**Attachment B: Project Narrative**

**Agency:** Click or tap here to enter text.

**Project Name:** Click or tap here to enter text.

**Name and Title of Person Completing Budget:** Click or tap here to enter text.

*Please answer the questions below. Responses to Project Narrative questions will be scored according to the Project Narrative Scoring Rubric, which can be found on pages 7-9 in the RFP.*

*Responses to Project Narrative section may not exceed 10 pages, not including the Budget and Budget Narrative. You may delete italicized instructions and question prompts to save space.*

1. **Project Summary (10 points)**

*Provide a brief description of applicant’s vision for a highly accessible, integrated, and robust CE system in Skagit County. What are the values needed for this kind of system, and how will your agency implement the vision? Include a description of the proposed services/activities to be provided and how the project is aligned with the* [*2019-2024 Skagit County 5-Year Homeless Housing Plan*](https://skagitcounty.net/HumanServices/Documents/Housing/2019%20Homeless%20Housing%20Plan.pdf)*.*

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1. **Client-Focused Services (15 points)**

*It is the expectation that the CE system is client focused. What steps will your agency take to promote high-quality, client-centered engagement? Describe program expectations for communication and interacting with clients. How does project foster a sense of welcoming and belonging for clients/CE-eligible households? Please outline any specific steps to support clients when they are on the Housing Interest Pool, including to ensure that vulnerable, high-need clients remain active on the list.*

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1. **Program Access, Locations, and Outreach (20 points)**

## *It is the expectation that CE service delivery is robust, responsive to client need, and accessible county-wide. Provide a description of how services will be implemented, including the location and hours where services will be delivered, how services can be accessed, and staff availability for working directly with clients. What will capacity look like for walk-ins or working with clients outside of regular business hours? How will households who access outreach and shelter services enroll in CE? What are the anticipated barriers to project access? What type of innovations will project bring to address barriers if funding is awarded?*

## Click or tap here to enter text.

1. **Integration with Programs and Systems (15 points)**

*It is the expectation that CE in Skagit is integrated with physical and behavioral health programs and systems. Provide a summary of how project will be integrated with physical and behavioral health programs and systems. How are program participants connected to other services? Distinguish between the services that will be provided by your agency versus by other organizations in the community. What steps will your agency take to streamline communication between providers? How will you foster innovative collaboration? Include a description of any formal agreements and history of partnerships in the community and linkages to mainstream resources. Please list the committees, groups, or meetings in which your agency participates as related to CE (ex. Anchor Community Initiative meetings, BoS CE meetings, etc.).*

Click or tap here to enter text.

1. **System Flow and Navigation of Services (10 points)**

*It is the expectation that the CE system is designed to facilitate timely, effective, and efficient referrals to services that support households experiencing homelessness. Please detail processes for CE system flow. What are CE partner expectations and how does the project ensure accountability to partners? How is participant information shared and how will project ensure that participant data is entered into the system accurately and in a timely manner? Be as specific as possible in describing the timeframe for processing referrals from partner organizations. Please note any proposed technology to facilitate effective communication among CE providers and for enrolling clients. In addition, describe approach to diversion or creative problem-solving conversations that assist clients to resolve their housing crises outside of the crisis response system.*

Click or tap here to enter text.

1. **Transparency and Community Involvement (10 points)**

*It is the expectation that CE process, policies, and procedures are clearly communicated to CE partners and program participants. As CE Lead Agency, how will you ensure that system providers are knowledgeable of CE processes and operating within CE policies and procedures? How will you increase awareness of CE to the wider community, including local stakeholder, landlords, Tribes, and of/by/for or culturally specific organizations? How will you incorporate feedback from the wider community to make quality improvements to the CE system?*

Click or tap here to enter text.

1. **Outputs and Outcomes (10 points)**

*Provide a description of proposed outputs and outcomes. If possible, please use HMIS data to ground predictions about future performance. Describe how outcomes are reasonable for the services provided and the population served. Describe your agency’s approach to integrated care management that is tailored to the households’ needs and how this approach creates a pathway to permanent housing.*

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8. **Experience and Capacity (10 points)**

*Provide a description of your agency’s experience providing homeless housing and/or services.* *Does your agency have the ability and capacity to meet HMIS requirements? Participation or experience with HMIS is not a requirement; if your agency does not participate in HMIS, describe your agency’s ability and capacity to meet the requirements (e.g., experience with data collection, databases, meeting data standards, etc.). Does your agency have experience managing and accounting for public funding? Please describe fiscal oversight in your agency.*

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