Insurance Requirements Affidavit	10
11.	<i>*if applicable</i> Attachment K – Business Associate Agreement	

Proposer Name: Social Work Action Group

Address: 301 N Spring St

Telephone No.: 1(833) 792-4674 FAX No.: 951-674-0512

Email Address: laurissa@theswag.org

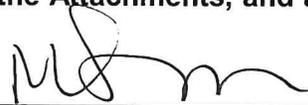
Federal Tax ID: 82-2556816

RFP Contact: Laurissa Call

Name of Authorized Representative: Monica Sapien

Title of Authorized Representative: Executive Director

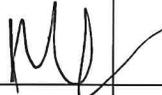
By signing below, the individual acknowledges that he/she has the authority to bind the Proposer to the terms of the Proposal. The individual further acknowledges that he/she has read and understands the RFP, the contents of the Proposal and the Attachments, and attests to the accuracy of the information submitted therein.

Signature of Authorized Representative: 

Date: 08/06/2021

**ATTACHMENT B
STATEMENT OF CERTIFICATION**

The following statements are incorporated in our response to San Bernardino County.

	Statement	Agree (initial)	Agree with qualification (initial and attach explanation)
1.	The offer made in the Proposal is firm and binding for nine (9) months from the date the Proposal is opened.		
2.	All aspects of the Proposal, including cost, have been determined independently, without consultation with any other Proposer or competitor for the purpose of restricting competition.		
3.	All declarations in the Proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.		
4.	Proposer agrees that all aspects of the RFP and the Proposal submitted shall be binding if the Proposal is selected and a Contract awarded.		
5.	Proposer agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Proposer's ability to perform the Services as proposed.		
6.	Proposer, if selected will comply with all applicable rules, laws and regulations.		
7.	The RFP has been reviewed in its entirety and Proposer has no exceptions to any requirements, terms, or conditions, except as noted in Attachment H.		

ATTACHMENT D

CERTIFICATION REGARDING DEBARMENT OR SUSPENSION; CALIFORNIA SECRETARY OF STATE BUSINESS ENTITY REGISTRATION

In compliance with contracts and grants Contracts applicable under the U.S. Federal Awards Program, the following certification is required by all Proposers submitting a response to this RFP:

1. The Proposer certifies, to the best of its knowledge and belief, that neither the Proposer nor its Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or nonprocurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website (www.sam.gov).
2. The Proposer certifies, to the best of its knowledge and belief, that neither any subcontractor listed in its Proposal, nor subcontractor's Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or nonprocurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website (www.sam.gov).
3. "Principals," for the purposes of this certification, means officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of a subsidiary, division, or business segment, and similar positions).
4. The Proposer shall provide immediate written notice to the Purchasing Agent if, at any time prior to award, the Proposer learns that this certification was erroneous when submitted or has become erroneous by reason of changes in circumstances.
5. This certification is a material representation of fact upon which reliance will be placed when making the award. If it is later determined that the Proposer rendered an erroneous certification, in addition to other remedies available to the San Bernardino County government, the County may terminate the Contract resulting from this RFP for default.
6. Proposer affirms that neither it, nor any subcontractor listed in the Proposal, has any recent unsatisfactory performance with the County during the past twenty-four (24) months at a minimum.
7. Proposer also certifies that if it or any of the subcontractors listed in the Proposal are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

ATTACHMENT E – COST

Item/Quantity	Unit Cost	Tax Amount	Discount	Total Amount
Outreach Specialist (8)	93,852			750,816
Case Managers (4)	104,800			419,200
Project Coordinator (2)	114,708			229,416
Project Manager	135,564			135,564
LCSW (1)	145,992			145,992
HMIS / Data Entry (1)	93,852			93,852
Technology / Supplies	55,000			55,000
Office Space / Utilities	42,000			42,000
Transportation	120,000			120,000
Subtotal	1,991,840			1,991,840
Administrative Fee (5% of Subtotal)	99,592			99,592
Grand Total	2,091,432			2,091,432

ATTACHMENT F - REFERENCES

Name of Agency	Contact Name/Address	Phone Number	Dates services provided (from/through*)
City of Perris	Michelle Ogawa 101 North D Street, Perris, CA 92570	(951) 943-6100 ext. 264	07/01/2018 - Present
City of Temecula	Mike Wooten 41000 Main St. Temecula, CA 92590	(951) 694-6480 ext. 3958	05/28/2019 - Present
City of Lake Elsinore	Nicole Daily 130 S. Main St. Lake Elsinore, CA 92530	(951) 833-5497	04/01/2018 - Present
City of Murrieta	Brian Ambrose 1 Town Square Murrieta, CA 92562	(951) 461-6114	07/01/2019 - Present
City of Wildomar	Felicia Folmar 23873 Clinton Keith Rd. Ste. 201 Wildomar, CA 92595	(951) 640-6047	10/11/2018 - Present

Provide a minimum of three (3) customer references Proposer has contracted with, providing the same service as requested in this RFP.

*Enter **“Present”** if still providing the services (Example: 10/08/13 - present).

ATTACHMENT I – PUBLIC RECORDS ACT EXEMPTIONS

PROPOSER NAME Social Work Action Group (SWAG)
301 N Spring St. Lake Elsinore, CA 92530
ADDRESS
(833) 792-4674 FAX # : 951-674-0512
TELEPHONE# :

Proposer requests that specific portions of the contents of this Proposal be held confidential and not subject to public disclosure pursuant to the Public Records Act. The specific portions are detailed below: (Please identify and list your exemptions by indicating the Section or Paragraph number, and Page number, of the Proposal where the content is contained.) **Each stated exemption must include a citation to supporting legal authority, including statutory authority or case law, to support exemption from the Public Records Act. Requested exemptions that does not meet the requirements of this section will not be considered.**

ATTACHMENT J - INDEMNIFICATION AND INSURANCE REQUIREMENTS AFFIDAVIT

**THE PROPOSER'S INSURANCE COMPANY(S) OR INSURANCE AGENT MUST COMPLETE THIS FORM
AND
THE PROPOSER MUST SUBMIT THIS COMPLETED AFFIDAVIT WITH THE PROPOSAL.**

I, the undersigned (Please check one box) underwriter agent/broker, certify that I and the Proposer listed below have jointly reviewed the "Insurance Requirements" in this Request for Proposal (RFP). If the County of San Bernardino ("County") awards the Proposer the Contract for this project, I will be able—within fourteen (14) calendar days after the Proposer is notified of the Contract's award—to furnish the County with all the required, insurance certificate(s) and endorsement(s) as specified in Section X, Paragraph B. Indemnification and Insurance Requirements.

JOHN PETERSEN / DFI INSURANCE 8/6/2021
Insurance Broker / Agency Name Date

JOHN PETERSEN [Signature]
Insurance Broker's / Agent's Name (Printed) Insurance Broker's / Agent's Name (signature)

2027 HAMNER AV NERCO CA 92883
Address City State Zip Code

951-735-5335 951-893-2750 JPO@DFIINSURANCE.COM
Telephone Number FAX Number Email Address

Social Work Action Group RFP NO. 20-06
Proposer's Name County RFP Name and Number

Below State the Name of Insurance Company Providing Coverage:
DO NOT write "Will Provide," "To Be Determined," "When required," or similar phrases.

<u>NON-PROFITS INS ALLIANCE</u> Commercial General Liability	<u>NON-PROFITS INSURANCE ALLIANCE</u> Automobile Liability
<u>STATE COMPENSATION INS FUND</u> Workers' Compensation Liability	<u>N/A</u> Professional Liability
<u>N/A</u> Pollution Liability	<u>N/A</u> Cyber Liability
<u>N/A</u> Sexual Abuse Liability	

[NOTE TO PROPOSER: See Section X, Paragraph B. Indemnification and Insurance Requirements, for details on the basic requirements and types of insurance for this agreement.]

NOTE TO THE UNDERWRITER / AGENT-BROKER: If the insurance forms that the Proposer submits to the County do not fully comply with the Insurance Requirements, and/or if the Proposer fails to submit the forms within the 14-day time limit, the County may: (1) declare the Proposer's Proposal non-responsive, and (2) award the Contract to the next highest ranked Proposer.
If you have any questions about the Insurance Requirements, please contact Mr. Rafael Viteri, County of San Bernardino - Risk Management Department, at (909) 386-8730 or via e-mail rviteri@sm.sbcounty.gov (Please provide name of RFP with your email question(s)).

Social Work Action Group

SAN BERNARDINO COUNTY, 5TH SUPERVISORY DISTRICT HOMELESS SERVICES PLAN

2021-2022



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About Social Work Action Group (SWAG)

The SWAG team, formed in 2017, is made up of individuals who have diverse education and experience in social services. Our expertise is in program design and implementation of direct services to those experiencing homeless. SWAG team members have extensive experience dealing with homelessness at the city, county, and federal levels and have specific qualifications including a Nurse Practitioner, supervising Medical Doctor, licensed substance abuse counselors and social workers. Team members have direct street outreach experience, supportive housing case management, and management of homeless housing programs such as operating Emergency Housing/Shelters, Tenant-Based Rental Assistance, Emergency Solutions Grants, Crisis Stabilization, Rapid Rehousing for individuals and families, and Permanent Supportive Housing for individuals and families experience. Our innovative and systematic approach towards addressing homelessness is not geared towards the services themselves, but rather the ultimate outcome of measurable success.

Mission

SWAG's mission is to advocate, educate, and inspire marginalized individuals and families in the Inland Empire to achieve sustainable independence through community support.

Vision

Restoring humanity, one person at a time.

Approach

SWAG's innovative and systematic approach towards addressing homelessness is not geared towards the services themselves, but rather the ultimate outcome of measurable success. For example, when addressing homelessness, an emergency shelter stay is a very temporary result, and we are looking for a series of results that will equal a permanent housing solution. To further expand, a full-range of supportive services are utilized to address the whole person. SWAG provides crisis stabilization, medical services, behavioral health and substance abuse services and connection to more intensive services.



Executive Summary

A growing number of people are experiencing homelessness in San Bernardino County, a common situation across California and the United States. During 2020, an estimated 2,390 people in San Bernardino County experienced homelessness. 1,233 people were homeless in San Bernardino's 5th district, which include Bloomington, Colton, Fontana, Muscoy, Rialto, and San Bernardino. A significant number of this population are classified as chronically homeless, defined as being without shelter for 12 + months and having a disabling condition, such as a physical health condition, mental health condition, and/or substance abuse disorder. Without stable housing, chronically homeless individuals cycle in and out of hospital emergency rooms, inpatient hospital stays, psychiatric centers, detoxification programs, and jails resulting in higher cost impacts to local government.

San Bernardino provides a diverse but fragmented array of medical and mental health care, substance abuse treatment, housing and social services. These services are under-coordinated and frequently geographically dispersed. Access to safety-net housing, mental health, and treatment is limited. Most services focus on the low-income population. Some programs have extensive waiting lists and most have multiple complex steps required to access services. The number of emergency shelter beds in San Bernardino County are insufficient to meet the demand for shelter, transitional, and permanent housing. Similarly, there are insufficient numbers of inpatient psychiatric and residential drug treatment beds.

A strategic plan has been developed to address the issues of homelessness in the 5th Supervisory District of San Bernardino County. The plan includes strategies that visibly reduce the number of unsheltered homeless individuals, which is known as the chronically homeless population. This will be through prioritizing comprehensive outreach for individuals living on the streets and other places not meant for human habitation.

Purpose

The overall purpose of this plan is to work together with the community and service providers to create immediate solutions to address and reduce chronic homelessness in Supervisory District 5 in San Bernardino County. SWAG will coordinate outreach efforts with the cities of Colton, Fontana, Rialto, and San Bernardino. SWAG will also work with local law enforcement agencies, faith-based groups, nonprofits, businesses and community members to collaborate with one another. SWAG will provide consistent and intensive case management services to individuals living on the streets. Assisting these most vulnerable and service resistant individuals will result in a direct savings to city/county facilities and staff; such as, law enforcement, paramedics/fire, and businesses. This will improve the overall quality of life for San Bernardino County.

To truly combat homelessness, we must share a **collaborative vision to work together as a community to do "whatever it takes"** to provide immediate solutions and interventions to the chronically homeless population through partnerships and community resources. We will not support the notion that "they don't want the help" as we believe everyone desires and deserves safe and stable permanent housing. The focus is not for the individual to adapt to the program, instead we must adapt to the individual.

SWAG will work with San Bernardino County Behavioral Health and Sheriff HOPE Team, local police departments, and local hospitals to identify the top 50 individuals that are both chronically homeless and "Super-Utilizers" of emergency mental health facilities/5150's, emergency medical visits/ resources and jail bookings. **SWAG will assist a minimum of 25 "Super Utilizers" and a minimum of 50 chronically homeless individuals to exit life on the streets** through connection to mental health and substance abuse treatment and emergency, transitional and permanent housing.

SWAG will provide consistent outreach and case management services to those most in need with the ultimate goal of permanent housing. SWAG will reduce the homeless population both visibly and documented through the annual Point-in-Time Count. Simultaneously, SWAG will engage, educate, and encourage the community of San Bernardino to collaborate efforts and spread the message of Responsible Compassion.

In 2017, the University of California, Irvine and The United Way, published “Homelessness in Orange County: The Costs to our Community” that studies the overall costs a community incurs by proactively and reactively serving homeless individuals. The study concludes that per year, on average, chronically homeless individuals cost a community **\$100,759 per person**, while the top 10% or whom we are calling “Super-Utilizers” **cost a community \$439,787 per person**. In assisting the 75 identified homeless individuals, the 5th Supervisory District will see a cost savings of up to **\$16,032,625**.

50 Chronically Homeless x \$100,759 = **\$5,037,950**

25 “Super Utilizers” x \$439,787 = **\$10,994,675**

Sum of all Annual Costs: \$16,032,625



Outreach to the Community at Large

The most successful models to address homelessness are developed through robust community engagement. Diversity of thought, experience, resources, and program philosophies facilitate the development of solid public/private partnerships and models. Additional benefits of community engagement include:



SWAG and the Rialto Chick-fil-a team.

- Provide opportunities for community residents and businesses to express concerns and participate in solutions.
- Foster community buy-in and ownership.
- Bring together diverse stakeholder groups that were not previously working together.
- Increase transparency. Build trust. Increase understanding. Improve communication.
- Develop methods to resolve conflicts.
- Establish local networks of community stakeholders who can work together towards common goals.
- Identify creative and practical solutions. Identify unmet needs and service gaps.
- Leverage public and private sector resources of time, talent, and treasure.
- Coordinate and disseminate the Anti-Panhandling Campaign



Outreach and Case Management to the Unsheltered Homeless

Street outreach/ case management must be intensive, consistent, strategic and needs the partnership of city/ county staff and law enforcement to identify and locate those living on the streets and the most vulnerable. For each individual encountered a Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) is completed, which is then entered into the Homeless Management Information System (HMIS). Individuals also complete an intake assessment, which addresses the individual's issues and behaviors that resulted in homelessness. The team then develops an Individualized Service Plan (ISP) that directs activities and interactions with the individual to achieve specific outcomes, both short and long-term. Often, this includes linkage to medical services, mental health and substance abuse treatment services and ultimately a permanent housing solution. Outreach case managers assist with transportation to appointments, application for benefits, and obtainment of vital documents; such as an identification card. Case managers provide crisis intervention and education on independent living skills. These services are essential as they offer a support system that empowers these individuals to establish and maintain the goals and ultimately achieve sustainable independence.

SWAG homeless street outreach aims to provide crisis stabilization services, reduce inpatient physical and mental health hospitalization, reduce the amount of time that law enforcement is involved in responding to homeless related calls, and ultimately ending the individual's cycle of homelessness. On a daily basis, SWAG Street Outreach teams are building rapport with chronically homeless individuals suffering from untreated substance abuse and mental health disorders. Generally, these individuals are not asking for help and are so deep in their mental health and substance abuse issues, that they don't believe they are worthy or deserving of any assistance. The SWAG Outreach teams' goal is to earn the individual's trust and to inspire the individual to want to take small steps towards a better life. SWAG provides ongoing support, so they know they are not alone. Individuals that are not ready to make the drastic life change of entering inpatient treatment will, however, agree to enter a temporary housing situation. Our experience has shown that after an individual has been linked to a private room to sleep, the ability to take a warm shower, put on clean clothes and eat a decent meal, they start to feel deserving of this better way of life. It is at this point the SWAG team and individual are able to have open and honest discussions that will lead to the development of short-term goals, that can lead into long-term results. For example, it is easier for an alcoholic of 10 years to gradually reduce their intake over a 60-day timeframe than it is for them to abruptly quit. This is referred to as a harm-reduction approach.

For the proposed project, SWAG will work with the network of homeless service providers within the San Bernardino County, 5th Supervisory District:

County of San Bernardino, Sheriff HOPE Team, Department of Behavioral Health, Community Development & Housing Department, Housing Authority, Department of Aging & Adult Services, Coordinated Entry System (CES), City of San Bernardino, City of Colton, City of Fontana, City of Rialto, SAC Health System, the faith-based community, local non-profits, and the community at-large.

Census of Unsheltered Homeless

In every community, it is vital to conduct a thorough and comprehensive census of the unsheltered homeless population. City staff, local law enforcement agencies and SWAG will work together to accurately locate, identify, survey and track, through the creation of a by-name list. The list provides the date and location the team encountered the individual and gives an overview of the length of time the person has lived in the identified city, the length of time he or she has been on the streets, and some of the barriers to housing.

A comprehensive assessment will provide an in-depth look at the individual, the circumstances and incidents that led to homelessness such as severe trauma(s). We will also detail one's connections and support systems in the city to leverage those individuals and incorporate those resources. This information can be used to develop an individualized action plan. This will be done on an ongoing basis as new individuals enter the city.

Name	Date of Engagement	Location	Length of Homelessness	How long Rialto Resident	Zip code of last permanent address	Physical Disability	Develop. Disability	Mental illness	Substance Abuse
Joe Smith	8/6/19	Bike Shop/ Old Town	10	3 years	92507	N	N	Y	Y
Aaron S.	5/4/20	Help Center	3-4 years	10 years	92590	N	N	N	N
Abdalla N.	6/2/20	Help Center	3 years	3 years	92590	N	N	Y	Y
Adolfo D.	10/17/19	Walmart Shopping Center (Temecula Prkwy)	2 years	2 years	92590	N	N	Y	Y
Alberto U.	2/18/20	Help Center	4 years	21 years	92590	Y	N	N	Y
Alejandro B.	12/13/19	Help Center	1 day	1 day	Unknown	N	N	Y	N
Alice S.	1/29/20	Arco on Main St.	9 days	20 years	92592	N	N	N	Y
Alisha C.	7/12/19	Help Center	1.5 years	1.5 years	92543	Y	N	N	Y
Amber L.	10/2/19	Sam Hicks Park	2.5 years	3 years	92590	Y	Y	Y	N
Andrew H.	6/17/19	Lake Bottom	1.5 years	1.5 years	89701	N	N	Y	Y

Housing Navigation

Housing navigators bridge the gap between homelessness and stable housing by connecting individuals and families to permanent housing solutions. SWAG stands by a housing first approach and believes that individuals can achieve their goals and sustainable independence. The SWAG team assists clients with addressing individuals and structural barriers to housing, supporting the clients, and maintaining strong, sustainable relationships with landlords, property owners, and leaders in the San Bernardino County 5th Supervisory District. Case Managers meet with clients one-on-one for housing navigation, this includes completion of a housing plan, assistance with applications, obtainment of required documentation and assistance with security deposits and monthly utilities. Each client's path to housing is unique. While some are ready to go straight to an apartment, room & board, or reunite with family, most require entry into mental health or substance abuse treatment. Treatment also serves as emergency housing and one's first step on their path toward ending homelessness. The key here is to provide housing with connection to treatment services or the success rate of one's ability to maintain that housing drastically decreases.

Housing options include:

- Emergency Shelters
- Emergency Hotels
- Housing Vouchers
- Reunification with family members who are housed
- Room and Board
- Sober living homes
- Treatment Programs followed up with housing placements.

Measurable Outcomes

Measurable Goal 1

Reduce the homeless Top 50 "Super-Utilizer" population by a minimum of 50%, which equals 25 individuals.

Measurable Goal 2

Assist 50 Chronically homeless individuals as identified by the projects census, to exit life on the streets.

Measurable Goal 3

Provide a linkage to a minimum of 200 medical services to the identified population.

Measurable Goal 4

Provide a linkage to a minimum of 200 Substance Abuse services to the identified population.