



# Request for Qualifications Housing Stabilization Case Managers

## **Timeline:**

**Release Date:** August 19, 2026

**Initial Consideration Deadline:** September 2, 2026, by 11:59pm (if you need more time please reach out to [holden.bryant@ucancap.org](mailto:holden.bryant@ucancap.org))

Proposals received by the Initial Consideration Deadline will be considered for the first round of awards, with an anticipated contract start date of September 19, 2026.

Following the Initial Consideration Deadline, this RFQ will remain open, and additional proposals may be submitted on a rolling basis until June 2027, until UCAN's anticipated staffing needs have been met, or until available funding has been committed, whichever occurs first. UCAN may review rolling submissions periodically based on program needs rather than immediately upon receipt.

UCAN anticipates that its need for contracted capacity will increase over time and therefore may make one or more awards through this RFQ at different times. Submission of a proposal does not guarantee an award. The number, timing, scope, and value of any awards will depend on UCAN's operational needs, available funding, and evaluation of the proposals received.

**Anticipated Contract Start Date for Initial Awards:** September 20, 2026 (tentative). Start dates for subsequent awards will be established at the time of award.

Written Questions should be submitted in writing to [allison.spohn@ucancap.org](mailto:allison.spohn@ucancap.org). **Final questions must be submitted by August 31, 2026, by 5pm PT**, and responses will be provided by end of day September 2, 2026. After the initial award round, prospective applicants may submit clarification questions to the same email address while the RFQ remains open.

***UCAN reserves the right to request additional information or clarification from applicants and to negotiate final scope, staffing and budget prior to making an award.***

## **Part I. Overview**

The New Foundations Grants Pass is Grants Pass' initiative to reduce and prevent unsheltered homelessness by ensuring people experiencing homelessness move as quickly as possible from shelter into housing, creating capacity within the shelter system while preventing returns to unsheltered homelessness. Through coordinated problem-solving, housing navigation, and housing stabilization services, the initiative seeks to create a shelter system that functions as a rapid pathway back to housing rather than a long-term destination.

As Grants Pass transitions beyond the recent encampment response efforts, the focus shifts to sustaining progress by rapidly rehousing people currently residing in shelter, maintaining available shelter capacity for new households entering homelessness, and preventing the re-emergence of unsheltered encampments.

This Request for Qualifications is being issued to identify qualified service provider partners to deliver **in-person housing stabilization case management** to approximately **45** people who are rehoused through the Grants Pass initiative. Housing stabilization services are designed to help participants successfully maintain housing, resolve barriers, connect to community resources, and reduce returns to homelessness.

## **Part II. Housing Stabilization Case Management**

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This initiative will provide a coordinated approach to helping people who are currently experiencing homelessness successfully transition from shelter or the street into permanent housing while preventing returns to homelessness. Households will be rapidly rehoused using time-limited rental assistance and market-rate housing secured through partnerships with private landlords. Each household that is rehoused through this pathway will also receive up to 12 months of in-person housing stabilization case management.

The primary goal of housing stabilization is to help participants successfully obtain and maintain permanent housing, strengthen their connection to community resources, build long-term housing stability, and support positive tenancy.

Through this Request for Qualifications, UCAN is seeking qualified service provider partners to deliver in-person housing stabilization case management to households rehoused through the Initiative.

The housing assistance model will be:

- **Targeted to households exiting shelter who have need ongoing rental assistance.** Participants will be referred through the Initiative's coordinated housing process and prioritized based on established program criteria.
- **Deeply affordable.** Rents are subsidized & scaled so that the tenant pays no more than he/she can afford towards rent. In cases where the tenant has zero income, no tenant portion will be required.

- **Lease-based.** Tenancy is based on a legally enforceable lease or comparable occupancy agreement. Rental assistance may be provided for up to 12 months. Leases will follow standard market practices and will not include additional program-specific tenancy requirements such as mandatory treatment participation, drug testing, curfews, excessive inspections, or unreasonable restrictions on visitors.
- **Supported by comprehensive services.** The participant will also be connected, as appropriate, to other services, including, but not limited to medical care, behavioral health services, substance use treatment, employment services, benefits assistance, life skills counseling, eviction prevention resources, social and recreational events, and tenant advocacy.

Successful implementation will require providers to operate as part of a coordinated community team. Housing stabilization providers will work closely with landlord engagement staff, property owners/managers, rental assistance administrators, shelter providers, housing navigators, and other community partners to support participant success, resolve barriers quickly, and continuously improve program operations. Providers will be expected to participate in regular case coordination meetings, share information as appropriate, and contribute to ongoing refinement of the Initiative based on implementation experience and outcomes.

### **Part III. Housing Stabilization Service Model and Budget**

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Through this RFQ, UCAN seeks qualified providers to deliver housing stabilization services to approximately 45 households rehoused through the initiative needing up to a total of 3 FTEs. Case management capacity may be phased in over time as households are enrolled.

Applicants may propose one or more full-time Housing Stabilization Case Managers (FTEs). Staff funded through this initiative are expected to dedicate their time to the work described in this RFQ and must not have other program responsibilities.

Each Housing Stabilization Case Manager is expected to maintain an active caseload of approximately 15 households. Caseloads will fluctuate as households successfully transition and new participants are assigned through the centralized referral process. To promote high-quality services, households will be enrolled in staggered cohorts rather than all at once, allowing case managers to provide intensive support during move-in and the early stabilization period.

If a household exits from the program before completing the anticipated period of assistance, a replacement household may be assigned to maintain an active caseload within the expected range.

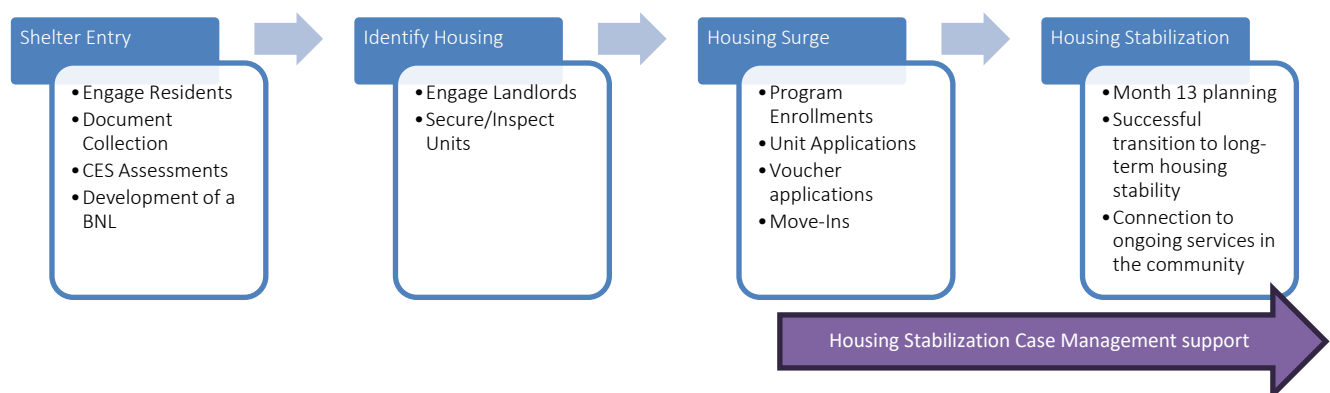
#### ***Rehousing Workflow***

The rehousing workflow will be coordinated by UCAN in partnership with participating shelter providers and community partners. Successful applicants will fully utilize the established workflow, participate in regular case coordination meetings and in teams under the direction of the project lead, and receive all client assignment through the Initiative's centralized referral

process. Providers may not independently enroll households into this program. All participant assignments will be made through the Initiative's centralized referral process to ensure equitable access, coordinated resource allocation, and balanced caseloads. Housing stabilization providers will work as part of a coordinated team to ensure participants move efficiently from shelter to permanent housing and receive the support needed to maintain housing stability.

The rehousing workflow was refined through the implementation workshop, regular operational meetings, after action reviews, and ongoing quality improvement efforts. Housing stabilization providers play a key role in identifying barriers, sharing lessons learned, and helping improve the system over time.

A high-level overview of the rehousing workflow is outlined below. The services procured through this RFQ focus primarily on the Housing Stabilization phase, beginning once a household accepted a housing opportunity and continuing through the period of rental assistance and stabilization support.



Housing Stabilization providers are one component of a coordinated rehousing system. Other functions—including landlord engagement, rental assistance administration, move-in assistance, financial assistance, and centralized referral—will be coordinated through UCAN, Mid Rogue Foundation, and other initiative partners. Housing Stabilization providers will focus on participant engagement, housing stabilization, service coordination, and successful long-term housing outcomes.

***Housing Stabilization Case Managers will be expected to:***

- Participate in daily huddles during the rehousing period (typically a 3- to 4-week rehousing period), when assigned to rehouse people in shelter and from the street.
- Work with Street Outreach, Landlord Engagement, and Shelter teams to house identified participants
- Coordinate with landlords on behalf of clients.
- Complete timely HMIS program enrollments.
- Assist clients with timely completion of unit and voucher applications.
- Assist with timely move-ins.

- Provide one year of frequent in-person, home-based case management, generally beginning with frequent contacts following move-in and adjusting over time based on participant stability, needs, and progress toward housing goals.
- Provide case management services that focus on immediate stabilization and working with participants on their “Month 13” plan, including, but not limited to: Intake/assessment, long-term housing stabilization planning, budget planning, opportunities to increase income through employment or disability assistance, assistance connecting to behavioral health and physical healthcare services, and eviction prevention.
- Participate in weekly stabilization case conferencing.
- Identify operational barriers, propose improvements, and participate in after-action reviews and continuous quality improvement activities designed to strengthen the overall rehousing system.
- Record contacts and case documentation in HMIS to include, but not limited to: Telephone calls/emails, attempts to make contact, home visits, and other client face-to-face interactions, referrals made and completed. .
- Provide transportation to clients as needed.
- Liaise with other service providers and community partners as a pathway to increase stabilization for clients.
- Act as point of contact for Coordinated Entry staff, Landlord Engagement staff, and behavioral health partners.
- Adhere to the most up to date version of the Coordinated Entry Policies and CoC Standards of Care.
- Deliver services using a housing-focused, trauma-informed, participant-centered approach consistent with the principles described in the Rapid Rehousing Program Model (Appendix I).
- Ensure adherence to Rapid Rehousing Program Model (Appendix I)

### ***Budget***

The planned award for the FTE will be capped at \$77,500. The \$77,500 maximum applies to direct program costs (personnel, fringe, supervision, and operating expenses). Administrative costs may be requested separately and may not exceed 10% of the direct program costs requested. Contracts will be administered through UCAN. They will be based on cost reimbursement, up to the awarded amount, UCAN could provide up to a 2-month cash advance to assist with cash flow.

Housing stabilization case management will be supported by centralized financial management that Mid Rogue will administer. The rental assistance and Flex fund pool will be able to support security deposits, utility deposits, and reasonable participant supports. Furniture and move-in

kits will be provided for participants at the time of move-in. Case managers will also be encouraged to access additional community support for donations of food, household goods, and other participant needs.

## **Part V. Outcome & Performance Measures**

UCAN is seeking proposals that will demonstrate the ability to quickly rehouse and stabilize households experiencing homelessness. Measuring performance is a critical aspect of improving service delivery and ensuring effectiveness. The following measures represent the anticipated goals for the program. Final performance measures and reporting expectations will be established during implementation.

Data quality is paramount, and it is important that timely data entry into HMIS be completed to track progress towards goals.

### ***Rehousing Outcomes:***

- Percent of participant households that maintain permanent housing for at least one year (Target: 80%)
- Percent of households that will increase income during participation (Target 25%)
- Percent of participants find affordable permanent housing settings<sup>1</sup> by the conclusion of the 12-month rental assistance (Target: 60% of those housed for at least 9 months).
- Percent of households that do not return to the homeless response system within 6 months after rental assistance ends (Target: 80% of those housed for 12 months)

## **Part VI . Application Submission Requirements**

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### ***Timeline: Release Date: August 19,2026***

**Initial Consideration Deadline:** September 2, 2026, by 11:59pm (if you need more time, please reach out to holden.bryant@ucanap.org)

Proposals received by the Initial Consideration Deadline will be considered for the first round of awards, with an anticipated contract start date of September 15, 2026.

Following the Initial Consideration Deadline, this RFQ will remain open, and additional proposals may be submitted on a rolling basis until June 2026, until UCAN's anticipated staffing needs have been met, or until available funding has been committed, whichever occurs first. UCAN may review rolling submissions periodically based on program needs rather than immediately upon receipt.

UCAN anticipates that its need for contracted capacity will increase over time and therefore may make one or more awards through this RFQ at different times. Submission of a proposal does not guarantee an award. The number, timing, scope, and value of any awards will depend on

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<sup>1</sup> Affordable housing settings may include shared housing, permanent supportive housing, subsidized housing, or housing they can afford using no more than 50 percent of their income.

UCAN's operational needs, available funding, and evaluation of the proposals received. UCAN will make awards to multiple providers if needed to support implementation.

**Provider Selection Date for Initial Awards:** September 12, 2026

**Anticipated Contract Start Date for Initial Awards:** September 15, 2026 (tentative). Start dates for subsequent awards will be established at the time of award.

Written Questions should be submitted in writing to [allison.spohn@ucancap.org](mailto:allison.spohn@ucancap.org). **Final questions must be submitted by August 31, 2026, by 5pm PT**, and responses will be provided by end of day September 2, 2026. After the initial award round, prospective applicants may submit clarification questions to the same email address while the RFQ remains open.

### **Application Format**

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Respondents must provide a written narrative response to the following:

**1) Tell us about your qualifications as an organization.** (Suggested length: 1/2 page)

Describe your organization and why you believe your organization is well-qualified to provide housing stabilization case management through this initiative. If applicable, include examples of your experience:

- Serving people experiencing homelessness, particularly those exiting shelter or unsheltered homelessness
- Providing housing-focused case management or housing stabilization case management.
- Helping participants successfully maintain housing.
- Working with landlords and other community partners.

**2) Describe your approach to housing stabilization case management.** (Suggested length: up to 1 page)

Describe your organization's approach to helping households transition from homelessness into permanent housing and remain stably housed. Include any examples or practices you believe demonstrate your organization's ability to help participants achieve long-term housing stability.

**3) Tell us about your team.** (Suggested length: ½ page)

Describe the team you propose for this initiative, including:

- The number of FTEs you are proposing.
- Whether you plan to dedicate existing staff, hire new staff, or use a combination of both. If hiring new staff, describe your plan for recruiting qualified staff with experience relevant to the services described in this RFQ.
- The qualifications and experience of the staff who will provide housing stabilization services and supervision.
- Your anticipated timeline for beginning services.

**4) Budget and Organizational Capacity.** (Suggested length: ½ page, not including the required budget page, audit or financial statement)

Please submit:

- A completed budget worksheet (see Appendix II).
- A brief description of your proposed budget.
- Your organization's most recent audit or financial statement.

**Part VIII. Application Selection Criteria**

A Selection Committee will review the applications based on the criteria below.

| Category                           | Maximum Points |
|------------------------------------|----------------|
| Organizational Qualifications      | 25             |
| Approach and Team                  | 50             |
| Budget and Organizational Capacity | 25             |
| <b>Total</b>                       | <b>100</b>     |

**Organizational Qualifications (25 points)** Applications will be evaluated based on:

- Demonstrated experience serving people experiencing homelessness, particularly those exiting shelter or who have experienced unsheltered homelessness.
- Experience providing housing-focused case management, housing stabilization, or similar services.
- Experience working collaboratively with landlords, housing providers, and community partners.
- Organizational capacity to implement the proposed services and participate in HMIS and coordinated system processes.

**Approach and Team (50 points)** Applications will be evaluated based on:

- Strength and practicality of the proposed housing stabilization approach.
- Understanding of the needs of households transitioning from shelter to permanent housing.
- Strategies for helping participants maintain housing and connect to community resources.
- Qualifications, experience, and readiness of the proposed staff.
- Ability to begin services within the proposed timeline and participate as part of a coordinated community response.

**Budget and Organizational Capacity (25 points)** Applications will be evaluated based on:

- Reasonableness and cost-effectiveness of the proposed budget.
- Demonstrated financial capacity to successfully administer the proposed services.
- Overall organizational readiness to manage the scope of work.

## Rapid Re-Housing

A housing stabilization intervention focused on rapidly connecting households experiencing homelessness to permanent housing and actively supporting their progression toward the most appropriate long-term housing outcome.

| Program Description                                                                                                                                                                                                                                                                                                                                                                                                                                        | Essential Program Elements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Time Frame                                                                                                                                                      | Population                                                                                                                                                                                                                                                                                            | Desired/expected outcomes                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A time-limited housing intervention that combines rental assistance with individualized housing stabilization services.</p> <p>Beginning at housing placement, providers work with households to stabilize housing, address barriers, increase income and self-sufficiency, strengthen natural and community support, and progress toward the most appropriate long-term housing outcome based on the household's evolving needs and circumstances.</p> | <p><u>Housing Stabilization &amp; Case Management</u></p> <ul style="list-style-type: none"> <li>Housing focuses case management that prioritizes obtaining, maintaining, and sustaining permanent housing.</li> <li>Housing stabilization and transition planning, including individualized housing stability planning, ongoing assessment of progress and barriers, income and affordability planning, transition pathway development, and preparation for long-term housing stability beyond RRH.</li> <li>Case management intensity adjusted throughout enrollment based on household stability, identified risks, progress toward transition goals and evolving household needs.</li> <li>Housing search, navigation, and lease up support.</li> <li>Critical documentation and housing application support.</li> <li>Employment, income, mainstream benefits, and community resource planning.</li> <li>Budgeting, tenancy education, and household management.</li> <li>Home visits (minimum monthly) and ongoing participant engagement.</li> <li>Landlord engagement and tenancy support, including communication and mediation.</li> <li>Transportation assistance (as needed)</li> <li>Referral and linkage to behavioral health, substance use treatment, childcare, and other supportive services as needed.</li> </ul> | <p>Up to 12 months of rent subsidy and housing stabilization services designed to support long-term housing stability and successful transition beyond RRH.</p> | <p>Households experiencing literally homeless or those residing in shelters</p> <p>Households fleeing or attempting to flee domestic violence as eligible under HUD category 4</p> <p>May serve as a bridge to PSH or other permanent housing interventions when longer-term assistance is needed</p> | <p>Permanent housing secured and maintained</p> <p>Improved capacity to sustain housing beyond RRH (through increased income, life skills, and community support)</p> <p>Successful transition from RRH to the most appropriate long-term housing pathway</p> <p>Increased self-determination and housing stability</p> <p>Increased income and/or access to mainstream benefits</p> |

### Temporary Financial Assistance

- Flexible financial and rental assistance tailored to household needs, housing stabilization plans, and transition goals, with assistance adjusted over time based on household progress.
- Monthly utility allowance.
- Security and utility deposits.
- Rental arrears and other financial barriers to obtaining or maintaining housing.
- Moving and relocation assistance to support planned housing transitions.
- Essential move-in assistance (furniture, household supplies, application fees, etc.)

### Housing Relocation & Transitions

- Ongoing assessment of housing stability and appropriateness of the current housing placement.
- Coordination and support for planned housing transitions, including relocation, shared housing, reunification, mutual rescission, transfers, and other permanent housing pathways.
- Eviction prevention and tenancy problem-solving, and housing retention strategies.
- Coordination with landlords, housing partners, and community providers to support successful housing transitions.

### Best Practice/Service Delivery Principles

- Housing focused service delivery centered on long-term stability.
- Trauma informed and person-centered service delivery.
- Harm reduction approaches that support housing stability.
- Participant-driven, strengths-based service delivery tailored to household needs, preferences, and transition goals.
- Programs do not require sobriety or medication/treatment compliance as a condition of obtaining or maintaining housing.
- Service intensity adjusted over time based on household progress and housing stability.

### Must Haves for Success

- Standardized housing stabilization services delivered consistently across all households.
- Housing stabilization services delivered in participants' homes and communities.
- Structured supervision, routine case review, and ongoing staff support.
- Routine housing stabilization case conferencing for households experiencing increased housing instability.
- Performance monitoring and accountability to ensure households are progressing toward long-term housing stability
- Defined transition planning process initiated early in enrollment, includes ongoing pathway review, and continues through program exit.
- Collaboration across community providers.
- Clear pathways to higher-acuity interventions, including PSH and other long-term supports, when appropriate.

#### APPENDIX I: Rapid Rehousing Program Model

- Formal transfer and coordination processes for households require a different level of care.
- Integration of peer support, where appropriate.
- Person-centered service delivery and organizational culture that prioritizes housing stability and participant choice.

#### Domestic Violence Considerations

- Survivor-centered, trauma-informed service delivery.
- Confidentiality and privacy protections.
- Individualized safety planning.

## Budget

FTE will be capped at \$77,500. The \$77,500 maximum applies to direct program costs (personnel, fringe, supervision, and operating expenses).

| Payroll and Personnel Expenses                                                      |                                                    |                   |                      |               |
|-------------------------------------------------------------------------------------|----------------------------------------------------|-------------------|----------------------|---------------|
| Salary and Wages                                                                    |                                                    | FTE's             | Salary / Calculation | Total Expense |
|                                                                                     | Supervision                                        |                   |                      |               |
|                                                                                     | Housing Stabilization Case Managers                |                   |                      |               |
|                                                                                     | Support staff                                      |                   |                      |               |
| <b>Fringe Benefits (provide detail)</b>                                             |                                                    |                   |                      |               |
|                                                                                     | Workers Comp                                       |                   |                      |               |
|                                                                                     | Insurance                                          |                   |                      |               |
|                                                                                     | Retirement                                         |                   |                      |               |
|                                                                                     | FICA                                               |                   |                      |               |
|                                                                                     | Other                                              |                   |                      |               |
| <b>Personnel Costs Subtotal</b>                                                     |                                                    |                   |                      |               |
| Direct Program Operating Expenses                                                   |                                                    | Basis/Description |                      | Total Expense |
|                                                                                     | Utilities                                          |                   |                      |               |
|                                                                                     | Office Supplies                                    |                   |                      |               |
|                                                                                     | Telephone / Internet / Communications              |                   |                      |               |
|                                                                                     | Local travel/mileage                               |                   |                      |               |
|                                                                                     | Technology (computers, HMIS, software, Cell Phones |                   |                      |               |
|                                                                                     | Supplies and materials                             |                   |                      |               |
|                                                                                     | Other Direct Program Operating Expenses            |                   |                      |               |
| <b>Direct Program Operating Expenses Subtotal</b>                                   |                                                    |                   |                      |               |
| Budget Summary                                                                      |                                                    |                   |                      | Total Expense |
| Personnel Costs                                                                     |                                                    |                   |                      |               |
| Direct Program Operating Expenses                                                   |                                                    |                   |                      |               |
| <b>Subtotal Direct Program costs</b><br>(max fully loaded rate is \$77,500 per FTE) |                                                    |                   |                      |               |
| <b>Administrative Costs</b> (Not to Exceed 10% of Direct Program costs requested)   |                                                    |                   |                      |               |
| <b>TOTAL FUNDING REQUESTED</b>                                                      |                                                    |                   |                      |               |