



CITY OF BEND

### CITY COUNCIL ISSUE SUMMARY

**MEETING DATE:** MARCH 16, 2022

**SUBJECT:** Authorize an agreement with Shepherd's House Ministries to develop and operate a Navigation Center at the City's 2<sup>nd</sup> Street Shelter

**STAFF MEMBER:** Amy Fraley

**DEPARTMENT:** Housing

**ACTION REQUIRED:**

- ☒ Motion
- ☐ Public Hearing Date:
- ☐ Ordinance 1<sup>st</sup> Reading Date:
- ☐ Ordinance 2<sup>nd</sup> Reading Date:
- ☐ Resolution
- ☐ Information/Direction
- ☐ Consent Agenda (*adopted by motion*)

**ADVISORY BOARD/COMMISSION RECOMMENDATION:**

- ☐ Approval
- ☐ Denial
- ☐ None Forwarded
- ☒ Not applicable

**Comments:**

### RECOMMENDED MOTION:

I move to authorize a three-year agreement with Shepherd's House Ministries to develop and operate a Navigation Center at the shelter owned by the City at 275 NE 2<sup>nd</sup> Street, in Bend, in an amount not to exceed \$3,921,770.00, with options to extend for two, two-year extensions for a total of up to seven years, in substantially the form presented to Council.

### ISSUE / COUNCIL DECISION & DISCUSSION POINTS:

- The State of Oregon, through Oregon, allocated \$2.5 million to the City of Bend to create a Navigation Center, as defined in HB 2006 (2021). The City of Bend accepted these funds in June 2021, through an agreement with the State Department of Administrative Services. The Navigation Center must be operational by June 30, 2022, or the money must be returned to the State.
- Shepherd's House was the only respondent to the formal Request for Proposal for a Navigation Operator.
- The Navigation Center represents an opportunity to implement the Council strategy of investing in programs and partnerships that result in collaborative, concrete actions toward ending homelessness in Bend.

- Daytime services will not compromise the existing overnight shelter beds, but will augment services and create an opportunity for coordinated services.
- The funding from the State of Oregon may be used for acquisition, renovation, and operations of a Navigation Center.

## **BACKGROUND:**

Per House Bill 2006 (2021), a Navigation Center is defined as a low-barrier emergency shelter that is open seven days per week and connects individuals and families with health services, permanent housing and public benefits. The Navigation Center represents an innovative and responsive approach to the challenges facing our community. With measurable results, a service center or hub will enable multiple providers to meet with clients in a single, accessible location. The Navigation Center provides a coordinated approach to providing a clean and safe shelter environment while supporting participants to rebuild their lives and intensely focus on finding stable permanent housing. Shepherd's House currently provides the only low-barrier year-round overnight shelter to houseless community members and has been a consistent partner to the City.

The contract contemplates phased implementation of services. The first phase includes program development and planning, including community outreach, and start-up costs of \$46,400.

Navigation Center services at full implementation will include, but are not limited to:

- Case management
- Behavioral and physical health referrals and service
- Referrals and support to address addiction
- Assistance acquiring identification cards, Social Security Income, Supplemental Security Income, Social Security Disability Insurance, Veterans Benefits, DD214 documents, birth certificates, unemployment or Temporary Assistance to Needy Families, and Oregon Trail benefits.
- Employment support, job skills development, and education resources
- Aid in applying for housing, housing assistance, and overcoming barriers to permanent housing
- Trauma-informed peer to peer counseling
- Daily meals

A Request for Qualifications (RFQ) for Navigation Center, Shelter and Support Services was issued on June 4, 2021. An informational meeting was held on June 29, 2021. The RFQ used statements of qualifications and reference checks to determine a list of Community Based Organizations (CBO) to provide services to be awarded under multiple contracts, as needed, or to be the qualified proposers eligible to propose on future requests for proposals for these services. A Request for Proposal (RFP) specifically for the Navigation Center Operator was issued on November 19, 2021, to the prequalified CBOs. A public Presubmittal Meeting was held on December 1, 2021, and the RFP was due on December 22, 2021. Shepherd's House Ministries was the only respondent to the RFP. Their response was carefully evaluated by a team from the City with input from Deschutes County, and the

evaluation team determined the response met the qualifications for award. The intent to award was posted in early January.

## **BUDGET AND FINANCIAL IMPACTS:**

The \$2.5 million available from the State of Oregon to create a Navigation Center is contingent on the program being operational by June 30, 2022. Additional funding is allocated for this project from the American Rescue Plan Act and general fund dollars for some facility operations. Funding is included in the 2021-2023 biennial budget. Funds for future years will be included in future proposed budgets. The City is developing a contract amendment to address and prioritize renovations to the building. This amendment to the contract will come before Council at a later date.

## **DEPARTMENT DIRECTOR REVIEW**

Reviewed by: Lynne McConnell Date: February 28, 2022

## **FINANCIAL REVIEW**

Reviewed by: Melissa Hodnett Date: March 3, 2022

## **LEGAL REVIEW**

Reviewed by: Elizabeth Oshel Date: March 3, 2022

## **COMMUNITY OUTREACH PROCESS AND POTENTIAL IMPACTS:**

Extensive community outreach has been conducted regarding the continued need for resources to address houselessness in Bend. The City worked extensively with providers serving the houseless to develop and refine the request for qualifications and the proposal.

Currently, the 2<sup>nd</sup> Street site is an overnight shelter operated by Shepherd's House and owned by the City of Bend. Shepherd's House has Good Neighbor Agreements in place and is responsive to concerns expressed by surrounding businesses. They will continue to refine and formalize the communication process. The City will also support additional outreach regarding the Navigation Center as part of Phase 1 of the Scope. This initial phase requires the further development of an outreach plan that will be supported by two City staff with strong ties to local businesses and other neighbors.

## **ATTACHMENTS:**

- Proposed Contract for Navigation Center
- Notice of Intent to Award