

COUNTY OF SAN LUIS OBISPO

(HHAP-4) Prevention and Shelter Diversion Program Request for Proposals



County of San Luis Obispo
Department of Social Services
Homeless Services Division
January 20, 2026

The County of San Luis Obispo (County) is now accepting applications for the HHAP-4 Prevention and Shelter Diversion Request for Proposals (RFP) until the **5:00 pm submission deadline on February 13, 2026**.

This RFP is posted on the County's Department of Social Services – Homeless Services Division website at slocounty.gov/HomelessServicesGrants.

Any changes, additions, or deletions to this RFP will be in the form of written addenda issued by the County. Any addenda will be posted on the website. Prospective applicants must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective applicant to receive such addenda. All addenda so issued shall become a part of this RFP.

If your firm is interested and qualified, please complete the application for the appropriate program (HHAP-4) in the Neighborly software portal. The Neighborly software portal is located on the County's Department of Social Services – Homeless Services Division website at slocounty.gov/HomelessServicesGrants. Applications must be submitted no later than **5:00 pm on February 13, 2026**.

If you have any questions about the application process, please contact the Homeless Services Division directly.

Homeless Services Division – Grants team

HSDGrants@co.slo.ca.us



1 Contents

I. SCHEDULE AND SUBMITTAL	4
A. RFP SCHEDULE	4
B. APPLICATION INFORMATION	4
II. INTRODUCTION	5
A. HOMELESS HOUSING, ASSISTANCE AND PREVENTION – ROUND 4 (HHAP-4) PREVENTION AND SHELTER DIVERSION PROGRAM OVERVIEW	5
B. GENERAL REQUIREMENTS	7
III. GENERAL INSTRUCTIONS	8
A. COUNTY RIGHTS & OPTIONS	8
B. CHANGES TO THE RFP	10
C. COMMUNICATIONS	10
D. INSURANCE	10
E. EXCEPTIONS & DEVIATIONS	10
F. AWARDS	10
IV. APPLICATION SELECTION & AGREEMENT AWARD	11
A. SELECTION PROCEDURES	11
B. SELECTION CRITERIA	11
C. PERFORMANCE METRICS BY PROGRAM TYPE	11
D. FINAL SELECTION	12
E. AGREEMENT AWARD AND EXECUTION	12
F. PROTEST OF AWARD	13

I. SCHEDULE AND SUBMITTAL**A. RFP SCHEDULE**

The following represents the anticipated schedule for this RFP. Any change in the scheduled dates will be advertised in the form of an addendum to this RFP. The schedule for other milestones dates may be adjusted without notice.

Any updates to the schedule for this RFP will be made available on the Social Services – Homeless Services Division website, slocounty.gov/HomelessServicesGrants

Anticipated RFP Schedule

- **RFP Issued:** January 20, 2026, at 8:00am PST
- **Application Submission Deadline:** **February 13, 2026, at 5:00pm PST**
- **Evaluation of Applications:** February 2026
- **Homeless Services Oversight Council (HSOC):** March 18, 2026
- **Approval of Draft Recommendations**
- **BOS Approval:** April 2026

B. APPLICATION INFORMATION

Applications are accepted electronically via Neighborly Software only. *New users must first register their account before accessing the participant portal.* Applicants can access the application portal at <https://portal.neighborlysoftware.com/SANLUISOBISPOCOUNTYCA/participant>.

After creating a username and password (one username and password per agency per application), applicants may begin work on their applications. The Neighborly system doesn't have automatic saving, so please make sure to save your work before logging off and applicants may log off and log on again at any time and from any computer to continue working on their applications. Applications will be locked for editing at 5:00 p.m. on the deadline listed in the RFP Schedule. Click "Submit" to submit applications.

Caution: Applicants will not be able to submit their application unless all required fields are completed prior to submission. The application will indicate which required questions are missing. Applicants may correct errors up until 5:00 p.m. on the application deadline listed in the RFP Schedule.

Applicants are strongly encouraged to submit applications in advance of the deadline to allow time to correct errors. (Note that Neighborly only checks for empty fields; acceptance of an application by Neighborly does not ensure that the application is complete.) In addition to checking that all responses are complete, please check that all required documents have been uploaded. The application in Neighborly including all required attachments must be submitted by **February 13, 2026, 5:00 p.m.**

If applicants have technical difficulties, they can email Neighborly Technical Support at support@neighborlysoftware.com.

II. INTRODUCTION

The funding available through this Request for Proposals is for California Department of Housing and Community Development (HCD) Homeless Housing, Assistance and Prevention (HHAP) – Round 4. The HHAP-4 Prevention and Shelter Diversion Program seeks to provide early intervention and support to individuals and families at imminent risk of homelessness; assist at-risk households maintain stable housing through rent and utility assistance, legal services, case management, and other supportive resources; and promote strong community partnerships that foster a coordinated and sustainable approach to preventing homelessness.

Program Objectives

The objectives of the HHAP-4 Prevention and Shelter Diversion Program are the following:

1. **Prevention of Evictions:** Assist households at risk of eviction through financial support and legal advocacy.
2. **Supportive Services:** Provide comprehensive case management services to address underlying issues such as financial instability, mental health, substance use, and employment.
3. **Rapid Reconnection to Housing:** Support households with transitional assistance to re-stabilize and reconnect to permanent housing if eviction has already occurred.
4. **Long-Term Stability:** Foster long-term housing stability through access to job training, financial literacy, and other life skills development.

HHAP-4 Funding

A total of **\$464,469.93** is available for application. HHAP-4 funds must be fully expended by 5/31/2027.

A. HOMELESS HOUSING, ASSISTANCE AND PREVENTION – ROUND 4 (HHAP-4) PREVENTION AND SHELTER DIVERSION PROGRAM OVERVIEW

I. Program Description

The HHAP Program is administered by the California Department of Housing and Community Development (HCD) in the Business, Consumer Services and Housing Agency (Agency). HHAP provides flexible block grant funds to Continuums of Care, large cities (population of 300,000+) and counties to build on the regional coordination created through previous HCD grant funding and support local jurisdictions in their unified regional responses to reduce and end homelessness.

II. Award Information

Awards are issued as grants or loans.

III. Eligible Applicants

Open to all types of domestic applicants other than individuals. Applicants must agree to comply with Housing First and Low Barrier Requirements as defined in the California Welfare and Institutions Code section [8255\(b\)](#) and ensure proposed project aligns with the Promising and Evidence Based Practices (<https://endhomelessness.org>) or promising, evidence-informed, or evidence-based practices identified as such by the U.S. Interagency Council on Homelessness, the U.S. Department of Health and Human Services, or other federal agencies.

IV. Homeless Services Oversight Council (HSOC) Priorities

On July 16, 2025, the HSOC approved priorities for HHAP-4 (2nd disbursement) that align with the San Luis Obispo Countywide Plan to Address Homelessness. The following priorities were included in the released August 2025 Request for Proposals:

HHAP-4 Funding Priorities

1. Delivery of permanent housing and innovative housing solutions, such as hotel and motel conversions
2. **Prevention and Shelter Diversion**
3. Interim Sheltering

HHAP-4 included a \$464,469.93 allocation specifically for prevention and shelter diversion, which remains unawarded. On November 19, 2025, HSOC approved staff's recommendation to release a new RFP to ensure these funds are distributed in alignment with HSOC's priorities.

V. Eligible Activities

HHAP funding may be utilized on evidence-based solutions that prevent, reduce and end homelessness. Grantees may not use HHAP grant funding to supplant existing local funds for homeless housing, assistance, or prevention, and funds must be expended in compliance with Housing First requirements per Health and Safety Codes Section HSC 50220.5(g).

Eligible Activity

Prevention and shelter diversion, including crisis resolution, mediation, and conflict resolution, creative problem solving, connection to mainstream resources, and light-touch financial assistance directly resulting in housing solutions.

Scope of Services

Proposals should include, but are not limited to, the following components:

1. **Financial Assistance:** Provide short-term or medium-term rental and utility assistance for eligible households facing eviction or housing instability
2. **Case Management:** Provide or coordinate case management services that help individuals and families navigate the eviction process, access supportive resources, and resolve barriers to housing stability.
3. **Legal Services:** Offer eviction prevention services, including legal representation or referral services for tenants facing eviction.
4. **Housing Stabilization:** Assist with securing new housing or ensuring the stability of existing housing arrangements.
5. **Crisis Intervention:** Offer emergency support for individuals and families facing immediate housing crises.
6. **Resource Coordination:** Collaborate with community-based organizations, local government agencies, and other housing support programs to connect households with resources such as food, childcare, mental health services, and employment assistance.
7. **Program Evaluation:** Monitor program effectiveness through outcome tracking and regular assessments of client needs and program success.

VI. Eligible Households

HHAP-4 Prevention and Shelter Diversion assistance may be provided to individuals and families who meet the criteria under the "Imminent Risk of homelessness" as defined in Section 578.3 of Title 24 of the Code of Federal Regulations:

Imminent Risk of Homelessness (Category 2 Definition of Homelessness)

- a. The household will lose their primary nighttime residence within 14 days of the date of application for assistance, and
- b. No subsequent residence has been identified, and
- c. The household lacks the resources or support networks (e.g., family, friends, faith-based or other social networks) needed to obtain other permanent housing, and
- d. The household's annual income is below 80 percent of the median family income for the area (the area median income or "AMI")

B. GENERAL REQUIREMENTS

(Not an explicit list of requirements. Applicant is responsible for researching program regulations.)

VII. Reporting

Providers shall maintain a record of all persons receiving benefits from the program, collect data, and directly enter this data into the HMIS, or for Domestic Violence Providers, a comparable database. This data must include all required HMIS data elements per the most current HMIS Data Standards from the US Department of Housing and Urban Development. The Proposer shall also be in compliance with San Luis Obispo County HMIS Policies & Procedures (<https://www.slocounty.ca.gov/departments/social-services/homeless-services-division/homeless-management-information-system>). If the proposer has not previously entered information into HMIS, they are required to establish a separate Agency Agreement with the HMIS Lead Agency - DSS Homeless Services Division - as outlined in the HMIS Policies and Procedures Manual. New HMIS Agency Agreements should be in place no later than 90 days before activities begin. If any proposer will not be able to meet the above requirements, applicants shall detail an alternative action within their proposal.

Progress Reports are required to be submitted quarterly via Neighborly Software, identifying the demographics of beneficiaries served, milestones reached, any barriers encountered, and accomplishments achieved to ensure reimbursement of funds. A Final Report is also required to ensure reimbursement of funds. Reporting details vary depending on the activity funded. 100 percent of HHAP-4 funds must be expended by May 31, 2027.

VIII. Monitoring

The County will monitor the performance of the Subrecipient against the project/program's goals and performance standards. Substandard performance as determined by the County or the state Department of Housing and Community Development (HCD), will constitute noncompliance against the project Agreement. If action to correct such substandard performance is not taken by the Subrecipient within the time prescribed by the County, or HCD, agreement suspension or termination procedures will be initiated.

On-site visits may be required to complete monitoring efforts. Typical monitoring reviews consist of the following:

- Desk top monitoring (Review of application for funding, written agreement, progress reports, draw-down requests, Homeless Management Information System (HMIS) reports, correspondence, previous monitoring reviews, and copies of audits.)
- On-site monitoring (Notice of visit will be issued; entrance conference will be held; documentation, data gathering, and analysis will occur; an exit conference will be held to present preliminary results of the monitoring.)
- Follow-up will occur by issuing a letter identifying the results of the visit and the subrecipient will have an opportunity to clarify any concerns or findings identified with satisfactory documentation of requirements being met. Corrective Action may be required.

III. GENERAL INSTRUCTIONS

A. COUNTY RIGHTS & OPTIONS

1. All applications must be submitted to the County's Department Social Services – Homeless Services Division via the Neighborly software portal no later than **5:00 pm on February 13, 2026**. Late applications will not be considered.
2. The County reserves the right to request any missing information in an application submitted in response to this RFP. Applicant shall have 24 hours to provide the information to the requesting County staff.
3. All costs incurred in the preparation and submission of application and related documentation will be borne solely by the applicant.
4. This RFP does not constitute an offer of employment or to agreement for services.
5. The County may, in its sole and absolute discretion, accept or reject any and all applications, in whole or in part, with or without cause, in response to this RFP, and make more than one award, or no award, or postpone or cancel, at any time, during this RFP process, as which the County determines to be in its best interests.
6. The County reserves the right to remedy technical errors, modify the published scope of services, and approve or disapprove the use of all sub-consultants.
7. The issuance of this RFP does not constitute an agreement by the County that any subsequent selection process will occur, or that any agreement will be entered into by the County. Application and other materials will not be returned.
8. The County has the right to use any or all ideas or concepts presented in any application or interview without restriction, without conversation to all applicants.
9. All documents submitted to the County in response to this RFP will become the exclusive property of the County.
10. All applications shall remain firm for 180 days following closing date of receipt of application.
11. The County reserves the right to award the agreement to the firms who present the application which, in the judgment of the County, best accomplishes the desired results.
12. The term of the agreement will be dependent on the grant program. Award amount will remain unchanged throughout the term of agreement.
13. Any agreement awarded pursuant to this RFP will incorporate the requirements and specifications contained in this RFP. All information presented in an applicant's application will be considered binding upon selection of the successful applicant, unless otherwise modified and agreed to by the County during subsequent negotiations.
14. Under the provisions of the California Public Records Act (the "Act"), Government Code section

6252 et seq., the County may be obligated to provide a copy of any and all records that the applicant provides County relating to this RFP (hereafter "Records from Applicant"), including those records which the applicant believes constitute confidential information. If the County determines (in its sole discretion) that (i) a person/entity has requested a copy of records that would include Records from Applicant, and (ii) the County does not have sufficient direct, first-hand knowledge to independently conclude that such Records from Applicant are exempt from disclosure under the Act, and (iii) the requester is not willing to accept the applicant's claim that the Records from Applicant are exempt from disclosure under the Act, the County will provide the applicant written notice thereof (via mail and/or email). If the applicant does not, within seven court business days thereof, file the appropriate papers in San Luis Obispo County Superior Court ("Court") seeking a court order preventing the County from disclosing any such Records from Applicant to the requester, and have its request heard by the Court within 30 days thereof, the applicant shall be deemed to have waived any claim that the Records from Applicant are exempt under the Act. (The County reserves the right to issue a written extension of time if it determines (in its sole discretion) that one is appropriate.) Under no circumstances shall the applicant be entitled to recover from County any of its court costs, attorney's fees, or other litigation expenses that are related in any way to whether any Records from Applicant are exempt under the Act. If any applicant believes that information contained in its response to this RFP should be protected from disclosure, the applicant MUST specifically identify the pages of the response that contains the information by properly marking the applicable pages and inserting the following notice in front of its response:

The County will not honor any attempt by applicant to designate its entire application as proprietary. If there is any dispute, lawsuit, claim, or demand as to whether information within the response to the RFP is protected from disclosure under the Act, applicant shall indemnify, defend, and hold harmless, the County arising out of such dispute, lawsuit, claim, or demand.

15. The applicant warrants that no official or employee of the County has an interest, has been employed or retained to solicit or aid in the procuring of any agreement resulting from this RFP, if any, and further warrants that such person will not be employed in the performance of the agreement without immediate written notice to the County.
16. Firms submitting application shall warrant that their offer is made without any previous understanding, agreement, or connection with any person, firm, or corporation submitting a separate application for the same project and is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action. This condition shall not apply to applications which are submitted by firms who have partnered with others to submit a cooperative application that clearly identifies a primary agreement and the associated sub-agreements.
17. Agreement shall comply with all laws and regulations governing nondiscrimination in employment, including the Americans with Disabilities Act of 1990, the Fair Employment and Housing Act (California Government Code §§ 12900, et seq.), and the applicable regulations promulgated thereunder (2 California Code of Regulations §§ 7285, et seq.).
 - 17.1. **Nondiscrimination:** The Agreement, with regard to the work performed by them during the Agreement, shall not discriminate on the grounds of race, color or national origin or other legally protected criteria in employment or the selection and retention of sub-agreements, including procurement of materials and leases of equipment. The Agreement shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the Agreement covers a program set forth in Appendix B of the Regulation.
 - 17.2. **Solicitation for Sub-agreements, Including Procurement of Materials and Equipment.** In all solicitation, either by competitive bidding or negotiation, made by the Agreement for work to be performed under a sub-agreement, including procurement of materials or leases of equipment, each potential sub-agreement or supplier shall be

notified by the Agreement of the Agreement's obligations under this Agreement and the regulations.

18. Unforeseen additional items and/or services may be required. The County therefore reserves the right to negotiate with the successful applicant for additional items and/or services beyond what is included in the final agreement.

B. CHANGES TO THE RFP

This RFP is posted on the County's Social Services Department – Homeless Services Division website at slocounty.gov/HomelessServicesGrants. Any changes, additions, or deletions to this RFP will be in the form of written addenda issued by the County. Any addenda will be posted on the website. Prospective applicants must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective applicant to receive such addenda. All addenda so issued shall become a part of this RFP.

C. COMMUNICATIONS

All communications concerning this RFP shall be directed to the Homeless Services Division **HSDGrants@co.slo.ca.us**. All other communication is not binding and shall in no way modify the RFP or the obligations of the County.

The proceedings of the Grant Review Committee are confidential, and members of the Committee are not to be contacted by the applicants. Any questions and requests for information must be addressed to County staff.

D. INSURANCE

The selected applicant will be required to provide insurance coverage in the amount of Two Million Dollars (\$2,000,000) Commercial General Liability (CGL) Insurance and Two Million Dollars (\$2,000,000) Professional Liability Insurance per occurrence and Four Million Dollars (\$4,000,000) aggregate.

- **CGL & Property Damage:** \$2.0 Million per occurrence
- **Professional Liability:** \$2.0 Million per occurrence / \$4.0 Million aggregate
- **Auto Liability /Property Damage/Bodily Injury:** \$1.0 Million per occurrence
- **Workers Compensation & Disability Benefits:** \$1.0 Million per occurrence

The selected applicant shall provide within five (5) days after the Notice of Award is issued a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the agreement and must be in an amount and format satisfactory to the County. Other insurance policies may be required depending on the scope of the project.

E. EXCEPTIONS & DEVIATIONS

Any exceptions to or deviations from the requirements set forth in this RFP must be declared in the application submitted by the applicant. Such exceptions or deviations must be uploaded in the application as a supplemental document with the title "Exceptions and Deviations." The County may waive any immaterial deviation or defect in an application.

F. AWARDS

Draft recommendations will be announced in the Spring of 2026 but are subject to the approval of the Board of Supervisors.

IV. APPLICATION SELECTION & AGREEMENT AWARD**A. SELECTION PROCEDURES**

Non-conflicted grant review committees will be convened to review and score project applications. County staff will meet with applicants to ask for additional information as requested by the committees. Applicants will be informed of date/ time to be available for additional questions.

The grant review committees will consider the completeness of an application and how well the application meets the needs of the County for priorities stated prior. Evaluations will be based on criteria as outlined in **Section B (Selection Criteria)** below. All applications in response to this RFP will be evaluated using the same criteria.

The sole purpose of the selection procedure is to determine, from among the responses received, which one is the best qualified firm at compensation that the agency determines to be fair and reasonable. Any final analysis or weighted score does not imply that one applicant is superior to another, but simply that, in the grant review committee's judgment, the selected applicant appears to be best qualified for the County's current and anticipated needs.

PUBLIC SERVICE APPLICATIONS APPROVAL

The Homeless Services Oversight Council (HSOC) will convene on March 18, 2026, to review project applications recommended for funding by the grant review committee. The HSOC will vote to submit recommended projects for approval by the County Board of Supervisors in April 2026.

B. SELECTION CRITERIA

The County will evaluate the application based on, but not limited to, the following criteria:

Total Points Available Per Application – 100 points

- **Performance Outcomes and Improved Capacity** – 25 points
- **Applicant's Demonstrated Expertise and Understanding** – 25 points
- **Understanding of scope of work** – 15 points
- **Cost Effectiveness** – 10 points
- **Project Feasibility** – 10 points
- **Financial Feasibility and Long-Term Sustainability** – 10 points
- **Alignment with the San Luis Obispo Countywide Plan to Address Homelessness** – 5 points

C. PERFORMANCE METRICS BY PROGRAM TYPE

Grant application performance criteria was approved by the HSOC Executive Committee on February 19, 2025, and approved by the County of San Luis Obispo Board of Supervisors on April 8th, 2025.

The following performance criteria shall be requested from entities applying for funding through the HSOC grant application processes as a standard, when applying for one of the below types of homeless services. All data will be gathered from the County's Homeless Management Information System (HMIS) or an HMIS-compliant database, unless otherwise noted, and provided to the Grant Review Committee as part of the scoring process. The metrics will measure performance over the prior grant period. When needed to comply with grant requirements and direction from the funding agency or to ensure competitiveness for the grant, County staff may alter the criteria.

Homelessness Prevention (HP)

- Number of persons or households enrolled in homelessness prevention the project within the previous grant year

- Percentage of persons or households who were exited from a homeless prevention program and subsequently became homeless within one year of exiting from the prevention program

Cost Effectiveness

- Measure cost effectiveness based on the same measures used in performance metrics, e.g. for street outreach projects, calculate the average cost per placement into housing or other positive destinations and cost per number of persons or households experiencing chronic homelessness placed, using requested grant amount and proposed outcomes.

D. FINAL SELECTION

The grant review committees will formulate its recommendations for award of the Agreement and forward its selection for approval by the County Board of Supervisors in April 2026.

E. AGREEMENT AWARD AND EXECUTION

The County reserves the right to enter into an agreement without further discussion of the submitted application. Therefore, the application should be initially submitted on the most favorable terms the applicant can offer.

The County reserves the right to withdraw the RFP in whole or in part, at any time and for any reason. Submission of an application confers no rights upon an applicant and does not obligate the County in any manner. The County reserves the right to award no agreement and to solicit additional offers at a later date.

Each applicant, by submitting an application, agrees that if the County accepts its application, such applicant will furnish all items and services upon the terms and conditions in this RFP and subsequent agreement. Applications that do not meet the mandatory requirements set forth in this RFP will be considered non-compliant. Applicants may be disqualified, and the application may be rejected by the County for any of, but not limited to, the following reasons:

- Failure to properly respond to the RFP;
- Evidence of collusion among the applicants submitting the application;
- Failure to comply with the specification requirements of the RFP.

Terms, conditions, prices, methodology, or other features of the Agreement's application may be subject to negotiation and subsequent revision. As part of the negotiations, the Agreement may be required to submit additional financial information and other data to allow for a detailed evaluation of the feasibility, reasonableness, and acceptability of the application.

The RFP document and the successful applicant's application response, as amended by agreement between the County and the successful applicant, including e-mail or written correspondence relative to the RFP, may become part of the agreement documents. Additionally, the County may verify the successful applicant's representations that appear in the application. Failure of the successful applicant to perform as represented may result in elimination of the successful applicant from competition or in agreement cancellation or termination.

The requirements listed in this RFP are not negotiable and will remain unchanged unless the County determines that a change in such requirements is in the best interest of the County.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all application, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the application which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation and taking into consideration other evaluation factors set forth in the RFP. The successful applicant will be expected to enter into an agreement with the County. If the successful applicant fails to sign an agreement

within fifteen (15) business days following the delivery of the agreement documents, the County may elect to negotiate an agreement with the next-highest ranked applicant.

The County shall not be bound, or in any way obligated, until both parties have executed an agreement. The selected applicant may not incur any chargeable costs prior to final agreement execution. The foregoing should not be interpreted to prohibit either party from proposing additional agreement terms and conditions during the negotiation of the final Agreement.

The supplies and services are to be provided in compliance with all applicable state and federal standards, rules, and regulations. The County reserves the right to request additional written and/or oral information from applicants, at any time before any award, to obtain clarification of their responses.

F. PROTEST OF AWARD

Any objection to the County's final decision will be handled according to applicable state and local procurement laws.