



Request for Proposals (RFP): Youth Homelessness
Demonstration Program

COORDINATED ENTRY (CE) COMPONENT

ISSUED BY: COALITION FOR THE HOMELESS OF HOUSTON/HARRIS COUNTY
LEAD AGENCY FOR *THE WAY HOME* CONTINUUM OF CARE (TX-700)

RFP RELEASE DATE: NOVEMBER 7, 2025 (FRIDAY)

PROPOSAL DUE DATE: NOVEMBER 25, 2025 (11:59 PM CST)

SUBMIT PROPOSALS TO: CONTRACTS@CFTHHOUSTON.ORG

GRANT OVERVIEW

The Way Home (TX-700) is the designated Continuum of Care (CoC) for Houston, Harris, Fort Bend, and Montgomery counties, Texas. It represents a coordinated, data-driven effort among more than 100 partners committed to making homelessness rare, brief, and non-recurring.

The Coalition for the Homeless of Houston/Harris County (CFTH) serves as the CoC Lead Agency and backbone organization for The Way Home. Established in 1982 and incorporated as a 501(c)(3) in 1988, CFTH leads efforts to coordinate services, secure funding, and implement strategies that help individuals and families exit homelessness into permanent, stable housing.

As the regional convener and HUD-designated Collaborative Applicant, CFTH administers multiple federal and local funding streams to support the Homeless Response System (HRS). This includes oversight of Coordinated Entry (CE), system performance evaluation, HMIS, and overall policy alignment across housing and services providers.

RFP SUMMARY

Through this Request for Proposals (RFP), CFTH seeks **qualified subrecipients to operate core components of The Way Home's Coordinated Entry (CE) System**, emphasizing systemwide intake, connection, and engagement functions.

This competition reflects a strategic shift away from traditional street outreach toward a **streamlined, access-driven Coordinated Entry model** focused on:

- **Centralized and phone-based intake**
- **In-reach and engagement** within shelters, schools, and other systems
- **Problem-solving supports** to connect individuals directly to housing pathways within and outside the system
- **Proactively seek out** and engage with available resources at initial engagement of young adults, fostering a pathway toward sustained self-sufficiency.
- **Increase income opportunities** to build self-sufficiency and experience.

CFTH will retain direct operation of the Homeless Management Information System (HMIS) grant; this component will **not** be subcontracted.

Letters of clarification may be posted as needed to reflect any updates or modifications to this RFP. Interested applicants are encouraged to monitor CFTH's website for the latest information.

SCOPE OF SUBRECIPIENT FUNCTIONS

Selected providers will deliver services aligned with CFTH's Coordinated Entry policies, Written Standards, and HUD's 24 CFR Part 578 regulations.

KEY RESPONSIBILITIES

- **SYSTEM ACCESS & INTAKE:**
Operate phone-based and virtual access points to complete initial problem-solving, diversion, and CE assessments.
- **IN-REACH ENGAGEMENT:**
Conduct regular engagement within emergency shelters, day centers, healthcare, schools, and other community settings to connect individuals directly into CE pathways.
- **CASE COORDINATION:**
Provide short-term assistance to households in gathering documentation, completing assessments, connecting with housing referrals, increasing income, or a positive resolution outside the system.
- **WARM HAND-OFFS:**
Facilitate seamless transitions between CE and permanent housing programs (e.g., RRH, PSH, TH).
- **DATA & COMPLIANCE:**
Enter all client data into HMIS in real time, ensuring accuracy, timeliness, and data integrity in accordance with HUD and CFTH standards.

FUNDING AND CONTRACT TERM

Funding for this initiative is provided through the U.S. Department of Housing and Urban Development (HUD) Continuum of Care (CoC) Program, and is administered locally by the Coalition for the Homeless of Houston/Harris County (CFTH).

- **Estimated Award Amount:** Up to \$800,000, subject to the availability and continuation of HUD CoC Program funding.
- **Contract Term:** January 1, 2026 – December 31, 2026, with the potential for annual renewal contingent upon performance, compliance, and continued funding.
- **Administrative Cap:** No more than 5% of the total project budget may be used for administrative costs, in accordance with HUD CoC Program regulations.
- **Match Requirement:** A minimum 25% match (cash or in-kind, excluding leasing costs) is required, in compliance with **24 CFR § 578.73**.

Note: All awards under this initiative are contingent upon the availability and continued appropriation of federal CoC Program funds by HUD. CFTH reserves the right to amend, reduce, or terminate awards based on changes in HUD funding or program priorities.

ELIGIBLE APPLICANTS

CFTH seeks experienced, well-managed organizations that can operate core Coordinated Entry (CE) functions with consistency, accuracy, and reliability. Applicants must demonstrate clear governance, sound fiscal controls, strong program management, and the ability to meet federal contracting requirements. Proposals should make

it evident that the organization can launch quickly, maintain steady service coverage, and deliver results within the terms of this contract.

MINIMUM ELIGIBILITY (THRESHOLD) REQUIREMENTS

Applications that do not satisfy **all** of the following will be deemed ineligible and will not advance to scoring:

1. Legal Status & Good Standing

- U.S.-based nonprofit organization (501(c)(3)) or a unit of local government.
- Registered and in good standing with the State of Texas (or authorized to operate in Texas).
- Active SAM.gov registration; not debarred, suspended, or otherwise excluded from federal awards.

2. Experience & Track Record

- Demonstrated experience delivering access/intake, navigation, call-center/helpline, or related CE functions **or** a closely comparable program with high call volumes, documented workflows, and performance standards.
- Documented history of service coordination with housing/homelessness providers, public systems, or similar regional networks.

3. Participation in The Way Home CoC

- Current participation in The Way Home CoC (TX-700) and in good standing with CoC membership expectations (meetings, required submissions, etc.).

4. HMIS & Data Readiness

- Ability to use the region's HMIS per CFTH's data standards.
- Established data entry protocols (timeliness, quality checks, error resolution).

5. Organizational & Fiscal Capacity

- Audited financial statements (or reviewed, as appropriate), and written financial policies and procedures.
- Internal controls that meet 2 CFR Part 200 requirements (procurement, cash management, cost allowability, time and effort, records retention).
- Ability to meet the CoC match requirement (25% cash or in-kind, excluding leasing).

1. Must provide copy of match document/MOU/Letter of commitment with application.

6. Staffing & Operations

- Staffing plan that covers phone-based intake, in-reach engagement, supervision, quality assurance, and coverage during business hours (and any proposed extended hours).
- Written policies for incident reporting, client safety, privacy, and grievance handling.
- Readiness to onboard and meet the **January 1, 2026** start date.

7. Compliance & Insurance

- Agreement to comply with HUD CoC regulations (24 CFR Part 578) and CFTH contractual requirements.
- Proof of insurance (general liability, professional liability, automobile if applicable, workers' compensation) meeting CFTH minimums upon award.
- Background checks consistent with organizational policies and applicable law.

DOCUMENTATION APPLICANTS MUST PROVIDE (AT TIME OF APPLICATION OR UPON REQUEST)

- IRS determination letter (or government charter) and Texas good-standing certificate (or authorization to transact business in Texas).
- Most recent audited financial statements (or reviewed statements if audits are not required), plus the latest management letter, if issued.
- **Operational protocols** for: phone intake; screening/problem-solving/diversion; in-reach engagement; navigation and warm hand-offs; documentation collection; and referral procedures.
- Proof of SAM.gov active registration and absence of debarment/suspension.
- Current insurance certificates (or attestations to secure required coverage prior to contract execution).

PREFERRED QUALIFICATIONS (NOT REQUIRED BUT STRENGTHENING)

- Demonstrated history of coordinating with shelters, hospitals, behavioral health, and other in-reach settings to complete assessments and expedite referrals.
- Documented performance outcomes showing reduced time from intake to referral and high completion rates for documentation and assessments.
- Established quality assurance (QA) program (e.g., call monitoring, monthly case reviews, staff coaching plans, escalation pathways).
- Prior successful management of HUD CoC or comparable federal/state contracts.

DISQUALIFYING CONDITIONS

Applications may be disqualified or removed from consideration if any of the following are identified:

- Debarment, suspension, or exclusion from federal programs; lapsed SAM.gov registration; or unresolved federal audit findings that indicate material weaknesses.
- Failure to meet threshold requirements, submit required documents, or adhere to formatting and deadline instructions.
- Material misrepresentation or omission in the application.
- Inability to reasonably demonstrate readiness to meet the **January 1, 2026** start date.

SUBCONTRACTING AND HMIS NOTE

- CFTH will **not** subcontract the HMIS grant; HMIS is managed directly by CFTH.
- If the applicant proposes to subcontract any portion of CE services, the applicant remains fully responsible for performance, compliance, and data quality. Subcontractors are subject to the same eligibility and oversight requirements.

CONFLICT OF INTEREST & INDEPENDENCE

- Applicants must disclose any actual, potential, or perceived conflicts of interest.
- Awards may include additional conflict-mitigation conditions to protect program integrity.

PERFORMANCE EXPECTATIONS

Subrecipients will be evaluated on their ability to deliver consistent, high-quality Coordinated Entry (CE) operations that meet system expectations and contractual requirements. CFTH will assess both quantitative outcomes and qualitative performance indicators to ensure that services are efficient, accessible, and aligned with The Way Home's systemwide goals.

Evaluations will consider service delivery outcomes, data quality, responsiveness to system needs, and overall program management. Regular monitoring, data reviews, and feedback sessions will be conducted to identify strengths, address challenges, and support continuous improvement across the Coordinated Entry network.

SUBRECIPIENTS WILL BE EVALUATED BASED ON:

- **Volume and reach of CE access points, intakes, and in-reach activities.**
 - **Timeliness and accuracy** of data entry, documentation, and referral processing.
 - **Efficiency of client flow** through CE, including connection to appropriate housing pathways.
 - **Quality of case coordination** and responsiveness to referral partners and system communication.
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- **Program management and fiscal stewardship**, including compliance with HUD and CFTH standards.
- **Participation in system-level meetings, training, and monitoring reviews.**

CFTH will use these criteria to guide funding decisions, contract renewals, and performance improvement plans throughout the project term.

APPLICATION REQUIREMENTS

Applications must include the following components:

1. **Cover Sheet** – Organization information, project title, and funding amount requested.
2. **Project Narrative (max 6 pages)** covering:
 - Program overview and approach to CE access and engagement.
 - Staffing structure and service coverage.
 - Coordination with other CoC partners.
 - Client engagement strategies.
 - Performance measures and data management.
3. **Detailed Budget & Justification** (not included in page limit).
 - **Must use CFTH provided template**
4. **Organizational Capacity Documents** – proof of nonprofit status, financial statements, and federal funding compliance certifications.

FORMATTING:

- Font = 12-point Arial or Times New Roman
- Margins = 1 inch minimum
- File Format = PDF
- File Naming = [AgencyName]_CE_RFP2025.pdf

SUBMISSION TIMELINE AND KEY DATES

Milestone	Date	Description
RFP Release Date	November 7, 2025 (Friday)	RFP published on CFTH website and distributed to The Way Home CoC.

Final Date for Applicant Questions	November 18, 2025 (5 PM CST)	Submit questions to contracts@cfthhouston.org . Responses will be posted publicly via FAQ.
Application Deadline	November 25, 2025 (11:59 PM CST)	Late or incomplete submissions will not be accepted.
Scoring & Review Period	November 26 – December 13, 2025	CFTH and review committee will evaluate applications and may request clarifications.
Award Announcement & Contract Negotiation	Week of December 16, 2025	Selected applicants will be notified and begin contract discussions.
Project Start Date	January 1, 2026	Project implementation begins.
Initial Contract Term	January 1 – December 31, 2026	Annual renewal contingent upon performance and funding availability.

EVALUATION & SCORING MATRIX

Category	Criteria	Points
Organizational Capacity	Experience managing HUD or similar federal grants; financial stability	15
Program Design & Alignment	Understanding of Coordinated Entry, access model, and alignment with system goals	20
Implementation & Staffing	Staffing structure, readiness, and coverage plan	15
Data & Performance Management	HMIS data quality, reporting capacity, and CQI plan	15
Service Delivery & Responsiveness	Effectiveness in meeting client needs and ensuring timely connection to housing	15
Collaboration & Partnerships	Coordination with CoC partners, referral systems, and community networks	10
Budget & Cost Effectiveness	Reasonableness, justification, and match commitment- Match letter/document required.	10
Total Possible Points		100 points

MONITORING & COMPLIANCE

CFTH will provide oversight for all subrecipient activities, including programmatic, fiscal, and data compliance reviews.

- Monitoring may include site visits, desk audits, and HMIS data validation.
- Corrective action processes will be implemented if deficiencies are identified.
- Funding adjustments may occur based on performance and compliance outcomes.

QUESTIONS & CONTACT

Questions regarding this RFP may be submitted to:
contracts@cfthhouston.org