



Day Resource Center Operator Selection

May 6, 2024

City Council Work Session

- Request for Qualifications from April 17 to May 31, 2022.
- Outreach with Continuum of Care members on April 26, 2022
 - 25 attendees representing 15 agencies
- 2 responses – Manna and Cumberland HealthNET (CHN)
 - Manna leadership changes hindered application
- Staff recommended CHN in September 2022
- CHN provided with six-months of pre-opening funding in January 2023
- DRC Manager hired 1 month prior to opening August 2023
- CHN notified non-renewal January 31, 2024

- Issued March 6 to March 27, 2024
- Required proposals to contain:
 - Plan that Promotes Partnerships
 - Building Management
 - Promotion and Marketing
 - Volunteers and Donations
 - Community Feedback and Council Updates
- 4 applications received
 - United Ministries in Christ with EB LYFE Community Services
 - ServiceSource
 - Marius Maximus Foundation
 - Manna Dream Center



- April 2024, the City formed a Day Resource Center Committee
- Consisted of 7 members
 - Person with lived experience
 - The Chair of the CoC
 - Fayetteville Redevelopment Commissioner
 - Community advocate
 - Head of Off-Road Outreach
 - **President of Arts Council**
 - **Assistant Director of ECD**
- 5 members will continue to serve as an advisory board



- DRC Committee scored from April 8 - 11

- Compiled scores:

• Manna Dream Center	78
• Marius Maximus Foundation	44
• ServiceSource	85
• United Ministries and EB LYFE	55



- Interviews with two final applicants were held April 18, 2024

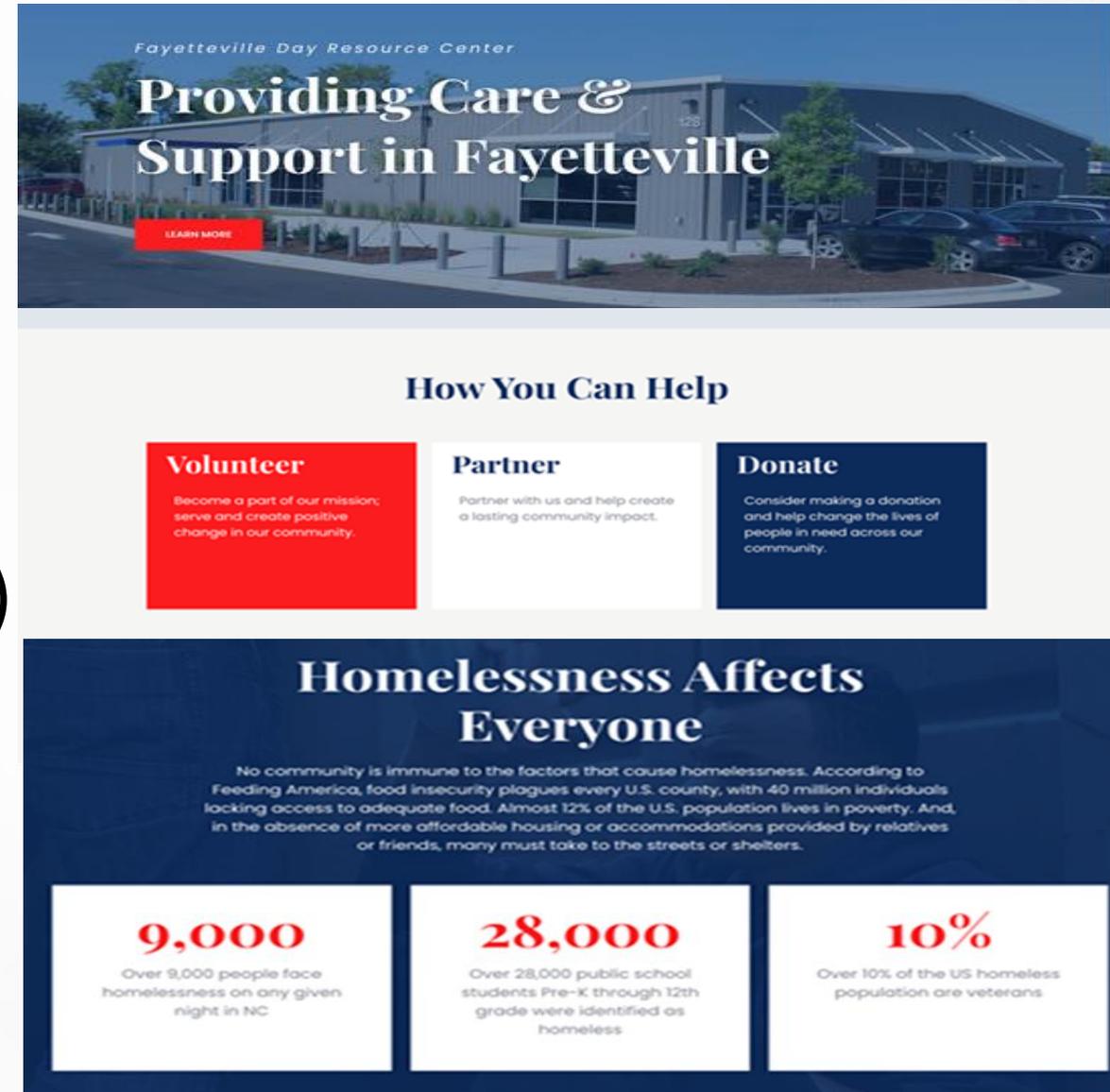


Comparison of Finalists

Manna Dream Center	ServiceSource
In-kind leadership and oversight	In-kind leadership and oversight
3 City Funded FTE	4 City Funded FTE
Proposal within Budget	Proposal Over Budget (\$170k)
Leveraging \$47,000 and 600 volunteers	Leveraging \$230,962 in existing services
30 years of experience (nationwide)	25 years of experience (nationwide)
Provides shelter, food, meals, showers, and financial assistance to homeless	Provides job placement and case management to homeless

DRC Committee recommends Manna Dream Center to City Council as the operating partner.

- Based on Oak City Cares model
- Website designed that promotes partners, volunteers, and donations
- Committed community approach
- Open to other partners for services (Faith-based and secular)
- No service will be based on religion
- Based on community-wide branding

A screenshot of the Fayetteville Day Resource Center website. The top section features a photograph of a modern, single-story building with large windows and a parking lot. Overlaid on the image is the text "Fayetteville Day Resource Center" in a small font, followed by "Providing Care & Support in Fayetteville" in a large, bold, white font. Below this is a red button that says "LEARN MORE". The middle section is titled "How You Can Help" and contains three columns: "Volunteer" (red background), "Partner" (white background), and "Donate" (dark blue background). The bottom section is titled "Homelessness Affects Everyone" and includes a paragraph of text followed by three white boxes with red text and descriptions of statistics.

Fayetteville Day Resource Center

Providing Care & Support in Fayetteville

LEARN MORE

How You Can Help

Volunteer Become a part of our mission, serve and create positive change in our community.	Partner Partner with us and help create a lasting community impact.	Donate Consider making a donation and help change the lives of people in need across our community.
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Homelessness Affects Everyone

No community is immune to the factors that cause homelessness. According to Feeding America, food insecurity plagues every U.S. county, with 40 million individuals lacking access to adequate food. Almost 12% of the U.S. population lives in poverty. And, in the absence of more affordable housing or accommodations provided by relatives or friends, many must take to the streets or shelters.

9,000 Over 9,000 people face homelessness on any given night in NC	28,000 Over 28,000 public school students Pre-K through 12th grade were identified as homeless	10% Over 10% of the US homeless population are veterans
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- If consensus from City Council
- City provides contractual requirements
- Requirements outcome driven
- Feedback loop to share surveys and data
- DRC Committee will provide oversight
- Transition during the month of June with CHN
- Assumes lease July 1 and avoid service interruption



- Kitchen upgrade
- All showers operational
- Washer operational
- Flooring maintenance
- Phone charging station repaired
- Manna proposes
 - Website development
 - Boost church and community involvement
- Extended hours in all proposals require significant funding and commitment from community partners to provide services



The Day Resource Center is a hub for connecting individuals and families to services provided by the community.



FayettevilleNC.gov