

**The Women's Home
Request for Proposals- Program Evaluation Services**

Purpose

The Women's Home (TWH), a non-profit organization, solicits proposals from qualified program evaluation experts with local area operations to work with TWH to develop and implement an evaluation to determine the community impact, including but not limited to outcomes of specific services, of the Passages Intensive Outpatient Program (Passages IOP).

The evaluation proposal should include an executive summary as well as a detailed description of the evaluation design, rationale for the proposed model of evaluation, description of roles and responsibilities and examples of how data will be presented to communicate results.

TWH is seeking to identify a firm to contract with initially for the period of June 1, 2024- December 31, 2025 with the option to renew for up to four additional one-year periods.

Where to Find the Request for Proposals

You can find the Request for Proposals on The Women's Home website at <https://www.thewomenshome.org/wp-content/uploads/Request-for-Proposal-The-Womens-Home.pdf>

Deadline

The deadline for receiving responses is no later than 12:00 p.m. CDT, Monday, April 29, 2024. TWH will not accept proposals after this deadline.

Submitting a Proposal

For electronically submitted proposals: (1) Make sure you include the proposal cover sheet as the first page of text, (2) Provide your proposal in Microsoft Word or Adobe PDF format (DO NOT password protect files), (3) Do not send materials in zip files.

Email submissions to rfpsubmissions@thewomenshome.org no later than 12:00 noon CDT on Monday, April 29, 2024.

Notification of Receipt

After the deadline, bidders will receive an email confirmation of their submission.

Notification of Award

The Women's Home will notify all bidders in writing of (1) the receipt of their proposals at The Women's Home and (2) the final outcome of the review process.

Performance Period

TWH will negotiate a contract with successful bidders to begin approximately June 1, 2024 and to terminate December 31, 2025. Renewals, for up to 3 additional years, will be contingent upon successful performance, agreement on the scope of services, budget and the availability of funding.

The Women's Home

The Women's Home (TWH) is a 501(c)(3) non-profit organization that works every day to build communities that strengthen women and support families as they reclaim their stability. In 1957, TWH was founded to help women who were homeless due to mental illness and/or addiction as there were few services available for them at that time. With decades of serving the Houston community we have learned that helping a woman is a reciprocal endeavor because it strengthens her family. Similarly, when we help a family, we strengthen a woman. This lesson was the catalyst for expanding into a full continuum of care for women and families. Today, The Women's Home operates four unique programs – a residential treatment program in Montrose, two permanent housing programs and a collaborative service center in the Spring Branch East neighborhood in Houston. TWH latest addition to the continuum of care is the implementation of the Passages Intensive Outpatient Program.

Passages Intensive Outpatient Program

The goal of The Women's Home's Passages Intensive Outpatient Program (IOP) is to provide a gold standard, best practice program to female clients in the greater Houston area. By TWH expanding its current substance use disorder (SUD) services to include IOP, the program will reach an under-resourced, low-income population group of women in the Houston area. IOP programming addresses the individual needs of SUD populations, with customized services to meet each client's needs and is a critical component in the continuum of care for The Women's Home.

The IOP will serve existing TWH clients, as well as fill an increasing unmet need for women in the community not currently being served. Passages IOP program was designed as an integrative piece of the WholeLife® model and addresses each component of a woman's life through direct care and linkages to other supplemental services. The Passages IOP program is based on both compassion and comprehension in addressing the full range of SUD services and ancillary client needs.

We Are in Search Of:

TWH is soliciting proposals from program evaluation experts who have experience in working with underserved populations and providing comprehensive, longitudinal program evaluations.

TWH is seeking an Evaluation Team that can:

- Develop an evaluation plan with Passages IOP and TWH leadership to provide a qualitative and quantitative analysis of the program and the impact on clients and families.
- Compile available data and assessment tools that are already in place
- Track and analyze outputs and outcomes and identify areas that require additional focus
- Evaluate a program that consists of inter and sub-program components, and multiple external partners
- Establish a framework to communicate evaluation and assessment results, solicit feedback, and refine as necessary
- Provide interim reports periodically as requested by TWH and one complete, formal, written report by December 31, 2025 and annually thereafter

Proposal Narrative:

A. Information about Your Organization

Please provide a written narrative that includes the following information:

- Key contact name, title, address, telephone number, fax number and e-mail address.
- A general description of your organization, profit or non-profit status, and key staff and their responsibilities and experience. Describe how you will declare any potential conflicts of interest.
- Describe your company's approach to Client Services, Technical Support and Training.
- Provide a general scope of your program evaluation services, including a limited number of examples of program evaluations completed in the last 3-5 years and a de-identified sample report that demonstrates value of services and clearly communicate summary of outcomes.
- Identify any potential collaborative partners and/or subcontractors that you propose to work with as part of the evaluation team.
- Describe your organization's specific expertise in substance use disorders, recovery support services, behavioral health, community-based services and social determinants of health.
- Describe reporting options to project leadership (written report only, written report and face-to-face description of results, willingness to run additional correlations).
- Describe your organization's method of data and information collection and reporting.
- Please describe any expertise in evaluating and measuring outcomes of longitudinal programs with multiple partners and sub-programs (programs within programs).
- Include references from three organizations that have contracted with your organization to provide services similar to those proposed. Include the name of the organization, a contact person, telephone number and email address of the contact person, the amount and term of the contract(s), and the service your organization provided through the contract(s).

B. Information about Your Proposal

Please provide a written narrative that includes the following information:

(See Attachments A and B for program information to support evaluation design)

- Evaluation scope should be developed to address each of the program components and show how components link together to form a more holistic, comprehensive service delivery system.
- Outline a data gathering and analysis process that describes the safeguards that are built to protect objectivity and accuracy.

C. Budget and Staffing

Submit a detailed, itemized budget and budget narrative of proposed services.

- Include a budget for the program evaluation implementation covering the 18-month period June 1, 2024-December 31, 2025. If you would like to include two to three evaluation options with

corresponding budgets for consideration, please make sure it is clear what you consider to be the pros and cons of the different options other than the difference in cost.

- Include in the budget the cost of evaluation instruments, assessments that will need to be purchased and the cost of training staff (if applicable) to utilize the instruments/assessments.

Attachment A

The Women's Home- Community Impact

Our work results in:

1) **Stronger Women- Residential Treatment Program:** The Women's Home is licensed as a residential treatment program by the Texas Department of State Health Services to provide intensive residential, supportive residential and outpatient treatment. Our Residential Treatment Program in Montrose offers residential treatment and transitional housing for indigent women who are homeless due to mental and/or substance use disorders. Eighty percent of our clients have co-occurring disorders. With our unique WholeLife® Model of care and evidenced-based interventions, our licensed professional team helps our clients break life-long cycles of homelessness and chemical dependency as they learn to manage their mental illness and maintain their sobriety. We help clients improve their lives in six areas: mental/emotional, physical, spiritual, financial, social, and vocational. Our program provides two levels of treatment for women at different stages of recovery, an 89-day Intensive Program and longer-term Supportive Program (6-18 months).

Along with residential care, clients receive intensive, highly structured mental and behavioral health treatment services including individual and group therapy, substance abuse individual counseling, group meetings, case management and physical activities. Our vocational training specialists provide clients with vocational assessments and counseling, adult basic education, computer classes, job search training and employment referrals. Our clinical staff is certified to facilitate The Daring Way™, a program to help clients move toward authentic and wholehearted living. We partner with the Institute for Spirituality and Health to offer our clients a non-compulsory spiritual wellness program. Clients have access to our Aftercare Program, with monthly support groups, mixers, mentorship opportunities, use of our client computer lab, and vocational and therapeutic support.

2) **Stronger Families - Permanent Supportive Housing**

Jane Cizik Garden Place: In 2011, The Women's Home opened Jane Cizik Garden Place in Spring Branch East. Our 87-unit Silver LEED certified complex helps individuals live independently with the support of on-site case management and other support services. Garden Place fosters wellness and a sense of community with attractive apartments and an outdoor courtyard that includes a gazebo, labyrinth, patio and gardens. Inside the complex, tenants use a spiritual reflection room, exercise room, computer lab and community rooms to host meetings and events. Ten units are for tenants with chronic histories of homelessness, and 15 units are designated for formerly homeless tenants.

Adele and Ber Pieper Family Place: In 2016, The Women's Home opened Adele and Ber Pieper Family Place (Family Place), a GOLD LEED certified housing complex located near our Jane Cizik Garden Place. Family Place is an 84-unit housing complex that provides affordable, permanent supportive housing to

low-income families. Forty units are allocated for households with chronic histories of homelessness and 44 units are for families with income no greater than 60% of median family income. Apartments are attractive and the complex has a large courtyard with creative play areas for children. A community room is available for social gatherings, meetings, and activities.

Support Services: On-site case managers work across our housing complexes to provide tenant assistance with applying for food stamps, Medicare/Medicaid, Social Security, and other benefits. They help tenants with referrals for low-cost mental and physical health care providers and with referrals for emergency assistance and community resources.

3) Stronger Community - WholeLife® Service Center

Primary and Behavioral Healthcare: Primary healthcare services are provided through a co-located Federally Qualified Health Center operated by our partner Spring Branch Community Health Center, which offers sliding scale fees for the under-insured or uninsured. The Women's Home and our partners also offer outpatient behavioral health treatment on a full-time basis. Services include mental health counseling for adults, children, and families; prevention and early intervention support; psychoeducation groups; peer services; abuse prevention programming, substance use disorder and co-occurring disorder treatment; recovery support groups; and case management.

Youth Development: In 2018, youth development activities launched at the WLSC with after-school and summer programs. With our partner Boys and Girls Clubs we offer programming that supports the goals of Spring Branch I.S.D. Eight (8) of the 10 public schools near the WLSC have high percentages of impoverished students (61.7% to 97.0%) with limited English proficiency (19.1% to 75.1%).¹ Our youth development programming includes visual and performing arts, technology and digital literacy, STEM, college readiness, reading and language arts, global learning and inclusion, family and parent engagement, health and wellness, leadership and service-based education.

Economic Stability: Limited education is a barrier to success for area families – 34% of households do not have a high school diploma and 23% have no more than a high school diploma or GED certificate.² We have developed partnerships with The Women's Resource, SERJobs, and Harris County Department of Education and Maneya Group to expand adult education and workforce development training.

Attachment B

The Women's Home - Passages Intensive Outpatient Program Design

The Passages IOP is a time-limited, multi-disciplinary, multimodal structured treatment in an outpatient setting. IOP will provide at least 10-hours per week and up to 12-weeks of programming. The program will provide flexibility in programming, less restrictive treatment, continuity of care, and a targeted focus on relapse prevention and recovery skills training.

The Passages IOP consists of a comprehensive and complimentary schedule of recognized treatment approaches that may include day, evening and weekend services consisting of group and individual counseling, family support, vocational support and case management to link clients and their families with additional community-based support services as needed.

TWH services provided directly through the Passages IOP will include:

- Psychosocial and SUD Pre-Screen, Screening and Assessment
- Individual, Group and Family Therapy
- Peer Support and Recovery-Oriented Services
- Individualized Treatment Plan
- Family Support
- Crisis/Safety Planning
- Discharge Planning
- Case Management and Ancillary Support

General Program Outcomes:

- 42% of clients will successfully complete treatment services
- 45% will be abstinent at discharge
- 55% of clients will discharge to stable housing
- 55% of clients will be involved in ongoing recovery services and supports
- 90% of clients will have no arrests since admission
- 60% of clients will be employed at discharge

TWH's WholeLife® Model of Care components:

- Mental/Emotional Wellness
- Financial Wellness
- Physical Wellness
- Social Wellness
- Spiritual Wellness
- Vocational Wellness

The Women's Home- Request for Proposal External Evaluation 2024