

# Charlotte Mecklenburg Continuum of Care

## Request for Information

### Training Proposal: Client Centered Service Provision

#### Background

The Charlotte-Mecklenburg Continuum of Care (CoC) Equity and Inclusion Committee (EIC) is responsible for developing and implementing plans and processes to ensure that CoC's policies and resource allocation are positively impacting inequities among homeless individuals and families in the community. Among others, the EIC is responsible for working with HUD and NCDHHS funded agencies/organizations to review practices, develop actions plans and provide training to address disparities.

There is currently no standard equity and inclusion training specific to outreach, shelter and housing services available through the CoC or easily accessed by implementing agencies.

The CoC seeks a consultant to work collaboratively with the EIC and Homeless Management Information System to research, propose, create and implement a standard equity and inclusion training curriculum, specific to Charlotte-Mecklenburg street outreach, housing and shelter services.

#### The Consultant Will

1. **Research:** current equity and inclusion best practices relating to the effective inclusion of traditionally marginalized and most vulnerable community members specifically in **street outreach, coordinated entry, shelter and housing services**. While this initiative is not meant to produce a baseline core competency training, the curriculum should touch on the intersecting disparities and discrimination faced by marginalized community members in accessing, and successfully engaging in, street outreach, shelter and housing services. The Curriculum should touch on intersecting disparities including, but not limited to: substance use disorder, gender based and domestic violence, former incarceration, healthcare disparities and discrimination and more. Review the current policy landscape, available local, state and national data and services and more to identify disparities and gaps in services leading to the marginalization of Black people, Indigenous people, people of color (BIPOC); youth, LGBTQ+ community members, Spanish speaking community members, people living with disabilities and more.
2. **Write a Report** – informed by completed research, detailing findings and listing recommendations for a half- or full day training curriculum, and pre-/post- training evaluations designed to gauge the efficacy of the training and its ability to meet the

identified goals. These recommendations should include training content, citations, and training structure.

*The target audience for this training will be HUD, NCDHHS and other funded implementing agency leadership and staff providing street outreach, coordinated entry, shelter and housing services.*

3. **Develop the Training Curriculum** – incorporating feedback received from the COC EIC.

This training will be inclusive of:

- Module outlines and learning objectives
- Training presentations
- Trainer manuals
- Attendee workbook and/or handouts
- Learning activities and/or moderator led discussions
- Pre- and post-training surveys
- Further reading list with citations

4. **Implement the Training** in collaboration with CoC EIC

5. **Collect, Document, Analyze and Report** training outputs, evaluations and notes

6. **Review** training evaluations, evolving policies, data, and best practices and **Update** the training curriculum

## Project Deliverables

1. Initial report detailing:

- Recommendations for curriculum content and modules – must include source material citations and theory of change/learning
- Proposed outline of curriculum content
- Recommendations for training structure
- Recommendations for pre- and post-training learning evaluations

2. Training Curriculum

- Module Outlines and Learning Objectives
- Presentations, source material citations
- Trainer Manual
- Attendee workbooks and/or handouts
- Learning Activities, moderator led discussion activities, etc.
- Pre- and Post-evaluation surveys
- Further reading list with citations

3. One Training Led/Moderated

4. Post-Training Evaluation Report

5. Updated Training Curriculum informed by post-training evaluation and lessons learned

## Expected Results

The Consultant will create a training curriculum to achieve the following learning objectives:

- **Knowledge/Behavior Change**
  - Understand the disparities, challenges and discrimination faced by traditionally marginalized groups (for the current initiative, operationally defined as: BIPOC, LGBTQ+, youth, people living with disabilities, formerly incarcerated, Spanish speaking)
  - Identify best practices for staff to address equity, prevent discrimination and mitigate discrimination by other clients
- **Policy/Practice**
  - Understand HUD and Charlotte Mecklenburg CoC EIC priorities as they relate to traditionally marginalized groups
  - Identify tools and resources in HUD Exchange & EIC online resource
  - Identify best practices for organizations, system and physical infrastructure to address equity, prevent discrimination and mitigate discrimination by other clients
- **Data**
  - Understand the role that data plays in identifying disparity and directing formative change
  - Identify specific indicators recommended by HMIS and their analysis

## Management

The consultant will report to the Co-Chairs of the EIC Committee and CoC staff representatives. The consultant will work closely with HMIS team members and the full EIC committee, providing regular reports and attending regular meetings.

## Timeline

The consultant should provide their anticipated timeline with the proposal. The anticipated beginning date is May 19, 2025 with anticipated first year training implementation in October or November 2025.

## Proposal Budget

Consultant should propose a detailed budget for Project Year 1 representative of the activities and deliverables outlined above. Please keep in mind that all deliverables will be proprietary to the Mecklenburg County COC.

## RFI Timeline

- Friday, February 21, 2025: RFI issued via CoC Weekly Digest, newsletters and networks
- Friday, March 21, 2025: proposals due to: [charmecoc@mecknc.gov](mailto:charmecoc@mecknc.gov) by 5pm ET.
- Week of March 24, 2025: Workgroup meets to review proposals
- April 14-18, 2025: Committee approves selected consultant via vote
- April 21, 2025: All applicants notified of outcome
- April 21-May 9, 2025: Selected consultant(s) complete(s) County procurement process
- May 19, 2025: Engagement begins

## RFI Notes

- The CoC EIC intends to award up to three (or more) additional annual consultancy contracts for ongoing training moderation and formative updates to the initial curriculum **pending available funding** and successful execution of Project Year 1 activities and deliverables.
- Given the breadth of expertise needed to create this holistic training, consultants (individuals and/or organizations) are encouraged to submit joint proposals
- The CoC honors the lived experiences and identities of our community. Black people, Indigenous people, people of color (BIPOC); lesbian, gay, bisexual, transgender, queer, and intersex people; women; immigrants; people with disabilities, including those living with HIV; formerly incarcerated people; and people with lived experiences of poverty are all strongly encouraged to submit a proposal.

If you have questions, please email: [charmecoc@mecknc.gov](mailto:charmecoc@mecknc.gov)