



DC

DEPARTMENT of  
HUMAN SERVICES

District of Columbia  
Department of Human Services  
Family Services Administration (FSA)

## REQUEST FOR APPLICATIONS

Fiscal Year 2018  
Supplemental Security Income (SSI) / Social Security Disability Income (SSDI)  
Outreach Access and Recovery (SOAR) Advocacy  
(Short name: SOAR Advocacy)  
RFA #JA-FSA-SOAR-2018-001

**Announcement Date:** June 22, 2018  
**RFA Release Date:** June 29, 2018  
**Pre-application Conference Date:** July 16, 2018  
**Application Submission Deadline:** July 30, 2018 at 4:00 p.m.

Government of the District of Columbia  
Department of Human Services  
64 New York Ave. NE, 6<sup>th</sup> Fl.  
Washington, DC 20002  
(202) 671-4200

**LATE APPLICATIONS WILL NOT BE FORWARDED TO THE PANEL FOR REVIEW**

## EXECUTIVE SUMMARY

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from Applicants (or “prospective Grantees”) for Fiscal Year (FY) 2018 to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who live in the District, are experiencing homelessness, at risk of homelessness, or in supportive housing *and* have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder, per the requirements of Homeward DC, the District’s Strategic Plan to make homelessness rare, brief and non-recurring.

The District seeks provider(s) who will utilize the SOAR Advocacy model to help the target population(s) navigate the SSI/SSDI application process, as well as track and report application submission and outcomes. DHS/FSA is issuing this RFA to identify one (1) or more prospective Grantees with clear plans to utilize the SOAR methodology to work with clients, medical providers, and disability income benefit program staff to submit complete applications, provide necessary follow-up, and ensure ongoing communication to improve application outcomes and shorten the application process and timeframe.

Grant funds related to work performed will be provided on a pay for performance basis, except that an advance of funds may be provided for grant administration expenses in limited circumstances for good cause approved by DHS/FSA at its sole discretion. Each Grantee will also have a not-to-exceed ceiling for the grant.

<b>Funding Opportunity Title:</b>	Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Advocacy
<b>Funding Opportunity Number:</b>	RFA #JA-FSA-SOAR-2018-001
<b>Deadline for Applications:</b>	July 30, 2018 at 4:00 p.m. The District of Columbia Department of Human Services 64 New York Ave. NE, 6th Fl. Washington DC 20002 william.kuennen@dc.gov
<b>Total Estimated Available Funding:</b>	Up to \$500,000
<b>Total Estimated Number of Awards:</b>	Up to five (5)
<b>Total Estimated Award Amount:</b>	Eligible organizations can be awarded up to \$500,000
<b>Period of Performance:</b>	September 28, 2018 to September 27, 2019
<b>Length of Award:</b>	Twelve (12) months, with up to three (3) option years, for a total of four (4) years, at the discretion of DHS/FSA, and subject to the availability of funding.
<b>Eligible Applicants:</b>	<input checked="" type="checkbox"/> Non-profit organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations; <input checked="" type="checkbox"/> Faith-based organizations; and <input checked="" type="checkbox"/> Private Enterprises



DC

DEPARTMENT of  
HUMAN SERVICES

District of Columbia  
Department of Human Services  
Family Services Administration (FSA)

## NOTICE

# PRE-APPLICATION CONFERENCE

### ATTENDANCE IS MANDATORY

Fiscal Year 2018  
Supplemental Security Income (SSI) / Social Security Disability Income (SSDI)  
Outreach Access and Recovery (SOAR) Advocacy  
(Short name: SOAR Advocacy)  
RFA #JA-FSA-SOAR-2018-001

**When:** July 16, 2018

**In-person:** Department of Human Services  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002  
Room: NOMA 659/660

**Web Conference:** Attendees will be registered and receive details for the web conference once they RSVP

**Time:** 12:00 p.m. – 2:00 p.m.

**Contact Person:** William Kuennen  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002  
(202) 671-4465

**The Pre-Application Conference is mandatory.** You may attend in-person or online via web conference. Please RSVP for the Pre-Application Conference no later than July 9, 2018. Included in your RSVP please indicate whether you will attend in-person or online. You may RSVP via telephone to William Kuennen, Program Manager at (202) 671-4465, or by email at [william.kuennen@dc.gov](mailto:william.kuennen@dc.gov).



## CHECKLIST FOR APPLICATIONS

### Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Advocacy

- ☐ Application proposal format follows the “Application Format” listed in Section 6 of the RFA.
- ☐ Application is printed on 8½ by 11-inch paper, 1.5 line spacing, double sided, using 12-point type with a minimum of one inch margins, with **all** pages numbered.
- ☐ Applicant Profile [Attachment A], which identifies the Applicant, type of organization, project service area and the amount of grant funds requested, is attached as the Face Sheet, and is followed by the Table of Contents.
- ☐ Application Summary should be brief (not to exceed 3 pages) and should serve as the cornerstone of the application.
- ☐ Project Narrative (not to exceed 12 pages) should justify and describe the project to be implemented, including program objectives, services to be provided, work plans for activities, proposed impact, history with the target population, and experience working in the community.
- ☐ Program Budget and Budget Narrative Justification are complete and comply with the budget form. The line item budget narrative justification describes the categories of items proposed.
- ☐ Proposed Work Plan [Attachment E] is complete and complies with the work plan form.
- ☐ Proposed Staffing Plan [Attachment F] is complete.
- ☐ Collaboration Commitment Form(s) [Attachment I] are complete.
- ☐ Appendix 1: Certifications and Assurances listed in Attachments B and C are signed.
- ☐ Appendix 2: Articles of Incorporation, if applicable.
- ☐ Appendix 3: Bylaws, if applicable.
- ☐ Appendix 4: IRS letter of non-profit corporation status, if applicable.
- ☐ Appendix 5: List of current board of directors, if applicable. Include their mailing and e-mail addresses and phone numbers. Also include board titles of officers.
- ☐ Appendix 6: Most recent annual audit. If audited financial statements have never been prepared due to the size or newness of the organization, Applicant must submit an organizational budget, an income statement (or profit and loss statement), and a balance sheet certified by an authorized representative of the organization.
- ☐ Appendix 7: Form 990, Return of Organization Exempt from Income Tax, if applicable.
- ☐ Appendix 8: Proposed organizational chart.
- ☐ Appendix 9: Memoranda of Understanding from key community partners documenting their specific support for the delivery of services for the SOAR Advocacy grant.
- ☐ Appendix 10: Proposed staff resumes.
- ☐ Appendix 11: Proposed staff job descriptions.
- ☐ Appendix 12: Signed letter stating that the Applicant will market the initiatives as a DHS/FSA Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Advocacy grant and not the parent agency by using the approved logo, tagline, graphic design, or any other identifiers approved by DHS/FSA for the SOAR Advocacy grant.
- ☐ Appendix 13: District of Columbia Business License.
- ☐ Appendix 14: Annual report or other documentation of a history of supporting adults who are experiencing homelessness, at risk of homelessness, or in permanent supportive housing and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.
- ☐ Appendix 15: Certificates of Good Standing.
- ☐ Application is submitted electronically. Organization, RFA number, and project name must be clearly identified using the DHS/FSA Receipt Form [Attachment D].
- ☐ Applicant submitted the required attachments

The application must be submitted no later than 4:00 p.m., Eastern Standard Time (EST) by the deadline date of July 30, 2018, to DHS/FSA, c/o William Kuennen, 64 New York Avenue, NE, 6th Fl., Washington, DC 20002. Applications accepted at or after 4:00 p.m. will not be forwarded to the Review Panel for funding consideration.



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## SECTION 1. GENERAL INFORMATION

### 1.1 Introduction

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from Applicants (or “prospective Grantees”).

In accordance with [Homeward DC](#), the District Strategic Plan to make homelessness rare, brief and non-recurring, the District seeks to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who live in the District, are experiencing homelessness, at risk of homelessness, or in a supportive housing program *and* have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

In order to increase the success of households in the homeless system and reduce the likelihood of a return to homelessness, the Homeward DC strategic plan promotes strategies that increase the economic security of households. Understanding that households are healthier and more stable when they have the resources needed to pay for basic necessities, this strategy calls for building capacity for providers to utilize the SOAR methodology to help clients navigate the SSI/SSDI application process. To the extent that this initiative can help households increase income, it allows the homeless system to maximize resources and serve more households.

The SSI/SSDI application process is arduous. Only 28% of individuals nationwide who apply for SSI/SSDI are approved upon initial application. Only around 12% of individuals experiencing homelessness and serious mental illness are approved for SSI/SSDI when applying without the support of a methodological process. This is in sharp contrast to the 2017 national average of 64% first-time approval using the SOAR model.

DHS/FSA is issuing this RFA to identify one (1) or more prospective Grantees with clear plans to utilize the SOAR methodology to work with clients, medical providers, and disability income benefit program staff to submit complete applications, provide necessary follow-up, and ensure ongoing communication to improve application outcomes and shorten the application process and timeframe.

Grant funds related to work performed will be provided on a pay for performance basis, except that an advance of funds may be provided for grant administration expenses in limited circumstances for good cause approved by DHS/FSA at its sole discretion. Each Grantee will also have a not-to-exceed ceiling for the grant.

### 1.2 Target Population

Eligible adults who live in the District, are experiencing homelessness, at risk of homelessness, or in a supportive housing program *and* have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

### 1.3 Eligible Organizations/Entities

Non-profit community organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations, faith-based organizations, such as churches, synagogues, mosques, or religiously based social service affiliates of such organizations, and private enterprises located in the District that have demonstrated experience working with individuals receiving public benefits and people experiencing homelessness are encouraged to apply. Applications are also encouraged from collaborating community-based and faith-based organizations.



In addition to having the appropriate staff qualifications and experience performing services similar in size and scope to the requirements of this grant, eligible grantees must also demonstrate their intent and ability to:

- Offer high-quality SOAR application assistance and help eligible District of Columbia residents increase access to public benefits through strategic planning, training, and technical assistance;
- Offer services at scale while maintaining client confidentiality;
- Leverage government and non-governmental assets and coordinate with other organizations in the homeless services Continuum of Care; and
- Measure and achieve desired performance outcomes on behalf of clients served.

Continuing conditions of eligibility are that the information in the application is complete and truthful and that the Applicant at all times is able to meet any material conditions stated in its application. For instance, if an Applicant's ability to fulfill the terms of the grant is based on the availability of skilled staff and those staff should leave after the application's submittal or the grant award to the Applicant, the Applicant has the responsibility to advise DHS/FSA in writing of this change in material conditions. Another example of a change in material conditions that could result in the loss of eligibility would be the loss of Applicant's tax-exempt status.

#### **1.4 Source of Funds**

The source of funds for the grant is Fiscal Year 2018 Budget Support Act of 2017, effective August 29, 2017 (D.C. Law 20-155). Funding for grant awards is contingent upon availability of funds. Grant funds shall only be used to support activities specifically outlined in the scope of this RFA and included in the Applicant's submission. DHS also reserves the right to, without prior notice, reduce or cancel one or more programs listed in this RFA, reject all applications, adjust total funds available, or cancel the RFA in part or whole.

#### **1.5 Award Period**

The grant is being offered from September 28, 2018 through September 27, 2019. At the discretion of DHS/FSA, and subject to the availability of funding, this award may be extended annually for up to three (3) additional years for a total of four (4) years.

#### **1.6 Projects and Funds Available**

Up to five grantees will be awarded funding based on the capacity to meet the requirements of the program. The total amount available for the project is up to \$500,000 annually.

#### **1.7 Purpose of the Grant**

The purpose of this RFA is to identify Applicants that can utilize the SOAR methodology targeting District Residents who are experiencing homelessness, at risk of homelessness, or in supportive housing *and* have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. The grantee(s) shall:

- Increase access to SSI and SSDI benefits for the target population, by working with experienced case managers trained to document disability and submit complete, high-quality applications using the SOAR methodology;
- Develop collaborative relationships with the local SSA field offices and Disability Determination Services (DDS) personnel to increase positive outcomes consistent with the SOAR methodology and the grant requirements;
- Work with the referral sources, DHS, and community partners to identify potential candidates through team meetings, outreaches, and referrals;



- Assess individuals who have potential eligibility for SSI/SSDI and, if necessary, document rejection reason(s);
- Serve as the client's appointed representative<sup>1</sup> for the purpose of applying for SSI/SSDI and complete SSI/SSDI applications on behalf of the client;
- Collect medical records from providers who have treated the client;
- Write a comprehensive SOAR Medical Summary Report (including psychosocial, treatment, and functional information that is co-signed, if possible, by a physician or psychologist who has seen the client);
- Coordinate case management services, engage with the client throughout the process, and link client to support services addressing service needs related to issues (i.e., physical/behavioral health, alcohol/drug use, domestic violence, sexual abuse, lack of income, lack of family support etc.);
- Utilize the SOAR Online Tracking Application to track and report application outcomes, including number of SOAR applications initiated and completed, number of approvals/denials, and time between SOAR application to decision by stage (initial application, reconsideration, Administrative Law Judge) etc.; and
- Actively participate in the District's SOAR working group.

## **1.8 Anti-Deficiency Considerations**

The commitment to fulfill financial obligations of any kind pursuant to any and all provisions of a grant award, or any subsequent award shall remain subject to the provisions of (i) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08 (2001), (ii) D.C. Official Code § 47-105 (2001), and (iii) D.C. Official Code § 1-204.46 (2006 Supp.), as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

## **1.9 Permissible Use of Grant Funds**

- a) The total Grant shall not exceed \$500,000 annually.
- b) The source of funding for this Grant is locally appropriated District of Columbia funds; this Grant does not contain funds received from the Federal government.
- c) A Grantee(s) may use grant funds only for allowable grant project expenditures. Grant funds related to work performed will be provided on a pay for performance basis, except that an advance of funds may be provided for grant administration expenses in limited circumstances for good cause approved by DHS/FSA at its sole discretion.
- d) Only Eligible Costs as identified in the Budget are costs reimbursable by the Department. Deviations from the Budget can only be made in accordance with the terms of the Grant Agreement. The Department shall not be required to reimburse the Grantee(s) for expenditures that exceed the Grant Amount.
- e) The Department will collect and the Grantee(s) shall remit all unexpended and/or unsubstantiated funds within ten (10) business days following conclusion of the Grant Performance Period. Unexpended grant dollars that have not been returned to the Department represent a debt to the District of Columbia.
- f) No Eligible Costs subject to reimbursement by the Department under the Application may be incurred prior to the week of September 24, 2018, unless previously approved in writing by the Department.

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<sup>1</sup> Representation includes "standing in" for the Applicant, responding to questions, receiving copies of all mail sent to the Applicant, and communicating back and forth with SSA and DDS.



### **1.10 Competition for a Grant Award**

This RFA is competitive. Each Applicant must demonstrate its ability to carry out the activities for the grant for which it applies (called a “project”). A review panel will evaluate the applications for each advertised grant according to the stated list of criteria in each project’s description. The proposal/s with the highest score/s will be awarded the grant.

Specifically, grant awards will be made based on eligibility (Section 1.3), the extent to which the proposed project fits within the scope and available funding of the grant, strength of the application, and the organization’s capacity to achieve the grant’s goals.

### **1.11 Grant Monitoring**

In its sole discretion, DHS/FSA may use several methods to monitor the grant, including site visits, periodic financial reports and the collection of performance data. Each grant is subject to audit.

### **1.12 General Terms and Conditions**

“Appendix: General Terms and Conditions” is incorporated by reference in this RFA. Applicants and Grantees must comply with any and all applicable terms and conditions outlined in the appendix.

### **1.13 DHS’s Authority to Make Grants**

DHS has grant-making authority under:

- Title 1, Chapter 50 of the District of Columbia Municipal Regulations; and any other applicable local and Federal laws, regulations and policies.
- DC Official Code §4-271.01.
- *Section 30 of the Homeless Services Reform Act (HSRA) of 2005*, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code §§ 4-756.01(a), *et seq.*), as amended, and Mayor’s Order 2007-80 dated April 2, 2007.

### **1.14 Contact Person**

For further information, please contact:

William Kuennen  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002  
(202) 671-4465

### **1.15 Updates**

In order to receive updates and/or addenda to this RFA, or other related information, Applicants are advised to immediately email the following information to William Kuennen, Program Manager at [william.kuennen@dc.gov](mailto:william.kuennen@dc.gov):

- Name of Applicant organization
- Contact person
- Mailing address
- Telephone and fax number
- E-mail address

### **1.16 Notice of Intent**

Organizations that anticipate submitting an application in response to this request should send a brief letter via e-mail before July 13, 2018 to William Kuennen. The Notice of Intent is not mandatory nor does it provide any specific obligation with regard to the review or award process.

### **1.17 Pre-Application Conference**

The mandatory Pre-Application Conference will be held at DHS headquarters at 64 New York Avenue, NE, 6th Fl., Washington, DC 20002 on July 16, 2018, from 12:00 p.m. to 2:00 p.m. and via online web conference. The in-person meeting will be held in DHS's NOMA training room 659/660. Please RSVP for the Pre-Application Conference no later than July 9, 2018. Included in your RSVP please indicate whether you will attend in-person or online. You may RSVP via telephone to William Kuennen, Program Manager at (202) 671-4465, or by email at [william.kuennen@dc.gov](mailto:william.kuennen@dc.gov).

### **1.18 Explanation to Prospective Grantees**

Applicants are encouraged to e-mail their questions to William Kuennen at [william.kuennen@dc.gov](mailto:william.kuennen@dc.gov) on or before **July 18, 2018, at 4:00 p.m.** Questions submitted after the deadline date will not receive responses. Please allow ample time for emails to be received prior to the deadline date.

### **1.19 Deadline Date**

The RFA will be issued on **June 29, 2018**. The mandatory Pre-Application Conference will be held on **July 16, 2018** and the deadline for submissions of all applications is **July 30, 2018, at 4:00 p.m.** Applications must be received by the deadline. Applications that are received by the deadline date will receive an acknowledgment. **NO SUBMISSIONS WILL BE ACCEPTED AFTER 4:00 p.m. on July 30, 2018.**

## **SECTION 2. PROGRAM SCOPE**

### **2.1 Overview**

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the "DHS/FSA" or "Grantor" is soliciting detailed proposals (also referred to as "applications") from Applicants (or "prospective Grantees").

In accordance with the District's Homeward DC Plan to End Chronic Homelessness, the District seeks to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who live in the District and are experiencing homelessness, at risk of homelessness, or in a supportive housing program and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

In order to increase the success of households in the homeless system and reduce the likelihood of a return to homelessness, DHS/FSA is supporting the Homeward DC strategic plan recommendations to promote a strategy of increasing the economic security of households in the system. Understanding that households are healthier and more stable when they have the resources needed to pay for basic necessities, this strategy calls for providing capacity building support to providers and supporting the development of provider capacity to utilize the SOAR methodology to help clients navigate the SSI/SSDI application process. To the extent that this initiative can help households increase income, it allows the homeless system to maximize resources and serve more households.



## 2.2 DHS Responsibilities

DHS/FSA shall be responsible for the following:

- Establish, manage, and revise (as necessary) the eligibility requirements for the Program;
- Execute the Grantee selection process;
- Refer clients to the Grantee, as applicable;
- Disburse funds to the Grantee;
- Execute the monitoring and oversight of the Grantee; and
- Perform as-needed training for case managers on the Homeless Management Information System (HMIS).

## 2.3 Grantee(s) Responsibilities

Grantee(s) shall demonstrate their ability to deliver all of the following operational and service requirements:

### MINIMUM OPERATIONAL & SERVICE REQUIREMENTS

- A. **Staffing:** Grantee(s) shall maintain a staff that is positive, welcoming, culturally competent, qualified, have previous direct experience and a successful track record working with individuals experiencing homelessness, at risk of homelessness, or in supportive housing, have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. At minimum, that staff shall include:
1. A Program Manager or supervisor to oversee grant activities. It is anticipated that this will be a minimal time requirement and is not a full-time position. The individual must meet the qualifications to supervise case management, as outlined in the Personnel & Staffing Qualifications;
  2. The Grantee shall have at least one (1) dedicated case manager on this grant, whose time is dedicated at least 50% to this grant. As this is a performance-based contract, there is no limit to the number of case managers each grantee can employ – however, 50% of each case manager's time must be dedicated to this grant; and
  3. Adequate program support staff to ensure seamless operational and service support.
- B. **Homeless Management Information System (HMIS) Utilization:** Grantee(s) must be willing and, once trained, able to use HMIS to:
1. Document service interactions and participation for each client in real time (i.e. not manually logged and then entered into HMIS later); and
  2. Maintaining and updating clients HMIS records, following the appropriate confidentiality requirements set forth in this RFA.

### SPECIFIC GRANTEE REQUIREMENTS

- A. **Become SOAR-certified:** All Grantee staff providing SOAR services must be SOAR-certified. Requirements for SOAR certification are:
1. Complete SOAR online training. The training is located on the SOAR Works website at <https://soarworks.prainc.com/course/ssissdi-outreach-access-and-recovery-soar-online-training>;
  2. Submit three (3) complete Medical Summary Reports (MSR) to DHS/FSA for review and approval; and
  3. Complete SOAR Fundamentals training offered by DHS/FSA.



- B. **Participate in SOAR events and trainings:** All Grantee staff providing SOAR Advocacy services must attend a minimum of two (2) trainings during each period of performance. Annually, the District offers numerous trainings on various topics related to SOAR Advocacy services. Trainings can also include conferences, seminars, and webinars relevant for SOAR services.
- C. **Complete extensive outreach:** Grantee(s) are highly encouraged to work closely with community partners, referral sources, DHS, and other organizations to develop a comprehensive outreach strategy and identify potential candidates. In addition, Grantee(s) should be available to provide information about SSA disability benefits, the application and appeals processes, and other relevant information to prospective clients and communities.
- D. **Develop and implement a comprehensive client screening process:**  
Grantee(s) must develop a comprehensive client screening process to ensure prospective clients meet the SOAR eligibility criteria, as listed below. For clients deemed ineligible, Grantee(s) need to document in details why they didn't take on the case, as well as the guidance and resources provided to the clients to apply on their own.
1. Prospective clients need to be currently homeless, at-risk of homelessness, or living in supportive housing, according to the definitions below:
    - i. Homeless: An individual who is living outdoors, on the street, in an abandoned/condemned building, or in a shelter that provides temporary living accommodations;
    - ii. At-Risk of Homelessness: An individual who is in a doubled-up living arrangement where the individual's name is not on the lease, boarding house, eviction notice, halfway house, residential treatment program, rent or utilities in arrears, transitional housing, or youth transitioning out of foster care, or being discharged from an institution or correctional facility without a place to live; or
    - iii. Supportive Housing: Living in supportive housing that is designated for individuals who have experienced homelessness, e.g. Permanent Supportive Housing and Targeted Affordable Housing; and
  2. Must have medical condition(s) expected to last at least one (1) year or is expected to result in death; and the client must be unable to do substantial work because of the medical condition(s); and
  3. Be under the age of 65 years old.
- E. **Complete bio-psychosocial assessments for all clients:** Grantee(s) must engage with clients, complete a comprehensive client bio-psychosocial assessment to determine outstanding client needs, as well as gather relevant information about their disability. The bio-psychosocial assessment should focus on client's physical and/or mental health conditions, how it affects their current functioning, and ability to work. Areas covered include: physical description, personal history, educational history, employment history, military service history, marital/intimate relationships, legal history, homeless history, physical health, substance use, behavioral health history, current symptoms, and functional information.
- F. **Authorized representation:** Complete the Appointment of Representative (SSA-1696) form to serve as the representative for all SOAR clients. This form can be obtained from the U.S. Social Security Administration's website at <https://www.ssa.gov/forms/ssa-1696.pdf>. Grantee(s) will inform DHS/FSA of its decision to accept a client for service under this agreement by emailing a copy of the client's executed SSA-1696 with the appropriate fee arrangement selected ("waiving





fees and expenses from the claimant and any auxiliary beneficiaries") to DHS/FSA. Grantee(s) must submit the copy of the SSA-1696 within thirty (30) days of their decision to accept a client. If Grantee(s) fails to submit a timely SSA-1696 copy or uses a different fee arrangement without notifying DHS/FSA, or has a separate fee arrangement with the client, Grantee(s) shall not receive payment and DHS/FSA may immediately cancel this agreement.

Grantee(s) will notify DHS/FSA within fifteen (15) days when terminating services to a client for any reason.

- G. **Assistance with completing and submitting SSI and SSDI applications:** Assist clients with gathering information, completing and submitting applications and forms as required by SSA and/or Disability Determination Services (DDS). Grantee staff must be available to assist the client in securing relevant documentation, attending phone or in-person appointments to complete the SSI application and similar tasks. Grantee(s) will use SSA's online forms and electronically submit to SSA whenever possible. The following SSA forms can be submitted electronically:

- Online Disability Benefits Application
- Adult Disability Report
- Child Disability Report
- Disability Appeal

Grantee(s) must establish a Protective Filing Date for their clients. A protective filing date is established with the first contact with SSA and sets the application process in motion for both SSI and SSDI. This date is used to determine when an individual can start receiving SSI benefits. The process can be initiated in a variety of ways:

- Walk into SSA without an appointment (the walk-in date becomes the protective filing date)
- Call SSA to establish a date for an in-person interview or telephone interview (the date of the call becomes the protective filing date)
- Initiate the Online Disability Benefit Application (SSA 16: Application for SSDI)

SOAR Grantee(s) are encouraged to consult with the SOAR Technical Assistance Center, DC SOAR Lead, SSA representative, and the DDS contact as appropriate, with any questions before submitting an application. For more information, visit the [DC SOAR Technical Assistance Center](#).

- H. **Developing claims:** Identify and collect medical evidence and submit records to the SSA/Disability Determination Services (DDS). This includes collecting the necessary medical, vocational, social service records, and functional capacity evidence or expert testimony that will verify the disability claim and facilitate a decision from SSA. If necessary, assist clients with accessing health services and obtaining any medical evaluations needed to support the SSI/SSDI claim.
- I. **Assist with Consultative Evaluations (CE's):** If a CE is scheduled by DDS, Grantee(s) will assist clients in preparing for the evaluation and ensure they have transportation to the exam. Ideally, Grantee(s) shall ensure that the SSI/SSDI applications submitted are comprehensive and only a limited number of CEs will be required.
- J. **Submit Medical Summary Report to Disability Determination Services (DDS) and DHS/FSA:** Grantee staff will write a comprehensive Medical Summary Report, which incorporates functional information per the SOAR training. The SOAR model recommends the Medical Summary Report be co-signed by a qualified medical professional when possible. Grantee(s) must submit a Medical Summary Report with all SOAR application to SSA or DDS. Grantee(s) must submit a copy of the Medical Summary Report as support documentation to DHS/FSA when invoicing for the funding.



- K. **Request reconsideration on denied disability claim (if applicable):** Assist with filing a reconsideration of the denied disability claims on behalf of clients and submit additional records for clients who request reconsideration.
- L. **Request hearings on denied disability claim (if applicable):** Request an Administrative Law Judge Hearing (AU) for clients whose disability claims were denied. This includes:
1. Filing an appeal electronically, if applicable;
  2. Completing all the required forms;
  3. Requesting an expedited hearing, if appropriate;
  4. Preparing the client to provide statements or testimony;
  5. Arranging for transportation;
  6. Submitting an updated Medical Summary Report;
  7. Submitting supporting evidence; and
  8. Attend hearing with the client.

If SSA's Office of Disability Adjudication and Review (ODAR) makes a decision on the record and an in-person hearing is not required, DHS/FSA will pay using the ALJ payment rates.

- M. **Collaborate with other service providers, SSA field offices and DDS:** Establish relationships with local medical providers, medical records departments and other local health providers to obtain needed documentation for the disability claim. Maintain communication with all service providers working with clients. In order to obtain additional documentation and to complete missing information, SOAR advocates will assist with referrals and any other needed services and resources.

Grantee(s) are expected to develop collaborative relationships with the local SSA field offices and DDS personnel to increase positive outcomes consistent with the SOAR model and the grant requirements;

- N. **Maximize benefits (if applicable):** Grantee(s) assisting clients to obtain SSDI benefits shall encourage the client apply for auxiliary benefits for their dependent children, as needed. Grantee(s) will need to submit an application for auxiliary benefits under the parent's claim to obtain Retirement, Survivors, and Disability Insurance (RSDI) benefits when appropriate.
- O. **Connection to related services and benefits (if applicable):** Grantee(s) shall encourage their clients to secure access in applying for public assistance benefits and accessing other resources while they wait for a decision from SSA.

- P. **Adhere to DHS/FSA performance standards**

Grantee(s) are expected to adhere to the performance standards detailed in Section 3.8.

- Q. **Submission of supporting documentation to DHS/FSA:** Grantee(s) must submit the following documents to DHS/FSA:
1. SSA-1696;
  2. Medical Summary Report;
  3. SSA award letters;
  4. SOAR Data Form; and
  5. Monthly SOAR Case Management report.
  6. Notice of Application approved at ALJ hearing level with a Medical Summary Report
  7. Notice of Application denials at the ALJ hearing level with a Medical Summary Report
  8. Notice of Initial Application





- R. All services provided by Grantee(s) pursuant to this contract shall be performed in accordance with all applicable Federal, state, and local laws, ordinances, rules and regulations.

## **2.4 Additional Grantee(s) Responsibilities**

- A. The Grantee(s) shall develop a comprehensive quality assurance plan that monitors and ensures compliance with all the requirements of the present agreement. At a minimum, the Grantee(s) shall include a review of the appropriateness, quality, and effectiveness of services on an annual basis per the request of the Grant Administrator.
- B. In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the Grantee(s) shall ensure the delivery of services are free from discrimination on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intra-family offense, and place of residence or business. In addition, Grantee(s) shall ensure the delivery of services is free from workplace sexual harassment of clients and staff. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions
- C. DHS/FSA may request that the Grantee(s) attend meetings to explain or provide additional information regarding reports submitted. The Provider shall be required to send appropriate management staff to attend such meetings as required by DHS/FSA.
- D. Provide data in accordance with the reporting requirements detailed in Section 2.6 in a manner conducive to detailed independent verification. All reporting requirements shall be carried out in accordance with the DHS/FSA's policies and procedures and report templates, including any subsequent amendments. The Grantee(s) shall comply with relevant privacy and confidentiality standards, HIPAA, and any electronic formatting specifications.
- E. The Grantee(s) shall coordinate with the DHS/FSA Grant Administrator, prepare documentation and participate in an Annual Performance Evaluation and Audit.
- F. Obtain approval from DHS/FSA for any informational materials prior to printing to ensure that appropriate citations are included and the focus of the materials meet the public information and education needs for which they are designed to address. Where appropriate, Grantee(s) must translate its program information into the languages of the target populations that it serves or, at a minimum, into the four of the six languages required by the Language Access Act. These languages include Amharic, Chinese, French, Korean, Spanish, and Vietnamese; and
- G. Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS/FSA Grant Manager and/or Grant Administrator, as needed.

## **2.5 Confidentiality of Records**

The Applicant must demonstrate an ability to maintain the confidentiality of participant information and to report the information specified below to DHS/FSA. Specifically, the Applicant must agree to and abide by the following conditions:

- A. Grantee(s) awarded contracts through this RFA must keep information concerning clients strictly confidential, and the information shall not be divulged to unauthorized persons. Grantee(s) must demonstrate an ability to maintain the confidentiality of client information, and grantees must adhere to all Federal and local laws related to confidentiality. Client information must be shared with DHS/FSA upon the request of the DHS/FSA staff.



- B. Grantee(s) must ensure that all staff with access to confidential or sensitive information is aware of and trained on the relevant provisions of local and Federal laws and regulations regarding client information and confidentiality, including statutes addressing mental health, HIV/AIDS, substance abuse, domestic violence, and minors.
- C. Grantee(s) must establish clear policies and procedures to ensure and make clients aware of their right to privacy and confidentiality in case management service delivery and information dissemination. The Grantee(s) must post a notice at its offices that the policies are available and make a copy available upon request by any client. The Grantee(s) must allow any individual who provided protected personal information the right to inspect and receive a copy of the personal information collected about him/her.
- D. No person receiving information concerning a participant shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- E. All project staff and volunteers shall sign a confidentiality statement prior to engaging in work with participants.
- F. All records regarding children receiving services from a participant shall be subject to the confidentiality requirements.
- G. Applicants shall submit a signed confidentiality statement, provided by DHS/FSA, for each current staff person or volunteer who will be working on the Program prior to the execution of services.
- H. This RFA requires that all information concerning: victims and potential victims of domestic violence; presence of a communicable disease or non-communicable disease such as HIV/AIDS; mental illness or treatment for mental illness; and substance or alcohol abuse, is to be held strictly confidential and shall not be divulged to unauthorized persons, in accordance with The District of Columbia Public Assistance Act of 1982, as amended, (D.C. Law 4-101; D.C. Official Code § 4-209.04); the Homeless Services Reform Act of 2005, as amended, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code § 4-754.11(7) and any other applicable District and federal confidentiality laws.

Grantee(s) must demonstrate an ability to maintain the confidentiality of clients' information and to report the information specified below to DHS/FSA. Specifically, Grantee(s) must agree to and abide by the following conditions:

- A. Any client information shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. If client records are maintained, they may not be divulged to unauthorized persons.
- B. No person receiving information concerning a victim of domestic violence shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- C. The Grantee entity shall submit with the application a signed confidentiality statement, found in Attachment J, for each current staff person per the requirements of this RFA. Volunteers must also sign a confidentiality agreement prior to participation in a grant program covered by this RFA.

## **2.6 Reporting Requirements**

The Grantee(s) shall perform the activities required to successfully complete DHS/FSA's requirements and submit each deliverable to the Grant Administrator.

The Grantee(s) must submit a Comprehensive Monthly SOAR Case Management Report to the Grant Administrator by the 10th day of each month (reflecting activities for the previous month). The Grant Administrator will develop the specific format for the monthly reports. The report will minimally include the following information:

- A listing of the organization's overall caseload.
- General demographic information on clients within the caseload.



- A description of the contact (frequency and type) and stage of SSI/SSDI application for each client.
- Levels of client participation in services, number of assessments completed.
- Progress towards assisting clients to get SSI/SSDI benefits.
- Progress towards meeting the DHS/FSA targets set for the present agreement.
- A listing of all staff working under the contract and any additional staff members who are working as part of a team to provide services to clients, and their individual caseloads, or a description of caseloads for the team.
- A listing and explanation of any/all concerns related to clients or other matters.
- A listing and explanation of any/all concerns related to securing SSI/SSDI benefits for the clients served, and potential impacts on gaining financial support.
- Abnormal financial expenditures and unusual requests related to contract/program activity relevant to particular clients
- Description of any/all unusual incidents.

In addition to this report, additional reports (Annual SOAR Case Management reports, client specific reports, etc.) and client information must be provided upon request.

A summary of all deliverables, quantity, formats, and deadlines is included in the table below:

<b>Deliverable</b>	<b>Quantity</b>	<b>Format/Method of Delivery</b>	<b>Due Date</b>	<b>Deliver To</b>
Annual SOAR Case Management Report	1	Written report (electronic)	30 days after the end of each period of performance	Grant Administrator
Medical Summary Report	As available	Written (electronic)	10th day of each month	Grant Administrator
Monthly SOAR Case Management Report	12	Written report (electronic)	10th day of each month	Grant Administrator
Notice of Application approved at ALJ hearing level with a Medical Summary Report	As available	Written (electronic)	10th day of each month	Grant Administrator
Notice of Application denials at the ALJ hearing level with a Medical Summary Report	As available	Written (electronic)	10th day of each month	Grant Administrator
Notice of Initial Application	As available	Written (electronic)	10th day of each month	Grant Administrator
SOAR Data Form	12	Written report (electronic)	10th day of each month	Grant Administrator
SSA Award Letter	As available	Written (electronic)	10th day of each month	Grant Administrator
SSA-1696 Form	As available	Written (electronic)	10th day of each month	Grant Administrator

**Data Collection:** Grantee(s) must collect data that provides measurable indicators that will inform the efforts to improve services and programs for the target population. Grantee(s) will be responsible for using the SOAR Online Tracking Application (OTA) for all SOAR applications submitted under the current agreement, as well as document all relevant client information in HMIS.

Data elements tracked for the present agreement will be designed with the Grantee(s) and DHS, but may include:

- Number of staff (and full-time equivalents) working under this agreement that are SOAR certified
- Number of potential clients approached for SOAR assistance
- Number of individuals that were not deemed eligible to benefit from SOAR assistance
- Number of SOAR applications initiated
- Number of clients receiving SOAR assistance participating in DHS funded homeless services programs (e.g. Permanent Supportive Housing; Targeted Affordable Housing, etc.)
- Number and percent of Initial Applications submitted within 55 days of the Protective Filing Date
- Number of SSI applications approved at each stage listed below:
  - Initial application
  - Reconsideration
  - Administrative Law Judge (ALJ)
- Outcome of initial decisions
- Number of applications denied at the following stages:
  - Initial application
  - Reconsideration
- Number of auxiliary benefits submitted under the parent's claim to obtain Retirement, Survivors, and Disability Insurance (RSDI) benefits
- Time between SOAR application and approval by stage:
  - Initial application
  - Reconsideration
  - Administrative Law Judge (ALJ)
- Housing status at time of application
- Use of SOAR Critical Components

**Annual Report:** The Grantee(s) shall submit to DHS/FSA, a final report no later than the 30th day after end of each period of performance of the Grant Agreement, summarizing: all data collection, data analysis, findings, and recommendations. The specific sections of the Report will be developed in consultation with DHS/FSA.

## 2.7 Certifications and Assurances

**Security Certifications:** Since the Grantee(s) will come into contact with students or residents under 18 years of age, the Applicant must provide certifications that if funded, as Grantee(s) it shall conduct routine pre-employment criminal record background checks of all the Grantee(s)' staff that will provide services under this/these contact(s) as permitted by D.C. Official Code §§ 4-1501.01, *et seq.*, and any other applicable District law. Except for professionals licensed in accordance with D.C. Official Code §§3-1201.01, *et seq.*, the Grantee(s) unless said persons has undergone a background check, to include a National Criminal Information Center Report and Child Protective Services Report (Abuse and Neglect). Any conviction or arrest identified in the background checks of the Grantee(s) employees will be reported to the DHS/Office of Inspection and Compliance, which will determine the employee's suitability for employment. **The Grantee(s) shall complete and return the Certifications [Attachment B] and Assurances [Attachment C] with the application submission.**

## SECTION 3. GENERAL PROVISIONS

### 3.1 Consideration and Terms of Payment

**Consideration of Payment.** DHS/FSA shall pay Grantee(s) only for the provision of services identified in Section 2.3. This is a performance-based grant. Payments are only made upon verification that either an application has been submitted or an application has been approved. Each provider will also have a not-to-exceed ceiling for the grant. To receive payment, Grantee(s) must notify DHS/FSA when accepting each client for service. DHS/FSA shall pay Grantee(s) under this agreement after DHS/FSA verifies client eligibility for payment and determines Grantee(s) achieved the outcomes identified in Section 2.3. Payment is subject to the limitations and conditions listed below:

Consideration for all services performed and goods or materials supplied by Grantee(s) pursuant to this grant shall be paid by DHS/FSA as follows:

- a) The transfer of the grant funding is contingent upon the transfer of sufficient funds from the District of Columbia to DHS to fully underwrite the award.
- b) The initial disbursement of grant funding to the Grantee(s) may be a cost advancement. DHS may make advance payments to the Grantee(s) to assist the Grantee(s) in meeting its expenditure obligations for the SOAR Advocacy services, the availability, amount and frequency thereof to be detailed in the grant agreement.
- c) For each client for whom Grantee's services are solely responsible for the submission of an initial application with complete Medical Summary Report, DHS/FSA shall pay Grantee(s) one thousand one hundred fifty dollars (\$1,150.00).
- d) For each client for whom Grantee's services are solely responsible for the submission of an initial application with complete Medical Summary Report and a successful outcome<sup>2</sup> is attained, DHS/FSA shall pay Grantee(s) an additional one thousand nine hundred dollars (\$1,900.00).
- e) For each client for whom Grantee services are solely responsible for an Administrative Law Judge Hearing with complete Medical Summary Report and a successful outcome is attained, DHS/FSA shall pay Grantee(s) an additional two thousand five hundred fifty dollars (\$2,550.00).
- f) For each client for whom Grantee services are solely responsible for an Administrative Law Judge Hearing with complete Medical Summary Report and a denied outcome<sup>3</sup> is attained, DHS/FSA shall pay Grantee(s) one thousand dollars (\$1,000.00).
- g) **SOAR Advocacy Case Manager Onboarding fee:** To enable Grantee(s) to hire and train case management staff for the SOAR Advocacy program, and to alleviate the financial burden until Grantees will be reimbursed for Initial SOAR Applications, Grantee(s) are eligible to receive a one-time onboarding fee per Case Manager of fifteen thousand dollars (\$15,000.00). If Grantee(s) secure the one-time onboarding fee for case managers, the Grantee(s) need to ensure that the respective Case Managers will commit at least fifty percent (50%) of their time to support the SOAR Advocacy program. The onboarding fee shall be paid within 30 days of invoice acceptance and following submission of documentation by the Provider evidencing an offer and acceptance of employment by the Case Manager.

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<sup>2</sup> "Successful outcome" means the client becomes eligible for and receives at least \$1.00 of SSI or SSDI disability benefits.

<sup>3</sup> "Denied outcome" means the client is ineligible for SSI or SSDI disability benefits.



### Payment Rates for SOAR Advocacy

Service	Rate
One time onboarding funds per case manager, as approved in grant solicitation	\$15,000
Initial application with Medical Summary Report – Denied or waiting for approval	\$1,150
Initial application approved with Medical Summary Report – Approved	\$1,900
Administrative Law Judge Approval	\$2,550
Administrative Law Judge – Denial	\$1,000

- h) All services provided by Grantee(s) pursuant to this program shall be performed in accordance with all applicable Federal, state, and local laws, ordinances, rules and regulations.
- i) The Grantee(s) will not seek payment for SOAR-specific activities from any other source at any point in time for clients for whom the Grantee(s) receives payment from DHS/FSA. If the Grantee(s) seeks payment from any other source at any point in time for clients for whom the Grantee(s) receives payment from DHS/FSA that will be considered a breach of contract and may result in contract termination and DHS/FSA's recoupment of relevant fees and/or other legal remedies.
- j) In the event of an advance, per Section 3.1(b) of this solicitation, the Grantee(s) shall return to DHS any funds relating to the Grant paid to the Grantee(s) in excess of the Eligible Costs of services and/or Budget provided under this program (including advance payments as described in the Grant Agreement within ten (10) business days of completion of the Grant or upon notification of DHS in writing). If the Grantee(s) fails to return excess funds, DHS may deduct the appropriate amount from subsequent payments due to the Grantee(s). DHS also reserves the right to recover such funds by any/or other legal means necessary
- k) In the event of an advance, per Section 3.1(b) of this solicitation, the Grantee(s) shall be responsible for reimbursement to DHS for any disbursed funds to the Grantee(s) that DHS determines have been misused or misappropriated. DHS may also require immediate reimbursement of Grant funds if, at any time, the Agreement is terminated or the Grantee(s)' reporting obligations are not being fulfilled. Any reimbursement of funds that is required by DHS, with or without termination, shall be due within ten (10) days of DHS giving written notice to the Grantee(s) unless notified in writing by DHS.
- l) In the event of an advance, per Section 3.1(b) of this solicitation, DHS may require the Grantee(s) to repay a portion or the entirety of any advance payments made by DHS to the Grantee(s) if such payments exceed the expenditures reported to DHS in subsequent Expenditure Reports. The amount to be repaid to DHS will be the difference between the total amount of advance payments and the total amount of approved expenditures. DHS may require that the Grantee(s) repay advance or other DHS payments relating to the program if expenditures or activities are determined to be out of compliance with the Agreement in DHS's sole discretion.

**Terms of Payment.** Payments shall be made by DHS/FSA promptly after Grantee(s)' presentation of invoices for services performed and acceptance of such services by DHS/FSA authorized agent. Invoices shall be submitted in a form prescribed by DHS/FSA and according to the following schedule:

Payment shall be made by DHS/FSA within thirty (30) days after Grantee(s) has submitted invoices for services performed to DHS/FSA.

- a) Grantee(s) shall submit Invoices on a format approved by DHS/FSA upon completion of duties for each client in its attempt to obtain Social Security benefits. Grantee(s) will include documents identified in Section 2.3(Q) with each invoice. Payment will be made by DHS/FSA after the invoice is received and (if applicable) placement on Social Security benefits verified. If additional information is needed to pay the invoice, an email will be sent to Grantee(s) requesting the information. This may result in a delay in payment.
- b) Invoices submitted to DHS/FSA more than 90 days after the client's acceptance to SSI/SSDI will not be paid.
- c) Grantee(s) will electronically submit invoices through the DC Vendor Portal available at <https://vendorportal.dc.gov/Account/Login>
- d) Compensation by DHS/FSA is final and in lieu of Grantee(s) seeking compensation through the SSA direct payment program and/or from the client. If Grantee(s) seeks or receives compensation from both DHS/FSA and SSA's direct payment program for the same client (i) Grantee(s) will be in violation of Federal Social Security Administration rules, (ii) Grantee(s) will be in breach of contract with DHS/FSA, (iii) DHS/FSA can terminate Grantee(s) contract and report them to SSA, and (iv) DHS/FSA can seek recoupment of relevant fees and/or other legal remedies.

As governed by Section 3.1(i), the Grantee(s) will not seek payment from any other source at any point in time for clients for whom the Grantee(s) receives payment from DHS/FSA.

### **3.2 Insurance**

The Grantee(s), when requested, must be able to show proof of all insurance coverage required by law. All Applicants that receive awards under this RFA must show proof of insurance prior to receiving funds.

### **3.3 Audits and Monitoring**

The Grantee(s) shall maintain an accounting system which conforms to generally accepted accounting principles and which will permit an audit of all income and expenditures received or disbursed by the Grantee(s) in the provision of services under this grant. Accounting records shall be supported by source documentation such as canceled checks, paid bills and payrolls.

The Grantee(s) shall make provision, upon request, for inspection of financial records, including audit financial statements and tax returns, by DHS and/or its representative(s). At any time or times before final payment and three (3) years thereafter, DHS may have the Grantee(s) expenditure statements audited. Disallowances and repayments shall be subject to the provisions of the DHS Grant Regulations, which are incorporated into this agreement by reference. Any expenditure disallowed by audit or other DHS review shall be subject to repayment by the Grantee(s).

The Grant Administrator will monitor and evaluate the performance of the Grantee(s) in accordance with the Grant Agreement. DHS/FSA will make periodic scheduled and unscheduled monitoring visits to review records and discuss the scope of work in relation to the services being rendered. During such visits, the Grantee(s) is required to provide such access to its facilities, transportation, records, clients and staff as may be necessary for monitoring purposes. The Department will interview the SOAR Advocacy participants to get their feedback on the efficacy of the case management services being provided.

### **3.4 Non-discrimination in the Delivery of Services**

In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability source of income, status as a victim of an intra-family offense, and place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions.

In accordance with the DC Language Access Act of 2004 (D.C. Law 15-167; D.C. Official Code §§ 2-1931, et seq.), District government programs, departments, and services must assess the need for, and offer, oral language services and provide written translation of vital documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered.

### **3.5 Conflicts of Interest**

Grantee(s) must avoid apparent and actual conflicts of interest when administering grants. A conflict of interest may arise when, among other things, the Grantee(s) or a person participating in an administrative decision regarding a project is likely to profit or otherwise receive undue benefit from the decision or his or her immediate family member is likely to profit or otherwise receive undue benefit from the decision.

### **3.6 Staff Requirements**

The Grantee(s) shall employ adequate administrative, professional, and paraprofessional staff to meet the specifications of the scope of work and shall maintain documentation that staff possesses adequate training and continued competence to perform the duties, which they have been assigned. Programmatic staff should have experience in case management.

Proposed staff assigned to the grant should be running the grant and carrying out the responsibilities outlined in Section 2.3 Grantee Responsibilities and Section 2.4 Additional Grantee Responsibilities. Proposed individuals should be named in Attachment F Staffing Plan. Resumes and an organizational chart should also be provided in this attachment. Any changes in staffing patterns or job descriptions shall be approved in writing in advance by the DHS/FSA Grant Manager and/or Grant Monitor.

Applicant must identify and provide resumes for all paid personnel who will have responsibility for performing the proposed work, as well as any qualification standards for volunteer staff included in the proposal. Indicate the level of effort each staff person shall have on all relevant services (e.g. case management services). Indicate the organization of the proposed staff. If the proposal involves a team submission, explain how the team will be organized to ensure adequate communication and performance among the firms in the team arrangement.

All paid personnel must possess a good working knowledge of the services rendered by DHS, its activities, regulations, policies and procedures, especially in the area working with clients experiencing homelessness, at risk of homelessness, or in supportive housing and who have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. Grantee staff also need to demonstrate the ability to prepare reports effectively, analyze information, and make recommendations based on thoughtful and well-reasoned analysis, and communicates orally and in writing. In addition, Grantee staff need to demonstrate the ability to use the internet, Microsoft Office suite, Google Docs, CATCH (Customer Assignment Tracking Case History), HMIS ServicePoint and modern technical conveniences.

In addition to the qualifications outlined above, personnel responsible for the overall management of the SOAR Advocacy program (e.g. Program Manager) must have the following minimum qualifications: a



bachelor's degree in public administration, business, operations, or a social service/science discipline and four (4) years of experience overseeing programs which provide direct services to individuals with major barriers to stable housing and employment (e.g., mental health issues, substance abuse, disabilities, etc.).

If the Program Manager is also going to supervise and provide expert guidance to case managers, then, in addition to having a bachelor's degree, the Program Manager must possess a Master's Degree in Social Work, Psychology, Sociology, Counseling, at least a BA in Nursing or RN licensure, or other related social service/science disciplines and two (2) years of experience supervising case managers in a busy environment. Having the highest level of licensure as a Social Worker, Psychologist, Nurse, or Counselor may substitute for the supervisory experience. The incumbent must be hands-on with every Case Manager to make sure work is being done correctly and be proactive.

If the Program Manager does not meet the second criteria listed above for the supervision of case management, then the Applicant must have one additional supervisory staff member who does meet the criteria necessary to supervise Case Managers.

Personnel responsible for the SOAR case management service delivery must have the following minimum qualifications: A bachelor's degree, preferably in the fields of social work, psychology, sociology, and counseling or other related social service/science disciplines and two (2) years of experience providing case management services. Certification and/or licensure in a relevant discipline (e.g., certified addictions counselor) may substitute for education requirement.

### **3.7 Facility Requirements**

The Grantee(s)' facilities and transportation used during the performance of the grant agreement shall meet all applicable Federal, state, and local regulations for their intended use throughout the duration of the grant agreement. The Grantee(s) shall maintain current all required permits and licenses. The Grantee's failure to do so shall constitute a failure to perform under the agreement and become a basis for termination of the grant agreement for default.

All supplies and services routinely needed for maintenance and operation of the facility, such as security, janitorial services, or trash pickup shall be provided by the Grantee(s).

The Grantee(s) shall ensure that all facilities offered for the provision of services under this grant are accessible to persons with mobility limitations, consistent with the Title II of the Americans with Disabilities Act of 1990, effective July 16, 1990 (Pub. L. No. 101-336; 42 U.S.C. §§ 12101, et seq.), as amended, and Section 504 of the Rehabilitation Act of 1973, effective September 16, 1973 (Pub. L. No. 95-602; 29 U.S.C. §§ 701, et seq.), as amended.

### **3.8 Performance Standards and Quality Assurance**

DHS/FSA expects that the Grantee(s) performance will result in measurable, quality improvements in the target population, which will be reported in the monthly case management report, as well as annual program performance report. The Grantee(s) will be expected to meet at least quarterly with DHS/FSA to share information and review reports related to the status of grant activities. In addition, the Grantees will be required to meet performance standards and acceptable quality level to be determined by DHS/FSA and the Grantees

The Grantee(s) shall monitor and evaluate activities associated with completing this project. At a minimum, the quality assurance program shall include a review of the timely completion of tasks and progress made toward achieving the goals of the project. The Grantee(s) shall address issues and suggestions raised by the target populations when feasible. In addition, Grantees are responsible for meeting the requirements detailed in Sections 2.3 and 2.4.

**Specific SOAR Advocacy Performance Standards:**

- SOAR Case Managers working under this agreement have to commit at least 50% of their time to support the SOAR program (100% of the funds from this grant are for SOAR-specific activities).
- Case Managers must submit the copy of the SSA-1696 within thirty (30) days of their decision to accept a client.
- Case Managers working under this agreement shall submit a minimum of twenty (20) SSI/SSDI applications per period of performance. In the base year, and revisited in each option year, 50% of the initial SSI/SSDI applications should be for clients currently participating in a DHS funded supportive housing programs.
- Seventy-five percent (75%) of the applications completed should be submitted within 55 days of the protective filing date.
- Submit medical records and Medical Summary Reports within thirty (30) days of claim transfer from SSA to DDS.
- Use the SOAR Online Tracking Application (OTA) for all SOAR applications submitted under the current agreement.
- Document all relevant client information in HMIS.

**3.9 Records**

The Grantee(s) shall keep accurate records of the program and the ongoing progress of the program activities. The Grantee(s) shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes. To ensure confidentiality and security, records should be kept in a locked file controlled by the Grantee's senior staff. The Grantee(s) shall retain all records for at least three (3) years following final close-out of the grant. The Grantee(s) shall retain all records for at least three (3) years following final close-out of the grant.

Grantee(s) must keep accurate and secure case records for assigned clients, including, but not limited to:

- A. Eligibility/Referral documents;
- B. Intake information, including household demographic information;
- C. Authorization to Release Information (signed by client);
- D. Copy of Program Rules and Services (signed by client);
- E. Copy of Client's Rights and Responsibilities (signed by client);
- F. Assessment data/results;
- G. Documentation of services that ensure the assistance in securing SSI/SSDI benefits; and
- H. Discharge or Termination Summaries.

The Grantee(s) must keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services through this RFA. To ensure confidentiality and security, the Grantee(s) must keep any physical records in a locked file controlled by appropriate Grantee(s) staff. The Grantee(s) must demonstrate an ability to ensure the confidentiality and security of records in their proposal(s).

**3.10 Evaluation**

The Grantee(s) shall describe the plan that will be used to evaluate the effectiveness of the SOAR Advocacy program, per the requirements of the Grant Agreement, including the extent to which efforts are made to assure the continual improvement of quality as evidenced by completion of work plan activities and prompt receipt of deliverables.

The Grantee(s) shall indicate the criteria to be used to assess the results of the evaluation process. The Grantee(s) shall describe the kinds of data to be collected and analyzed, explaining how it will provide the

basis of an evaluation that is appropriate, objective and quantifiable. The Grantee(s) shall explain the methodology that will be used to determine if the needs of the project designed are being met.

At a minimum, Grantee(s) are expected to address how they will collect and utilize the data elements detailed in Section 2.6.

DHS/FSA shall be authorized to assess the Applicant's performance with respect to accomplishing the purpose of the Grant Agreement. Specifically, the Applicant's performance shall be assessed to determine the quality of the services delivered and the Applicant's ability to deliver services according to the deadlines established in the Agreement.

### **3.11 Faith-Based Organizations**

On the same basis as any other Applicants, religious organizations are eligible to participate as long as the services funded by the Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Advocacy Grant are provided consistent with the Establishment Clause and the Free Exercise Clause or the First Amendment to the United States Constitution, in accordance with United States Executive Order 13279 of December 12, 2002.

### **3.12 Termination of the Grant**

This grant is being issued from the date of award and is expected to continue until the project is completed or through September 27, 2019, whichever comes first. All outcomes, which are reimbursed, must be completed before completion of the period of performance.

DHS/FSA may exercise an option to renew the grant for up to three (3) option years if services are satisfactory, it is determined that it is in the best interests of the District of Columbia to extend the grant, and funds are available.

Should Grantee(s) intend to discontinue the provision of services prior to the conclusion of the grant period, the Grantee(s) must notify DHS/FSA in a written statement at least sixty (60) days prior to the abatement of services.

### **3.13 Rights to Data**

All data produced in the performance of this grant shall be the sole property of the District of Columbia. The Grantee(s) shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.

### **3.14 Compliance with Tax Obligations**

Prior to execution of a grant agreement an Applicant must be in compliance with tax requirements in the District or other eligible jurisdiction and with Federal tax laws and regulations. Non-profit organizations must register annually to meet tax exemption requirements and must provide a Certificate of Good Standing prior to execution of the grant agreement.

### **3.15 Award Process**

DHS/FSA will make the funds available through a competitive process to identify organizations interested in offering and administering the Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Advocacy. Applications that meet all eligibility and application requirements will be evaluated, scored, and rated by a DHS/FSA designated review panel.

The final decision to fund Applicants rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other relevant information, DHS/FSA shall decide which Applicant(s) to fund.

## **SECTION 4. APPLICATION SUBMISSION**

### **4.1 Submission Date and Time**

In order to be considered for funding, applications must be received no later than 4:00 p.m. on July 30, 2018. All applications will be recorded upon receipt. Applications received after 4:00 p.m. on July 30, 2018 will not be considered for funding. Supplements, deletions or changes to the application will not be accepted after submission.

### **4.2 Number of Copies**

The original and four (4) copies of the application must be submitted in a sealed envelope or package by the deadline date and time unless emailed. Two (2) copies of the Applicant Profile (Attachment A) must be affixed to the outside of each envelope or package. Applications will not be considered for funding if the Applicant fails to submit the required number of copies. Faxed applications will not be accepted.

### **4.3 Location to Submit Application**

Applications must be received electronically and/or physically at or before the deadline date and time at the following locations:

Contact Person: William Kuennen  
william.kuennen@dc.gov

#### **OR**

The District of Columbia  
Department of Human Services  
Family Services Administration (FSA)  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002

### **4.4 Mail/Courier/Messenger Delivery**

Applicants should allow at least one hour before the deadline time to clear security protocols.

Applications mailed or delivered by messenger/courier services must be received by 4:00 p.m. on July 30, 2018. Applications arriving via messenger/courier services after the posted deadline of 4:00 p.m. on July 30, 2018 will not be considered for funding. Application packages must be delivered to the attention of William Kuennen, DHS/FSA, Program Manager. Receipt of applications must be by a DHS staff member and not left at the security desk or other location by the courier service.

**LATE APPLICATIONS WILL NOT BE ACCEPTED**



## SECTION 5. REVIEW AND SCORING OF APPLICATIONS

### 5.1 Review Panel

The review panel will be composed of qualified, professional individuals who have been selected for their unique experiences in human service, data analysis, evaluation, and social services planning and implementation. The review panel will review, score, and rank each Applicant's proposal. Upon completion of its review, the panel shall make recommendations for awards based on the scoring process. DHS/FSA shall make the final funding determinations.

### 5.2 Scoring Criteria

The Applicants' proposal submissions will be objectively reviewed against the following specific scoring criteria.

#### Criterion A: Organizational Capability and Relevant Experience (Total 35 Points)

- ☐ (15 Points) The Applicant must demonstrate the knowledge and experience relevant to providing SOAR Advocacy case management services. Experience should demonstrate:
  - Well-documented community ties, experience working with the target population (e.g. linkages with other community-based organizations), and the capacity to successfully meet the responsibilities associated with this Grant.
  - Past experience and knowledge in developing and/or delivering SOAR advocacy case management services to the target population in the District.
  - Past experience and knowledge in presenting findings and making specific recommendations based on these findings.

*In reviewing the elements of the paragraph above, DHS will consider:*

- The Grantee's recent and past relevant and successful experience of staff in undertaking comparable activities.
  - How proven linkages to the community will prove beneficial in this undertaking.
- ☐ (10 Points) Cultural competency and appropriateness (racial, ethnic, economic, gender, age, disability, etc.) of services to be delivered.
    - Applicant has identified and demonstrated an understanding of issues affecting the target population.
    - Letters of support from community-based organizations and/or advocacy groups are provided.
  - ☐ (10 Points) The Applicant has a clear plan to hire or has qualified staff meeting the training and experience requirements to offer SOAR advocacy case management services in alignment with the requirements set forth in this RFA. The Applicant also has the technical capability to maintain an information-base sufficient to produce required reports for DHS.



**Criterion B: Program Design (Total 40 Points)**

- ☐ **(5 Points)** The proposed activities and work plan will result in timely project start-up, in the accomplishment of project targets, and are consistent with the requirements set forth in the RFA.
- ☐ **(35 Points)** Clear description of how the proposed SOAR advocacy case management services model meets the following milestones.
  - Increase access to public benefits for the target population, by working with experienced case managers trained to document disability and submit complete, high-quality applications using the SOAR model;
  - Develop collaborative relationships with the local SSA field offices and DDS personnel to increase positive outcomes consistent with the SOAR model and the grant requirements;
  - Work with the referral sources, DHS, and community partners to identify potential candidates through team meetings, outreaches, and referrals;
  - Assess individuals who have potential eligibility for SSI/SSDI and, if necessary, document rejection reason(s);
  - Serve as the client's appointed representative for the purpose of applying for SSI/SSDI and complete SSI/SSDI applications on behalf of the client;
  - Assist with completing and submitting SSI and SSDI applications on behalf of the clients represented, as well as assist with all correlated activities, including but not limited to: assistance with developing claims, Consultative Evaluations (CE's), submitting Medical Summary Report to DDS) requesting reconsideration on denied disability claims, requesting hearings on denied disability claims, and applying for auxiliary benefits for the client's dependent children, as needed;
  - Coordinate case management services, engage with the client throughout the process, and link client to support services; and
  - Track and report application outcomes, and meet the SOAR Advocacy case management performance standards set forth in this RFA.

**Criterion C: Sound Fiscal Management and Reasonable Budget (Total 20 Points)**

- ☐ **(10 Points)** The Applicant provides evidence of sound fiscal management and financial stability and documents the availability of resources other than the grant funds that supports the organization.
- ☐ **(10 Points)** The Applicant demonstrates that the proposed budget is reasonable, realistic and will enable meeting the DHS/FSA performance standards.

**Criterion D: Overall Feasibility of the Project (Total 5 Points)**

- ☐ **(5 Points)** Applicant must provide documentation that the proposed program will be fully supported by management and the governing body of the Applicant (parent organization, if applicable), in that the project is compatible with the mission of the organization and will be effectively coordinated and integrated with its other activities





### **5.3 Decision on Awards**

The recommendations of the review panel are advisory only and are not binding on the Department of Human Services. The final decision on awards rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other information considered relevant, DHS/FSA shall decide which Applicant(s) to award funds and the amounts to be funded.

## **SECTION 6. APPLICATION FORMAT**

### **6.1 Description of Application Sections**

The purpose and content of each section is described below. Applicants should include all information needed to adequately describe their objectives and plans for services. It is important that applications reflect continuity among the goals and objectives, program design, work plan of activities, and that the budget demonstrates the level of effort required for the proposed services.

### **6.2 Applicant Profile**

Each application must include an Applicant Profile, which identifies the Applicant, type of organization, project service area and the amount of grant funds requested. See Attachment A.

### **6.3 Table of Contents**

The Table of Contents should list major sections of the application with quick reference page indexing.

### **6.4 Applicant Summary (Maximum 3 pages)**

This section of the application should be brief and serve as the cornerstone of the application. The application summary should highlight the major aspects of the objectives that are discussed in depth in other sections of the application.

### **6.5 Project Narrative (Maximum 12 pages)**

This section of the application should contain the narrative that justifies and describes the project to be implemented. The project narrative should include the following:

- Specific, measurable program objectives for the service area of the application;
- Specific service(s) to be provided;
- Detailed work plan for activities;
- Proposed impact of the project due to the involvement of your organization;
- History with the specified community in general; and
- Experience with outreach activities in this community. If no experience, describe how past linkages to the community will prove beneficial in this undertaking.



## 6.6 Program Budget and Budget Narrative

A standard budget form is provided in Attachment G. The budget for this application shall contain detailed, itemized cost information that shows personnel and other direct costs. The detailed budget narrative shall contain a justification for each category listed in the budget. The narrative should clearly state how the Applicant arrived at the budget figures.

**Personnel:** Show proposed salaries and wages for all project staff.

**Fringe Benefits:** Include in proposed benefits comparable to those paid to the other members of the Applicant's staff. Show fringe rate.

**Supplies:** List proposed supplies and educational materials.

**Other:** Show rental or leasing of space for the project. Rents proposed must be comparable to prevailing rates in the surrounding geographic area. Include utilities and telephone and maintenance services directly related to project activities. Include insurances, subscriptions and postage.

**Indirect:** Show calculation and indirect rate.

## 6.7 Certifications and Assurances

Applicants shall provide the information requested in Attachments B and C and return them with the application. If an Applicant is not incorporated, a representative from the incorporated, collaborating organization must sign the Certifications and Assurances.

## 6.8 Appendices

This section shall be used to provide technical material, supporting documentation and endorsements. Such items may include:

- Audited financial statement;
- Indication of organization status;
- Roster of the Board of Directors;
- Proposed organizational chart for the project;
- Organizational budget (as opposed to project budget);
- Letters of support or endorsements;
- Staff resumes (if applicable);
- Planned job descriptions (if applicable);
- Articles of Incorporation (if applicable);
- Bylaws (if applicable);
- IRS letter of non-profit corporation status (if applicable); or
- Form 990, Return of Organization Exempt from Income Tax (if applicable);
- Minimum of two (2) Memoranda of Understanding from key community partners documenting their specific support for proposed Project;
- Signed letter stating that the Applicant will market the entity as a DHS/FSA Project and not the parent agency by using the approved logo, tagline, graphic design, and other identifiers approved by DHS/FSA for the Project;
- District of Columbia Business License;
- Certificate of Good Standing;
- Certificate of Occupancy; and
- Fire Inspection.





## **SECTION 7. LIST OF ATTACHMENTS**

**Attachment A: Applicant Profile**

**Attachment B: Certifications**

**Attachment C: Assurances**

**Attachment D: Original Receipt**

**Attachment E: Work Plan**

**Attachment F: Staffing Plan**

**Attachment G: Budget (separate attachment)**

**Attachment H: Definitions**

**Attachment I: Collaboration Commitment Form**

**Attachment J: Confidentiality Statement**



## Attachment A – Applicant Profile

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME  
(SSDI) OUTREACH ACCESS AND RECOVERY (SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

**Applicant Name:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Office Address:** \_\_\_\_\_

**Ward(s):** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_

**Federal ID Number:** \_\_\_\_\_

**DUNS Number:** \_\_\_\_\_

**Program Descriptions:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Budget (Total funds requested):** \_\_\_\_\_



## Attachment B - Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements



GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Office of the Chief Financial Officer



### Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review the instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 28 C.F.R. Part 69, "New Restrictions on Lobbying" and "Government-wide Debarment and Suspension (Non-procurement)" and 28 C.F.R. §83.670, "Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact.

#### 1. Lobbying

As required by Section 1352, Title 31 of the U.S. Code and implemented at 28 C.F.R. Part 69, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 28 C.F.R. Part 69, the Applicant certifies that:

- (a) No Federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;
- (b) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - III, "Disclosure of Lobbying Activities," in accordance with its instructions;
- (c) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers including subgrants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

#### 2. Debarment, Suspension, and Other Responsibility Matters

As required by Executive Order 12549, Debarment and Suspension, and implemented at 28 C.F.R. Part 83, for prospective participants in primary covered transactions, as defined at 28 C.F.R. §83.670, for prospective participants in primary covered transactions:

##### A. The Applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;



- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - (c.) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default; and
- B. Where the Applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

1. Drug-Free Workplace (Grantees Other Than Individuals)

As required by the Drug Free Workplace Act of 1988, as amended (Pub. L. No. 100-690; 28 C.F.R. Part 83):

- A. The Applicant certifies that it will or will continue to 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 Applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - (b) Establishing an ongoing drug-free awareness program to inform employees about—
    - (1) The dangers of drug abuse in the workplace;
    - (2) The Applicant'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 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 in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - (e) Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title to: Office of Risk Management, 441 4<sup>th</sup> Street, NW, 800 South, Washington, DC 20001. Notice shall include the identification number(s) of each effected grant;
  - (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—



- (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (3) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (1), (c), (d), (e), and (f).

B. The Applicant may insert in the space provided below the sites) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

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Drug-Free Workplace (Grantees who are Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 C.F.R. Part 67, subpart F, for grantees as defined at 28 C.F.R. Part 83:

A. As a condition of the grant, I certify that I will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and

B. If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, I will report the conviction, in writing, within 10 calendar days of the conviction, to:

DC Department of Human Services, Office of Grants Management, 64 New York Avenue, NE, Washington, DC 20002

As the duly authorized representative of the applications, I hereby certify that the Applicant will comply with the above certifications.

1. Grantee(s) Name and Address

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2. Application Number and/or Project Name

3. Federal Tax Identification No.

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4. Typed Name and Title of Authorized Representative

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5. Signature

6. Date

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## Attachment C - Assurances

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME  
(SSDI) OUTREACH ACCESS AND RECOVERY (SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

The Applicant assures and certifies that:

1. It possesses legal authority to apply for the grant; that a resolution, motion or similar action has been duly adopted or passed as an official act of The Applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of The Applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with requirements of the provisions of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 as amended (Pub. L. No. 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal and Federally-assisted programs.
3. It will comply with provisions of Federal law which limit certain political activities of employees of a State or local unit of government whose principal employment is in connection with an activity financed in whole or in part by Federal grants. (5 U.S.C. §§ 1501, *et seq.*).
4. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act if applicable.
5. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
6. It will give the sponsoring agency of the Comptroller General, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
7. It will comply with all requirements imposed by the Federal-sponsoring agency concerning special requirements of Law, program requirements, and other administrative requirements.
8. It will ensure that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the project are not listed on the Environmental Protection Agency's (EPA), list of Violating Facilities and that it will notify the Federal grantor agency of the receipt of any communication from the Director of the EPA Office of Federal Activities indicating that a facility to be used in the project is under consideration for listing by the EPA.



9. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, as amended (Pub. L. No. 93-234; 87 Stat. 975). Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Secretary of the Department of Housing and Urban Development as an area having special flood hazards. The phrase "Federal Financial Assistance" includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
10. It will assist the Federal grantor agency in its compliance with Section 106 of the National Historic Preservation Act of 1966 as amended (16 U.S.C. § 470), Executive Order 11593, and the Archeological and Historical Preservation Act of 1966 (16 U.S.C. § §569a-1, *et seq.*) By (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic Places that are subject to adverse effects (see 36 C.F.R. Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties, and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
11. It will comply with the provisions of 28 C.F.R. applicable to grants and cooperative agreements including Part 18. Part 22, Confidentiality of Identifiable Research and Statistical Information; Part 42, Nondiscrimination/Equal Employment Opportunity Policies and Procedures; Part 61, Procedures for Implementing the National Environmental Policy Act; Part 63, Floodplain Management and Wetland Protection Procedures; and Federal laws or regulations applicable to Federal Assistance Programs.
12. It will comply, and all its contractors will comply, with; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Subtitle A, Title III of the Americans with Disabilities Act (ADA) (1990); Title IIX of the Education Amendments of 1972; and the Age Discrimination Act of 1975.
13. In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, sex, or disability against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, U.S. Department of Justice.
14. It will provide an Equal Employment Opportunity Program if required to maintain one, where the application is for \$500,000 or more.
15. It will comply with the provisions of the Coastal Barrier Resources Act (Pub. L. No. 97-348; 16 U.S.C. §§3501, *et seq.*) which prohibits the expenditure of most new Federal funds within the units of the Coastal Barrier Resources System.

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Signature & Title

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Date



## Attachment D – Original Receipt

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME  
(SSDI) OUTREACH ACCESS AND RECOVERY (SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

The Department of Human Services is in receipt of the original application and four (4) copies submitted in response to the Request for Applications for Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Advocacy

Submitted by: \_\_\_\_\_  
(Contact Name/ Please Print Clearly)

\_\_\_\_\_  
(Organization Name)

\_\_\_\_\_  
(Address, City, State, Zip Code)

\_\_\_\_\_  
Phone Number)

\_\_\_\_\_  
(Fax Number)

For DHS Only:

Application and \_\_\_\_\_ copies

Received on this date: \_\_\_\_\_

At (time): \_\_\_\_\_

Received by: \_\_\_\_\_

**PROPOSALS WILL NOT BE ACCEPTED AFTER 4:00 p.m.**



## Attachment E – Work Plan

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME (SSDI) OUTREACH ACCESS AND RECOVERY  
(SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

The proposed work plan must detail measurable project objectives by fiscal quarter and month for the life of the project. These objectives should further be defined by key activities, milestones, and project deadlines. An example work plan for one objective is included below. Grantee(s) may use their own format.

*Note: Begin proposed work plan at award date*

<b>Agency:</b>								<b>Submission Date:</b>				
<b>Services Area:</b>								<b>Project Manager:</b>				
<b>Budget:</b>								<b>Telephone #:</b>				
<b>Measurable Objectives</b>	<b>First Quarter</b>			<b>Second Quarter</b>			<b>Third Quarter</b>			<b>Fourth Quarter</b>		
<b>Objective 1:</b>	<b>Sep.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May</b>	<b>Jun.</b>	<b>Jul.</b>	<b>Aug.</b>
<b>Activities:</b>												
1.												
2.												
3.												
<b>Milestones:</b>												
1.												
2.												
3.												
<b>Deadlines:</b>												
1.												
2.												
3.												



**Attachment F – Staffing Plan**

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME (SSDI)  
OUTREACH ACCESS AND RECOVERY (SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

Name	Position Title	Filled/ Vacant	Annual Salary	% of Effort	Start Date

\_\_\_\_\_  
Director's Signature

\_\_\_\_\_  
Date

## Attachment G - Budget

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME (SSDI) OUTREACH ACCESS AND RECOVERY  
(SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

Below is an example of a high-level budget. In submitting the budget with the application package, Grantee(s) must also break out all expenses into the services they support (e.g. meal program, case management, etc.).

<b>Agency:</b>		<b>Program Year:</b>	
<b>Service Area:</b>		<b>Project Manager:</b>	
<b>Budget:</b>		<b>Telephone Number</b>	
<b>CATEGORY</b>	<b>GRANT FUNDS</b>	<b>MATCHING FUNDS</b>	<b>TOTAL</b>
<b>Personnel</b>			
<b>Fringe Benefits</b>			
<b>Travel</b>			
<b>Equipment</b>			
<b>Supplies</b>			
<b>Contractual</b>			
<b>Other (specify)</b>			
<b>Subtotal Direct Costs</b>			
<b>Indirect/Overhead</b>			
<b>Total</b>			

## Attachment H – Definitions

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME  
(SSDI) OUTREACH ACCESS AND RECOVERY (SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

**Accessibility:** The ability of a person (assisted or unassisted) to access products, services, devices, and environments, in order to derive the benefits of those products, services, devices, and environments for themselves, if eligible.

**Administrative Law Judge:** A judge and trier of fact who both presides over trials and adjudicates the claims or disputes involving administrative law.

**Adult:** Any individual who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

**Case Management:** A service that engages homeless individuals and families and provide assistance in: identifying barriers, needs and strengths; developing goals; identifying resources and support; and, connecting homeless individuals and/or families residing in a shelter or other homeless services programs within the Continuum of Care to the needed resources, supports and supportive services to achieve identified goals. Case Management is:

- a. a process of progressive engagement;
- b. typically conducted on site;
- c. conducted weekly;
- d. conducted at a time agreed upon by the case manager and client.

**Case Manager:** A service professional that engages individuals and provides assistance in identifying barriers, needs and strengths; developing goals; identifying resources and support; and connecting individuals with the needed resources, housing and/or economic security supports and supportive services to achieve identified goals.

**Client:** An individual or family seeking, receiving, or eligible for publicly funded services within the Continuum of Care.

**Continuum of Care (CoC):** The comprehensive system of services for individuals and families who are homeless or at imminent risk of becoming homeless and designed to serve clients based on their individual level of need. The Continuum of Care may include crisis intervention, outreach and assessment services, shelter, transitional housing, permanent supportive housing, and supportive services.

**Co-occurring Substance Use Disorder:** The coexistence of both a mental health and a substance use disorder.

**Culturally Competent:** The ability of a provider to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so the provider can respond to the individual needs of each client.

**Department:** The District of Columbia Department of Human Services or any successor organizational unit (in whole or in part).



**Engage:** The act of identifying, locating and interacting with a client for the purposes of developing a relationship and providing case management or other supportive services.

**Engagement:** Engagement occurs when each of the following occurs:

- a. a person is willing to interact with a service provider or mental health worker;
- b. there are multiple contacts;
- c. there is continuity in the contacts of either a referral or connection to another provider or the person has an awareness of the role of the service provider or mental health worker; and
- d. there is a record of the contacts.

**HEARTH Act:** The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act was signed by President Obama on May 20, 2009. The HEARTH Act amends and reauthorizes the McKinney-Vento Homeless Assistance Act with substantial changes, including: a consolidation of HUD's competitive grant programs, the creation of a Rural Housing Stability Assistance Program, a change in HUD's definition of homelessness and chronic homelessness, a simplified match requirement, an increase in prevention resources, and an increase in emphasis on performance.

**Homeless:** According to the District's Homeless Services Reform Act (HSRA), "homeless" is defined as:

- A. An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
  - a. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
  - b. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by Federal, state, or local government programs for low-income individuals); or
  - c. An individual who is exiting an institution where he or she resided for 180 days or less and who resided in a shelter or place not meant for human habitation immediately before entering that institution;
- B. An individual or family who will imminently lose their primary nighttime residence, if:
  - a. The primary nighttime residence will be lost within 14 days of the date of application for Continuum of Care services;
  - b. No subsequent residence has been identified; and
  - c. The individual or family lacks the resources or support networks, such as family, friends, and faith-based or other social networks, needed to obtain other permanent housing;
- C. Unaccompanied youth who:
  - a. Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for Continuum of Care services;
  - b. Have experienced persistent housing instability as measured by 2 moves or more during the 60-day period immediately preceding the date of applying for Continuum of Care services; and

**DC**DEPARTMENT of  
HUMAN SERVICES

- c. Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence, in the household, of a child or youth with a disability; or 2 or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or

D. Any individual or family who:

- a. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- b. Has no other residence; and
- c. Lacks the resources or support networks, such as family, friends, and faith-based or other social networks, to obtain other permanent housing.

**Homeless Management Information System (HMIS):** A software application designed to record and store client-level information on the characteristics and services needs of people experiencing homelessness. Each CoC maintains its own HMIS, which can be tailored to meet local needs, but also must conform to HUD HMIS Data and Technical Standards.

**Homeless Services Reform Act (HSRA):** The Homeless Services Reform Act of 2005 (HSRA) became law in October 2005. Homeless service providers must deliver services to clients, and have procedures for resolving disputes between providers and clients seeking or participating in homeless services, as per the expectations of the Act.

**Housing First:** Under the HSRA, Housing First means a program that provides clients with immediate access to independent permanent housing and supportive services without prerequisites for sobriety or participation in psychiatric treatment. Clients in Housing First programs may choose the frequency and type of supportive services they receive and refusal of services will have no consequence for their access to housing or on continuation of their housing and supportive services.

All recipients of CoC Program-funded PSH shall follow a Housing First approach to the maximum extent practicable. To that end, a Housing First orientation is specified as one of the universal qualities that a coordinated assessment process should include. Coordinated assessment tools should not be used to determine "housing readiness" or screen people out for housing assistance, and therefore should not encompass an in-depth clinical assessment. A more in-depth clinical assessment can be administered once the individual or family has obtained housing to determine and offer an appropriate service Housing Inventory Count (HIC): Required by HUD, the HIC is a point-in-time inventory of all of the dedicated beds and units within a Continuum of Care's homeless services system, categorized by type of project and population served.

**Housing the Homeless Database (HTH):** The current software application in Quick Base used by the Department of Human Services for homeless clients referred to the District's homeless services programs.

**Individual:** Any man or woman who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.



**Individual Service Plan (ISP):** A written plan, developed and agreed upon by both the Service Provider and the client, consisting of time-specific goals and objectives designed to promote self-sufficiency and attainment of permanent housing; these goals and objectives are based on the client's individually assessed needs, desires, strengths, resources, and limitations.

**Intake:** How participants are admitted into the SOAR Advocacy program.

**Interagency Council on Homelessness (ICH):** The citywide council made up of District agency directors, representatives from the homeless provider community, homeless advocates and current/formerly homeless individuals. The council is chaired by the City Administrator and formulates policy for homeless services. It is mandated by the Homeless Services Reform Act pursuant to section 4.

**Legal Services:** Services provided by bar-admitted attorneys in the District of Columbia which advise and represent clients in eviction cases, administrative hearings, housing conditions suits, etc. In addition, legal services can provide advocacy on behalf of clients with respect to reasonable accommodations, discrimination, equal access, etc.

**Lived Experience:** The term lived experience is used to describe the first-hand accounts and impressions of living as a member of a minority or oppressed group. When formerly homeless individuals talk about what it's like to experience homelessness, they are describing their lived experiences.

**Medical Impairment:** A medically determinable physical or mental impairment is an impairment that results from anatomical, physiological, or psychological abnormalities that can be shown by medically acceptable clinical and laboratory diagnostic techniques. The medical evidence must establish that an individual has a physical or mental impairment.

**Mental Illness:** All diagnosable mental disorders with health conditions involving:

- Significant changes in thinking, emotion and/or behavior
- Distress and/or problems functioning in social, work or family activities

**Meaningful Engagement:** Instead of simply creating a space for homeless clients to “hang out” indoors, *meaningful engagement* requires providers to create a safe, dignified, and protective atmosphere where homeless clients are encouraged, incentivised, and empowered to participate in services which enhance their wellbeing and promote their economic security. Case management, counseling, connecting people to housing and supportive services, conducting coordinated assessments, and providing employment training are all examples of *meaningful engagement*.

**Peer Outreach Specialist:** A Peer Outreach Specialist is an individual that supports the functions of our Street Outreach model while on route with the driver. The Peer Outreach Specialist will seek and assist homeless single individuals that may need help with transportation, delivery, or shelter services. The Peer Outreach Specialist will engage into homeless single individuals at an entry level with standard assessments, basic entry into HMIS, and assistance in shelter services.

**Performance Measures:** A process that systematically evaluates whether your program's efforts are making an impact on the clients you are serving.

**Personnel:** The staff hired by the service provider to deliver case management and/or associated services in the SOAR Advocacy program.

**Point in Time (PIT) Count of People Experiencing Homelessness in the District of Columbia:** The Community Partnership for the Prevention of Homelessness conducts the annual Point-in-Time (PIT) Count for the District of Columbia. The PIT Count provides a “snapshot” of the number and demographic characteristics of adults and children who were experiencing homelessness in the District on that day. TCP has conducted the count, a requirement for all jurisdictions receiving Federal homeless assistance funding, on behalf of the District of Columbia since 2001. This single-day enumeration of the homeless





services continuum of care gives TCP and our partners in District Government an opportunity to identify gaps in the current portfolio of services and informs future program planning with special consideration to Homeward DC, the local strategic plan to end homelessness.

**Program Rules:** The set of provider rules, client rights, and complaint and appeal procedures, including those enumerated in this chapter, proposed by a particular provider for the purpose of governing the behavior and treatment of its clients and approved by the Mayor subject to § 4-754.32.

**Progressive Engagement:** An approach to service delivery that starts with an understanding of the strengths and resiliencies that each person has, and works to leverage those in promoting housing and life stability. Case management, therefore, starts with a “light touch” and becomes more involved, intensive and frequent when a program participant demonstrates that without more assistance their tenancy would be in peril. Once the situation has been resolved or new skills have been learned, the intensity and frequency of case management services regresses back to a “light touch”.

**Resident of the District:** An individual or family who is living in the District of Columbia voluntarily, not for a temporary purpose, and has no current intention of moving from the District. The term “resident of the District” shall be interpreted and applied in accordance with section 4-205.03 of the D.C. Code.

**Self-sufficiency:** A functional and economic state based on the provision of services that result in less dependency on governmental support systems while at the same time, maintaining permanent housing and employment.

**Service Plan:** A written plan, developed and agreed upon by both the Service Provider and the client, consisting of time-specific goals and objectives designed to promote stability, self-sufficiency and attainment of permanent housing; these goals and objectives are based on the client’s individually assessed needs, desires, strengths, resources, and limitations.

**Service Provider:** Contractor or subcontractor that provides direct shelter and related services.

**SSI:** The Supplemental Security Income for the Aged, Blind, and Disabled cash assistance program authorized by Title XVI of the Social Security Act of 1935, as amended (42 U.S.C. §§ 1381 to 1383f).

**SSI/SSDI Outreach, Access, and Recovery (SOAR):** The SOAR program increases access to Social Security disability benefits for people with behavioral health issues experiencing or at risk of homelessness.

**Street Outreach:** Refers to the act of identifying homeless individuals and families living on the streets and engaging them in shelter and supportive services. Additionally, street outreach includes the distribution of blankets, socks, hats, gloves and other supplies and materials to protect the homeless living on the street from exposure to the elements, specifically severe weather conditions. The Street Outreach program model is described as follows:

- a. Coordination with community-wide outreach network to cover assigned geography;
- b. Relationship building to engage hard to reach homeless;
- c. Assessment using VI-SPDAT;
- d. Safety and Crisis Assessments conducted;
- e. Mental health and substance use screening and connection to treatment and health professionals (as needed);
- f. Assistance connecting to needed benefits (e.g., TANF, SNAP, SSI/SSDI) and services (e.g., health, substance use treatment);
- g. Assistance obtaining identification and/or other documentation;
- h. Coordination with police officers to engage difficult clients and de-escalate situations; and
- i. Provision of basic items to protect against the elements (blankets, socks, hats, water, etc.).



**Sub-contractor:** A subcontractor is a person who is hired by a general contractor (or prime contractor, or main contractor) to perform a specific task as part of the overall project and is normally paid for services provided to the project by the originating general contractor.

**Substance Use Disorder:** Substance use disorders occur when the recurrent use of alcohol and/or drugs causes clinically and functionally significant impairment, such as health problems, disability, and failure to meet major responsibilities at work, school, or home. A diagnosis of substance use disorder is based on evidence of impaired control, social impairment, risky use, and pharmacological criteria.

**Supportive Services:** An array of social services aimed at enabling housing stability and the improved quality of life of an individual or family who is at risk of homeless, experiencing homelessness, or is formerly homeless and requires ongoing assistance. These services may include: employment; physical health; mental health; alcohol and other substance abuse recovery; child care; transportation; case management; and, other health and social service needs which, if unmet, may be barriers to obtaining or maintaining permanent housing.

**Suspension:** Defined by the HSRA § 4-754.35, suspension of services can occur if a client fails or refuses to comply with the provider's Program Rules and the client responsibilities, or engages in any of the behaviors listed in § 4-754.36(2), the provider may suspend services to the client for an appropriate period of time in light of the severity of the act or acts leading to the suspension, but in no case for any period longer than 30 days.

**Target Population:** Eligible adults who live in the District and are experiencing homelessness, at risk of homelessness, or in permanent supportive housing and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

**Termination:** Defined by the HSRA § 4-754.36, a provider may terminate its delivery of services to a client when the provider documents that it has considered suspending the client in accordance with § 4-754.35 or has made a reasonable effort, in light of the severity of the act or acts leading to the termination, to transfer the client.

**Transportation:** Defined as any mode of transportation used to assist the individual with SOAR Advocacy related services, such as Metro SmarTrip fare cards, mileage and/or rideshare.

**DC**DEPARTMENT *of*  
HUMAN SERVICES**Attachment I – Collaboration Commitment Form****DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)****SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME  
(SSDI) OUTREACH ACCESS AND RECOVERY (SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

Please include information on this form about the activities and/or services that will be provided by the collaborating organization. Complete one Collaboration Commitment Form for each collaborating organization. The application must demonstrate the level of effort for each partner, proposed services, and provide the budget costs of the collaboration in the Applicant's application submission.

Collaborating Organization:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Tel & Fax No.: \_\_\_\_\_

Describe Collaboration: (Use additional blank sheets if needed.)

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The signatures below indicate that these organizations have collaborated on the development of the application and agree to continue the partnership throughout the implementation of the project as described in this application submission.

Authorized Representative(s):

Name: \_\_\_\_\_ Tel.: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Tel.: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**DC**DEPARTMENT of  
HUMAN SERVICES

## Attachment J – Confidentiality and Non-Disclosure Agreement

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**SUPPLEMENTAL SECURITY INCOME (SSI) / SOCIAL SECURITY DISABILITY INCOME  
(SSDI) OUTREACH ACCESS AND RECOVERY (SOAR) ADVOCACY  
RFA #JA-FSA-SOAR-2018-001**

The District of Columbia (District), Department of Human Services (DHS), is accepting applications to create a Supplemental Security Income (SSI) / Social Security Disability Income (SSDI) Outreach Access and Recovery (SOAR) Advocacy program. For purposes of this Confidentiality and Nondisclosure Agreement, clients of DHS and participating providers or Grantees who will increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who live in the District, are experiencing homelessness, at risk of homelessness, or in supportive housing *and* have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder are referred to as “SOAR Advocacy Clients.”

I, \_\_\_\_\_, am employed by: \_\_\_\_\_  
(Name of organization)

I understand that in the course of my duties pursuant to the District of Columbia SOAR Advocacy program, I may receive or have access to SOAR Advocacy Clients’ personally identifiable and confidential information (protected information). I further understand that such client protected information is highly sensitive, confidential, and/or otherwise protected from disclosure to the public. I understand that any divulgence of privileged, sensitive, and/or confidential information to unauthorized persons whether intentional or inadvertent may compromise the government and people of the District of Columbia.

Therefore, I agree that unless such actions are authorized by an Agreement and/or District or Federal law, I will not disclose, discuss, or divulge any client protected information that I have received or accessed pursuant to my duties and participation in the District of Columbia SOAR Advocacy Grant. I further agree that I will take all reasonable affirmative steps to protect SOAR Advocacy Clients’ protected information in my possession from unauthorized use or disclosure.

I further agree to immediately notify the following SOAR Advocacy Grant Privacy Point of Contact if I become aware of any unauthorized use, access, or disclosure of SOAR Advocacy Clients’ protected information: contact the DHS Office of Program Review, Monitoring and Investigation (OPRMI) by emailing a description of the incident and circumstances to [OPRMI@dc.gov](mailto:OPRMI@dc.gov); calling the Unusual Incident Hotline at (202) 673-4464; or, Completing and submitting the online [Unusual Incident Form](#).

I understand that the unauthorized use and disclosure of privileged, sensitive, and or confidential information would be a violation of applicable District and Federal laws including, but not limited to the District of Columbia Homeless Services Reform Act of 2005 (D.C. Official Code § 4-754.11(7) and § 4-754.21(12)); the District of Columbia Self-Sufficiency Promotion Act of 1998, effective April 20, 1999 (D.C. Law 12-241; D.C. Official Code §§ 4-209.04(b) and (c)); the District of Columbia Mental Health Information Act of 1978 (D.C. Official Code § 7-1201.01 *et seq.*); the Confidentiality and Disclosure of Records on Abused and Neglected Children Act of 1979 (D.C. Official Code § 4-1303.06(a)); and any and all applicable District and Federal confidentiality laws.

By signing this document, I acknowledge that I have read and agree to abide by it. I also understand that any violation of this agreement may result in civil or criminal penalties, disciplinary action, which may include discharge if I am a District employee or termination of access rights if I am not employed by the District. Furthermore, I understand that I may be prosecuted if I knowingly and intentionally use SOAR Advocacy Clients’ protected information for fraudulent purposes.

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Signature & Title

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Date

**DC**DEPARTMENT *of*  
HUMAN SERVICES

## Appendix: General Terms and Conditions

The following terms and conditions are applicable to this and all Requests for Applications (RFA) issued by the District of Columbia Department of Human Services:

1. Funding for an award is contingent on continued funding from the DHS/FSA grantor or funding source.
2. The RFA does not commit DHS/FSA to make an award.
3. DHS/FSA reserves the right to accept or deny any or all applications, if DHS/FSA determines it is in the best interest of DHS/FSA to do so. DHS/FSA shall notify the Applicant if it rejects that Applicant's proposal.
4. DHS/FSA may suspend or terminate any RFA pursuant to its own grant-making rule(s) or any applicable Federal regulation or requirement.
5. DHS/FSA reserves the right to issue addenda and/or amendments subsequent to the issuance of the RFA, or to rescind the RFA.
6. DHS/FSA shall not be liable for any costs incurred in the preparation of applications in response to the RFA. Applicant agrees that all costs incurred in developing the application are the Applicant's sole responsibility.
7. DHS/FSA may conduct pre-award on-site visits to verify information submitted in the application and to determine if the Applicant's facilities are appropriate for the services intended. In addition, DHS/FSA may review the fiscal system and programmatic capabilities to ensure that the organization has adequate systems in place to implement the proposed program.
8. DHS/FSA may enter into negotiations with an Applicant and adopt a firm funding amount or other revision of the Applicant's proposal that may result from negotiations.
9. DHS/FSA shall provide the citations to the statute and implementing regulations that authorize the grant or sub grant, all applicable District regulations, payment provisions identifying how the Grantee(s) will be paid for performing under the award, reporting requirements, including programmatic, financial and any special reports required by the granting Agency, and compliance conditions that must be met by the Grantee(s).
10. If there are any conflicts between the terms and conditions of the RFA and any applicable Federal or local law or regulation, or any ambiguity related thereto, then the provisions of the applicable law or regulation shall control and it shall be the responsibility of the Applicant to ensure compliance.

**Additional information about RFA terms may be obtained at [www.opgs.dc.gov](http://www.opgs.dc.gov) (Citywide Grants Manual and Sourcebook).**