

ATTACHMENT A – COVER PAGE

Use this checklist to ensure that all items requested have been included.

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Proposer Name: Illumination Foundation

Address: 1091 N Batavia, Orange, CA 92867

Telephone No.: (949) 273-0555 FAX No.: (888) 517-7123

Email Address: grants@ifhomeless.org

Federal Tax ID: 71-1047686

RFP Contact: Tully MacKay-Tisbert

Name of Authorized Representative: John Ing

Title of Authorized Representative: CFO

By signing below, the individual acknowledges that he/she has the authority to bind the Proposer to the terms of the Proposal. The individual further acknowledges that he/she has read and understands the RFP, the contents of the Proposal and the Attachments, and attests to the accuracy of the information submitted therein.

Signature of Authorized Representative:  _____

Date: 8/6/21

Homeless Street Outreach and Engagement, Housing Navigation, and Case Management RFP

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ATTACHMENT B
STATEMENT OF CERTIFICATION

The following statements are incorporated in our response to San Bernardino County.

	Statement	Agree (initial)	Agree with qualification (initial and attach explanation)
1.	The offer made in the Proposal is firm and binding for nine (9) months from the date the Proposal is opened.		
2.	All aspects of the Proposal, including cost, have been determined independently, without consultation with any other Proposer or competitor for the purpose of restricting competition.		
3.	All declarations in the Proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.		
4.	Proposer agrees that all aspects of the RFP and the Proposal submitted shall be binding if the Proposal is selected and a Contract awarded.		
5.	Proposer agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Proposer's ability to perform the Services as proposed.		
6.	Proposer, if selected will comply with all applicable rules, laws and regulations.		
7.	The RFP has been reviewed in its entirety and Proposer has no exceptions to any requirements, terms, or conditions, except as noted in Attachment H.		

5. Statement of Experience and Qualifications

a. Business name of the Proposer and type of legal entity such as corporation, partnership, etc. If Proposer is a business entity that must be registered with the California Secretary of State, Proposer shall provide the County the entity number assigned to it by the Secretary of State.

Illumination Foundation is a domestic nonprofit corporation registered with the California Secretary of State. Our entity number is C3063690.

b. Number of years the Proposer has been in business under the present business name, as well as related prior business names.

Illumination Foundation was founded in 2008 and has been operating for 13 years.

c. Statement that the Proposer does not have any commitments or potential commitments that may impact the Proposer's ability to perform the Contract, if awarded.

Illumination Foundation does not have any commitments or potential commitments that would impact our ability to perform the contract.

Experience and Qualifications

Illumination Foundation is a 501(c)(3) organization that was founded in 2008 by a pair of UC Irvine graduate students with the mission of disrupting the cycle of homelessness in Orange County. From the earliest days, we have taken an innovative and collaborative approach to meeting the needs of the most vulnerable individuals, families, and children experiencing homelessness. Through this approach, we ensure that our clients are provided with the tools, support, and resources necessary to attain the highest quality of life possible. Guided by the belief that every person has an intrinsic right to home, health, and dignity, Illumination Foundation has grown to become a dynamic and multifaceted organization that provides trauma-informed care and client-centered services across multiple communities throughout four Southern California counties including San Bernardino County, Riverside County, Los Angeles County, and Orange County.

Illumination Foundation provides multifaceted social service programs focused on increasing the housing stability of the most vulnerable homeless individuals and families. We believe we are the best-qualified organization to provide street outreach and engagement, housing navigation, and case management to individuals experiencing homelessness in the Central Valley Region of San Bernardino County. Our compassionate workforce, depth of experience, demonstrative results, and deep commitment to our mission distinguishes us from other organizations, making us uniquely equipped to provide these services. We have successfully implemented each of these service components in multiple communities within the counties we operate.

Illumination Foundation is guided by Housing First principles and we facilitate a low-barrier threshold for client access to housing. We place clients in housing as soon as structurally and logistically possible, regardless of where clients are in their recovery and without requirements of sobriety. Through our work, we have continuously demonstrated a commitment to challenging the systemic barriers that perpetuate the cycle of homelessness. We are a solutions-driven organization that utilizes evidenced-based practices to make an impact in lives of individuals and families, and create positive change within communities in ways that address the underlying causes of homelessness.

Outreach and Engagement Experience

In May 2018, we executed a contract with the Orange County Health Care Agency to serve 60 of the most vulnerable chronically homeless clients from the Santa Ana Riverbed. The program's goal was to connect people experiencing homelessness who had been living out on the streets, under bridges, and in the riverbed to available resources and permanent supportive housing in order to stabilize their situations. We provided street outreach services in order to identify appropriate candidates for the program. Once identified, we connected clients to the Coral Motel, a bridge housing site in Buena Park with comprehensive wraparound services. We provided clients with intensive case management, including medical care coordination, behavioral health therapy, substance use counseling, peer support, transportation, and housing navigation support. One year later, we had served 123 clients, the vast majority of whom had co-occurring mental health and substance use issues, and were able to place 53 individuals in permanent housing.

In December 2018, we worked closely with the City of Anaheim to plan, design, and launch a 200-bed interim shelter, transforming an empty warehouse in 14 days. This shelter was designed to accommodate homeless individuals during the winter months while two replacement temporary shelters were being outfitted. While the shelter was being transformed, our staff, including our executive staff, provided street outreach services in Anaheim parks in order to spread awareness about the shelter to potential clients. On opening day, we received 40 individuals; by the end of the first week, we received 130 individuals, including many families.

In January 2020, we were selected by the City of Fullerton to develop and provide services for that city's 150-bed navigation center and recuperative care facility. We conducted street outreach in the City of Fullerton prior to the facility's opening. The facility offers clients diversion assistance, crisis evaluation, trauma-informed case management, housing navigation, behavioral health and substance use counseling, transportation services and assistance, enrichment activities led by local partners, accommodations and services for up to 20 pets, employment services, and more. Sixty recuperative care beds provide high utilizers of local emergency rooms with a safe and restful place to recover after hospital discharge or illness.

Since March 2020, we have been on the front lines to provide shelter and medical recuperative care to mitigate the spread of COVID-19 within the fragile population of those experiencing homelessness in Orange County. After being asked by the Orange County Health Care Agency to become the service provider for Project Roomkey, we opened six locations throughout Orange County within four weeks. Throughout this period, we conducted street outreach, talking to unhoused individuals, explaining the COVID-19 virus, the program we were providing, and the importance of accepting safe shelter during the pandemic.

Our work in Los Angeles began in 2014 when we conducted street outreach on Skid Row to identify homeless individuals with health issues for the purpose of bringing them into recuperative care.

Housing Navigation Experience

Housing navigation services are an integral part of our shelter programs and navigation centers. Our experienced Housing Navigators work with clients to identify housing opportunities they are eligible for. They support clients to apply for housing subsidies, walking them through complex processes of the various subsidy types, programs, and affordable housing resources. They actively engage in the housing search process, reaching out to new property managers and housing providers, and maintaining existing partnerships. Housing Navigators directly assist clients with apartment viewings and preparing clients for meetings with property managers.

Illumination Foundation housed 739 people in 2020. This work was supported by numerous housing contracts, including City of Anaheim, Anaheim Homeless Assistance Pilot Program and Chronically Homeless Individual Pilot Program, City of Fullerton, CalOptima Health Homes, and two Department of Housing and Urban Development (HUD) Orange County Continuum of Care supportive housing programs. Housing navigation was an integral component of each of these contracts, and was instrumental in our ability to house 739 individuals.

We currently are contracting with the San Bernardino County Desert Region on a Homeless Housing Assistance and Prevention contract to provide housing navigation and secure housing for clients in that region. We also contract with CalOptima Health Homes in order to provide Housing Navigation and Medical Accompaniment to individuals experiencing homelessness in Orange County.

Permanent Supportive Housing

Permanent housing is the ultimate goal for people experiencing homelessness, and Illumination Foundation provides the support and resources to see clients through from the street to their own home. Our current permanent housing inventory includes 22 shared-living micro-communities and 107 scattered-sites apartments. We are guided by the Housing First model which aims to reduce barriers to accessing housing resources by meeting clients where they are. Traditional approaches that require sobriety or completion of a treatment program prior to receiving housing assistance often push the

most vulnerable chronically homeless away from services. Research on Housing First has demonstrated that it is from the stability of the housed environment that clients can best begin addressing many of their health, substance use, and mental health issues without the stress of trying to survive on the street. Once clients are in permanent housing, housing retention becomes the focus, and Illumination Foundation is committed to providing support so that housing can be maintained. From independent apartments in a scattered-site capacity to shared living in micro-communities, we take a creative approach that accounts for the differing needs of those we serve. Through a combination of direct support, advocacy, and active linkage, we facilitate the family or individual's reintegration into the community. We accomplish this through constructive partnerships we have established with property owners and managers across Southern California.

Innovation and Partnership

Illumination Foundation is always working to identify the best ways to respond to our clients' needs and to forge strategic partnerships that can strengthen our programs. For example, our recently opened Fullerton Navigation Center and Recuperative Care facility not only provides critically needed shelter and recuperative care beds but also provides onsite medical, dental, and behavioral health services to shelter clients in partnership with Illumination Foundation Medical Group, an independent provider of comprehensive primary care services. This innovative collaboration maximizes our clients' ability to stabilize and comprehensively address their healthcare and housing challenges and will serve as a scalable and replicable model to the broader community of providers of homeless services and healthcare.

Illumination Foundation has operated recuperative care in San Bernardino County since 2015. Our community partners have included Central City Lutheran Mission and Foothill AIDS project (client referrals), Inland Empire Health Plan and Molina Healthcare (recuperative care), Western University (health education for our clients), and Faith Life Church (miscellaneous donations).

Other critical developments and partnerships include our Victorville Shelter and Riverside Recuperative Care Facility. In 2021 we began operating the City of Victorville's emergency shelter. We work with the city on that project, and with its selected agencies in the areas of services for veterans, job training, and financial literacy. We partnered with the City of Riverside to develop and operate a 50-bed recuperative facility that serves as an interim shelter and a safe place for medically vulnerable clients to recover from illness or injury.

Illumination Foundation is partnering with LifeArk to develop an 18-unit, permanent housing micro-community in El Monte. LifeArk takes an innovative approach to constructing modular housing, providing solar-powered, lightweight, energy-efficient units to efficiently meet the needs of vulnerable communities.

Data and Compliance

A fundamental aspect of Illumination Foundation's care model that distinguishes us from other homeless services organizations is our data-driven, analytical approach to identifying and managing the complex and diverse risk factors impacting the homeless population. Our internal data system enables us to track large quantities of data, including how our clients utilize the medical, mental health, and public service systems.

During our 13 years of operations, we have successfully administered dozens of complex contracts with intricate reporting requirements. We continue to expand our capabilities to acquire a fuller picture of general trends, individual service usage, and outcomes, creating a more efficient and effective system of care. We have extensive experience using Homeless Management Information Systems (HMIS) across multiple continuums to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.

In 2020, we served a total of 2,941 clients in our regular programs, provided 390,020 safe shelter nights, housed 739 people, and provided 984 individuals with recuperative care services. In our six COVID-19 response sites in Orange County, we served an additional 2,552 individuals. Overall, we served 5,216 unduplicated clients in 2020. We estimate that 70% of the clients we served were chronically homeless.

Our service sites include:

- Victorville Interim Shelter, a 92-bed emergency shelter
- Riverside Recuperative Care, a 50-bed facility that serves as an interim shelter and a safe place for medically vulnerable clients to recover from illness or injury.
- La Mesa Shelter in Anaheim, a 101-bed temporary emergency shelter and navigation center.
- Fullerton Navigation Center, a 150-bed facility with 90 shelter/navigation beds. This facility also has 60 recuperative care beds.
- Long Beach Emergency Shelter, a 102-unit Project Homekey property operating out of a hotel in Long Beach that serves adults experiencing homelessness with underlying health conditions and/or who are 65 years of age or older.
- Three Family Emergency Shelters (Therault House in Stanton, Bob Murphy House in Anaheim, Gilbert House in Anaheim). A fourth house in Anaheim is being remodeled to meet the needs of children with disabilities.
- Five additional Recuperative Care facilities, providing 24/7 bridge housing in Anaheim, Midway City, Lincoln Park, Santa Fe Springs, and Fullerton.
- Two Multi-Service Centers: Stanton Multi-Service Center and Anaheim Service Center.
- LifeArk, an 18-unit micro-community in El Monte for Department of Health Services recuperative care clients (opening in Fall 2021).



City of Orange
 Business License Division
 300 E. Chapman Ave.
 P.O. Box 11024
 Orange, CA 92856-8124

CITY OF ORANGE BUSINESS LICENSE CERTIFICATE

www.cityoforange.org

ORU0716A 724 1 AV 0.398
 7000000731 00.0005.0104 724/1



ILLUMINATION FOUNDATION
 1091 N BATAVIA ST
 ORANGE CA 92867-5548

Business License No. **191832**
 Expiration Date **06/30/2022**
 Business Tax Schedule **Exempt**
 Business Type **Service**
 Ownership **Corporation**
 Federal Tax ID No. **71-1047686**

IMPORTANT INFORMATION:

- Please verify all information. If any changes occur, please contact the Business License Division at (714) 744-2270.
- Remember to renew your Business License within one month of the Expiration Date, even if you don't receive a Renewal Notice. If the last day of the month (Penalty Date) falls on a holiday, weekend, or city closure day, make sure payments at City Hall are received by 5:30 pm on the last business day prior to this to avoid late penalties. Payments postmarked or paid on-line after the Penalty Date will also incur late penalties of 25% per month.
- Closing your business or no longer working in Orange? If you are taxed under a Gross Receipts classification (see Tax Schedule above), you must contact the City within 30 days of the business activity ceasing. Failure to do this may result in late penalties, a \$50 Non Compliance Fee, or having your account sent to a Collection Agency. If you pay with a Flat Tax, you must sign, date, and return your Renewal Notice to close your account.
- New location? Please call to have the location authorization on your Business License updated - there is a \$10.00 fee for this.
- Please display the Certificate below in public view.

Thank you for doing business in the City of Orange!

FOLD OR DETACH HERE FOR DISPLAY

BUSINESS LICENSE CERTIFICATE

This certificate is to be displayed at your place of business. It is issued without verification that the holder is subject to or exempt from licensing by the State of California. This certificate does not constitute a permit to operate a business in violation of any law or ordinance.

Business Name: **ILLUMINATION FOUNDATION**

Business Location: **1091 N BATAVIA ST
 ORANGE CA 92867-5548**

Business Phone: **(949)273-0555**

Owner / Officer: **PAUL LEON
 CEO**

Business Type: **SERVICE**



CITY OF ORANGE

300 E. Chapman Ave
 Orange, CA 92866
 (714) 744-2270
 www.cityoforange.org

Business License Number:
191832

Expiration Date:
06/30/2022

Opening Date: 07/01/2018

Business Description:
 Business Services

Conditions / Remarks:
 ADMINISTRATIVE HEADQUARTERS FOR NON-PROFIT

POST IN A CONSPICUOUS PLACE - NOT TRANSFERABLE

9. Proposal Description

a. A brief synopsis of the Proposer's understanding of the County's needs and how the Proposer plans to meet them.

Homelessness in San Bernardino County's Central Valley Region

The 2020 point-in-time homeless count for San Bernardino County found that there were 3,125 people experiencing homelessness, marking a significant increase from previous years—an increase that mirrors trends around the region and across the country. In this context, the COVID-19 pandemic has compounded an already dire situation. The pandemic and resulting economic crisis have exacerbated housing vulnerability. For this reason, many experts expect that the number of people experiencing homelessness will increase even more sharply than previous trends had indicated.

In 2020, 29.5% of people experiencing homelessness in San Bernardino County were considered chronically homeless, due to their extensive tenures of homelessness. This subgroup often struggles with untreated mental health conditions and active substance use—both of which create challenges towards engagement. These clients require the empathy, patience, and commitment that Illumination Foundation embodies in our work. Clients who are on the street are often medically vulnerable and diagnosed with chronic health conditions that are exacerbated by being on the streets. In 2020, nearly 76.5% of the homeless population in San Bernardino County was unsheltered, indicating just how critical it is for field-based street-to-home services to be an integral part of the solution.

Many other clients in San Bernardino County have recently become homeless or are reentering the community after a period of incarceration. Some clients need information and assistance problem-solving an immediate crisis. Others need intensive and ongoing support. The pandemic has left many families vulnerable to losing housing. Illumination Foundation can assess the level of service needed for each client and is equally adept at meeting the unique needs of each subgroup of the homeless population.

The Central Valley region of San Bernardino County accounts for approximately half the total number of people experiencing homelessness county-wide. The 2020 point-in-time count revealed that there were 1,350 experiencing homelessness in the Central Valley region, with 78% of the region's total residing in the City of San Bernardino. At 1,117, the majority of people experiencing homelessness in the region were unsheltered. This concentration of homelessness necessitates a coordinated and strategic response, and a comprehensive street-to-home continuum of services. With our extensive experience

and innovative approach, Illumination Foundation is well-positioned to provide this continuum of services.

Housing First and Our Approach

Illumination Foundation will meet the needs of people experiencing homelessness in San Bernardino County with a Housing First approach to providing a comprehensive street-to-home continuum of services. Housing First is a harm-reduction oriented philosophy and model for services that seeks to provide housing to the most vulnerable without onerous requirements, such as completing a treatment program to become eligible for housing. This approach truly meets clients where they are. Our staff build rapport with clients and begin taking steps to move them towards housing regardless of whether clients are currently engaged in substance use or choosing not to participate in mental health treatment. Widely accepted evidence has shown that the best place to teach life-skills and connect clients meaningfully to resources is within the housed environment and with basic needs met. By establishing supportive relationships and providing services in a way that does not push vulnerable people away, their inclination to begin addressing their mental health and substance use needs increases.

Illumination Foundation's emphasis on health equity and experience serving medically vulnerable individuals is transferable to providing services in the Central Valley region of San Bernardino. We have the demonstrated ability to manage the logistics of large and complex programs without losing sight of the absolute importance of the work we do on an individual basis. Operating across four Southern California counties, including San Bernardino, we have in-depth knowledge of every aspect of serving individuals and families experiencing homelessness. We will adapt and replicate our client-centered and trauma-informed services to the Central Valley region of San Bernardino County, with an emphasis on the City of San Bernardino. By taking a harm-reduction and Housing First approach, our teams are able to make connections with even the hardest to reach chronically homeless individuals and start supporting them to rebuild their lives.

b. A detailed statement of the proposed Services.

The program will engage County residents experiencing homelessness in outreach services, comprehensive case management, care coordination, navigation services, and housing access.

Program Structure

The program will include Outreach Workers (12 FTE) that will provide direct services to clients experiencing homelessness. These staff will be supervised by an Outreach Manager (1 FTE). The Outreach Manager will provide supervision to the direct service

staff and program oversight. For this position we will seek an experienced manager with a master's level degree in Psychology or Social Work, who if not licensed, is eligible for eventual licensure. Given the high acuity of the clients we anticipate encountering, this role will involve in-depth case consultation and conferencing, and supporting staff through crisis intervention, and developing strategies to engage hard to reach clients in services. Weekly team meetings and staff supervision meetings will be conducted to ensure transparency and sufficient oversight. Illumination Foundation will coordinate and attend meetings with community stakeholders, and work in cooperation with Engagement Teams from the Department of Behavioral Health, Department of Adult and Aging Services, Department of Public Health, The Sheriff's Department HOPE Team, and the Mobile Medical Treatment Team to ensure comprehensive and coordinated delivery of services.

Each direct service staff will be assigned a specific focus on one of the service components of the program. Outreach and Engagement, Housing Navigation, and Case Management will have four staff each. These staff will work together as one team and allow for times where roles may be fluid and overlap. Each staff will work with a staff-to-client ratio of 1:25. This ensures that each client is afforded the time, attention, and level of support that is required. Program staff will provide transportation to clients to ensure access to critical resources such as healthcare and shelter, and attendance to important appointments, such as apartment viewings and meetings with housing providers.

Proposed Schedule:

The proposed schedule will ensure that the minimum 40 hours of services provided per week is met.

Service	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Outreach and Engagement		11:00 AM-7:30 PM	11:00 AM-7:30 PM	11:00 AM-7:30 PM	7:00AM-3:30PM	7:00AM-3:30PM
Housing Navigation	9:00 AM-5:30 PM	9:00 AM-5:30 PM	9:00 AM- 5:30 PM	9:00 AM-5:30 PM	9:00AM-5:30PM	
Case Management	8:00 AM-4:30 PM	8:00 AM-4:30 PM	8:00 AM- 4:30 PM	8:00 AM-4:30 PM	8:00 AM-4:30 PM	

Please note this is a sample schedule only. We will work with the County of San Bernardino to finalize the schedule.

Outreach and Engagement

Our team will conduct daily street outreach, prioritizing areas with high concentrations of people experiencing homelessness and residing in places not meant for human habitation. They will supply basic necessities and information with the ultimate goal of establishing rapport and engaging clients in increasingly comprehensive layers of services. Our outreach team will be in the field on a daily basis through the course of their work week, strategically visiting encampments and other areas where people experiencing homeless reside. This will include regularly scheduled and impromptu visits to shelters, encampments, and other relevant locations. Each contact and location will be documented and tracked, which additionally supports follow-up. Outreach Workers will assess clients' immediate needs and assist with crisis intervention and linkage to emergency services as needed. Our team will support clients to be document-ready, assisting them in securing important items such as identification cards, birth certificates, and income verifications. By completing the VI-SPDAT survey, facilitating client access to the Coordinated Entry System (CES), and tracking client progress in the HMIS, we will act as a bridge to the next steps in the process.

Housing Navigation

Our housing navigation services will create a housing plan with each client and will prioritize establishing relationships with housing providers and property managers throughout San Bernardino County, with an emphasis on the Central Valley region. Staff assigned to focus on housing navigation will develop an ongoing roster of properties amenable to working with our clients and actively maintain those relationships. We will actively assist clients with the housing search process and support them in identifying viable, safe, and appropriate housing opportunities. Our team will support them with housing applications and facilitate access to housing resources such as housing vouchers and rental subsidies, affordable housing, and shared-living opportunities. We will coach clients to prepare for meetings with potential property managers and support them with viewing available units, providing transportation as needed. Once housing is identified, housing navigation services will include coordinating the security deposit, connecting utilities, securing basic needs, and supporting reasonable accommodation requests.

Case Management

Our case management services will focus on linking clients to resources and benefits that will be essential for ensuring their long-term stability and success in housing. Case managers will develop individual service plans for each client that will assess their strengths, needs, and challenges. We will focus on building relationships with providers across the Central Valley region to connect clients with mental health services, dental

resources, healthcare, and substance use treatment. Once the clients are linked to services, we will provide ongoing support to ensure that clients are able to stay connected. Case management staff will provide benefits advocacy and support clients to secure mainstream benefits such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medi-Cal, General Relief, Cal Fresh, Cash Assistance Program for Immigrants (CAPI), and other resources they may be eligible for. We will support clients who wish to return to work with resume and interview preparation, as well as link them to employment services.

Housing Resources and Budget

Illumination Foundation will work actively and collaboratively through CES to facilitate client access to permanent housing resources and use problem-solving strategies to identify all possible resources clients may have available, such as placement with friends or family. To best facilitate client access to permanent housing, a percentage of the total budget as outlined in Attachment E-Cost, will be allocated for direct client assistance related to housing including security deposits, short-term rental assistance, utility deposits, move-in assistance, household goods, landlord incentives, rental application fees, and eviction-prevention funds. This will allow the program to adapt to the varying needs of each client and implement the most appropriate housing plan.

Collaboration

The direct service staff will each be assigned roles which will focus on the specific components of the services described above. These staff will work closely and collaboratively with each other to ensure a streamlined street-to-home trajectory for clients. Relationships built between staff and clients will be utilized throughout each stage in the process to best overcome any challenges that are faced. The staff will meet as a team on a weekly basis, and receive one-on-one supervision with the Outreach Manager who will be an integral part of the team

In addition to this internal collaboration, Illumination Foundation staff will develop a critical partnership with the Department of Behavioral Health, Department of Adult and Aging Services, Department of Public Health, The Sheriff's Department HOPE Team, and the Mobile Medical Treatment Team. As the Mobile Medical Treatment Team provides street-based care, our team will be building relationships and supporting clients to access housing and resources. Open communication between the two teams will expand opportunities to connect with some of the hardest to reach clients. Collaboration with these partners will be ongoing for each client as it relates to coordination of their housing subsidies, ensuring access to healthcare, and responding to urgent needs for service.

Training

Illumination Foundation will hire diverse staff with a depth of outreach, case management, and housing experience, and sufficient and relevant education. These staff will display an understanding of homelessness and possess the requisite empathy to effectively serve the needs of this population.

Illumination Foundation is committed to ensuring that our staff receive the training and professional development required to successfully complete their work. Within the first 90 days of hire for this program, staff will receive training on Housing First, Motivational Interviewing, Listen, Empathize, Agree, Partner (LEAP), and Trauma-Informed Care. These best-practices and strategies are foundational knowledge to successfully conduct outreach. Staff will be given on-the-job training and support, and opportunities to shadow staff in comparable roles. The Outreach Manager supervising the team will have in-depth knowledge of best-practices, clinical models, and the ability to facilitate ongoing team learning at the onset and through the duration of the contract period.

All staff in direct service roles will receive SSI/SSDI Outreach, Access, and Recovery (SOAR) training to equip them to directly assist clients with the application process for these critical benefits. We will utilize the SOAR Works training available through the Substance Abuse and Mental Health Services Administration (SAMHSA) and the program supervisor will work with each staff to structure their time to ensure completion of the self-guided training within 90 days of hire.

Illumination Foundation understands the systemic inequity that our vulnerable clients face. As part of our commitment to Diversity, Equity and Inclusion, our diverse and multicultural program staff will attend at least four hours of cultural competency training per year.

Program Goals and Anticipated Outcomes

The program will seek to identify chronically homeless individuals, where the experience of homelessness leads to high utilization of hospital emergency rooms, and recidivism that leads to increased time spent in local jails. As these clients are identified, we will utilize the services described above to support them in accessing housing and resources. By resolving their experience of homelessness, this will in turn reduce the burden placed on emergency services, hospitals, and other resources that people experiencing homelessness turn to when there is not sufficient outreach or coordination. Over the course of the contract year, Illumination Foundation will make contact with and engage a minimum of 100 chronically homeless individuals who are considered high-utilizers of the criminal justice system, emergency services, healthcare and mental health services, and substance use treatment providers.

Tracking and Reporting

A data-driven and outcome-oriented organization, Illumination Foundation is well equipped to support the San Bernardino Office of Homeless Services with any required reporting. We will utilize our depth of experience navigating multiple databases and tracking tools to implement a program that tracks all expenses, work activities, and data collection with transparency and accuracy. We are committed to providing timely reports that accurately reflect the work completed and program expenses, including backup documentation.

In the course of doing outreach, program staff will make use of the ESRI app to log their engagement. Using this app provides valuable information regarding the whereabouts of outreach clients and can be instrumental for successful follow-up. All services, engagements, and interactions will be diligently tracked and documented.

Program staff make use of the San Bernardino continuum's HMIS to track housing placements, and document work activities. Detailed case notes will be kept to document work activities and interventions on the part of program staff. Case notes and service plans will be reviewed by the Outreach Manager supervising the team at regular intervals to evaluate the program and ensure compliance with the program objectives and goals. This provides a qualitative context to the data and other measures of success. Case notes and service plans will be reviewed by the director at regular intervals to ensure compliance with the program objectives and goals, as well as to provide a qualitative context to the data and other measures of success. Data reports will be regularly reviewed. Analyzing and presenting program data allows us to continually cultivate our understanding of the experiences of the vulnerable clients we serve.

c. An explanation of any assumptions or constraints.

Illumination Foundation is equipped and prepared to provide the services as described above through the duration of the contract period.

ATTACHMENT D

CERTIFICATION REGARDING DEBARMENT OR SUSPENSION; CALIFORNIA SECRETARY OF STATE BUSINESS ENTITY REGISTRATION

In compliance with contracts and grants Contracts applicable under the U.S. Federal Awards Program, the following certification is required by all Proposers submitting a response to this RFP:

1. The Proposer certifies, to the best of its knowledge and belief, that neither the Proposer nor its Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or nonprocurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website (www.sam.gov).
2. The Proposer certifies, to the best of its knowledge and belief, that neither any subcontractor listed in its Proposal, nor subcontractor's Principals are suspended, debarred, proposed for debarment, or declared ineligible for the award of contracts from the United States federal government procurement or nonprocurement programs, or are individually or collectively listed as such in the United States General Services Administration's System for Award Management (SAM) website (www.sam.gov).
3. "Principals," for the purposes of this certification, means officers, directors, owners, partners, and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager, plant manager, head of a subsidiary, division, or business segment, and similar positions).
4. The Proposer shall provide immediate written notice to the Purchasing Agent if, at any time prior to award, the Proposer learns that this certification was erroneous when submitted or has become erroneous by reason of changes in circumstances.
5. This certification is a material representation of fact upon which reliance will be placed when making the award. If it is later determined that the Proposer rendered an erroneous certification, in addition to other remedies available to the San Bernardino County government, the County may terminate the Contract resulting from this RFP for default.
6. Proposer affirms that neither it, nor any subcontractor listed in the Proposal, has any recent unsatisfactory performance with the County during the past twenty-four (24) months at a minimum.
7. Proposer also certifies that if it or any of the subcontractors listed in the Proposal are business entities that must be registered with the California Secretary of State, they are registered and in good standing with the Secretary of State.

Signature of Authorized Representative: _____

Date: 8/6/21

ATTACHMENT E – COST

Item/Quantity	Unit Cost	Tax Amount	Discount	Total Amount
Program Staff Salary & Benefits	13.5 FTEs			\$1,021,875
Direct Housing Assistance				\$360,000
Transportation & Other Direct Client Needs				\$144,000
Liability Insurance				\$12,000
Office Lease				\$60,000
Office Equipment & Supplies				\$40,500
Telecom				\$16,200
Staff Meeting & Travel				\$20,250
HMIS & ESRI Fees				\$10,000
Staff Training & Development				\$12,000
Miscellaneous				\$40,500
Administrative Overhead				\$260,599

ANNUAL TOTAL \$1,997,924

ATTACHMENT F - REFERENCES

Name of Agency	Contact Name/Address	Phone Number	Dates services provided (from/through*)
City of Anaheim	Albert Ramirez 200 S. Anaheim Blvd Anaheim, CA 92805	(714) 765-4300 ext. 4826	2014-Present
Orange County Health Care Agency	Jason Austin 405 W. 5th Street Santa Ana, CA 92701	(714) 834-5000	3/23/2020-Present
Inland Empire Health Plan	Jeanna Kendrick P.O. Box 1800 Rancho Cucamonga, CA 91729	(909) 890-2970	2015 -Present

Provide a minimum of three (3) customer references Proposer has contracted with, providing the same service as requested in this RFP.

*Enter **“Present”** if still providing the services (Example: 10/08/13 - present).

ATTACHMENT H – EXCEPTIONS TO RFP

CONTRACTOR NAME Illumination Foundation

ADDRESS 1091 N Batavia, Orange, CA 92867

TELEPHONE# (949) 273-0555 FAX # () (888) 517-7123

I have reviewed the RFP in its entirety and have the following exceptions: (Please identify and list your exceptions by indicating RFP, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.)

N/A

ATTACHMENT I – PUBLIC RECORDS ACT EXEMPTIONS

PROPOSER NAME Illumination Foundation

ADDRESS 1091 N Batavia, Orange, CA 92867

TELEPHONE# (949) 273-0555 FAX # () (888) 517-7123

Proposer requests that specific portions of the contents of this Proposal be held confidential and not subject to public disclosure pursuant to the Public Records Act. The specific portions are detailed below: (Please identify and list your exemptions by indicating the Section or Paragraph number, and Page number, of the Proposal where the content is contained.) **Each stated exemption must include a citation to supporting legal authority, including statutory authority or case law, to support exemption from the Public Records Act. Requested exemptions that does not meet the requirements of this section will not be considered.**

N/A

ATTACHMENT J - INDEMNIFICATION AND INSURANCE REQUIREMENTS AFFIDAVIT

**THE PROPOSER'S INSURANCE COMPANY(S) OR INSURANCE AGENT MUST COMPLETE THIS FORM
AND
THE PROPOSER MUST SUBMIT THIS COMPLETED AFFIDAVIT WITH THE PROPOSAL.**

I, the undersigned (Please check one box) underwriter agent/broker, certify that I and the Proposer listed below have jointly reviewed the "Insurance Requirements" in this Request for Proposal (RFP). If the County of San Bernardino ("County") awards the Proposer the Contract for this project, I will be able—within fourteen (14) calendar days after the Proposer is notified of the Contract's award—to furnish the County with all the required, insurance certificate(s) and endorsement(s) as specified in Section X, Paragraph B. Indemnification and Insurance Requirements.

Bowermaster And Associates		7/15/2021	
Insurance Broker / Agency Name		Date	
Chris Trudeau			
Insurance Broker's / Agent's Name (Printed)		Insurance Broker's / Agent's Name (signature)	
10805 Holder Street, Suite 350	Cypress	CA	90630
Address	City	State	Zip Code
714-733-6275		ctrudeau@bowermaster.com	
Telephone Number	FAX Number	Email Address	

Illumination Foundation

Homeless Street Outreach and Engagment No. 20-06

Proposer's Name

County RFP Name and Number

Below State the Name of Insurance Company Providing Coverage:

DO NOT write "Will Provide," "To Be Determined," "When required," or similar phrases.

NonProfits Insurance Alliance of California	NonProfits Insurance Alliance of California
Commercial General Liability	Automobile Liability
Redwood Fire & Casualty Insurance	Norcal Mutual Insurance Company
Workers' Compensation Liability	Professional Liability
	Philadelphia Indemnity Insurance
Pollution Liability	Cyber Liability
NonProfits Insurance Alliance of California	
Sexual Abuse Liability	

[NOTE TO PROPOSER: See Section X, Paragraph B. Indemnification and Insurance Requirements, for details on the basic requirements and types of insurance for this agreement.]

NOTE TO THE UNDERWRITER / AGENT-BROKER: If the insurance forms that the Proposer submits to the County do not fully comply with the Insurance Requirements, and/or if the Proposer fails to submit the forms within the 14-day time limit, the County may: (1) declare the Proposer's Proposal non-responsive, and (2) award the Contract to the next highest ranked Proposer.

If you have any questions about the Insurance Requirements, please contact Mr. Rafael Viteri, County of San Bernardino - Risk Management Department, at (909) 386-8730 or via e-mail rviteri@rm.sbcounty.gov (Please provide name of RFP with your email question(s)).