

# DESTINATION: HOME

## SUPPORTIVE HOUSING EMPLOYMENT SERVICES RFQ

### OVERVIEW AND REVIEW PANEL NOTES

There was a total of 7 submissions and over \$1,000,000 available to the selected Applicants: Bill Wilson Center, Catholic Charities of Santa Clara County, CityTeam, Hunger at Home, JobTrain, Love Never Fails and San Jose Conservation Corp submitted Responses.

**Overall:** JobTrain was agreed to be the best option due to their proven record of success, knowledge of running employment focused programs, and higher focus on living wage jobs.

#### REVIEW PROCESS AND PANEL FEEDBACK SUMMARY

- Each submission was shared with the review panel members along with a scoring tool and the RFQ instructions. Each panel member was tasked with reading and scoring each submission before we met in person to discuss. The average scores are below:

<b>Proposal</b>	<b>Average Score out of 100</b>
JobTrain	78.8
Catholic Charaties	77.5
Love Never Fails	77.5
Hunger at Home	30
CityTeam	63.3
San Jose Conservation Corp	76.6
Bill Wilson Center	70.3

- The review panel consisted of Elena Rivera & Saline Chandler from the Lived Experience Advisory Board (LEAB), Joseph Herrity from Kids in Common, Jessica Orozco from the County's Office of Supportive Housing, Chad Bojorquez from LEAB and Destination: Home and Maureen Damrel from Destination: Home.
- During the in-person meeting, each submission was discussed including perceived pros & cons, questions and comments (RFQ PANEL NOTES included below)
- Of the Seven submissions, JobTrain's RFQ was considered to be the most in line with Destination: Home's vision.
- There was significant interest in a possible future partnership with Love Never Fails.

- Each participating organization has been contacted and given the opportunity to schedule a meeting for feedback.

## RFQ PANEL NOTES

- BWC
  - One panelist not impressed with the employment services received (7 years ago). Panelist also has participated in multiple programs that they offer throughout the past 10ish years
    - They offer basic skill development but don't connect you directly to employment opportunities. Most is left to the individual to figure out.
    - No flexibility with youth living there who have employment that requires them to come back after curfew
    - Have too many requirements of the programs for the youth that then interfere with getting or retaining employment
    - Happy/excited about the proposed YearUP partnership
      - YearUp has a great reputation amongst the people they serve, and Saline believes the partnership will help BWC be more successful and credible.
- SJCC
  - Rigid courses- Full-time heavily structured (both pro and con)
  - Robust offerings (pro and con)
  - Impressed with the stipend for the first part of the program and employment/service-learning opportunities afterward
  - Has some cultural challenges
  - Not connected to the Homeless system at all
  - Start at \$15, takes time to get to the cap at \$20 (not everyone gets here- only leadership positions)
    - likely won't hit the living wage goal
  - Not in HMIS- concerned about making that transition to working in two databases
  - Although they aren't the best fit to drive this, it would be great for us to connect with them better SOON (get them connected to HMIS in some way) so that we can feel things out with them to partner with them more directly in the future

\*\* Cultural competency concerns for both BWC and SJCC were noted by 3/6 panel members

- CityTeam

- Do HMIS assessments currently but do not receive any funding from OSH
  - Specific data/ impact not outlined in their submission
  - Seems to be a lack of focus on living wage jobs
  - Good at getting ppl on their feet, but maybe not much past that. Getting a job, but not living wage focused
  - We would like to partner with them somehow, but the connection to our goal and the timeline don't really fit our needs
  - Lists not being able to serve someone with a 290 conviction
- Love Never Fails
  - Pretty solid numbers presented
  - Very interesting possibility outside of the usual sphere of employment/homeless service providers
  - May have too focused of a lens of who they serve, but there is definitely a need
  - Focus on Tech partnerships and jobs- pro
  - Natural and pure approach to how they help people (the language they use about the people they serve and their approach)
- Hunger at Home
  - Not fleshed out or focused enough
  - Not clear in who was served in past programs, so we don't know how to compare the success
  - Not in HMIS
  - No proven record of success
  - Nice guys and they are doing great things, but may be too big of a project for where they are as an organization right now
- JobTrain
  - Great connections and a rock-solid program in the community they are currently in.
    - Con- not in SCC and have little connections here
  - Like the 2 phases of their plan
  - Location could be a barrier, but they would come in with a known model to replicate
  - Don't know the homeless population specifically
    - Not in HMIS
  - They are known for the focus on the ppl who come out of the criminal justice system- pro (possible equity project overlap)

- This is attractive for SCC since we are trying to find ways to serve that population (who are coming into homelessness rapidly)
  - Question for JobTrain:
    - **Who** is going to do it here? We need a dedicated/strong point person **here**.
    - We would need to help a lot to integrate them into our community (not necessarily a con)
    - Overall, everyone very impressed with their proposed project
- Catholic Charities
  - Coordinate with HMIS
  - Focus on rapid employment not on living wage
  - Not afraid of working with ppl who have high barriers
  - Offer robust amount of services and are flexible
  - They have a lot of infrastructure, and could be great, but not really what we need here
  - Not tied to government funds, so they have more flexibility
  - No complaints experienced or even heard of by Saline, Elena, or Joe
  - OSH- does not have positive outcomes from their current and past employment and housing partnerships

### Final Comments

- Most submissions represent elements of what we are trying to create but are not a complete fit for what we are looking for now.
  - Need a stronger focus on living wage job training, pipelines/placement and retention
- It would be amazing if there was a portable training system or agreed upon transferable credits for the trainings they have completed in the past from all organizations.
  - LEAB members noted how helpful they believed training completion certificates have been in their personal job search
  - It would be beneficial for both youth and adults and save time and resources for both organizations and participants
- Recommendation: Cultural competency training for the staff so they know how to effectively work with clients who have experienced trauma

## SUBMISSION SUMMARIES:

### 1) **Organization:** Bill Wilson Center (BWC)

#### a. **Organization's Narrative**

i. BWC has organizational experience operating employment programs for youth, includes key services such as Counseling Services, LGBTQ Services, Housing Services, and Independent Living Support Services. BWC partners with varying community partners for different services.

1. Work2Future, Center for Employment Training, Year Up, Job Corps, Pivotal, Conservation Corp, Opportunity Youth, Metro Ed, Meriwest Credit Union and local business for employment assistance. BWC also provides legal, healthcare, and mental healthcare services to youth and is able to offer an Employment Specialist as well as an Employment Developer.

#### b. **Summary of Proposed Program**

i. BWC plans to partner with the organization, Year Up, to offer their 'Career Labs' 40-hour training program to youth ages 18 – 24 in Rapid Rehousing.

1. BWC has previously utilized Career Lab for youth in RRH and reports positive results and feedback from previous program clients.

#### c. **Proposed Budget:**

i. \$196,329.00 – Total budget request

1. Includes Program Manager at 0.05 FTE & Employment Developer at 1.00 FTE (for 9 mths)

2. Provision of job training services and Stipends for 60 clients

3. Additional costs include: supplies, transportation, client support, mileage, laptop for staff, and indirect costs calculated at 15% of overall direct costs.

4. BWC will provide funds to support Employment Developer (3 mths), mileage, and part of indirect costs for a total of \$17,971.

a. Overall Planned Budget: \$214,300

b. Additional Investments: If 15 or more youth are referred to Supportive Housing Employment Services in a quarter, BWC proposes adding another Job Developer to staff

### 2) **Organization:** Catholic Charities of Santa Clara County (CCSCC)

#### a. **Organization Narrative**

i. CCSCC operates more than 30 service programs, assisting 40,000 individuals through a focus on employment services and supportive housing services. CCSCC aims to develop self-sufficiency through job skills training and placement, prevention/early intervention, services for at-risk youth, older adult services behavioral health services, etc.... Previous programs operated by CCSCC include Focus

for Work (aimed at assisting individuals with serious mental illness overcome employment barriers), the Right Directions Program (for clients released from incarceration), and the Gender Responsive Opportunities for Women (GROW) Program, for formerly incarcerated women.

**b. Summary of Proposed Program**

- i. CCSCC's program focuses on five aspects: competitive employment, rapid job search, targeted job development, client preferences and aptitudes guide decisions, individualized long-term supports, integration with treatment programs, and integrated counseling, supportive housing, and vocational case management.

**c. Proposed Budget Amount**

- i. \$275,000- Total budget request
  - 1. Includes varying portions of 6 staff
  - 2. Additional costs include: Staff development, supplies, communications, occupancy database costs, mileage, client assistance, insurance and equipment.
  - 3. \$88,800 in leveraged funding
  - 4. Overall planned budget: \$363,800

**3) Organization: CityTeam**

**a. Organization's Narrative**

- i. CityTeam has organizational experience working with individuals from homeless and/or vulnerable populations and has the existing capacity to incorporate 15 quarterly RRH clients, having served 104 clients in 2018. CityTeam currently operates the San Jose Men's Shelter, a Transitional Housing program, and CityTeam @ Work. The organization currently maintain partnerships with various employers, can offer an in-house attorney to provide legal advice, medical and dental care, and financial literacy for clients. All clients participate in a curriculum that focuses on building core competencies of literacy, numeracy, technology, social awareness, vocational/career, and character development.

**b. Summary of Proposed Program**

- i. CityTeam's program implementation plan includes the delivery of services such as, intake and assessment, job preparation, one-on-one career coaching, job placement, retention services, and career development/advancement counseling.
  - 1. CityTeam offers a program with three different tracks for clients at varying stages of the process.
    - a. Track 1 is a 28-day training aimed to assist clients with overcoming employment barriers.
    - b. Track 2 is a 21-day training to assist clients with career readiness and development.
    - c. Track 3 is a 14-day program designed for clients out of work for 3 months and under or have recently received job training.

- i. During all three tracks, CityTeam intends to offer workshops.

**c. Budget Amount**

- i. \$127,000-Total budget request
  - 1. CityTeam finds that adding the required 15 clients will necessitate in an expansion of both space and staff.
    - a. Utilize existing space to build a classroom
    - b. Full-time Career Specialist
    - c. For the two expenses listed above, CityTeam hopes to gain financial assistance from Destination: Home. For additional funding, CityTeam is hoping to gain support from individuals, corporations, and foundations. \*No leveraged/ secured funding yet

**4) Organization: Hunger at Home**

**a. Organization Narrative**

- i. Hunger at Home is an expanding organization with experienced leadership. Previous programs operated by their staff include a training program for Contra Costa College Hospitality Management and Culinary Arts Program, which has a 100% completion rate and a 75% rate of employment within a year.

**b. Summary of Proposed Program**

- i. Hunger at Home's employment program contains training, placement & mentorship.

**c. Proposed Budget Amount**

- i. \$510,000 Total budget request
  - 1. Includes 3 staff
  - 2. Additional costs include: Marketing, supplies, participant stipends, and occupancy.
  - 3. \$40,000 Leveraged funding to cover a portion of the costs not including staff
  - 4. Overall planned budget: \$550,000

**5) Organization: JobTrain**

**a. Organization Narrative**

- i. JobTrain works with low-income, unemployed, formerly incarcerated, or homeless clients. In previous programs related to employment, JobTrain found that in "FY18, 77% of career training graduates obtained a job at an average wage of almost \$22 an hour... over 80% of those placed in employment are still working one year after placement... [and] annually, over 1,000 individuals benefit from JobTrain's career or skills upgrade trainings".
- ii. JobTrain partners with nonprofit, government, and workforce development organizations to create client access to a variety of services. Agencies include HIP Housing, Second Harvest Food Bank, and Community Legal Services among others. JobTrain also has relationships with the following entities: Stanford Healthcare, Bon

Appetit, and Facebook among others. JobTrain is able to ‘connect’ their clients over to community-based providers for additional assistance, credential-bearing job training, transportation assistance, mental health services, and additional benefit programs as needed.

**b. Summary of Proposed Program**

- i. JobTrain offers two Tracks, the first of which is created for clients who need immediate employment and the second which is intended for clients who need assistance with finding living wage employment.
- ii. JobTrain’s strategy includes an approach that integrates the both housing and employment services to assist those homeless or formerly homeless in moving to a living wage job and stable housing.

**c. Proposed Budget**

- i. \$769,263 Total budget request
- ii. The hiring of 2 FTE Employment Specialists, .20 FTE supervisor & overhead
- iii. Other expenses include: Transportation, technology, supplies, meeting costs, occupancy, Career Pathway training.
- iv. \$126,000 in leveraged funding to help cover Career Pathway Training
- v. Overall planned budget: \$895,263 (for 2yrs)

**6) Organization: Love Never Fails**

**a. Organization’s Narrative**

- i. Love Never Fails serves clients who are overwhelmingly survivors of human trafficking and are homeless. They have experience assisting clients in finding both stability and providing ongoing support. The organization has previously partnered with corporations, faith-based organizations, local educational institutions and organizations. Love Never Fails offers a Life Coach to assist clients with a focus on overcoming previous traumatic experiences. According to Love Never Fails, “Thus far 80% of our graduates have received full time employment working at \$3,036 per month and retained the jobs 365 days”.

**b. Summary of Proposed Program**

- i. Love Never Fails is able to offer ‘immediate’ placement into 6-week paid apprenticeships with local companies such as Cisco or Bay InfoTech during the training period.
- ii. Love Never Fails plans to partner with Project HIREd, which assists about 100 individuals from vulnerable populations each year to offer employment assistance.

**c. Proposed Budget**

- i. \$ 250,594 Total budget request
- ii. Costs include: Program coordinator (1 FTE) all-in
- iii. Additional expenses include: Consultant and Professional fees, occupancy, equipment, supplies and participant stipends.



- iv. \$88,200 Leveraged funding to cover occupancy, equipment, program supplies and miscellaneous expense.
- v. Overall planned budget: \$338,794

**7) Organization: San Jose Conservation Corp (SJCC+CS)**

**a. Organization's Narrative**

- i. San Jose Conservation Corp + Charter School serves low/very low-income young adults by providing opportunities for education, job training, and life skills development. With a focus on ages 18-27, SJCC+CS offers a "multi-faceted program" intended to help youth overcome existing barriers to education and employment. Clients have access to a variety of resources, including "drug/alcohol counseling, childcare (through on-site daycare), Eco-passes for public transportation, access to three meals a day, academic counseling, and career/college counseling". Additionally, SJCC+CS includes a charter school for clients to attain a free, high school-level education and diploma.
- ii. SJCC+CS's previous partnerships include the County of Santa Clara's Behavioral Health Department, the YWCA, and others. To provide housing-related services to clients, the organizations partners with both the Bill Wilson Center and the Office of the Supportive Housing.

**b. Summary of Proposed Program**

- i. 10-day orientation program. Clients receive a daily \$50 stipend
- ii. SJCC+CS uses a 'Earn and Learn Model', allowing clients to receive both education and job training simultaneously. Clients who already possess a high school diploma are able to work full time in the paid job training program.
  - 1. "Earn": clients work in various projects, such as construction, beginning with a wage of \$15 per hour, which can increase to up to \$20 per hour.
  - 2. "Learn": clients are able to attend the charter school as well as gain certifications in OSHA-10, CPR-First AID, fire management, ServSafe food handling, and SJCC+CS plans to offer apprenticeship certification for construction in 2019.

**c. Proposed Budget**

- i. \$539,612 Total budget request
- ii. Includes: multiple staff at varying percentages, stipends, and Corpmember's wages & benefits.
- iii. Additional expenses include: Consultants, building materials, tools & equipment, uniforms & safety, indirect costs.
- iv. \$1,879,136 Leveraged funding
- v. Overall planned budget: \$2,403,761