

**REQUEST FOR INFORMATION (RFI) RFI-HMS-224-17-08-HPO  
HOUSING FIRST – OAHU**

**DEPARTMENT OF HUMAN SERVICES (DHS)  
BENEFIT, EMPLOYMENT AND SUPPORT SERVICES DIVISION (BESSD)  
HOMELESS PROGRAMS OFFICE (HPO)**

The State of Hawai'i, through the Department of Human Services (DHS), Benefit, Employment & Support Services Division (BESSD), Homeless Programs Office (HPO) issues this Request for Information (RFI) to seek information and recommendations from the general public, private sector, and community-based organizations, as well as religious organizations pursuant to Section 104, Public Law 104-193.

The mission of the DHS is to provide quality, efficient and effective services designed to help homeless individuals and families access permanent housing.

Programs funded under this opportunity will use a Housing First (HF) model to service delivery. The goals of HF are to help people access permanent housing as rapidly as possible by removing barriers to program entry, assisting with quickly locating and accessing a housing unit and providing services and supports post-housing to promote stability, support participant choice and personal goals, and prevent evictions and returns to homelessness. Pre-conditions to program entry such as sobriety and completion of treatment programs are not consistent with the HF approach. In the HF model, the landlord and supportive services staff roles are distinct, support services are voluntary using a Harm Reduction model and service staff use assertive engagement strategies to develop housing stabilization plans with tenants, teach tenancy skills, help people achieve their own goals and assist in resolving threats to stable tenancy. Staff also assist participants with completing required forms and applications, connecting with income through employment and benefits, and making connections to community-based services and stabilization supports.

The expectations are that with this assistance, participants will assume the full rights and responsibilities of tenancy, meet standard lease requirements and will not be terminated from their housing for other reasons besides violations of standard lease requirements. Program participants may still (and should) receive services in case of housing loss/eviction to help them address the causes of this housing loss and develop plans to become successful tenants.

The Provider selected in this competition to provide service on Oahu will be required to work with previous Housing First Contractor (U.S. Vets) to ensure that the existing Housing First clients are provided on-going housing and support services with little disruption as possible.

The information and recommendations received through this RFI will assist the DHS in preparing a Request for Proposals (RFP) to procure the aforementioned services for Oahu.

An orientation meeting will not be held. Responses to this RFI are to be submitted in writing, no later than September 16, 2016, 4:30 PM Hawai'i Standard Time (HST), to:

Department of Human Services  
Benefit, Employment and Support Services Division  
Homeless Programs Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813  
Attn: June Tong, Program Specialist  
Phone: (808) 586-7254  
[JTong@dhs.hawaii.gov](mailto:JTong@dhs.hawaii.gov)

The Department may engage in further informal discussions to gather additional information and recommendations. The Department reserves the right to incorporate in a solicitation, if issued, for such contract, any information and recommendations present and/or submitted in response to this RFI. Neither the Department nor any respondent to the RFI bears any obligation under this RFI.