



Request for Proposals Kalamazoo County Winter Shelter

TO: Prospective Bidders

FROM: The Kalamazoo County Continuum of Care

Contact: Patrese Griffin p.griffin@uwscmi.org

RE: Request for Proposal (RFP) for Winter Shelter (day and overnight)

DATE: September 11th, 2025

ABOUT UNITED WAY OF SOUTH-CENTRAL MICHIGAN

United Way of South Central Michigan (UWSCMI) gathers the power of three legacy organizations—Capital Area United Way, United Way of the Battle Creek and Kalamazoo Region, and United Way of Jackson County—to mobilize financial and volunteer resources, partners, and voices, creating equitable and lasting change for the most vulnerable people in our communities.

Our vision: Strong, caring communities where every person is valued, thriving, and connected for the common good.

Our path: Our work lifts our local communities by reducing racial and economic disparities; addressing the needs of ALICE (Asset-Limited, Income Constrained, Employed) households in financial stability, education, health, and basic needs; and creating opportunities for every person to reach their full potential.

About the Continuum of Care

The Continuum of Care (CoC) for Kalamazoo County is a planning and coordinating body with big aspirations— a county where everyone has equitable access to safe, affordable, dignified housing. Learn more about the CoC here: www.kzoococ.org

EQUITY, DIVERSITY, AND INCLUSION

UWSCMI is committed to dismantling systemic inequities that continue to cause harm for Black, Indigenous, and other People of Color (BIPOC), Lesbian, Gay, Bisexual, Transgender, and Queer



(LGBTQ+) people, women, and people with disabilities. We believe that these communities must be centered in the work we do. We strongly encourage applications from people with these identities or who are members of other marginalized communities. Together, we will continue to build capacity and accountability in our policies, practices, and partnerships. Full UWSCMI Equity Statement can be read here: <https://unitedforscmi.org/equity-diversity-and-inclusion/>

1. Overview

The Kalamazoo County Continuum of Care is seeking qualified and experienced service providers to operate **Winter Shelter Services** during the cold weather season (November – March). This includes **Day Shelter, Overnight Shelter (congregate, non-congregate, or emergency Code Blue), and Shelter Access Coordination** services for individuals and families experiencing homelessness. The objective is to ensure safety, warmth, and access to essential resources during winter months.

Additional Context:

Recently, Kalamazoo Gospel Ministries (KGM) announced beginning October 6, 2025, they will limit their emergency shelter beds to 140 (80 for single men and 60 for single women) and prioritize access for Kalamazoo County residents. This adjustment applies only to their emergency services beds. They will continue to operate with a total capacity of over 400 beds, the majority of which are connected to programming designed to help individuals take the next step towards long-term stability. Additionally, unsheltered homelessness has grown over the past three years with the 2025 Point in Time Count seeing the largest number of individuals who would have been unsheltered if not for short-term emergency sheltering efforts.

To address current community emergency sheltering needs, this RFP seeks to address the shortfall, with particular emphasis on adult men and individuals that are not participating in long-term programming within Kalamazoo County.

Applicants may also propose temporary or pop-up shelters to expand capacity during emergency cold-weather events: “Code Blue” Facilities must prioritize Kalamazoo County residents and describe reasonable verification methods, ensuring no one is turned away during emergencies due to verification delays.

Applicants should present contingency or surge plans for high-demand nights due to severe weather, including partnerships or overflow strategies.

Proposals should avoid duplication of existing services and coordinate with known providers.



2. RFP Timeline

Activity	Date
RFP Issued	September 11th
Deadline for Questions	September 19 th
Proposals Due	5pm on October 9th
Evaluation Period	Week of October 20 th
Notification of Award	October 27 th
Contract Start Date	November 1, 2025
Shelter Operational Period	November 1, 2025 – March 31, 2026

Qualified entities shall provide a proposal to Patrese Griffin via email with the above materials by October 9th at 5PM EST.

Questions about the RFP should be directed to Patrese Griffin, CoC Director
p.griffin@uwscmi.org. Questions will be answered and uploaded on a rolling basis as received.

3. Scope of Services

3.1 Day Shelter Services

Expected Services Include:

- Operating hours between [e.g., 8:00 AM – 6:00 PM]
- Must be located within Kalamazoo County
- Heated indoor space with seating/rest areas
- Access to restrooms and hygiene facilities
- Light meals/snacks, coffee, and water
- Case management/referral services
- Coordination with outreach teams and local services
- On-site staff trained in trauma-informed care and de-escalation

3.2 Overnight Shelter Services

Expected Services Include:

- Identify congregate, non-congregate, or emergency Code Blue
- Check-in between [e.g., 6:00 PM – 9:00 PM], check-out by [e.g., 7:00 AM] (if applicable)
- Beds, mats, or cots with clean linens and blankets
- Must be located within Kalamazoo County
- Indoor heating, secure sleeping environment
- Light dinner and breakfast
- Staffing ratio that ensures 24/7 supervision and safety
- Coordination with emergency services and social service providers
- Separate or safe accommodation for families with children and individual adults (if applicable)

3.3 Shelter Access Coordination

Expected Services Include:

- Daily Shelter Access Coordination (Monday–Friday): Conduct coordinated intake, referrals, and bed management across all reporting shelters that have available capacity. Maintain an up-to-date record of reported vacancies and ensure efficient matching of clients to appropriate shelter placements.
- Shelter Diversion: Implement diversion practices during the intake process to assist individuals and families in identifying safe, appropriate alternatives to shelter entry when feasible.
- After-Hours Coordination: Provide or facilitate a process for shelter coordination and referrals during non-business hours (evenings, weekends, and holidays). This may include direct staffing, an on-call rotation, or partnership with an established crisis response system.
- Communication & Data Management: Maintain effective communication channels with shelter providers, CoC and County staff. Document referrals, placements, and diversion outcomes in a system approved by the Coc and County to support accountability and evaluation.
- Equity & Accessibility: Ensure that shelter access processes are fair, transparent, and accessible to all individuals and families in need, with particular attention to populations that face barriers in accessing services.



4. Reporting

- Frequency of Reporting: Monthly
- Reporting OS: HMIS, Excel, narrative reports, or other system approved by the CoC, City, and County.

Monthly reporting will be required utilizing metrics that are agreed upon by the CoC, City, County and awarded organizations. Reporting Requirements may include:

- Day Shelter Services
 - Headcount (including some sort of demographics if possible)
 - Meals Provided
 - Incident Reporting
 - Reporting on Case Management Services (intakes/evaluations, connections to other social services, households moved to transitional housing, permanent housing, etc.)
- Overnight Shelter Services
 - Headcount (including some sort of demographics if possible)
 - Incident reporting
 - Meals Provided
 - Reporting on Case Management Services (intakes/evaluations, connections to other social services, households moved to transitional housing, permanent housing, etc.)
- Shelter Access Coordination
 - Number of households served
 - What services households are being connected with (shelter, case management, etc.)
 - Accounting of referrals, placements, and diversion efforts

5. Eligibility Requirements

Organizations must:



- Be a registered nonprofit, governmental entity, or community service provider
Organizations operating under a fiscal sponsor are eligible to apply, provided the fiscal sponsor is a registered nonprofit and agrees to assume legal and financial responsibility for the project.
- Demonstrate experience in shelter/homelessness services
- Have capacity to operate for the entire winter season (November-March)
- Comply with local fire, safety, and health regulations. Provide documentation from fire inspection showing maximum occupancy for space being utilized as a shelter.
- Provide adequate staffing and supervision
- Carry adequate liability insurance for the project scope

6. Budget and Funding

\$700,000 in total funding is available for this initiative. Proposals should demonstrate strong fiscal stewardship, scalability, and alignment with a community-wide need to maximize shelter and warming center access.

Priority may be given to projects that leverage additional funding, share operational resources, or establish formal collaborations with other community organizations.

Funding is available through the City of Kalamazoo, Kalamazoo County, and the Kalamazoo County Continuum of Care. The proposer must submit a **detailed line-item budget**, including:

- Personnel and staffing
- Facility rent or maintenance
- Utilities and supplies
- Food and hygiene items
- Transportation, if applicable
- Administrative costs (if allowed)
- Be sure to include other funding sources, if applicable, for this proposed project.

Must include funding requests **per shelter type - Day, overnight (congregate, non-congregate, or emergency Code Blue)** and **per estimated guest served per night/day**.



7. Proposal Submission Requirements

Proposals should be in Times New Roman, 12 pt font, single spaced with 1-inch margins, and a maximum of 10 pages.

Proposal must include:

- **Cover Letter**
- **Executive Summary**
- **Organizational Overview:** (mission, vision, history, strategic plan, goals, etc.)
- **Project Plan for Day and/or Overnight Shelter Services**
- **Facility Location(s) & Site Description**
- **Staffing Plan and Safety Protocols**
 - Applicants must provide specific staff-to-guest ratios and a plan to maintain safety and supervision, recognizing that staffing burdens can increase with volume. The proposal should outline staff wellness protocols and strategies to maintain trauma-informed, supportive environments under potentially high-stress conditions.
- **Budget & Cost Proposal**
- **Organizational Capacity:** Please provide a detailed narrative that describes the Applicant's experience and qualifications and demonstrates ability to execute the proposed activities. Include resume's for key implementation personnel (if available and not included in the page count). **Additional Materials (not included in page count):**
- **References, letters of support or MOUs for formal partnership** (minimum of 2)
- **990 or annual audit**

Submission method: Email to p.griffin@uwscmi.org

File format: PDF preferred

8. Evaluation Criteria

Proposals will be evaluated based on:

Criteria	Weight
Experience & Qualifications	25%
Program Plan & Service Delivery	30%



Cost-Effectiveness & Budget	20%
Staffing & Safety Plan	15%
References & Past Performance	10%

9. General Terms and Conditions

- The Kalamazoo County Continuum of Care reserves the right to reject any or all proposals.
- The selected provider must comply with all federal, state, and local laws.
- Site inspections may be required before final contract execution.