

Appendix A-1: Foreclosure Response

Introduction

In early 2009, the City convened the Foreclosure Prevention Task Force (Task Force), which includes members from local nonprofit housing agencies and real estate and mortgage representatives. In May of 2009, the City along with the Task Force facilitated the opening of the ForeclosureHELP Center (Center). This Center was designed to provide those individuals and families affected by foreclosure with prevention and intervention assistance in addition to providing family re-stabilization services such as housing search and rental assistance for those households unable to preserve homeownership.

More specifically, through the utilization of volunteers and, initially, paid staff oversight, the Center serves as a foreclosure hotline, answering an array of telephone inquiries about mortgage delinquency and consumer concerns. Due to the limited number of available HUD approved foreclosure counselors in Santa Clara County, the Center serves as the frontline to assist those at risk of losing their homes.

In order to more effectively utilize the area's limited foreclosure counselors, the Center works with homeowners to complete a loan modification packet in preparation of their meeting with a counselor. The Center also serves to educate clients about foreclosure interventions, create awareness about loan modification scams, and engages in efforts to protect consumers under Federal Trade Commission rules. Furthermore, Center volunteers and staff provide at-risk homeowners with resources and referrals to an array of services including nonprofit attorneys, public safety authorities, emergency financial assistance agencies, employment centers, and other assistance as needed. Finally, the Center along with City staff and members of the Task Force provided workshops on the foreclosure process, options to foreclosure including deed-in-lieu-and short sales, and the role of nonprofit HUD certified foreclosure counselors.

Since its inception the Center has served 2,660 clients, sent 448 loan modification packets to counseling agencies, assisted in 53 loan modifications, and provided 314 legal referrals. This level of service was only possible due to the collaborative efforts of the 65 volunteers who provided 8,000 hours of assistance.

In June 2011, the City hired consultants to complete an assessment of the ForeclosureHELP Center. Some of the key findings from the assessment included:

- Finding a viable partner to increase the Center's effectiveness in assisting households affected by foreclosure;
- Providing training and ongoing supervision of Center volunteers and more effectively utilizing the volunteers' specific expertise;
- Increasing outreach on Center services including enhancing the website and utilizing social media mechanisms; and

- Developing and carry out a fundraising plan.

The City of San Jose is seeking proposals from nonprofit entities interested in providing an integrated response to the City's foreclosure crisis. The City is seeking to fund no more than two agencies or consortium of agencies that can demonstrate the ability to provide through linkage/referral agreements, the full spectrum of services as described in this RFP's scope of services. Agencies applying as consortiums must provide letters from each of the partnering agencies describing their role under the proposed model and their willingness and ability to work under the consortium's lead agency. The City intends to allocate up to \$300,000 of its federal Community Development Block Grant (CDBG) funds for the provision of these services for the one-year period, July 1, 2012 – June 30, 2013.

Requested Services

The City is seeking no more than two agencies or consortiums to lead its foreclosure response. The selected respondent(s) will be expected to utilize a team-based model to deliver the full array of foreclosure response options as described in this section.

The selected agency(ies) or consortium of agencies will be expected to coordinate the Task Force and the ForeclosureHELP Center or an alternative one-stop resource mechanism, which must include a volunteer component, and provide assistance to both homeowners and renters impacted by foreclosure. This foreclosure response may occur at one or more locations as long as the assistance is provided in a seamless, coordinated fashion. More specifically, the selected respondent(s) will be expected to provide the following services:

Foreclosure Prevention Task Force working group:

- Coordinate, staff, and facilitate monthly meetings including developing agendas, securing a location, and providing other assistance as needed
- Facilitate information sharing among the participating agencies and discussions regarding potential community education activities

Foreclosure response model:

Develop a foreclosure response model or adapt the current model. Regardless of the response model, the selected agency(ies) or consortium of agencies will be expected to continue to build upon the ForeclosureHELP Center's current use of volunteers including:

- Develop a volunteer program that utilizes the volunteers' expertise including in the areas of outreach and education, fundraising, web design, social media, event planning, mortgage lending, banking, and the provision of real estate
- Develop a training program to ensure that all volunteers are apprised of the goals of the program and their role
- Recruit and manage volunteers

Outreach and education:

- Develop and implement an outreach campaign which may include presentations, the use of social media, and enhancing the Center’s website

Range of Services:

The following provides a range of services that the selected agency(ies) or consortium of agencies should consider when developing their foreclosure response model:

- The direct provision of or assistance in linking impacted residents to:
 - HUD certified foreclosure counseling
 - Loan modifications
 - Legal service and assistance
 - Credit counseling
 - Post-foreclosure assistance including mental health counseling and housing location and emergency financial assistance for persons losing their homes through foreclosure
 - Financial services

Minimum Qualifications

In addition to the qualifications detailed in the General Information and Application Instructions, at a minimum, agencies must demonstrate:

- Credit worthiness and financial capacity to administer the program and its fiscal requirements.
- Ability to increase, enhance or expand on existing foreclosure prevention activities
- Experience and ability to work with agencies throughout the City to assist residents in accessing the safety net services they need
- A strong emphasis on concrete, measurable outcomes

Specific Project Response Content

Please see the Application Completion Requirements for All Respondents’ section of the General Information and Application Instructions. In order to expedite the evaluation process, each Proposal shall be organized in accordance with that section. Proposals that do not follow the specified format may receive lower scores. Proposals that do not include all of the required documentation will be disqualified. In the event of any conflict between any of the Proposal documents, resolution thereof shall be in the City’s sole discretion.

Section 3: Program Description

Please provide a detailed description of your proposed program. Include answers to the following questions in your answer:

1. What is the overall structure of your proposed program? Please identify the lead agency as well as all other providers who will provide services funded through

- this grant and describe the services each will provide. Where will these services be located? Describe when you will be ready to commence services and attach a timeline.
2. Describe how you will market your program and the services available. How will your proposed program identify and engage prospective program participants? How will you reach out to underserved populations? How do you intend to address the fact that many eligible households will not be familiar with seeking emergency assistance?
 3. Describe who you intend to serve and how you will ensure that they are eligible and receive the appropriate level and type of assistance. Include a description of ongoing assessment procedures.
 4. Describe your program staffing and how you envision clients “flowing” through your program and between provider agencies.
 5. How many households do you plan to serve over the grant period, and what services will they receive? What sort of follow-up will you conduct and at what time periods?
 6. Describe how you will connect clients to other services such as housing location and rent assistance, mental health counseling, and mainstream programs such as food stamps. Please provide a list of agencies to whom program participants will likely be referred and what services those agencies provide.
 7. Please describe your fundraising strategies to expand or enhance the services provided through this grant. Also describe your fundraising strategies for marketing the available foreclosure response activities.

Section 4: Organizational Capacity and Experience

Please answer the following questions about the agency or agencies that will provide services under the proposed program:

- Describe your experience in providing services similar to those described in the Requested Services section of this document. It is helpful if you can provide information about your agency’s relevant accomplishments and outcomes.
- For any of the staff members who will provide services under this proposal, please provide an organizational chart, resumes and/or job descriptions. Explain how oversight and supervision will occur.
- Explain clearly the experience/cultural competence of your staff in meeting the needs of the three target populations described in the City’s Language Access Plan.
- Describe your experience administering government grants especially contracts with the City of San Jose and/or funded through federal and especially Community Development Block Grant monies either directly or as a sub-recipient.

Appendix A-3: Homelessness HMIS Project

Introduction

The Homeless Management Information System (HMIS) is a secure web-based case management and reporting tool that serves as the primary client data collection and management tool for Santa Clara County's homeless service agencies. The United States Department of Housing and Urban Development (HUD) requires that all agencies that receive federal McKinney-Vento funds, including Emergency Solutions Grant (ESG) funds, with the exception of domestic violence service providers and some youth providers, use HMIS to collect information on their clients and services. The City of San Jose Housing Department requires the use of HMIS to monitor outcomes and performance measures for all of its funded homeless service agencies. Destination: Home, the Santa Clara County Collaborative on Affordable Housing and Homelessness Issues (Collaborative), the City of San Jose, and other policy makers depend on HMIS to provide accurate information about the scope of homelessness in Santa Clara County.

In the coming years as the City of San Jose and its partners work to end homelessness, HMIS will play an increasingly critical role in illuminating the characteristic and needs of the County's homeless residents. Furthermore, the data will help to inform on the success of specific strategies or programs in permanently housing homeless residents.

The City anticipates funding one agency or consortium of agencies that can demonstrate the ability to provide the full spectrum of services as described in this RFP's Requested Services. Agencies applying as consortiums must provide letters from each of the partnering agencies describing their role under the proposed model and their willingness and ability to work under the consortium's lead agency. The City intends to allocate up to \$90,000 of its Emergency Solutions Grant (ESG) funds for the provision of these services for the one-year period, July 1, 2012 – June 30, 2013.

The funded program is expected to have an outcome oriented approach with a strong emphasis on concrete, measurable results.

Requested Services

The City is seeking proposals from agencies or consortiums of agencies interested in administering/operating HMIS for purposes of collecting and reporting data on the provision of homeless services and their users in San Jose, and analyzing outcomes and patterns of use. The selected agency or consortium will be expected to develop reporting tools to efficiently and accurately provide outcomes and performance measures for all of the City funded homeless service projects. Furthermore, the selected entities will need to work closely with City staff to develop other reports and data collection mechanisms to use in assessing the success of strategies to end the homelessness of different populations.

Eligible costs associated with operating HMIS under this RFP include:

- Purchasing software or software licenses
- Leasing or purchasing needed computer hardware
- Purchasing or leasing equipment, including telephones, fax machines, and furniture
- Obtaining technical support
- Leasing office space
- Paying charges for electricity, gas, water, phone service, and high-speed data transmission necessary to operate or contribute data to HMIS
- Paying salaries for operating HMIS, including:
 - Completing data entry
 - Monitoring and reviewing data quality
 - Completing data analysis
 - Training staff on using HMIS or comparable database
 - Implementing and complying with HMIS requirements
- Paying costs of staff to travel and attend HUD-sponsored and HUD-approved training on HMIS and programs authorized by Title IV of the McKinney-Vento Homeless Assistance Act
- Hosting and maintaining HMIS software or data
- Backing up, recovering, or repairing HMIS software or data
- Upgrading, customizing, and enhancing HMIS
- Integrating and warehousing data, including the development of a data warehouse for use in aggregating data from subrecipients using multiple software systems
- Administering HMIS
- Reporting to providers, the Collaborative, the City of San Jose, and HUD
- Conducting training on using the system or comparable databases

Specific Project Response Content

Please see the Application Completion Requirements for All Respondents' section of the General Information and Application Instructions. In order to expedite the evaluation process, each Proposal shall be organized in accordance with that section. Proposals that do not follow the specified format may receive lower scores. Proposals that do not include all of the required documentation will be disqualified. In the event of any conflict between any of the Proposal documents, resolution thereof shall be in the City's sole discretion.

Section 3: Program Description

Please provide a detailed description of your proposed program. Include responses to the following questions in your answer:

1. What is the overall structure of your proposed program? Please identify the lead agency as well as all other providers who will provide the services funded through this grant and describe the services each will provide. Where will these services be located? Describe when you will be ready to commence services and attach a timeline.

2. How will you reach out to underserved populations?
3. Explain the steps/processes you will take to ensure that the HMIS is compatible with all HUD requirements.
4. Describe your program staffing.
5. Describe how you will work with the member agencies of the Collaborative to ensure that they are able to effectively, accurately, and efficiently use HMIS as their client data collection system.
6. Describe the reports that will be provided to the City based on the data collected via HMIS.
7. Describe how you will work with the City to develop reports to help guide its decision making on policies and programs to end homelessness.

Section 4: Organizational Capacity and Experience

Please answer the following questions about the agency or agencies that will provide services under the proposed program:

1. Describe your experience in providing services similar to those described in the Requested Services section of this RFP. It is helpful if you can provide information about your agency's relevant accomplishments and outcomes.
2. For any of the staff members who will provide services under this proposal, please provide an organizational chart, resumes and/or job descriptions. Explain how oversight and supervision will occur.
3. Explain clearly the experience/cultural competence of your staff in meeting the needs of the three target populations described in the City's Language Access Plan.
4. Describe your experience administering government grants especially contracts with the City of San Jose and/or funded through federal and especially Emergency Shelter Grant and Community Development Block Grant monies either directly or as a sub-recipient.

Appendix A-4: Senior Services

Introduction

The 2005 study “Community for a Lifetime: A Ten Year Strategic Plan to Advance the Well-Being of Older Adults in Santa Clara County,” put forth five goals for advancing the well-being of older adults in Santa Clara County:

1. Ensure that older adults’ essential needs are met.
2. Maximize older adults’ independence.
3. Promote older adults’ health and wellness.
4. Encourage older adults’ community engagement.
5. Leverage and optimize efforts and resources that serve older adults.

The report identified transportation as the most prevalent issue raised during its information gathering for its needs assessment. Specific transportation issues cited included the limited availability of paratransit services; the lack of assistance boarding public transit; and limited access to public transportation.

Transportation was grouped under the report’s second goal: Maximize older adults’ independence. Achievement of this goal would mean:

- Transportation is affordable and accessible to older adults.
- Older adults living at home who need assistance with activities of daily living receive adequate support.
- Caregivers are supported by the community.

Additionally, the joint City of San Jose-County of Santa Clara Senior Nutrition Task Force (NTF) adopted as its vision statement, “vulnerable and at-risk seniors have access to health nutrition and socialization.”

In response to the above described needs, the City of San Jose is seeking proposals from nonprofit entities interested in providing isolation prevention and reduction activities for seniors. Eligible isolation prevention and reduction activities include, but are not limited to, door-to-door transportation, home delivered meals, and day care services. The City will allocate a maximum of \$200,000 in federal Community Development Block Grant (CDBG) for the provision of these services for the one-year period, July 1, 2012 – June 30, 2013.

Please note: While the City is working to identify an additional \$200,000 for these services, there is no guarantee that all or some of the funds will be found. If the City identifies additional funds, they will be allocated through a separate process.

The City will make no more than two awards to single agencies or consortiums of agencies for the provision of these services. Agencies are encouraged to apply for funds jointly with other agencies in consortiums. Agencies applying as consortiums must

provide letters from each of the partnering agencies describing their role under the proposed model and their ability to work under the consortium's lead agency.

Funded programs are expected to have an outcome oriented approach with a strong emphasis on concrete, measurable results.

Example Funding Categories

The senior isolation reduction and/or prevention services eligible under this RFP include, but are not limited to, the following:

- Transportation services that enable project participants to travel to basic needs destinations that support independent and healthy living. Services under this category are not limited to, but may be provided through, a taxi/non-taxi transportation vendor, public transit rider's fare subsidy (paratransit, bus and/or lightrail services), volunteer driver program, or escorted transportation.
- Meal delivery services that provide nutritious and appetizing prepared meals to seniors at their homes.
- Licensed adult day care that provides seniors with a wide range of recreation, health promotion, socialization, and cognitive stimulation activities.
- Presentations and workshops conducted to educate seniors regarding the range of available transportation, meal, and other isolation prevention services.
- Other services and activities deemed effective at preventing and reducing the isolation of seniors in San Jose.

Minimum Qualifications

In addition to the qualifications detailed in the General Information and Application Instructions, at a minimum, agencies must demonstrate:

- Credit worthiness and financial capacity to administer the program and its fiscal requirements
- Experience with senior isolation prevention and reduction activities
- Experience and ability to work with agencies throughout the City to assist residents in accessing the services they need
- A strong emphasis on concrete, measurable outcomes that addresses how the services provided address the issue of isolation among seniors

Specific Project Response Content

Please see the Application Completion Requirements for All Respondents' section of the General Information and Application Instructions. In order to expedite the evaluation process, each Proposal shall be organized in accordance with that section. Proposals that do not follow the specified format may receive lower scores. Proposals that do not include all of the required documentation will be disqualified. In the event of any

conflict between any of the Proposal documents, resolution thereof shall be in the City's sole discretion.

Section 3: Program Description

Please provide a detailed description of your proposed program. Include answers to the following questions in your answer:

1. Describe the services you will provide.
2. What is the overall structure of your proposed program including the staffing? Where will these services be located? Describe when you will be ready to commence services and attach a timeline.
3. Describe how your proposed program will contribute to the goal of preventing or reducing the isolation of seniors. Do not simply assert that the proposed program contributes to reaching this goal – demonstrate how.
4. Describe how you will market your program and the services available. How will you reach out to underserved populations? How will your proposed program identify and engage prospective program participants? How do you intend to address the issue that many eligible households will have difficulty leaving their homes and utilizing information technologies such as the internet, and may not be familiar with seeking assistance and/or services? If your program intends to target a specific subset population, please describe the population and the basis for the specific targeting.
5. Describe how you will ensure that the seniors you serve are eligible for assistance and that they receive the appropriate level and type of assistance. Include a description of ongoing assessment procedures.
6. What sort of follow-up will you conduct and at what time periods?

Section 4: Organizational Capacity and Experience

1. Describe your agency's experience in providing services similar to those which you are proposing for funding. Please provide information about your agency's relevant accomplishments and outcomes including your agency's experience collaborating with other entities in an effort to ensure that clients' needs are met. Describe how you would coordinate with other agencies to ensure clients receive the assistance they need.
2. For any of the staff members who will provide services under this proposal, please provide an organizational chart, resumes and/or job descriptions. Explain how oversight and supervision will occur.
3. Explain clearly the experience/cultural competence of your staff in meeting the needs of the three target populations described in the City's Language Access Plan.
4. Describe your experience administering government grants especially contracts with the City of San Jose and/or funded through federal and especially Community Development Block Grant monies either directly or as a sub-recipient.

Appendix A-5: Emergency and Minor Repair Services

Introduction

The City of San Jose is seeking proposals from nonprofit entities interested in providing emergency repair and/or minor repair services to low-income property owners of single-family homes and mobilehomes. Services provided under the emergency home repair category is intended to address immediate health and safety needs including water heater replacements, furnace repairs, roof leaks, plumbing repairs and electrical repairs. The minor repair category is intended to address eminent health and safety needs and provide accessibility and mobility improvements for low-income homeowners, targeting seniors and persons with disabilities.

The City intends to allocate up to \$300,000 of its federal Community Development Block Grant (CDBG) funds for emergency home repairs and up to \$100,000 for minor repair services. The City intends to award no more than two contracts to the most successful respondents for the provision of these services for the one-year period, July 1, 2012 – June 30, 2013. Agencies may apply for funds to provide the emergency home repair services, the minor repair services, or both repair programs.

The City of San Jose Housing Department (Housing Department) oversees a program making loans and grants to low-income owner-occupiers of single-family homes and mobilehomes. The minor repair services for which the City is seeking proposals would augment the City's Housing Rehabilitation Program (HRP) by providing assistance to owners with minor repair needs that historically have been too small to fit under the HRP's grants and loans or need immediate attention.

Services Requested

The minor repair services for which the City is seeking proposals has three main objectives:

- To augment the City's Housing Rehabilitation Program (HRP) as described above;
- Ensure that eligible low-income homeowners receive repair assistance expeditiously; and
- Address minor accessibility needs.

The emergency repair component of this program may only be provided to low-income single-family or mobilehome owner occupied households making 80% of the Area Median Income or below. The awarded agency will be expected to establish and meet performance objectives for this program.

The accessibility and mobility improvements under the minor repair component of this program may only be provided to low-income single-family or mobilehome owner households making 80% of the Area Median Income or less. Allowable accessibility and mobility improvements include the installation of items such as wheelchair ramps,

wheelchair lifts, grab bars and minor structural alterations that provide the additional accessibility needed to allow the residents to continue living in their home.

Agencies may provide both the minor repair services and emergency home repairs based on one of three basic business models or a combination of the three:

- The agency has qualified staff to provide the full range of services in-house;
- The agency has staff qualified to identify the needed home repairs but utilizes outside contractors to provide the actual repair services; and
- The agency organizes and supervises volunteers who provide the home repairs free of charge.

Depending on the model by which services are provided, the selected agency(ies) may need to follow Davis Bacon and prevailing wage requirements. Agencies will also have to follow federal procurement processes for identifying sub-contractors

The selected agency(ies) will be responsible for:

- Assessing and documenting the repair needs of each applicant;
- Obtaining, reviewing and approving or rejecting each application for program, including confirming eligibility through required income documentation;
- Obtaining the appropriate trade permits through the governing jurisdiction (City Building Department, HCD, etc);
- Scheduling required inspections;
- Supplying all labor, materials, and equipment necessary to complete repairs;
- Coordinating with the homeowners to schedule all work and related inspections; and
- Leaving the property in the exact condition in which it was found, except for the agreed upon work to be performed. It is recommended that pictures be taken prior to the work's commencement and following its completion.

The selected agency will be expected to:

- Develop an outreach and education program to ensure that all qualified households are aware of the available services;
- Develop a system by which the eligibility of the homeowner and requested work is verified and tracked;
- Develop a system by which to prioritize projects and track that they are completed in a timely manner;
- Accept and follow-up on referrals from the Housing Department and other government and nonprofit agencies; and
- Follow all applicable codes and regulations and pull permits when necessary.

The selected agency(ies) will enter into a master agreement with the City to perform the eligible services, but will contract directly with the property owners to perform the services.

Minimum Qualifications

In addition to the qualifications detailed in the General Information and Application Instructions, at a minimum, agencies must:

- Demonstrate credit worthiness and financial capacity to administer the program and its fiscal requirements;
- Demonstrate the experience and technical knowledge to conduct the services described in the Services Requested section of this document;
- Demonstrate familiarity with all applicable codes and regulations and be able to determine when and how to pull permits;
- Demonstrate familiarity with:
 - Working under Davis Bacon and prevailing wage requirements
 - Procurement requirements under CFR 24 part 84 and 85 and 2 CFR 215.44
 - Federal NEPA requirements
- Have a general contractor (B. license) of record at the time of submitting their response. The agency must either have an in-house contractor, an MOU with an outside contractor, or indicate how they will procure a general contractor;
- Have access to specialty contractors for sub-trades such as plumbing, heating and roofing; and
- Have access to a Handyman for repairs under \$500 that do not require permits.

Specific Project Response Content

Please see the Application Completion Requirements for All Respondents' section of the General Information and Application Instructions. In order to expedite the evaluation process, each Proposal shall be organized in accordance with that section. Proposals that do not follow the specified format may receive lower scores. Proposals that do not include all of the required documentation will be disqualified. In the event of any conflict between any of the Proposal documents, resolution thereof shall be in the City's sole discretion.

Section 3: Program Description

Please provide a detailed description of your proposed program. Include answers to the following questions in your answer:

1. What is the overall structure of your proposed program? Please describe if this be a new program for your agency or an expansion of an existing program. Describe when you will be ready to commence services and attach a timeline.
2. Provide a timeline for how you will respond to urgent requests for service including the length of time from:
 - The initial request for service to a response;
 - Receiving a completed application to reviewing and approving or rejecting the request for services; and

- The original request for assistance to the completion of repairs.
3. Describe your program's staffing.
 4. Describe the outreach and education model/program you will use to ensure that all qualified households are aware of the available services. How will you reach out to underserved populations? Provide examples of current market material.
 5. Describe who you intend to serve and how you will ensure that they are eligible and receive the appropriate level and type of assistance.
 6. Describe how you will prioritize projects and track that they are completed in a timely manner.
 7. Describe how you will accept and follow-up on referrals from the Housing Department and other government and nonprofit agencies.

Section 4: Agency Experience

1. Describe your agency's experience in providing services similar to those described in the Services Requested section of this RFP. It is helpful if you can provide information about your agency's relevant accomplishments and outcomes.
2. For any of the staff members who will provide services under this proposal, please provide an organizational chart, resumes and/or job descriptions. Explain how oversight and supervision will occur.
3. Explain clearly the experience/cultural competence of your staff in meeting the needs of the three target populations described in the City's Language Access Plan.
4. Describe your experience administering government grants especially contracts with the City of San Jose and/or funded through federal and especially Community Development Block Grant monies either directly or as a sub-recipient.
5. Describe the level of customer service you have provided clients on past projects and how you measure the success of your customer service.

Appendix A-6: Neighborhood Clean-Up

Introduction

Based on priorities outlined in City policy documents, and feedback from the community, the San Jose City Council, the City's Housing and Community Development Advisory Commission (HCDAC), and a variety of City Departments, the City of San Jose will be utilizing a place-based, neighborhood-focused strategy for prioritizing its FY 2012-2013 Community Development Block Grant (CDBG) Community Development Improvement (CDI) funds. Three neighborhoods, Santee/McKinley, Mayfair, and Five Wounds/Brookwood Terrace, were selected to be the focus of this strategy based on the following criteria: 1) neighborhoods that showed a demonstrated need; 2) the opportunity to make substantial change; and 3) strong community partnerships to sustain that progress.

The primary outcome of the place-based strategy is to create clean and safe communities in the three neighborhoods identified above. To this end, the City of San Jose is seeking proposals from nonprofit entities interested in implementing a clean-up program to address hot spots in deteriorated areas of the three neighborhoods in advance of permanent improvements. The clean-up program may conduct its activities in and adjacent to the targeted residential areas or along public streets, creeks, trails or rail right-of-ways. Although the three place-based strategy neighborhoods will be the focus of the clean-up, the activities may occur in other eligible areas should they be identified by the City.

Agencies may choose to use the clean-up program as an opportunity to hire and provide job training to special needs and at-risk populations including homeless persons and disadvantaged youth.

The selected agency(ies) will be asked to assist with the implementation of NeighborWalks in the targeted areas. NeighborWalks seek to improve the health of a neighborhood by developing a regular gathering of neighbors who walk the neighborhood to remove graffiti, pick-up litter, and connect with neighbors. The selected agency(ies) will be expected to organize and conduct NeighborWalks as part of their clean-ups including providing needed supplies and materials. The City will provide training materials and the initial train the trainer on the NeighborWalks process. The neighborhood clean-up implemented by the selected respondent is designed to do the initial clean-up, the long-term solution is to build neighborhood capacity to conduct their own NeighborWalks in order to maintain the area.

The City is seeking one or two agencies to implement the neighborhood clean-up program. The City intends to allocate up to \$200,000 of its federal Community Development Block Grant (CDBG) funds for the provision of these services for the one-year period, July 1, 2012 – June 30, 2013. There is no minimum amount for which agencies must apply, while the maximum award is the full \$200,000 anticipated allocation.

Funded programs are expected to have an outcome oriented approach with a strong emphasis on concrete, measurable results.

Services Requested

The selected agency(ies) will be expected to coordinate with City Housing Department staff, City Code Enforcement, neighborhood residents and groups, and other City staff to identify and prioritize clean-up activities. Examples of eligible activities include:

- Trash and debris removal
- Weed abatement
- Street and sidewalk clean-up
- Painting of the exterior of public property such as schools or community centers
- Planting

The selected agency(ies) will be responsible for providing all of the necessary tools and supplies to implement the clean-up activities, and ensure that staff have access to transportation to the project sites. The selected agency(ies) will be liable for all of their clean-up program's activities. It is recommended that pictures be taken prior to the work's commencement and following its completion.

Agencies may propose to provide employment and job training to special needs and/or at-risk populations as part of their program. Respondents interested in including this component in their program should demonstrate how they will conduct outreach to and engage the desired populations to work in their program, and assist them in retaining their position and obtaining future employment.

Specific Project Response Content

Please see the Application Completion Requirements for All Respondents' section of the General Information and Application Instructions. In order to expedite the evaluation process, each Proposal shall be organized in accordance with that section. Proposals that do not follow the specified format may receive lower scores. Proposals that do not include all of the required documentation will be disqualified. In the event of any conflict between any of the Proposal documents, resolution thereof shall be in the City's sole discretion.

Section 3: Program Description

Please provide a detailed description of your proposed program. Include answers to the following questions in your answer:

1. What is the overall structure of your proposed program? Please describe if this is a new program for your agency or an expansion of an existing program. Describe when you will be ready to commence services and attach a timeline.

2. Describe your proposed program's goal. Do not simply assert that the proposed program contributes to reaching this goal – demonstrate how.
3. Describe how you will work with neighborhood residents and groups to notify them of your program's services. How will you reach out to underserved populations?
4. Describe how you will communicate with the City regarding eligible clean-up projects.
5. Describe your program's staffing, including who will be doing the actual clean-up work and if you plan to hire special needs or at-risk populations. Will the project be conducted by existing staff? If you will need to expand your staff to implement the program please describe your recruitment process. If you plan on hiring special needs and/or at-risk populations, please include:
 - The population you intend to hire and how you propose to outreach to and engage the target population.
 - The assistance you will provide to help them retain their position and obtain future employment.
 - If applicable, please describe your program's employment or job training activities.
 - How will you coordinate with service and housing providers to assist program staff in addressing issues that may prevent them from being a successful employee?

Section 4: Organizational Capacity and Experience

Please answer the following questions about the agency or agencies that will provide services under the proposed program:

- Describe your experience in providing services similar to those described in Services Requested section of the RFP. It is helpful if you can provide information about your agency's relevant accomplishments and outcomes.
- For any of the staff members who will provide services under this proposal, please provide an organizational chart, resumes and/or job descriptions. Explain how oversight and supervision will occur.
- Explain clearly the experience/cultural competence of your staff in meeting the needs of the three target populations described in the City's Language Access Plan.
- Describe your experience administering government grants especially contracts with the City of San Jose and/or funded through federal and especially Community Development Block Grant monies either directly or as a sub-recipient.

Appendix C – Cover Sheet

Legal Name of Organization _____

Project Name _____

Location of Services (include address, city, state & zip _____

Indicate Project Type: CCS CDI or CDI NC

Applicant Status (check one box below)

Non-Profit with 501(c)(3) status

Tax Payer ID # _____ DUNS # _____

	Project Funding 2012-13
Amount Requested for Project	\$0.00
Total Project Cost	\$0.00
This Funding Request as a % of Total Project Cost	%

Project Description: (Brief FIVE-LINE summary of proposed project)

Agency Contact Information:

Main Project Contact Name: _____

E-mail: _____

Mailing Address: _____

Telephone No. _____

Fax No. _____

Person Authorized to Sign (Name/Signature/Title)

E-mail: _____ Telephone No. _____

Fax No. _____

Mailing Address (*If different from above*):

Fiscal Contact Name: _____

E-mail: _____

Funding Priority:

- Foreclosure Response
- Homelessness – Outreach Program
- Homelessness – Families & Youth
- Homelessness – HMIS
- Senior Services
- Housing – Minor Repair Services*
- Housing - Emergency Repair Services*
- Neighborhood Clean-up

* Agencies can apply for funding for both the Housing – Minor Repair Services and the Housing – Emergency Repair Services under the same application.

Appendix D: Numeric Goals and Outcomes

Funding Year 2012- 2013

Agency Name: _____
 Project Title: _____

PROGRAM COMPONENTS		2012-13 Units of Service Per Quarter			
		1	2	3	4
Unduplicated Participants					
Total Program	<i>Goal</i>				
Total City Grant Portion					
	<i>Goal</i>				

1. Explain how you determined how many prospective program participants may be recruited and relate the estimated number to the number your agency will be capable of serving during the contract period.

HUD Objectives and HUD Outcomes

1. Identify which HUD objective and HUD outcome will be addressed by this project:

HUD Objectives*	<u>Objective #1</u>	<u>Objective #2</u>	<u>Objective #3</u>
	Suitable Living Environment	Decent Housing	Creating Economic Development
HUD Outcomes*	<u>Outcome #1</u>	<u>Outcome #2</u>	<u>Outcome #3</u>
	Availability and/or Accessibility	Affordability	Sustainability

* See the Instruction packet for additional clarification of the terms used.

Outcome Measure(s)

		1	2	3	4
First Outcome Measure: <i>Describe Here</i>	<i>Goal</i>	%	%	%	%
Second Outcome Measure: <i>Describe Here</i>	<i>Goal</i>	%	%	%	%

1. How do the project outcomes align with the HUD Objectives and Outcomes as noted above?
2. How will the outcome measurements demonstrate the desired project impact as described in

your response to questions in the program description section of the application?

3. Describe how you plan to assess the customer or user satisfaction with your services? How do you plan to assess any changes the customers or users experience that may occur during or after the period when services are delivered?
4. Indicate what changes in operations your agency will experience in order to provide the services and how you plan to measure whether the changes occur or not (adding staff, adding service locations, adding data tracking capabilities, etc.).

Measurement Methodology

1. Describe the measurement methodology and calculation that will be used or has been used to evaluate outcomes: **(If a survey, questionnaire, pre- or post-test will be used for outcomes, attach the applicable document to this application).**

Activities

Activity 1: <i>Insert name of activity here</i>		1	2	3	4
Number of Units of Service	<i>Goal</i>				
Activity 2: <i>Insert name of activity here</i>					
Number of Units of Service	<i>Goal</i>				
Activity 3: <i>Insert name of activity here</i>					
Number of Units of Service	<i>Goal</i>				
<ol style="list-style-type: none"> 1. Of the service activities you described above, how many distinct activities are you proposing as needed versus how many you are requesting funding to provide? 2. How many other activities may be needed to accomplish the goals set forth for this project that your agency is not able to provide? 					

Appendix E – Project Budget

Funding Year: 2012 - 2013			
Project Title:			
Proposed Project Operating Expenses	Total 2012-2013 Grant Request	Other Funds* (Leverage) 2012-2013	Total 2012-2013 Project Cost
Personnel Services			\$0.00
Fringe Benefits			\$0.00
Indirect Admin Staff Cost			\$0.00
Office Supplies			\$0.00
Communication			\$0.00
Printing & Advertising			\$0.00
Travel			\$0.00
Occupancy			\$0.00
Utilities			\$0.00
Insurance			\$0.00
Equipment			\$0.00
Rental/Maintenance			\$0.00
Audit (CDBG Portion only)			\$0.00
Other (specify)			\$0.00
Total Operating Expenses	\$0.00	\$0.00	\$0.00

*Provide detailed line-item budget by funding source on Section 9A (Other Funds Budget)
Please see the Instructions packet for more detailed on completing the Budget.

Proposed Operating Revenue	Total Committed	Total Pending	Total 2012-2013 Project Cost
Other Funds			\$0.00
In-Kind Value			\$0.00
CDBG Request			\$0.00
Total Operating Revenue	\$0.00	\$0.00	\$0.00

Indirect Costs: Indirect costs may be requested. If the respondent has a federally approved rate, a copy of the rate agreement must be attached to this document. All requests for indirect costs must be clearly substantiated and documented and will be examined and approved on a case-by-case basis. Smaller agencies that do not have a federally approved rate are encouraged to have a third-party, independent accounting professional review the proposed methodology.

OTHER FUNDS BUDGET ALLOCATION

OTHER FUNDS BUDGET ITEMS	*Status of Funds	Federal Funds	State Funds	City SJ/ Other City Funds	Foundation funds	Client Fees	Donations	Fundraising	Agency Reserve Funds	Total
PERSONAL COSTS										
Personnel Services										
Fringe Benefits										
DIRECT NON-PERSONAL COSTS										
Office Supplies										
Printing										
Travel - Local										
Travel -Other										
Other										
SPECIFIC NON-PERSONAL COSTS										
Communications										
Utilities										
Occupancy (Rent)										
Insurance										
Equipment Rental & Maintenance										
Contract Services										
Indirect Admin. Staff Costs										
Audit										
Other										
TOTAL EXPENSES		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	

Status Codes

1. Firm Commitment: Requires an agreement or letter confirming funding
2. Anticipated Renewal of Existing Grant: Continuation of a grant which was received in the current year and is, expected to be continued.
3. Pending: Applications submitted and expected to be received. Include application date.

Appendix F: Certifications and Assurances

THE APPLICANT SHALL PROVIDE THE SERVICES/FACILITIES PROPOSED IN ACCORDANCE WITH THE CITY'S 2009-2010 COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM. THE APPLICANT MAKES THE FOLLOWING ASSURANCES. THE PROJECT SHALL:

- 1 BE IN COMPLIANCE WITH ALL LOCAL LAWS, ORDINANCES, CODES, REGULATIONS AND DECREES;
2. PRACTICE NON-DISCRIMINATION IN PROVIDING SERVICES, HIRING PERSONNEL, AND RECRUITING VOLUNTEERS, AND SHALL PROVIDE A PERSONNEL PRACTICES PLAN IF FUNDED;
3. MAINTAIN ADEQUATE CLIENT RECORDS OF INDIVIDUALS BEING SERVED BY THE PROJECT TO DOCUMENT CLIENT NAME, ADDRESS, AGE, INCOME ELIGIBILITY, ETHNICITY, FEMALE HEAD OF HOUSEHOLD, OR ANY OTHER STATISTICAL DATA REQUIRED BY CITY UNLESS SPECIFICALLY EXEMPTED FROM KEEPING SUCH DATA. EXEMPTIONS FROM CITY MUST BE IN WRITING. THE CITY SHALL HAVE FULL AND COMPLETE ACCESS TO SUCH CLIENT RECORDS;
4. SUBMIT IN A TIMELY MANNER SUCH PROGRAM AND FINANCIAL REPORTS AS ARE REQUIRED BY THE CITY TO MONITOR PERFORMANCE OF THE PROJECT;
5. APPOINT ONE DIRECTOR OF THE PROJECT WHO WILL BE RESPONSIBLE FOR THE ADMINISTRATION OF THE PROJECT;
6. APPOINT A FISCAL AGENT WHO SHALL BE RESPONSIBLE FOR ALL FINANCIAL AND ACCOUNTING ACTIVITIES OF THE PROJECT;
7. PREPARE AND SUBMIT FOR CITY APPROVAL A COST ALLOCATION PLAN THAT EQUITABLY APPORTIONS INDIRECT COSTS OVER ALL FUNDING SOURCES SUPPORTING THE PROJECT;
8. APPLICANT UNDERSTANDS THAT THE PROJECT WILL NOT BEGIN, NOR CAN COSTS BE INCURRED, UNTIL PROOF OF ADEQUATE INSURANCE IS APPROVED BY CITY; AND
9. COMPLY WITH CHURCH/STATE RESTRICTION AS OUTLINED BELOW. CONTRACTOR AGREES THAT FUNDS RECEIVED FROM THE CITY FOR PUBLIC SERVICES SHALL BE USED IN ACCORDANCE WITH THE FOLLOWING CONDITIONS:
 - (A) CONTRACTOR SHALL NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR EMPLOYMENT ON THE BASIS OF RELIGION AND SHALL NOT LIMIT EMPLOYMENT OR GIVE PREFERENCE IN EMPLOYMENT TO PERSONS ON THE BASIS OF RELIGION;
 - (B) CONTRACTOR SHALL NOT DISCRIMINATE AGAINST ANY PERSON APPLYING FOR PUBLIC SERVICES ON THE BASIS OF RELIGION AND SHALL NOT LIMIT SUCH SERVICES OR GIVE PREFERENCE TO PERSONS ON THE BASIS OF RELIGION;
 - (C) CONTRACTOR SHALL PROVIDE NO RELIGIOUS INSTRUCTION OR COUNSELING, CONDUCT NO RELIGIOUS WORSHIP OR SERVICES, ENGAGE IN NO RELIGIOUS PROSELYTIZING, AND EXERT NO OTHER RELIGIOUS INFLUENCE IN THE PROVISION OF PUBLIC SERVICES;
 - (D) THE FUNDS SHALL NOT BE USED TO CONSTRUCT, REHABILITATE OR RESTORE ANY FACILITY, WHICH IS OWNED BY CONTRACTOR AND IN WHICH THE PUBLIC SERVICES ARE TO BE PROVIDED. MINOR REPAIRS MAY BE MADE, HOWEVER, IF THOSE REPAIRS (1) ARE DIRECTLY RELATED TO THE PUBLIC SERVICES, (2) ARE LOCATED IN A STRUCTURE USED EXCLUSIVELY FOR NON-RELIGIOUS PURPOSES, AND (3) CONSTITUTE IN DOLLAR TERMS ONLY A MINOR PORTION OF THE EXPENDITURE FOR THE PUBLIC SERVICES.

THIS APPLICATION AND THE INFORMATION CONTAINED HEREIN ARE TRUE AND CORRECT AND COMPLETE, TO THE BEST OF MY KNOWLEDGE.

DATE: _____

Organization Legal Name

BY: _____
Authorized Representative
(Signature, Title)

Print Name of Authorized
Representative Here

Address of Representative

Telephone Number of Representative

Appendix G: Certification Regarding Non-Suspension or Debarment

A. CERTIFICATION REGARDING NON-SUSPENSION OR DEBARMENT

Grantee hereby assures and certifies that neither it nor any of its principals have been suspended or debarred from receiving any federal assistance due to contract violations.

If so, cite cause: _____

Organization Name

Executive Director

Date

Appendix H: Certification Regarding Drug-Free Workplace Requirements

The certification set out below is a material representation upon which reliance is placed by the U.S. Department of Housing and Urban Development in awarding the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the U.S. Department of Housing and Urban Development, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.

CERTIFICATION

- A) The grantee certifies that it will provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - (b) Establishing a drug-free awareness program to inform employees about
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - (c) Making it a requirement that each employee is to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will –
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.

Organization Name

Executive Director

Date