



**A Home For All
Non-Congregate Shelter
Shelter Service Provider
Request for Information**

May 2, 2025

Primary Contacts

Contact	Title
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**Please submit all questions or concerns to
AHomeForAll@UnitedWayGreaterCLT.ORG**

Purpose

Charlotte-Mecklenburg seeks to contract with a service provider with the background and expertise needed to operate a non-congregate emergency homeless shelter serving adult individuals who are highly vulnerable, unsheltered and/or shelter resistant.

With this RFI, we are searching locally and nationally for a provider who has demonstrated experience in the following collection of services:

- Operating a 24-hour campus
- Low barrier Shelter Operations and Services
- Care Coordination/Case Management
- Multi-Disciplinary Teams
- Housing Navigation
- Peer Support Services
- Harm Reduction
- Trauma Informed Care
- Motivational Interviewing
- Mental Health First Aid
- Crisis Management
- Supportive counseling
- Housing First

We are also searching for a provider with demonstrated experience forging the community partnerships needed to ensure shelter guests have access to medical care, behavioral healthcare, substance use treatment and other essential support services.

We wish to learn about innovative approaches or program models that yield strong individual and community outcomes for individuals experiencing homelessness who have complex healthcare needs and significant housing barriers.

Context

United Way of Greater Charlotte seeks to establish the public-private partnership needed to

1. Purchase and renovate a motel to be used as non-congregate shelter
2. Secure multi-year operating funding needed to open the new shelter
3. Identify a service provider with the capacity and skill set needed to provide high quality services to shelter guests, working through a trauma-informed, housing first lens.

We have identified a motel for conversion and estimate the shelter will have approximately 50 units. After renovation, the facility will include office space for program administration and service provision. The setting will serve adults and may include multi-member adult households. The facility is on a bus stop, but supplemental transportation will be required.

We hope to secure \$9M in private funding to finance the first three years of the shelter's operations and services. The identified provider will be responsible for ensuring fiscal solvency beginning year four through a mix of public and private funding, which may include both HUD and CMS revenue streams, and/or state and local revenue.

Absent additional funding, the initial budget cannot exceed \$3M annually inclusive of administrative fees.

About United Way

United Way of Greater Charlotte (United Way) fights for the education, health and financial stability of every person in our community. With 90 years of experience, we are a strategic community leader, convener and advocate with in-depth knowledge of the communities we serve, the challenges that affect them and the organizations having the most impact.

United Way raises funds to support grassroots organizations founded and led by people of color ([Unite Charlotte](#)), promote holistic community development through place-based investment in historically disinvested neighborhoods ([United Neighborhoods](#)), and provide [responsive solutions](#) to our community's most pressing challenges in Mecklenburg, Anson, Cabarrus and Union counties.

About A Home For All

United Way of Greater Charlotte has accepted the role of the quarterback organization guiding implementation of [A Home For All](#), Charlotte-Mecklenburg's strategy for addressing affordable housing and homelessness. United Way, with support from HR&A Advisors, convened a [Technical Committee](#) comprised of 80+ community stakeholders to develop the implementation plan. The implementation plan focuses on four pillars: support for those experiencing unsheltered homelessness, person-centered care, prevention, and production of all types of housing units, including shelter.

Each pillar represents a key systematic change that is required to create a more responsive system of support that will move us toward the vision of a community where "homelessness is rare, brief and non-recurring and every person has access to permanent, affordable housing and the resources to sustain it."

Stakeholders

1. **Donors** | United Way raises funds to support our initiatives from individual and corporate donors, philanthropic foundations, and the public sector. The A Home For All philanthropic fundraising effort will include a major gifts campaign.
2. **Nonprofit agencies** | United Way collaborates with nonprofit organizations to advance a shared goal of promoting greater economic mobility and racial equity. Through the A Home For All initiative, United Way's role will include convening and coordinating stakeholders and funders to drive system change; providing technical assistance to strengthen the nonprofit sector and support the growth of grassroots organizations who are working in the areas of homelessness and

affordable housing; and providing funding and project management to partners charged with advancing key strategies.

3. **Public Sector** | United Way partners with the City of Charlotte and Mecklenburg County to advance our shared goals around affordable housing and homelessness, neighborhood revitalization, and the provision of health and human services.
4. **Neighborhood residents/individuals with lived experience** | United Way believes that, to uncover the root causes of community issues and address structural inequities, it is important to recognize the expertise of the people living in communities we serve. United Way addresses inequities through targeted investments reflecting residents' voices, lived experience and priorities. In doing so, we offer community members the ability to drive solutions tailored to the distinct strengths, assets, and needs of their community. United Way is committed to place-based initiatives, centering the voices of those with lived experience, and building capacity in community organizations.

The identified service provider will have the opportunity to work with a committed network of community partners to develop a comprehensive system of care that moves individuals and families from homelessness to an array of housing options.

About Charlotte-Mecklenburg's Shelter System

Charlotte-Mecklenburg's Shelter System is comprised of seven emergency shelters, all located within Charlotte city limits.

The [Salvation Army Center of Hope](#) provides emergency shelter to women and families. The Salvation Army plans to reopen Booth Commons, where apartment style units will shelter families experiencing homelessness. This shelter will serve fathers, mothers and teenaged sons.

[Roof Above](#) operates three year-round emergency shelters across two campuses and a community-based winter shelter. Roof Above serves unaccompanied individuals 18 years of age or older who identify as male.

[The Relatives](#) operates a Crisis Center, providing shelter to youth ages 7-17 who have run away from home, are homeless, or are in transition under the care of the Department of Social Services.

[Safe Alliance](#) operates the Clyde and Ethel Dickson Domestic Violence Shelter, serving Mecklenburg County residents in imminent danger and fleeing a domestic violence situation. The shelter serves families and single adults.

[Roof Above](#), [The Relatives](#), and [Block Love](#) operate Day Services Centers, providing basic needs such as food, shower, laundry, restrooms to those experiencing homelessness and those who are unstably housed

The planned non-congregate low barrier emergency shelter for adults experiencing homelessness will stand apart from existing shelters in that it will serve vulnerable

adults and multi-member adult households without minor children who are unsheltered or shelter resistant.

The planned shelter will also

- Collaborate with the Continuum of Care's Coordinated Entry System to fill vacancies, using a prioritization tool (to be developed)
- Allow for direct referral from Street Outreach Teams using a prioritization tool (to be developed) to identify the most vulnerable
- Operate 24 hours per day/7 days per week, allowing individuals to remain on campus throughout the day
- Operate as a low barrier shelter with minimum requirements for entry such as sobriety. Substance use on campus is prohibited.

Responding to the RFI

Service providers who are interested in responding to this RFI should submit written responses to the following questions:

Describe the following:

- Your experience and/or existing model for supporting people with complex needs
- Your experience operating a 24/7 facility
- Your experience brokering partnerships with healthcare providers to add to the suite of services available in a shelter setting
- Your experience working with the Continuum of Care and Homeless Management Information System
- Your approach to, and success with, moving individuals from shelter to housing
- Your success securing diversified funding streams, including public and private philanthropic revenue
- Your proposed staffing model for a 50-unit shelter

Submit responses to ahomeforall@unitedwaygreaterclt.org no later than 5:00 p.m. May 31st.