



Request for Proposal for Coordinated Entry(CE) System Evaluation

RFP Submission Deadline: August 31st, 2026

Introduction: The Homeless Alliance of WNY(HAWNY) is a Continuum of Care (CoC) Lead agency for Erie, Niagara, Genesee, Orleans and Wyoming Counties. Our region receives about \$24million Continuum of Care funding from HUD for housing individuals and families who experience homelessness. In 2017, our community's homeless system implemented the Coordinated Entry system, which means people who experience homelessness will be prioritized for housing based on their vulnerability and homeless history in order to reduce the homeless time and prevent hard to serve people from falling through the cracks. This is a revolutionary process compared traditionally to the first come first serve model.

Purpose of the RFP: HUD requires Coordinated Entry evaluation to occur annually while focusing on the quality and effectiveness of the entire Coordinated Entry experience, including intake, assessment, and referral process, for both participating projects and participants.

We are seeking an organization/individual consultant that could use a qualitative and/or a quantitative approach to evaluate our Coordinated Entry system. Ideal proposal should include the below scope of services.

1. Review current Coordinated Entry Policy and Procedures and its implementation to identify gaps in the current system and where barriers may exist to housing stability for families and individuals.
2. Design and conduct interviews/focus groups/surveys to solicit feedback on the Access Point process and evaluation of the homeless system's overall accessibility from stakeholders, including people experiencing homelessness and service providers.
3. Create an observation evaluation form for evaluators to observe the assessment process at different coordinated entry sites to determine fidelity to the CoC's policies and procedures and to the training provided.
4. Review other community best practices and make recommendations.
5. Utilize aggregate data from the Homeless Information Management System(HMIS) to measure the outcomes for the Coordinated Entry system
6. Develop supporting materials/strategies to address identified suggested solutions

Participating projects include CoC programs and ESG (Emergency Solution Grant) funded shelters and housing projects that are required to participate in Coordinated Entry, as well as other publicly and privately funded shelter and housing projects serving people experiencing homelessness within Erie, Niagara, Genesee, Orleans and Wyoming counties. Observation evaluation should include at least (2) Coordinated Entry access hub locations, (2) street outreach teams and (6) emergency shelters. The evaluator shall conduct stakeholder interviews with a minimum of (5) shelter and (15) housing providers. The evaluator shall conduct interviews

or focus groups with at least 20 housing participants. Participants are defined as households, including unaccompanied children and youth, experiencing homelessness or who have been connected to housing through the Coordinated Entry process in the past 12 months.

Preferred applicants are research organizations/consultants with demonstrated experience conducting evaluations of homeless response systems, Coordinated Entry or other HUD-funded programs. Experience working with Continuums of Care (CoC's), applying qualitative and quantitative research methods, facilitating stakeholder engagement, and developing actionable recommendations is strongly preferred.

Background and Context-Coordinated Entry and Coordinated Entry Evaluation:

HUD coordinated entry requirements:

<https://www.hudexchange.info/homelessness-assistance/coordinated-entry/#core-guidance-and-resources>

Strategies for evaluating and monitoring coordinated entry:

<https://www.btghawaii.org/media/uploads/strategies-for-evaluating-and-monitoring-coordinated-entry.pdf>

Coordinated entry self assessment:

<https://www.in.gov/ihcda/files/ce-self-assessment-tool.pdf>

HUD coordinated entry management and data guide(Chapter 4):

<https://www.hudexchange.info/resources/documents/coordinated-entry-management-and-data-guide.pdf>

Information related to our regional Coordinated entry:

<https://wnyhomeless.org/continuum-of-care/coordinated-entry/>

Proposal Instructions:

As part of your proposal, applications should include the following:

1. Scope of services- Describe your proposed approach to completing the Coordinated Entry evaluation, including methods, tools, and activities you will use.
2. Organizational Experience and Qualifications- Describe your experience conducting evaluations of homeless response systems, Coordinated Entry systems, or other human service programs. Include relevant staff qualifications and identify who will conduct the evaluation.
3. Evaluation Methodology- Describe the evaluation tools and data collections methods you propose to use (e.g., surveys, interviews, focus groups, observations), including how findings will be analyzed and reported.
4. Project Timeline - Provide a timeline for completing all phases of the project, including, development of evaluation tools, data collection, analysis, and final reporting.
5. Cost Proposal- Provide a detailed cost break down, including;
 - a. An hourly rate for consultant fee.
 - b. Any participant incentives, listed separately

6. Expected Outcomes and Deliverables- Describe the anticipated outcomes of the evaluation and the deliverables that will be provided.
7. Applicant Information- Contact information (address, email and phone number)
8. References- Provide at least three references for similar projects completed within the past 7 years, Include a brief description of each project, the contract amount, and the client organizations.

Budget:

Up to \$16,000

Timeframe:

The Preferred time frame is for the evaluation to be completed by January 30th, 2027. However, HAWNY will consider proposals with a completion date no later than July 31, 2027. The selected contractor will be required to submit monthly progress reports throughout the contract period.

Proposal Submission:

All proposals must be received no later than August 31st ,2026. Please contact and/or submit your proposal electronically to:

Kexin Ma, Executive Director, kexinma@wnyhomeless.org

Submission of a proposal does not guarantee funding. HAWNY reserves the right to reject proposals and recirculate the RFP.

Questions and Pre-Proposal Consultation:

Prospective applicants may submit questions or request pre-proposal consultation regarding the RFP. To schedule a consultation or submit questions, please contact Kexin Ma by email @ kexinma@wnyhomeless.org. Questions should be submitted no later than August 15th, 2026. Responses to questions that clarify the RFP may be shared with all prospective applicants to ensure a fair and transparent process.