



Request for Proposals

I. BASIC INFORMATION

Application Release Date:	February 10, 2026
Application Due Date & Time:	March 2, 2026, 5:00 PM
Anticipated Contract Term:	18 months
Anticipated Award:	\$274,250.00
Announcement Date:	March 23, 2026
Maximum Number of Contracts Awarded:	1
Maximum Funding Amount:	\$274,250.00

Questions: Questions regarding this application must be sent to Mayorsfundtoadvancenyc@mayorsfund.nyc.gov, and join us for the Q&A scheduled on February 19th from 10:00 am – 11:00 am.

Register Here for the Q&A:
<https://forms.monday.com/forms/56c727203b0535d54e55ef21c2ef859c?r=use1>

Answers will be posted on www.nyc.gov/fund after the live session.

II. APPLICATION SUBMISSION INSTRUCTIONS

General Guidelines:

- All Proposals must be submitted through this link <https://wkf.ms/4rbojev>
- Proposals received after the Proposal Due Date and Time are late and shall not be accepted, except as provided under New York City’s Procurement Policy Board Rules, Section 3-16(o)(5).
- Please allow sufficient time to complete and submit Proposals, which includes entering information, uploading documents and entering log-in credentials. The system will only allow Providers to submit Proposals prior to the Proposal Due Date and Time.
- Providers are responsible for the timely electronic submission of proposals. It is strongly recommended that Providers complete and submit their Proposals at least 24 hours in advance of the Proposal Due Date and Time.

Required Documents (**incomplete applications will not be considered**):

- Application Cover Sheet describing interest and qualifications
- Responses to Application Questions (submitted in the attachments)
- Budget: Please provide both project budget and your organization’s annual budget for the last 2 years
- Key Staff Resumes: Resumes and/or Description of Qualifications for Key Staff Positions

- Organizational Chart: Include the Program Organizational Chart, showing how the proposed services fit into your organization
- Copy of organization's malpractice insurance policy
- Proof of 501(c)(3) status, if applicable
- [Doing Business Data Form](#)

Technical Requirements for Attachments

- Application documents must be submitted through this online form: <https://wkf.ms/4rbojev>
- Formatting requirements for attachments for page 7 of the online form
 - 12pt font, 1-inch margins
 - Page numbers
 - Name of applying organization at the top of every document

III. PROGRAM BACKGROUND & RATIONALE

The New York City Department of Homeless Services (DHS) serves over 21,000 single adults daily across 126 shelters, approximately 50 of which are designated mental health shelters. These facilities face challenges including inconsistent staffing, limited resources, varied service types and levels, and insufficient clinical support. At the same time, residents of mental health shelters present with multiple and significant behavioral health needs, and experience significantly higher rates of emergency department utilization and inpatient stays compared to housed Medicaid recipients with similar profiles, often due to untreated or poorly managed conditions that shelter staff are not always able to support. Without timely access to mental health care and care coordination, clients cycle between hospitals, streets, shelters, and jails, creating instability and exacerbating health issues. The existing variability in clinical staffing and services across mental health shelters hinders effective support for these high-need individuals and slows their path to stable housing.

This project will address those needs by supporting staff recruitment and retention, giving shelter staff tools to better serve clients with mental health needs, and developing tools that HSO and DHS can continue to use to train and support mental health shelters. This will also entail coordinating and consolidating access to existing training resources across New York City.

Program Partners

The Mayor's Fund to Advance New York City, in collaboration with the New York City Department of Social Services Health Services Office (DSS HSO) and Department of Homeless Services (DHS).

IV. PROGRAM DESCRIPTION

The Mayor's Fund to Advance New York City, in collaboration with the New York City Department of Social Services Health Services Office (DSS HSO) and Department of Homeless Services (DHS) is seeking a qualified consultant for an 18-month pilot project to deliver tailored technical assistance (TA) to three

mental health shelters within the NYC single adult shelter system (“the intervention shelters”). These shelters serve individuals with serious mental illness and other behavioral health concerns, a population who experiences disproportionately high rates of hospitalization, emergency service utilization, fatal and non-fatal overdoses, and multiple barriers to permanent housing. Three similar shelters will serve as comparison.

This project aims to develop methods and technical assistance (TA) tools to enhance the quality of behavioral health services delivery and create mental health service standardization. These methods and tools will be implemented at the Intervention Shelters with the ultimate goals of:

- Developing technical assistance tools for DHS, which can be used for all mental health shelters
- Implementing the Behavioral Health Model of Practice (BHMP), a standard clinical services and staffing model, provide technical assistance to DHS and leadership at the Intervention Shelters on clinical staff hiring and retention
- Integrating clinical staff and the BHMP into standard shelter operations
- Conducting a program evaluation of the pilot
- Learning valuable lessons for TA implementation to be used at all mental health shelters

The ultimate clinical goals of the project are to break cycles between shelters and streets, improve access to care, reduce reliance on emergency healthcare utilization, and improve overall health and housing outcomes of mental health shelter clients.

To accomplish those goals, DHS is seeking to contract with a consultant who will work closely with the HSO/DHS team to develop a TA plan with tools and materials and deliver this specially designed training and technical assistance in the selected Intervention Shelters for a pilot program. Technical Assistance activities will include implementation of BHMP, training and support in new strategies to recruit and retain clinical staff and will incorporate existing resources at DHS and its sister agencies. This project envisions a scalable TA model designed to strengthen clinical capacity and standardize care across all DHS’s mental health shelters. As such, the consultant will develop implementation tools and training materials for DSS/DHS to allow sustainability beyond the pilot and will contribute to the project evaluation to determine the effectiveness of this approach.

The Mayor’s Fund will contract with the awarded Consultant, with the DSS HSO as the project manager.

V. EXPECTED DELIVERABLES AND TIMELINE

The awarded Consultant will be responsible for completing and reporting the following deliverables over an 18-month period:

- Meet with key DSS/DHS and project-related staff to learn about the project, objectives and needs.
- Review materials compiled and developed by DSS/DHS including the mental health shelter survey results.



- Participate in regular meetings with DHS/DSS and Mayors Fund staff, providing updates on the progress of the work.
- Conduct background research, interviews, and site visits to understand the general mental health shelter system landscape, staffing needs and challenges, and key metrics for measuring performance.
- Develop a technical assistance plan for the Intervention Shelters, with the necessary tools and materials.
- Provide training and technical assistance to shelter leadership, social work and clinical staff for the implementation of the Behavioral Health Model of Practice at the Intervention Shelters, focused on the following areas:
 - Supporting social service and clinical staff and other relevant shelter staff to implement the Behavioral Health Model of Practice and strengthen standardized services.
 - Reviewing the clinical team patterns and working with DHS and HSO to build the standard staff model as needed.
 - Implementing recruitment strategies to fill vacancies with appropriately qualified clinical staff and staff retention techniques.
 - Documentation, data monitoring, and using data to make decisions to improve services.
- Collaborate with the evaluation team (through NYU HEAL existing partnership with the DSS HSO) on the project evaluation, including evaluating and reporting on the process of utilizing a TA model and evaluating key outcomes six months after the implementation at the intervention shelters, compared to comparison shelters.
- Develop a Toolkit of training and TA materials, implementation tools, and guides for use by DHS and the DSS Health Services Office for system-wide implementation.

Date	Milestone
April 2026	Initial meeting with DSS/DHS for Project kick-off; contracts formalized and signed
+ 2-3 months	Shelter visits completed; findings shared with DSS/DHS
+ 2-3 months	Tailored TA plans for intervention shelters presented to DSS/DHS
+3 months	Complete 6-month process evaluation
October 2026	Interim report due to Funder
+3 months	Complete 9-month process evaluation
Jan 2027	Agree on elements to include in Toolkit
Mar 2027	Send draft toolkit to stakeholders; revise according to feedback
Apr 2027	Final toolkit created
June 2027	Final report due to Funder

VI. APPLICATION EVALUATION

Proposals will be evaluated against the criteria set out below. The process does not assign points to individual questions, but instead awards a maximum score for each evaluation criterion.

Criteria 1	Demonstration of subject matter experience and expertise in the areas of healthcare, homelessness, and behavioral health.	30 points
Criteria 2	Demonstration of experience and expertise developing and implementing technical assistance to organizations in need of enhanced staffing, operations support, and data collection.	30 points
Criteria 3	Demonstration of ability to work with various stakeholders and integrate information from multiple sources to make the most appropriate recommendations to support key outcomes.	15 points
Criteria 4	Demonstration of ability to present findings and recommendations in formats that can be interpreted and utilized by various stakeholders, from agency leadership, shelter leadership and frontline shelter staff, including creating effective tools for training and technical assistance .	15 points
Criteria 5	Demonstration of experience conducting process and outcome evaluations of multi-site projects.	10 points
	TOTAL	100

VII. APPLICATION MATERIALS & QUESTIONS

Application Questions

A. Expertise in Healthcare, Behavioral Health and Homelessness – 30 Points

1. **In no more than 500 words**, describe and demonstrate the breadth and duration of your experience and expertise implementing and/or supporting behavioral health systems and programs for people experiencing homelessness or other vulnerable populations, including through program design and implementation, systems improvement and/or technical assistance.

B. Experience with Technical Assistance – 30 points

2. **In no more than 500 words**, describe and demonstrate at least five years of experience developing and delivering technical assistance (TA) in the field of healthcare, behavioral health, and/or homelessness. Please include details about how you/your organization would approach this project using that experience, including:
 - a. Demonstrated expertise in staffing strategies, operations support, and data collection;
 - b. Proposed plan for conducting initial assessments of current performance and needs, and providing ongoing TA over an 18-month pilot;

- c. The tools and deliverables you would develop or adapt to improve service quality and standardization across shelters, and how these tools would support sustainability.
 - i. Please attach examples of past technical assistance tools and other relevant work samples.

C. Stakeholder Management – 15 points

- 3. **In no more than 300 words**, describe your approach to engaging and coordinating with key stakeholders such as city agencies, shelter leadership and frontline shelter staff, by establishing relationships and integrating diverse input to make recommendations to support key outcomes.

D. Communication, Findings and Training – 15 Points

- 4. **In no more than 300 words**, describe how you will present findings and recommendations throughout the pilot in formats that can be accessible and useful to agency leadership, shelter leadership and frontline shelter staff.
 - a. Please attach any examples of deliverables such as reports, tools, etc.

E. Evaluation – 10 Points

- 5. **In no more than 500 words**, describe and demonstrate your experience conducting process and/or outcome evaluations of multi-site or multi-program initiatives, particularly in healthcare, behavioral health, or homelessness systems. Please include details on how you would approach conducting process and outcome evaluations for this pilot using that experience, or how you collaborate with outside evaluators, specifically:
 - a. Assessing implementation at intervention shelters;
 - b. Using data to understand changes in outcomes, incorporating learnings from comparison shelters where applicable;
 - c. Using findings to inform recommendations and strategies for scaling the TA model across all mental health shelters.

Proposal Budget Summary

Improve Services to High-Acuity Single Adult New Yorkers in Shelter

Instruction: Please fill out the information and amounts in the green cells

Proposed Program Expenses	
Proposer Name	
Total Program Expenses	\$ 274,250.00

➤ **Direct Costs**

❖ Total Personnel Services (Salaries Only)		
Position Title	Total FTE (Full-time equivalent) <i>i.e. Full-time = 1.0 FTE; 1 workday = 0.2 FTE</i>	Total Project Budget (\$)
		\$
		\$
		\$
		\$
		\$

PS Subtotal	\$
Fringe Benefits	\$
Total Staffing Costs	\$

❖ Total Other than Personnel Services	
Specify:	Total Project Budget (\$)
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$

Total Direct Costs (PS and OTPS)	\$
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➤ Indirect Costs

❖ Indirect/Overhead Rate	%\$
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➤ Total Costs (Direct and Indirect)

Total Value of Line Items:	\$
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Justification: In 300 words or less, describe how the proposer will plan for and manage budgets, based on the expectations outlined in this RFP, and consistent with the proposed program design. Budget narrative should include:

1. Justification for each cost item with a description of how the budget will support the proposal, including the identification and justification of all Personnel and Other than Personnel Services (OTPS), including administrative costs and fringe benefits.
2. For Personnel Services, include titles of all personnel to be employed by the proposer under the proposed contract, as well as the salaries and fringe to be provided to such personnel.

- 3. For operation and other support expenses, list each item and explain how the costs (of each one) were determined.

VIII. SELECTION PROCESS

Award of the contract will be made to the provider whose application is the most advantageous to developing and delivering tailored technical assistance to mental health shelters serving high acuity clients in NYC.