

REQUEST FOR PROPOSALS

Technical Writer/Editor - Human Services Outcome Measures

RFP No. OMH 2026-27

Alliance of Community Assistance Ministries, Inc. (ACAM)

RFP Release Date: **9/8/2026**

Proposal Due Date: **10/2/2026**

Anticipated Contract Start Date: 10/15/2026

RFP TIMELINE

Official Release Date: Tuesday, September 8, 2026 (09/08/2026)
Full RFP posted at: https://acamweb.org/funding-vendor-opportunities/
Optional RFP Conference: Tuesday, September 15, 2026 (9/15/2026), 11 am CDT Registration Link: https://us02web.zoom.us/meeting/register/Glc8Sp3LRmWh0U83gNPd0A
RFP Questions Due by September 21, 2026 (9/21/2026), 12 pm CDT
Please submit questions in writing to ACAM Grants & Contracts Manager at admin@acamweb.org
Release Date of ACAM answers to written questions received: September 23, 2026 (9/23/2026)
Proposals Due: Friday, October 2, 2026 (10/02/2026) , 12 pm CDT
Preliminary Award Announcements: Friday, October 9, 2026 (10/9/2026)
Internet website where addenda and answers to questions will be posted at https://acamweb.org/funding-vendor-opportunities/
Responses to this request for proposals should be emailed to: ACAM Grants & Contracts Manager Anuja (Ann) Deshpande admin@acamweb.org The proposal cover sheet must be signed and dated by an authorized representative of the proposing organization Late proposals will NOT be accepted. Proposals must be received by the due date and time. If all or any portion of a response submitted is received late or is otherwise non-responsive due to equipment failure or operator error, the response or the applicable portion of the response will not be considered. In addition, ACAM is not liable for equipment failure or operator error.

Contents

PART 1- GENERAL INFORMATION	3
1. Summary	3
2. Organizational Background.....	3
3. Purpose of the RFP	3
4. Start Date and Contract Term.....	3
5. Minimum Qualifications	3
6. Reservation of Rights.....	4
PART 2 - SCOPE OF SERVICES	4
1. Current-State Assessment	4
2. Targeted Research.....	4
3. Program-Specific and Cross-Program Measures.....	5
4. Measurement Specifications and Methodology	5
5. Data Quality and Implementation Guidance	5
6. Outcome Measures Handbook Refinement and Completion.....	5
7. Primary Outcome Measures Matrix	5
8. Validation and Revision.....	6
9. Staff Orientation and Knowledge Transfer	6
PART 3 - PROPOSAL PREPARATION & SUBMISSION	7
1. Response Requirements	7
2. Proposal Submission Instructions	8
3. Confidentiality	8
PART 4 – COMPLIANCE.....	8
1. Required Disclosures	8
2. Compliance With Laws And Policies	8
3. Intellectual Property, Copyright, and Data Considerations	8
PART 5 - EVALUATION, NEGOTIATION, AND SELECTION.....	9
1. Evaluation	9
2. Negotiation.....	9
3. Selection.....	9
PART 6 – GRIEVANCE PROCEDURE FOR RESPONDENT	9
1. Purpose.....	9
2. Eligibility	9
3. Procedure for Filing Respondent Organization Grievances	10
4. General Provisions	10
ATTACHMENTS	13
ACAM RFP No: OMH 2026-27 Application Cover Sheet	14
Attachment (2): Pricing Reply For Outcome Measures Handbook Services	15
Attachment (3): List of Subcontractors	16
Attachment (4): Sample Outcome Measures.....	17

PART 1- GENERAL INFORMATION

1. Summary

Alliance of Community Assistance Ministries, Inc. seeks a qualified consultant to complete and finalize for publication an Outcome Measures Handbook (“Handbook”) that will provide a clear, consistent framework for demonstrating the collective impact of its extensive network of community-based nonprofit organizations.

The organization has already invested significant time and resources in researching, developing, and organizing a working draft of the Handbook, which includes 36 outcome measures, research, examples, data, and technical content.

This is not a project to start over.

The selected consultant will build from the work already completed, critically review the existing materials, resolve outstanding content and methodological issues, and produce a practical, accurate, consistent, and user-friendly final Handbook that nonprofit staff can use to select, implement, measure, and report meaningful program outcomes.

2. Organizational Background

Founded in 2004, Alliance of Community Assistance Ministries, Inc. (herein “ACAM”) is a nonprofit organization with the mission to advance collaboration to create community-wide solutions for thriving nonprofits, neighborhoods, and families. Across Greater Houston, ACAM works with partners to strengthen the effectiveness, consistency, and reach of services addressing housing stability, food and basic needs, benefits access, workforce development, opportunity youth, and other community priorities. This collaborative work requires ACAM to clearly demonstrate program results, promote consistent outcome definitions and measurement practices, meet funder reporting requirements, and use outcome data to support program improvement, decision-making, and organizational learning.

3. Purpose of the RFP

The Handbook is intended to help nonprofit organizations move beyond counting services provided to consistently measure and communicate meaningful changes experienced by the people and families they serve.

The completed Handbook should serve as both:

- A practical reference tool that helps nonprofit staff understand which outcomes are appropriate for different programs, how each measure should be calculated and interpreted, what data must be collected, and when the measure should or should not be used; and
- A capacity-building resource that promotes greater consistency in outcome measurement across collaborating organizations while recognizing differences in programs, populations, organizational capacity, and data systems.

The purpose of this RFP is to solicit proposals from qualified consultants to complete and refine ACAM's Outcome Measures Handbook and prepare it for publication. ACAM has already invested significant time and resources in researching, developing the outcome measures, and organizing the Handbook.

This is not a project to start over. The selected consultant will review the existing drafts and supporting materials, resolve identified gaps and inconsistencies, complete unfinished content, validate specific measures or sources where questions remain, and strengthen the Handbook's clarity, consistency, accuracy, and usability. New research, framework development, or measure development should be undertaken only on request from ACAM or where needed to resolve an identified gap or technical issue.

4. Start Date and Contract Term

ACAM hereby requests proposals from offerors to perform the services described in this RFP. The engagement is anticipated to begin on 10/15/2026 and continue through completion and ACAM acceptance of the final deliverables, currently anticipated by 3/15/2027. The final term and milestone schedule will be negotiated with the selected contractor. Payments will be made on a fee-for-service or milestone basis as established in the final agreement. ACAM reserves the right to negotiate the final scope, schedule, and payment terms.

5. Minimum Qualifications

Respondents must meet the following minimum qualifications to be considered:

- Ability to review and synthesize existing outcome-measurement research, content, and program documentation and translate complex information into clear, accessible language for a broad audience.

- Demonstrated professional experience in program evaluation, outcome measurement, performance management, and the use of data-management or case-management platforms, including systems such as Apricot, or comparable experience in a closely related field.
- Demonstrated experience with human services, nonprofit, philanthropic, collaborative, or community-based programs.
- Demonstrated experience in technical writing, substantive editing, and the development of handbooks, toolkits, implementation guides, or comparable practical resources, including formatting, branding, hyperlinking, and preparation for print and digital distribution.
- Experience developing definitions, indicators, data requirements, refining comparable evaluation resources already in development.
- Experience developing evaluation plans, performance frameworks, logic models, indicator dictionaries, data standards, or comparable organizational resources.
- Capacity to conduct focused staff working sessions when needed to resolve outstanding questions, meet agreed deadlines, and provide complete editable deliverables.
- Ability to provide at least two references for comparable work and relevant work samples or excerpts.

6. Reservation of Rights

ACAM reserves the right to reject any or all proposals, waive informalities or irregularities, request clarification or additional information, negotiate with one or more respondents, modify the RFP timeline, cancel this solicitation, or award a contract in the best interest of the organization.

Issuance of this RFP does not obligate ACAM to award a contract or pay any costs incurred by respondents in preparing or submitting a proposal.

PART 2 - SCOPE OF SERVICES

The selected consultant shall provide comprehensive handbook development services including but not limited to, refinement, and editorial services. The consultant is expected to build directly from the substantial work already completed. Respondents should clearly describe their approach to each service area below and identify assumptions, limitations, proposed alternatives, subcontracted work, and any services that would require additional fees. Please provide a written response to each component in this section, clearly demonstrating the respondent's qualifications, relevant experience, and capability to successfully perform the requested services.

1. Current-State Assessment

The consultant shall review the working draft, and relevant supporting materials provided by ACAM. Materials may include research, examples, historical evaluation reports, program documentation, data tools, forms, Apricot reports or screenshots, source materials, and other content already developed for the Handbook. For additional context, a sample list of ACAM's current outcome measures is attached at the end of this RFP for review.

The consultant shall identify the specific items that remain incomplete, inconsistent, unresolved, unsupported, or otherwise require attention before publication. This review should distinguish between content that can be retained as written, content that requires revision, missing content, conflicting or duplicative information, technical questions requiring validation, missing source documentation or examples, and decisions requiring ACAM input.

The consultant shall review the existing Handbook for clarity, consistency, methodological soundness, and practical usefulness and refine it only where an identified issue requires resolution.

The consultant is not expected to create a new outcome measurement framework. Recommendations may preserve the existing structure where it is sound. The consultant may focus on strengthening areas that require clearer definitions, more complete guidance, improved consistency, or greater usability. The Handbook should be practical for network organizations and staff use and sufficiently flexible to accommodate differences among programs, participant populations, service models, and data availability.

2. Targeted Research

The consultant shall conduct additional research only where needed to resolve an identified content, methodological, citation, or source question. The consultant should use existing research and source materials as the starting point rather than conduct a new comprehensive research or benchmarking effort.

As applicable, the consultant shall verify authoritative sources, correct outdated or unsupported claims, identify the source of external tools or standards, recommend appropriate citations or footnotes, and flag material licensing, attribution, copyright, or permission considerations. The consultant should document the basis for substantive additions or revisions made through this targeted review.

3. Program-Specific and Cross-Program Measures

The consultant shall identify measures and definitions that can appropriately be standardized across more than one program or initiative. Standardization may be recommended when the underlying concept, and calculation are meaningfully comparable.

The consultant shall develop or refine program-specific outcomes and indicators, where applicable. ACAM will provide the selected consultant with the program inventory and supporting documentation after contract execution. The consultant is not expected to redesign ACAM's program structure or independently create a new set of cross-program or program-specific measures unless an identified gap requires it and ACAM approves the change.

4. Measurement Specifications and Methodology

For outcome measures that are incomplete, unclear, inconsistent, or require technical refinement, the consultant shall develop a measurement specification sufficient for consistent use. As applicable, each specification should include the outcome statement, indicator, operational definition, calculation method, data collection method, collection frequency, reporting frequency, follow-up period, target-setting guidance, documentation requirements, known limitations, research source, and rationale.

The consultant should also provide clear guidelines for situations that commonly cause inconsistent reporting, including defining participant status, successful completion, follow-up windows, duplicate counts, missing data, and the treatment of partial or incomplete records based on the program information provided by ACAM.

5. Data Quality and Implementation Guidance

The consultant shall review existing Apricot forms, fields, reports, screenshots, calculations, and reporting examples incorporated into or available for the Handbook. The consultant should retain and refine useful existing examples, identify only the additional examples needed to make incomplete measures understandable, clarify how required information should be captured where current guidance is insufficient, and ensure examples do not contain personally identifiable or confidential client information.

The consultant is not expected to redesign ACAM's data systems or build new Apricot forms or reports as part of this engagement.

6. Outcome Measures Handbook Refinement and Completion

The consultant shall translate the approved framework, measures, specifications, and implementation guidance into a professionally written Outcome Measures Handbook. The handbook must be organized for routine use by ACAM staff/partner agencies and written in clear operational language rather than as an academic report.

The handbook should include purpose and use, common terminology, the refined ACAM outcome measurement framework, cross-program and program-specific measures, complete program descriptions, detailed measurement specifications, updated supplemental information, guidance for baseline development, follow-up, and interpretation, data quality and verification standards, a glossary, research sources, and relevant appendices, templates, or implementation tools. The final Handbook should provide clear, practical guidance that helps nonprofit staff understand what is being measured, when a measure is appropriate, who should be counted, what information is needed, how the result is calculated and interpreted, important limitations, and how the measure may be reported.

7. Primary Outcome Measures Matrix

The consultant shall develop an editable primary Outcome Measures Matrix or enhance the existing matrix or develop an equivalent reference tool containing the approved measures and detailed specifications. The matrix should be structured so ACAM can maintain and update it as programs and organizational standards change.

The consultant shall also review existing program-to-outcome crosswalks, tables, forms, calculations, reporting examples, glossary content, and other supporting tools already developed for the Handbook and enhance them where necessary for accuracy, consistency, and usability.

8. Validation and Revision

The consultant shall provide ACAM with a final draft, resolve remaining questions with designated staff, and incorporate agreed revisions. The final review shall address accuracy, terminology, internal consistency, calculations, program/outcome alignment, cross-references, tables and figures, glossary terms, citations, examples, formatting consistency, and removal of placeholders, drafting notes, unresolved questions, and obsolete material. The proposal should state the number of review cycles included in the proposed fee and identify the process for managing comments and approvals.

9. Staff Orientation and Knowledge Transfer

The consultant shall provide one orientation session for designated ACAM staff to review the Handbook structure, outcome framework, use of the master matrix, measurement specifications, and recommended process for maintaining the handbook. The consultant should provide any presentation materials or reference tools used during the session in editable or reusable form. Extensive staff training or development of a separate training package is not required.

PART 3 - PROPOSAL PREPARATION & SUBMISSION

1. Response Requirements

Proposals must follow the order below and include enough detail for ACAM to evaluate the respondent's qualifications, methodology, research capacity, proposed work plan, pricing, and overall fit. Responses must be provided according to the instructions in this RFP using 12-point font with clearly label attachments, as applicable. If attachments are used to fulfill a response requirement, the proposal must identify which requirement each attachment addresses.

a. Cover Sheet: The proposal must include a cover sheet signed by an authorized representative of the respondent. The respondent must use the cover sheet attached at the end of this RFP.

b. Table of Contents: Clearly identify the material included in the proposal by section and page number.

c. Consultant/Firm Qualifications: Describe experience serving nonprofit, human services, philanthropic, collaborative, or comparable organizations. Describe experience in outcome measurement or program evaluation, technical writing, substantive editing, targeted research/source validation, and the development of handbooks or operational frameworks, toolkits, or comparable resources. Include a positive commitment to perform the work within the proposed period. (Limit 500 words)

d. Scope of Services Response: Respondents must review the Scope of Services section of this RFP and provide a written response to each component clearly demonstrating the respondent's qualifications, relevant experience, and capability to successfully perform the requested services. The response shall not exceed 3,500 words in total.

Respondents may use relevant current materials or work samples as attachments to meet narrative requirements. The response should clearly identify the proposed methodology, deliverables, assumptions, stakeholder sessions, review cycles, and any services that would be provided by third parties.

e. Project Management and Communication: Describe the proposed project management approach, primary contact, meeting cadence, communication process, quality review process, and method for resolving outstanding content or measurement questions with ACAM staff. Also, include short description of the responsible staff qualifications. Resumes may be attached with the proposal. (Limit 200 words)

f. Pricing Proposal: Please state the proposed contract fee for providing services for ACAM using Attachment 2. Any additional expenses, unless agreed upon by ACAM in writing, will be the sole responsibility of the firm above the set maximum agreed-upon fee.

The Contractor shall provide:

- A cost per hour (hourly rate) that is to completion and not to exceed the cost per hour proposed;
- Any estimated in-kind or pro bono services
- Net cost per hour (total cost less pro bono)

ACAM will not use the lowest cost as the sole basis for selecting the best bid for this contract. Proposals should identify an hourly rate which is all-inclusive. Reimbursement for travel, mileage, supplies/materials or other incidentals will not be paid by ACAM and should not be included in this proposal.

The Contractor's fee will be considered in addition to other technical factors in determining the offer most advantageous to ACAM. Because ACAM has limited resources, innovative and creative fee arrangements proposed by the respondent that minimize risk and cost to ACAM will be considered favorably. Respondents shall provide complete information on any in-kind/pro bono services which may be provided in the course of providing services. (Limit 200 words for cost narrative)

g. Data Security and Confidentiality: Describe how ACAM's program, and operational information will be protected. If any project data will be stored or processed in external systems, identify the systems, access controls, retention approach, and whether any data is stored or accessed outside the United States. (200 word limit)

h. Attachments: Response to this RFP must include the following documents and certifications:

- Cover Sheet (Attached at the end of this RFP)
- Pricing Reply: A representative authorized to contractually bind the Proposer must complete, sign, and submit this attachment with pricing proposal. (Attachment 2)
- List of Subcontractor(s): Attach a list of subcontractors who will perform work on this engagement under your organization's direction and supervision. If no subcontractors will be used, submit the form with N/A, execute and return the form. (Attachment 3)

- W-9 Form: Complete and submit a current W-9 for your organization.
- References: Provide at least two references for comparable engagements, including organization name, contact person, title, email, phone, approximate project period, and services provided.
- Work Samples: Provide up to three relevant work samples or excerpts demonstrating outcome-measurement, technical writing/editing, handbook development, or comparable experience. Confidential information may be redacted.

2. Proposal Submission Instructions

Questions or queries about the RFP are due by September 21, 2026 (9/21/2026), 12 pm CDT, via email to admin@acamweb.org. Proposals must be submitted electronically in PDF format by **Friday, October 2, 2026 (10/02/2026), 12 pm CDT** to:

Anuja (Ann) Deshpande
ACAM Grants & Contracts Manager
Alliance of Community Assistance Ministries, Inc. (ACAM)
admin@acamweb.org

The email subject line should read: Proposal for RFP No. OMH 2026-27: Vendor Name.

Late proposals or proposals submitted by mail will not be considered. ACAM is not responsible for technical difficulties, transmission delays, or incomplete submissions.

3. Confidentiality

All materials submitted in response to this RFP may become part of ACAM's procurement records. Respondents should clearly identify any information they consider confidential or proprietary. ACAM will make reasonable efforts to protect confidential information but cannot guarantee confidentiality where disclosure is required by law, funder requirements, audit requirements, or organizational governance obligations.

PART 4 – COMPLIANCE

1. Required Disclosures

Respondents must disclose any actual, potential, or perceived conflicts of interest related to this solicitation or the provision of services to ACAM.

Respondents must disclose any litigation, regulatory action, bankruptcy, debarment, suspension, professional sanction, data breach, material complaint, or government investigation within the past five years that may be relevant to ACAM's evaluation of the respondent's qualifications or reliability.

Respondents must disclose whether any substantive services will be provided by subcontractors, affiliates, research partners, technology vendors, or other third parties. (Attachment 3)

2. Compliance With Laws And Policies

The selected consultant shall comply with all applicable federal, state, and local laws and requirements related to the services provided, including applicable privacy, confidentiality, intellectual property, nondiscrimination, and data-security requirements. Upon request, the respondent should be able to provide evidence of insurance coverage appropriate to the engagement, including general liability, professional liability/errors and omissions, and cyber liability where applicable.

3. Intellectual Property, Copyright, and Data Considerations

Ownership of the customized work product is a material requirement of this procurement. All original deliverables and customized materials created specifically for ACAM under the resulting agreement will be considered work made for hire to the fullest extent permitted by law and will become the property of ACAM upon payment.

To the extent any customized deliverable does not qualify as a work made for hire, the selected consultant will assign to ACAM all right, title, and interest in that deliverable, including applicable copyright interests. ACAM will have the right to copyright, reproduce, revise, update, publish, distribute, adapt, and create derivative works from the final handbook, outcome matrix, tools, and other customized materials developed under the engagement.

Respondents must identify in the proposal any pre-existing proprietary methodology, template, licensed content, third-party material, or other intellectual property proposed for incorporation. No such material may be included in a manner that materially restricts ACAM's intended use, revision, reproduction, or distribution of the handbook without ACAM's prior written approval.

The selected consultant may not publish, sell, distribute, or represent ACAM-specific content or the customized ACAM Outcome Measures Handbook as the consultant's own product without ACAM's prior written authorization.

PART 5 - EVALUATION, NEGOTIATION, AND SELECTION

1. Evaluation

A designated committee evaluates each proposal in confidence and based on stated criteria. Points will be assigned for stated evaluation factors. A cost/price analysis will be conducted, and qualitative technical factors will be evaluated that include but are not limited to:

- Appropriateness, thoroughness, and practicality of the proposed outcome measures handbook development approach.
- Demonstrated expertise in human services outcome measurement or program evaluation relevant to the outstanding work.
- Relevant experience with nonprofit, grant-funded, philanthropic, or community-based organizations.
- Quality of comparable work, work samples, and references.
- Demonstrated expertise in clear, well-structured technical writing, substantive editing (including formatting, linking, printing and branding), and handbook or toolkit development.
- Qualifications and availability of the proposed project team.
- Ability to translate complex research and technical standards into a clear, usable handbook and measurement matrix.
- Project management approach, schedule, focused staff collaboration, and quality-control process.
- Cost and overall value.

2. Negotiation

ACAM may enter into negotiations with one or more offerors to clarify proposals, address terms and conditions, and obtain best and final offers. All negotiations and related decisions will be appropriately documented.

An invitation to participate in negotiations does not constitute a commitment or guarantee of contract award and should not be interpreted as such. ACAM reserves the right to conclude negotiations without making an award.

3. Selection

Contracts shall be awarded to responsible organizations or consultants whose proposals are most advantageous to ACAM. Selection will not necessarily be based on the lowest proposed cost. All respondents will be notified of ACAM's selection in writing. Anticipated selection date for this RFP is **Error! Reference source not found.**

PART 6 – GRIEVANCE PROCEDURE FOR RESPONDENT

1. Purpose

The purpose of the grievance procedure is to settle any grievance between a Respondent Organization and Alliance of Community Assistance Ministries, Inc. (ACAM), as quickly as possible to assure an efficient and fair procurement.

2. Eligibility

A grievance may be filed by any respondent organization that claims it has been adversely affected by:

- The score assigned by the Proposal Review Team.
- Improper application of Alliance of Community Assistance Ministries, Inc. business rules, regulations, and procedures.

3. Procedure for Filing Respondent Organization Grievances

The following steps must be followed in the order given. Time limits shall begin on the first working day after the applicable occurrence, filing, appeal, response, or recommendation. Working days shall not include weekends or national holidays.

Step 1

To be considered, a grievance must be filed in writing with ACAM within 24 hours of contract award announcement. This written grievance should be sent to [Grievance Email]. ACAM has forty-eight (48) hours from receipt of the grievance form to respond to and resolve the grievance.

Step 2

If the respondent organization is not satisfied with the proposed resolution, the respondent organization has twenty-four (24) hours to file an appeal with the ACAM Grievance Committee. The Grievance Committee has forty-eight (48) hours to investigate, talk with the grievant, and respond in writing using the official form.

4. General Provisions

- The Grievance Forms provided by ACAM should be used in pursuing a resolution of the grievance.
- The respondent's organization may represent itself or be represented by a chosen representative when presenting the organization's grievance.

*Note: Grievance Forms are provided below.

Respondent/Proposer Organization Grievance Form

Respondent Organization: _____

Respondent Representative: _____

Job Title: _____

Organization's Address: _____

Organization's Phone Number: _____

We have discussed this complaint with the [ACAM Grants & Contracts Manager](#) and received his/her verbal answer on (date) _____. Because this answer is unacceptable to us, we wish to file a formal complaint.

Nature of grievance. Explain how your organization was unfairly treated including names and dates. (Use additional pages if needed.)

A just and fair solution of our grievance is:

We understand that if we wish to further appeal our complaint, we have twenty-four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

Date: _____

Signature: _____

Grievance Form Response from ACAM’s Grievance Committee

Respondent Organization: _____

Respondent Representative: _____

ACAM’s Grievance Committee Response to Respondent Organization’s Complaint:

Grievances not appealed timely are considered settled at the previous level.

Date: _____

Signature: _____

ATTACHMENTS

ACAM RFP No: OMH 2026-27 Application Cover Sheet

Organization (Offeror) Name and Address	Contact Person Name
Phone Number	RFP No. OMH 2026-27
Contact Email Address	EIN OR TAX ID Number

The undersigned, as Proposer, certifies that the Proposer has not, either directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competition in connection with this contract. The Proposer certifies they have not and will not participate improperly in the development, review, and/or selection process. The proposer further certifies that no officer, director, employee, or agent has an undisclosed conflict of interest with ACAM.

Proposer hereby certifies that all information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate to the best of their knowledge.

Note: "Proposer" means the individual who is authorized to submit proposals for the agency. You may identify a different contact person.

Name: _____

Title: _____

Proposer Signature: _____ Date: _____

Attachment (2): Pricing Reply For Outcome Measures Handbook Services

The respondent must provide complete and transparent pricing for the proposed engagement. Use the table below or provide an equivalent schedule that clearly identifies the total cost, pricing basis, assumptions, exclusions, reimbursable expenses, optional services, and proposed payment milestones.

Phase / Deliverable	Pricing Basis (Fixed/Hourly)	Estimated Hours (if applicable)	Proposed Fee
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
TOTAL PROPOSED FEE			\$

Pricing assumptions, number of review cycles, and proposed payment milestones should be described below or in a written response to the Pricing Proposal component of the Proposal Preparation & Submission section of this RFP.

Authorized Representative Name & Title:

Signature: _____ Date: _____

Attachment (3): List of Subcontractors

List all subcontractors, affiliates, research partners, or other third parties that will perform substantive work under this engagement. If none, write “N/A.” The prime respondent remains responsible for all work performed under the contract.

Name / Organization	Role / Services	Approx. % of Work	Location

Authorized Representative Name & Title:

Signature: _____ Date: _____

Attachment (4): Sample Outcome Measures

The following are a few sample outcome measures with brief descriptions. By responding to this RFP, the proposer acknowledges that these measures are illustrative and that they, along with additional 33 outcome measures identified by ACAM, will require further development or refinement. The selected consultant will be expected to build upon ACAM's earlier work to create a more robust, clearly defined, and consistent structure for each outcome measure, including appropriate definitions, measurement criteria, and related guidance.

Outcome 1 – Stable housing at program exit: count and percentage of households stably housed at program exit (based on type of housing) –

Description

Housing stability is based on where the family is living when they exit the program. Permanent destinations are considered more stable than temporary destinations like shelters or transitional housing. The measure compares the family's housing situation at program entry and exit to determine if the program helped them get or keep stable housing. Households are stably housed based on the situation when a household exits the program.

When to use

When is it appropriate to use this measure? When a household exits the program their household status is reviewed to capture this measure.

Example

John Smith enters the program on April 8, 2025 because he was experiencing unstable housing. He remains in the program for one year. When leaving on April 8, 2026, John and his family are in stable housing in a permanent destination. John represents one household in the overall percentage of households stably housed upon leaving the program.

Supplemental information

“Permanent destination” housing status options include the following:

- Owned by client, no ongoing housing subsidy (includes rent-controlled units such as tax credit units)
- Owned by client, with ongoing housing subsidy (Housing Choice Voucher Program (HCV) formally known as Section 8)
- Rental by client, no ongoing housing subsidy
- Rental by client, Veterans Affairs Supportive Housing (VASH) Subsidy
- Rental by client, other (Non-VASH) ongoing housing subsidy
- Permanent supportive housing for formerly homeless persons (such as SHP, S+C, or SRO Mod Rehab)
- Staying or living with family, permanent tenure
- Staying or living with friends, permanent tenure
- Non-permanent housing status options include emergency shelters, motel/hotel, institutionalized (i.e., psychiatric hospitals, hospitals, foster care, substance abuse treatment facilities, jail/prison), deceased, and client refused.

Apricot reporting example (placeholder)

Outcome 6 – Stable housing: count and percentage of households not facing threat of eviction

Description

Knowing if a household is behind on rent or has an eviction notice can signal an immediate risk of losing housing. Those households seeking assistance with future month's rent are at less immediate risk of homelessness than those who have notice of eviction within 21 days (meeting criteria for “at risk of homelessness” by HUD) and likely at less risk than those who have a notice of eviction within 14 days (meeting criteria for “imminent risk of homelessness” by HUD).

When to use

When is it appropriate to use this measure? This measure is used in conjunction with other indicators to help determine how ready households are to exit a homelessness prevention program.

Example

Carl Hanson enters the program after experiencing years of housing instability. Case managers regularly check in with him to record his housing status. Data should be collected regularly, such as every three months. Housing stability is further assessed 90 days after exit by checking if clients have returned to an at-risk situation, such as receiving an eviction or vacate notice. Carl represents one household in the overall percentage of households not facing the threat of eviction.

Supplemental information

Questions that clients should be asked: 1) Do you currently have an eviction notice or a vacate notice? 2) Are you currently behind on your rent?

Apricot reporting example (placeholder)

Outcome 7 – Increased housing stability: count and percentage of households with increased stability based on decreased housing cost burden

Description

Housing cost burden is a widely used indicator of affordability and future housing stability risk. For instance, ACAM found that families in housing stability programs had an average housing cost burden of 69%, far above the severely burdened threshold. This measure also stems from the Fair Housing Act of 1968.

When to use

When is it appropriate to use this measure? These metrics are collected at program entry and exit.

Example

Kacie Jones enters the program while bearing an extremely high housing cost burden, spending more than 45% of her income on housing. As a result of work with case managers, Kacie was able to find more affordable housing and reduce her housing burden to 33% of her income. Kacie represents one household in the overall percentage of households with a decreased housing cost burden.

Supplemental information

Following the passage of the Fair Housing Act of 1968, the Brooke Amendment capped public housing rent at 25% of a resident's income. Congress later increased this cap to 30%, setting the current standard for housing affordability. Since housing is typically a household's largest expense, it reduces available income for other essential needs.

- Affordable Housing Cost: 0-30% of gross income
 - Burdened: Housing costs of 31-50% of gross income
 - Severely Burdened: Housing costs exceed 50% of gross income, increasing the risk of homelessness
- ACAM uses the housing cost burden metric for HUD-funded homelessness prevention and housing stability programs. There are three calculations in this metric:
- "HUD" Housing Cost Burden – Monthly rent (including utilities) divided by gross household income.
 - Expanded ACAM Housing Cost Burden – Adds renter/homeowner insurance to the housing cost.
 - Comprehensive ACAM Housing Cost Burden – Includes rent, utilities, insurance, and applicable taxes (property, school, MUD) for homeowners.

Apricot reporting example (placeholder)