



NASSAU COUNTY  
DEPARTMENT OF SOCIAL SERVICES  
60 CHARLES LINDBERGH BLVD  
UNIONDALE, NEW YORK 11553-3686

## **Public Announcement**

### **Application Procedure for Emergency Shelter Services**

Nassau County invites potential applicants to submit an application for the provision of emergency shelter services. Emergency shelter services involve the provision of residential shelter and supportive services for eligible homeless individuals and families. The Nassau County Department of Social Services (DSS) certifies and directly oversees shelters serving the homeless and is responsible for inspecting them and ensuring they meet certain New York State (NYS) and local standards. However, all shelters in NYS, certified or not, are subject to oversight by the NYS Office of Temporary and Disability Assistance (OTDA).

Emergency shelter services are provided within the broader context of Nassau County's efforts to address the problem of homelessness through the provision of resources and supports needed for homeless individuals and families to achieve and maintain housing stability and self-sufficiency. Emergency shelter services are short-term and temporary in nature, geared to meet the immediate emergency needs of the homeless, while providing those supportive services necessary for individuals and families to assist them in achieving housing stability and self-sufficiency.

Applications will be accepted through an open-ended application process, meaning that applications will be accepted for consideration on a continuous basis until funds are no longer available or until Nassau County suspends or terminates the open-ended solicitation.

Applications will be accepted for consideration on a continuous basis starting on September 25, 2017. The County will review applications and advise applicants of its decision as applications are received.

This package consists of the following sections:

1. Application essentials
2. Understanding the application process
3. Technical guidelines, and
4. Application package contents

For more information, you may contact: Katy Thompson, Special Assistant to the Commissioner, Nassau County Department of Social Services, Quality Management, Research and Planning Unit, Suite 160, 60 Charles Lindbergh Blvd., Uniondale, New York, 11553-3686. Phone: 516-227-7800; Fax: 516-227- 8363; Email: [DSS.RFP.Info@hsnassaucountyny.us](mailto:DSS.RFP.Info@hsnassaucountyny.us)

## Nassau County Application Procedure for Emergency Shelter Services

### **1. Application essentials**

*Preparing an application is a resource and time intensive process. BEFORE submitting an application, review the basic elements below to assess your preparedness and capability to successfully provide emergency shelter services. If you determine you are not prepared to submit an application, feel free to contact Nassau County directly. Refer to the technical guidelines to assist you in completing your review.*

Site location: The proposed site must be located within Nassau County.

Site control: Do you own, lease, or have other legal rights to occupy the proposed property? May the proposed property be lawfully occupied as a shelter, in accordance with all NYS and local laws and codes? If you lease the property, is the lease a minimum of 12-months in duration and does the property owner agree in writing to its use for emergency shelter? *Do you comply, or do you have the capacity to come into compliance, with this element?*

Population to be served: Have you considered which homeless population(s) you propose to serve (i.e. single adults, families with children, large families, individuals with medical and/or behavioral health needs, etc.)? Do you understand how the population served impacts upon facility design and supportive services delivery? *Do you comply, or do you have the capacity to come into compliance, with this element?*

Startup costs: Do you currently have sufficient resources to fund the acquisition of necessary staffing, furniture, bedding, supplies, and equipment (i.e. fire alarms, fire extinguishers, etc.) and needed physical renovations? *Do you comply, or do you have the capacity to come into compliance, with this element?*

Facility design and capacity: Review the technical guidelines to evaluate whether your proposed facility meets all the design requirements. Based upon the population served and required square footage per resident, what is the estimated capacity? *Do you comply, or do you have the capacity to come into compliance, with this element?*

Budget (expense and revenue): Have you prepared an estimated monthly expense budget for the proposed facility? The monthly expense budget should include all facility expenses (i.e. staff wages, lease payments, utilities, insurance, property taxes, mortgage, supplies, food, transportation of residents, etc.). Note: Providers are required to comply with the requirements of Nassau County's Living Wage Law. Have you estimated the monthly revenue generated based upon the proposed capacity and per diem rates? Based upon your estimates, does it appear that revenues exceed expenses? *Do you comply, or do you have the capacity to come into compliance, with this element?*

Staffing: As part of the proposal you must submit a staffing plan for shelter operations and administration, listing the number and job titles of staff assigned to the shelter, working hours, shifts, etc. Please note that there must be staff coverage in all shelters for 24 hours a day, 7 days a week. *Do you comply, or do you have the capacity to come into compliance, with this element?*

## **Nassau County Application Procedure for Emergency Shelter Services**

Emergency shelter provider responsibilities: Emergency shelter services consist of short-term residential services (lodging and meals) and supportive services. Provider responsibilities include, but are not necessarily limited to, the following. *Do you comply, or do you have the capacity to come into compliance, with this element?*

1. Maintain the interior of the shelter in accordance with any and all applicable federal, State and local laws and regulations.
2. Post client Rules of Conduct with content, and in a format, agreed to by the County. A written copy will be made available to the County upon demand. Changes made to the Rules of Conduct must be posted at the shelter within thirty (30) days of the change.
3. Report any vermin or rodent infestation in the dwelling or equipment to the County within 24 hours of discovery of such infestation. The report will be in writing via overnight delivery or by email and include the type of infestation, areas affected, people affected and action taken to eradicate the infestation.
5. Have staff participate in any training offered by the County, its agents and/or others designated by the County for the detection, management and/or eradication of vermin or rodent infestations.
6. Provide a supervised and secure environment which will include bedrooms or defined sleeping areas.
7. Provide cooking facilities and basic nutritional food supplies or meals in accordance with any and all applicable federal, State and local laws and regulations. The provider will ensure that the hot water system is maintained for bathing and washing at a temperature not in excess of one-hundred twenty (120) degrees Fahrenheit.
8. Maintain the exterior appearance and grounds of the facility in a respectable fashion. Ensure that the grounds remain free of trash, garbage and unsightly debris. Paint the interior and exterior of the facility and perform necessary maintenance to ensure the appropriate appearance.
9. Install emergency exit lights throughout the shelter facility along with emergency floodlights that will remain lit in the event of a power outage.
10. Install smoke detectors for the hearing and visually impaired.
11. Have fire extinguishers on each level of the shelter.
12. Install carbon monoxide detectors on each level of the shelter, at least 18 inches off the floor, in accordance with manufacturer suggestion.
13. Provide residents with personal hygiene products and related items

Supportive services: Supportive services include those administrative tasks and direct resident services that assure smooth daily shelter operations and assist residents toward employment, permanent housing and self-sufficiency. You need to have staff with the necessary skills, knowledge and abilities to:

1. Perform and document resident admission and discharge procedures
2. Complete and maintain sign-in sheets
3. Enforce rules of behavior
4. Develop for each resident a Housing Plan including needs assessment within 24 hours of admission and publish on the Client Needs Assessment Tasks (CNAT) component of the

## **Nassau County Application Procedure for Emergency Shelter Services**

Shelter Placement Online Tracking (SPOT) system. For this you will need a computer with Internet access.

5. Assist residents in completing the Housing Search Log to document housing searches
6. Maintain a written case record for each resident that documents all support services provided and all efforts made to locate permanent housing (Housing Search Log)
7. Report shelter capacity and utilization via the Shelter Placement Online Tracking (SPOT) system
8. Provide reasonable accommodations for residents with disabilities

## Nassau County Application Procedure for Emergency Shelter Services

### **2. Understanding the application process**

This overview can help you understand the application process for entering into an agreement with Nassau County to provide emergency shelter services. Because of the nature of shelter services, the application process can be a lengthy one. Depending on the completeness of your application and the need for the service you propose, the process may take as little as three months. Be prepared to undergo a thorough review of your responsiveness, responsibility, and capability to provide shelter services.

The process to become an authorized emergency shelter service provider generally involves the following steps:

1. Review the application essentials, technical guidelines and application package contents. A careful review will help you better understand the service requirements.
2. At any time, you can contact Nassau County staff for help. Establishing an open relationship with County staff can help you save time and resources and get your program off to a great start.
3. Determine if you or your organization have the capacity and resources necessary to provide emergency shelter services.
4. Complete the application. This includes addressing all elements identified in the technical guidelines and application package contents.
5. Submit the application. Submitting a complete application package that accurately addresses all elements is highly recommended and can speed up the evaluation process.
6. County staff reviews the application. This may involve further discussion with the applicant, an inspection of the proposed site, and/or requests to amend the application. During the review process, the County assesses the applicant's capacity and resources, the proposed site, population to be served, plan for service provision, and the current need for shelter services.
7. The County notifies the applicant if the application is accepted or not. Upon acceptance, the next step is to enter into a formal agreement (memorandum of understanding or MOU) with Nassau County. Service delivery cannot begin, nor can payment be made, until an MOU is executed by both parties.
8. The following steps must be successfully completed before the MOU is executed. These steps are not necessarily sequential; several steps may be processed concurrently.
  - a. Final health and safety inspection completed and approved
  - b. Approval of Security, Operational, and Supportive Services Plans, including house rules template, and other plans and forms as required
  - c. SPOT system documentation and training completed
  - d. HMIS training completed
  - e. MOU and all supporting documentation processed (includes insurance verification, assignment of vendor ID, completion of Shelter Contact Information Sheet, submission and approval of Certificate of Compliance, and applicant responsibility determination)
  - f. Final approval of MOU

After all steps have been successfully completed, and the MOU executed by both parties, residents may then be referred to your facility

## Nassau County Application Procedure for Emergency Shelter Services

### 3. Technical guidelines

Introduction: Nassau County seeks to meet critical emergency shelter service needs of the County's homeless population – composed of eligible homeless individuals and families – while working to guide them to employment, permanent housing and self-sufficiency through the provision of short-term residential and supportive services.

Nassau County invites applications for the provision of emergency shelter services. The Nassau County Department of Social Services (DSS) certifies and directly oversees shelters serving fewer than 10 families or fewer than twenty single adults; and is responsible for inspecting them and ensuring they meet certain NYS and local standards.

Emergency shelter services are provided within the broader context of Nassau County's efforts to address the problem of homelessness through the provision of appropriate resources and supports needed for homeless individuals and families to achieve and maintain housing stability and self-sufficiency. Emergency shelter services are short-term and temporary in nature, geared to meet the immediate emergency needs of the eligible clients seeking shelter, while providing those supportive services necessary for individuals and families to assist them in achieving housing stability and self-sufficiency.

This solicitation does not address certain types of shelters, including those requiring NYS certification; domestic violence shelters; runaway and youth shelters; and shelters operated by voluntary organizations that receive no government funding.

Certain types of homeless shelters (i.e. domestic violence shelters) are governed by other NYS agencies; different rules and regulations apply. DSS will advise applicants interested in applying for other types of shelter services.

Eligible applicants include individuals, for-profit and not-for-profit organizations with the capacity to provide shelter services

Site location: The proposed site must be located within Nassau County.

Policy and procedures for the provision of emergency shelter services are defined herein:

- New York Code of Rules & Regulations (NYCRR) 18 NYCRR Section 491
- 18 NYCRR Section 900
- NYS Social Services Law Section 136 and 18 NYCRR 357 (confidentiality of client information)

Shelter regulations may be accessed here: <https://otda.ny.gov/programs/shelter/forms.asp>

*Note: All shelters located within NYS are subject to oversight by the NYS Office of Office of Temporary and Disability Assistance (OTDA). This oversight includes the development and administration of policies in accordance with NYS regulations that establish the programmatic*

## Nassau County Application Procedure for Emergency Shelter Services

*and physical plant standards for the shelters. Shelter operators are required to comply with all appropriate NYS requirements.*

Population to Be Served: Emergency shelter services are provided only to homeless persons certified as eligible and referred to the provider by Nassau County. The homeless are persons that lack a fixed, regular, and adequate nighttime residence. The population to receive emergency shelter services includes eligible homeless individuals and families defined as follows:

1. Individuals consist of single adults, that is, someone who is not a minor child, being either nineteen years of age or older.
2. Families composed of households comprised of two or more persons, consisting of a parent or caretaker relative and minor child(ren) (a minor child is an individual who is not yet eighteen years old), and other eligible persons related to a member of such a household.

Emergency Shelter Facility Types: Shelter facility type is defined by the homeless population served. For each proposed facility, the applicant must identify the shelter type as follows:

1. Family shelter, serving households consisting of:
  - a. Adult males, adult females, and minor children, or
  - b. Adult females and minor children
2. Single shelter, serving households consisting of adults only:
  - a. Single male individual, or
  - b. Single female individual, or
  - c. Single individuals, mixed household

Payment: Per diem base rates have been set for singles and families as specified in the table below. Rates are set for the first 90 days of emergency housing (the “base rate”) and then decrease to 80% of the base rate in days 91 through 150 and thereafter decrease to 60% of the base rate as follows. The amount paid to the provider as full consideration for all services is subject to the approved per diem rate multiplied by the number of days approved by the County for which each authorized client was housed.

<b>Per diem rate</b>	<b>90 Days (base rate)</b>	<b>91-150 Days</b>	<b>151+ Days</b>
<b>Single</b>	\$72	\$58	\$43
<b>Family (2-3 family members)</b>	\$96	\$157	\$118
<b>Family (4-5 family members)</b>	\$245	\$196	\$147
<b>Family (6+ family members)</b>	\$295	\$235	\$176

*Family per diem rates apply to a family regardless of the number of rooms occupied in the shelter*

The County reserves the right to negotiate the terms and conditions of the application with the selected applicant. These negotiations could include all aspects of services and fees.

## **Nassau County Application Procedure for Emergency Shelter Services**

**Shelter Facility Requirements:** Facility requirements address the physical characteristics of the structure, equipment and supplies. \*

### **Safety**

1. Hardwired emergency exit light signs with battery backup flood lights are installed and operational.
2. Exits are clearly marked with exits signs.
3. Child safety window guards with quick release.
4. Smoke detectors on ceiling at least 12 inches from wall in all bedrooms.
5. Smoke detector in each hallway on all levels.
6. Fire extinguishers on each level hanging on wall with signage charged and tagged by the certification company with current date.
7. Carbon monoxide detectors are installed on each level of the facility and in boiler room.
8. Provider must establish a written fire safety plan and written security plan and floor plan.
9. All bedroom and bathroom doors must have passive lockset and cannot be keyed (no keyed/deadbolt locks)
10. Provider must provide a boiler inspection certificate or receipt from a certified company.
11. Boiler room must be clean and clear of garbage, combustibles and free of leaks around flue, hot water tank and Temperature/pressure-relief (TPR) valve. All covers must be in place and wiring secured. Not to be used for storage room.
12. Hot water is not in excess of one-hundred twenty (120) degrees Fahrenheit.
13. Electrical panel cover must be functional and free of obvious defects/loose wiring.

### **Structure and Materials**

1. Ceiling in boiler room must be covered with fire grade sheetrock.
2. Air conditioners must be installed through the wall if only one window in a bedroom.
3. All radiators must have covers, and exposed pipes must have insulation covers.
4. Heat, plumbing and electricity are operational.
5. Adequate cooking facilities must be available.

### **Grounds**

1. Sidewalks must be free from cracks or any other trip hazards.
2. Snow removal and ice removal must be provided during the winter months whenever necessary.
3. Grounds must be clean of debris and be well maintained.

### **Illumination and Electricity**

1. All light fixtures must have a cover over the bulb.
2. All light switches and outlets must in working order, be properly mounted to walls and have switch plates and outlet covers in place.

### **Living Space**

1. Must follow the “70/50 rule” for sleeping quarter room capacity. That is, the facility must provide 70 square feet for the first person in a room, and 50 square feet for every other person. Example: 12 ft. x 15 ft. = 180 square feet = 3 persons maximum in the room (70 square feet + 50 square feet + 50 square feet)



## **Nassau County Application Procedure for Emergency Shelter Services**

2. Six persons per full bathroom – a home with two full baths can only have twelve persons maximum regardless of the number of rooms following the “70/50 rule.”
3. No sleeping quarters below ground level or in basements.
4. No sleeping quarters on third floor unless there is a commercial fire escape installed on building.

### **Access**

1. All windows must be open, stay up, lock, and be clear of furniture to allow ready egress.
2. All means of egress must be clear and unobstructed.
3. Windows in the bedrooms must allow egress to the outside of the facility

### **Sanitary Conditions**

1. Provider must maintain a contract for monthly exterminations/pest control from a certified company.
2. Facility must be clean, sanitary and free of obvious vermin infestation.
3. Beds and bedding must be clean, sanitary and free of obvious vermin infestation.

\*This list may not be comprehensive.

Nassau County Living Wage Law: Effective January 1, 2007, Nassau County contractors are required to comply with the requirements of Nassau County’s Living Wage Law. Information concerning the Living Wage Law can be found at <http://www.nassaucountyny.gov/1597/Living-Wage>. The Living Wage Law applies to any contracts resulting from this solicitation.

As of August 1, 2017 the Living Wage is \$16.07 an hour or \$13.98 with health benefits. This rate will stay in effect until August 1, 2018, when it will be adjusted upward by a percentage equal to the change in the New York Metropolitan Area All Urban Index (NY CPI-U) as promulgated by the Bureau of Labor Statistics of the U.S. Department of Labor (CPI) for the period of June of the preceding year to June of the current year. In no event shall such wage increase be greater than three and one-half percent.

## **Nassau County Application Procedure for Emergency Shelter Services**

### **4. Application package contents**

Individuals and organizations must use the following format in submitting an application to provide emergency shelter services.

Tips for Writing the Application: Be brief, concise and clear. Demonstrate that you have a good understanding of the nature of the problem of homelessness, have a solid plan for addressing the housing and service needs of the homeless population, and have the capacity to develop and maintain an emergency shelter program.

### **Application Package Format and Content**

The application package consists of:

1. Cover page
2. Narrative
3. Budget
4. Attachments (if any)

1. Cover page. Please use the attached format for the Cover Page.
2. Narrative
  - a. Format: The narrative section should be no longer than five pages and submitted on 8½” x 11” paper. The type and font size should be large enough to be easily read (no less than 12 pt.), margins should be standard size (minimum 1”) and multi-color fonts should be avoided. All pages should be numbered, and your organization’s name, as well as the application package submission date should be included on each page in the header or footer of the document.
  - b. Organizational Introduction: Provide a brief description of yourself or your organization, including the year founded, mission, major accomplishments and other information that demonstrates your capacity to carry out the proposed project.
  - c. Project Description: The project description provides a good understanding of the project. Please be succinct. Minimally, the description should include the following information:
    - i. Target population served (singles, families, including special needs)
    - ii. Site location (address) and status (currently owned/leased, under contract, etc.).
    - iii. Site description (a narrative description of the physical layout of the proposed facility (i.e., a two story residential building containing four bedroom units, kitchen, common areas, laundry, meeting rooms, garage, yard, etc.)).
    - iv. Include a copy of floor plans or site plans that detail room dimensions and square footage.
    - v. A description of the support services to be provided to residents and how such services will be delivered.
    - vi. Anticipated operating revenue.
    - vii. Time-line for project implementation.

## **Nassau County Application Procedure for Emergency Shelter Services**

3. Budget. Include a preliminary line item budget including all anticipated expenses
4. Attachments (if any)

The completed application package including attachments can be submitted either via e-mail or hard copy. If submitting by hard copy, an original and two copies are required.

**Open-ended Application Process:** Applications will be accepted through an open-ended application process, meaning that applications will be accepted for consideration on a continuous basis until funds are no longer available or until Nassau County suspends or terminates the open-ended solicitation. Applications will be accepted for consideration on a continuous basis starting on September 25, 2017. The County will review applications and advise applicants of its decision as applications are received.

Submit your completed application package to:

Katy Thompson, Special Assistant to the Commissioner, Nassau County Department of Social Services, Quality Management, Research and Planning Unit, Suite 160, 60 Charles Lindbergh Blvd., Uniondale, New York, 11553-3686. Phone: 516-227-7800; Fax: 516-227- 8363; Email: [DSS.RFP.Info@hhsnassaucountyny.us](mailto:DSS.RFP.Info@hhsnassaucountyny.us)

**Application review process:** A committee of County staff will meet on a regular basis to review applications received. The frequency of committee meetings will be determined based upon the volume of applications received and the current demand for emergency shelter services. All applicants will be notified in writing upon receipt of their application and upon completion of the application review process. Applicants whose applications have been approved will be notified of the County's intent to negotiate a contract with the applicant. The applicant will not acquire any legal or equitable rights with respect to a contract until a contract containing terms and conditions acceptable to the County is executed by the applicant, approved by the appropriate County entities, and executed by Nassau County.

Review criteria include but are not necessarily limited to:

1. Facility location
2. Population to be served
3. Serving high priority populations (i.e. large families and hospital discharges)
4. Current occupancy status (proposed site is currently vacant and available, or if occupied, applicant has satisfactory relocation plan)
5. Site control
6. Project readiness
7. Provider responsibility, capacity, and history of service provision
8. Site inspection results
9. Other criteria as determined

Doc id # 137716 revised February 2018