

Contra Costa Health, Housing, and Homeless Services Division

Contra Costa Coordinated Entry Project: Antioch Library Evening CARE Center for Families

Questions & Answers Sheet

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This document contains answers to submitted questions regarding the Contra Costa Coordinated Entry Project Request for Letters of Intent for the Antioch Library Evening CARE Center for Families.

1. **There is a reference to a bidders' conference, but no date or time for when it will be held. Will there be a bidders' conference?**

This reference was made in error. There will not be a bidders' or applicants' conference for this LOI.

2. **Are any of the following CE services required to be performed:**

- a. **Community Homeless Court Program**
- b. **Advocacy**
- c. **Outreach services to encampments**
- d. **Information and referral services**
- e. **Prevention and diversion resources**
- f. **Multi-service centers that provide case management and support services**
- g. **Housing navigation services**
- h. **Emergency shelter**
- i. **Transitional housing**
- j. **Rapid rehousing**
- k. **Permanent supportive housing for adults, youth, and families**

This is not a list of coordinated entry services, but rather is a list of services provided through the full Continuum of Care. The Antioch Library Evening CARE Center for Families is expected to offer temporary overnight seating and connections to basic needs and referrals to additional homeless and crisis services.

3. **What are the "basic services" that are expected to be provided? CE materials refer to the following as basic services: showers, food, laundry, benefits enrollment, referrals. Which, if any, of these services are required for the Antioch Warming Center?**

Applicants are asked to describe the basic services that they are prepared to offer. Showers and laundry facilities will not be available at the Antioch Library and may not be provided on the premise.

4. If housing services are required, will a housing navigator be provided by the County?

Housing navigation services will not be provided on site at the Antioch Library Evening CARE Center for Families. However, Housing Navigation services are provided at the three full-scope CARE Centers and the CARE-capable center. It is expected that the operators of the Antioch Library Evening CARE Center for Families will be referring and connecting families to the CARE and CARE Capable sites.

5. Besides completing HMIS data entry, is any other reporting required?

Coordinated Entry provider agencies are expected to participate in evaluation and monitoring of the coordinated entry system initiated by Health, Housing and Homeless Services Division, which may include surveys, focus groups, and interviews.

6. If a contract is signed before December 1, will the program have to start operations before December 1?

No. Programs will be expected to begin operations within 30 day of engaging into contract.

7. Any charge to operator for utilities?

No.

8. Any charge to operator for use of space?

No.

9. How is liability shared between operator and H3?

The selected contractor will be informed of the County's insurance coverage requirements, where applicable, as a part of the County's contracting process.

10. Who does janitorial?

Janitorial services will be provided by the Antioch Library.

11. Is there a refrigerator available for keeping perishables cool? If not, may operator install one for the 5-month period.

There will be a refrigerator available for staff to use for program needs. Consumers should not have access to the kitchen.

12. Who is responsible for keeping the grounds clean?

The Antioch Library.

13. Are there security cameras inside and/or outside?

The Library contract with a security company (STM) includes three on-site visits per night and the capacity to respond to incidents as needed. There is also outside lighting and recording outside security cameras.

14. May operator rent a shower unit to have adjacent to warming center?

No.

15. May operator bring mobile dental and mobile medical to site? Licensed professionals who volunteer their time?

No.

16. Will the CORE Team screen potential guests for contagion and severe mental distress before bringing them to warming center?

CORE Teams assess clients prior to placement at the site and will determine whether client needs can be met by the Evening CARE Center before placement.

17. Will CORE know that there is a maximum number of guests that can be accommodated?

Yes.

18. Will CORE bring guests after 11:00 if the maximum occupancy has not been reached?

Yes, placements may happen throughout the night until maximum capacity is reached. CORE teams cease operations at 1 a.m.

19. Will CORE bring unsupervised minors to be guests?

CORE will connect unaccompanied minors who have been emancipated with the Calli House youth shelter program first but unaccompanied minors who have been emancipated can also be placed at the Warming Center.

20. Does the operator accept all guests presented by CORE without regard for health and safety concerns?

The selected contractor will work with CORE Teams to address any health or safety concerns that may arise with regards to a proposed placement.

21. Does the operator accept any guests who are not presented by CORE?

Placements into the Evening CARE Center must only be from the CORE Teams.

22. Does H3 have a protocol for dealing with lice, bedbugs, etc.?

The Contra Costa Health Services resource page on bed bugs is available here: <http://cchealth.org/bedbugs/>. H3 can connect the provider with integrated pest management services if needed.

23. What is the protocol for family members and friends wanting to talk to guests? What if an accused abusive spouse shows up? Refer to police?

Outside visitors are not permitted at the Evening CARE Center. In the event of a threat or violent incident, the police should be called.

24. Is it permissible to go to the Antioch Library and take a look at the space that is offered as a warming center?

It is not possible to visit the space at this time due to ongoing programming in the space. The Community Room is 864 square feet and has chairs already in the room. An adjoining kitchen is available for use by program staff. There are two single stall restrooms available. The maximum number of clients will be 30.