



Community Services Department

Connecting People to Opportunities

COUNTY OF SANTA BARBARA REQUEST FOR LETTERS OF INTEREST (LOI) AND STATEMENT OF QUALIFICATIONS AS OPERATOR FOR PROJECT ROOMKEY

ISSUED: APRIL 6, 2021 | LOI/SOQ DUE BY 4:30 P.M., MONDAY, APRIL 12, 2021

I. OVERVIEW

This request is being issued by the County of Santa Barbara's Community Services Department.

The County of Santa Barbara is pleased to release this request for Letters of Interest (LOI) and Statement of Qualification (SOQ) to provide non-congregate shelter for persons at increased risk of medical complications from COVID-19. FEMA and Coronavirus Relief funds are available to operate Project Roomkey to provide emergency shelter until September 30, 2021.

The County of Santa Barbara has been operating Project Roomkey since April 20, 2020 and has served over 170 guests. After a year of County operations there is a need to transition to a contracted service provider to coordinate and operate the Roomkey hotel. The service and shelter model must remain consistent in order to maintain use of hotel.

II. SCOPE OF WORK

The County is issuing this request for an agency to partner with the County and the Santa Maria/Santa Barbara County Continuum of Care (CoC), supported by Housing and Community Development staff, to provide services as outlined below, with a focus on COVID-19 mitigation and service system navigation. The agency will work with the County to consider a strategic allocation of resources while sheltering individuals with the goal of linking individuals to a permanent housing resource and preventing community spread of COVID-19.

Services shall be provided 24 hours per day, seven days per week until September 30, 2021, unless written notice is provided from the County. The County reserves the right to close the shelter at any time by giving notice to the provider.

The County of Santa Barbara will provide the following items/services to aid the provider in performance of services:

- Identified hotel for contracting
- COVID-19 Testing and Tracing
- Behavioral Wellness and Public Health staffing support

The provider shall provide operation of the hotel shelter 24 hours per day, seven days per week, for the period indicated. This shall include, but is not limited to the following:

- Provide a minimum of two trained staff members 7am-7pm and overnight security distributed in a manner that provides adequate supervision.
- Weekly cleaning of guest rooms, deep cleaning at final exit.
- Laundry service.
- Maintain a log of all persons entering and leaving the hotel, including name and time. No visitors are allowed.
- Maintain records to support FEMA reimbursement.

- Maintain the ability for all staff and volunteers to call for outside resources (e.g. 911) at all times.
- Maintain a daily log of all activity including calls for outside services, 911 calls, etc.
- Monitor the health and well-being of staff, volunteers, and guests.
- Provide three nutritious meals per individual program consumer, per day, packaged individually.
- Ensure access to personal hygiene items including, but not limited to, toothbrushes and toothpaste, tissues, and feminine hygiene products.
- Transportation for move outs and coordination for medical appointments.

The provider must agree to the following requirements at a minimum:

1) Staffing or Contracted Provider:

All employees and volunteers must have the appropriate credentials/certifications, skills, abilities, and knowledge to perform the contracted service. All staff and volunteers will complete training that shall include at minimum:

- Basic COVID-19 related health and safety (e.g. physical distancing, hand washing, signs and symptoms, food handling)
- Crowd management training
- Problem solving
- Housing and homeless services education
- Evacuation and safety plan
- Crisis intervention and de-escalation

2) Health and Safety:

- The provider must maintain compliance Public Health COVID-19 guidance, including hand washing and physical distancing.
- All gathering and common areas, including feeding sites, must be regularly disinfected.
- All prepared food provided must be prepared in a kitchen that is permitted and inspected by Environmental Health Services and provided in individual containers compliant with EHS food regulations.
- Smoking may be allowed in designated areas. Smoking shall be prohibited in common areas such as restrooms, eating areas. Smoking is prohibited in rooms.
- Pet owners must follow all applicable County animal codes.

3) Case Management and Housing Navigation Services:

- Provide client-centered, trauma informed support
- Identify and link to shelter and housing opportunities
- Provide progressive engagement
- Promote wellness
- Link to needed supports and services
- Navigate health appointments/services
- Advocate for client when appropriate

III. TIMELINE

The existing Roomkey hotel site is closing and the new site will need to be operational on April 25, 2021.

IV. LETTER OF INTEREST AND STATEMENT OF QUALIFICATIONS CONTENT

1. Description of the agency, prior experience working with unsheltered persons experiencing homelessness, and shelter operations. Include a résumé for each individual you anticipate working on the project. Specify, if known, who will be the lead or act as the project manager.
2. General description of proposed methodology for engagement, sheltering and successful placement of clients.
3. Describe how your agency would contribute to the goal of ensuring all Roomkey guests do not return to homelessness.
4. Description of alignment with services described, any partners in the project, and suggestions to improve the scope of services, if any.
5. Include a draft budget of projected cost of described scope of work.

PROPOSALS DUE BY 4:30 P.M., MONDAY, APRIL 12, 2021

Questions regarding this LOI and SOQ may be submitted by email or phone. Submit letters to Kimberlee Albers @ kalbers@co.santa-barbara.ca.us

Respondents are encouraged to review:

- <https://cdss.ca.gov/inforesources/cdss-programs/housing-programs/project-roomkey>
- <http://www.oesnews.com/project-roomkey-fema-reimbursement/>
- <https://covid-19.acgov.org/project-roomkey-materials.page>