



# Arizona Department *of* Housing

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## Rapid Rehousing- La Paz County Request for Proposals

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Date Issued: March 15, 2019

Date Due: April 26, 2019

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## **Introduction**

The Arizona Department of Housing (ADOH) Special Needs Division is issuing this RFP to secure one qualified entity (governmental, non or for-profit) to: 1) provide rapid re-housing and supportive services for persons experiencing homelessness in La Paz County; and 2) to coordinate with other projects, mainstream stakeholders, local resources and homeless programs to establish a continuum of outreach, engagement, shelter, housing based supportive services and rapid re-housing capacity in La Paz county.

Total funding available for the Rapid Re-Housing and Supportive Services for Laz Paz County is \$60,000 and is funded through the ADOH Housing Trust Fund. One contract will be awarded, but the Offeror is encouraged to collaborate with 3rd parties to deliver all of the services described in scope of work. All services and activities under this project will serve La Paz County. The initial contract shall be for a minimum of twelve (12) months but may be eligible for extension at the discretion of ADOH based upon project performance and availability of funding. Renewals shall involve a new Scope of Work, Performance Timeline, and Grant amount.

## **Background Information**

The 2019 HUD Annual Point in Time survey identified over 80 unsheltered persons experiencing homelessness in La Paz County. This data supports local observations and experience of the significant need for housing and coordinated services to those experiencing homelessness in La Paz County. La Paz homeless services and housing to meet this need are extremely limited and most of the allocated services and resources for persons experiencing homelessness in La Paz County (ex: Veterans' Administration) are provided by agencies located in neighboring counties with limited physical presence in La Paz County. In the past year, stakeholders in La Paz County have established a Local Coalition to End Homelessness (LCEH) to identify local needs, improve coordination between local and statewide entities, establish local priorities, and comply with HUD Continuum of Care requirements including development of a coordinated entry system. These efforts have identified the need for additional dedicated resources in the County including outreach, coordinated intake and assessments, emergency shelter, rapid re-housing, permanent supported housing and housing case management services. To address a portion of the local housing and services need, ADOH is issuing this RFP for rapid rehousing and supportive services for La Paz County. It is expected that these resources, in conjunction with existing resources and other possible opportunities will achieve the following goals in La Paz County:

- A. To establish a dedicated staffing position physically located in La Paz County to administer rapid-housing subsidies and provide supportive services to engage and serve households experiencing homelessness in La Paz County.
  - B. Coordinate ADOH funded rapid re-housing and supportive services with other La Paz programs serving homeless persons including outreach, emergency shelter, case management and housing to develop a coordinated service system to end homelessness.
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- C. Support La Paz County Local Coalition to End Homelessness efforts to implement local coordination strategies including coordinated entry, case conferencing and service coordination.

### **Minimum Qualifications**

Arizona Department of Housing is seeking proposals to provide Rapid Re-housing services to individuals and/or families who meet the Category One definition of homeless (see definitions) and score within the Rapid Rehousing range upon assessment using the VI-SPDAT. This is a competitive process open to non-profit, faith-based, private, and public agencies that meet the following minimum qualifications:

- A. Must have in place an agency practice or agree to accept only clients referred through the La Paz County Local Coalition to End Homelessness (LCEH) Coordinated Entry process, which prioritizes clients based on the Vulnerability Index and Service Prioritization Decision Assistance Tool for individuals or families, (VI-SPDAT, VI-FSPDAT), and other agreed-upon criteria.
  - B. Must be able to establish and support a staff position dedicated to a physical presence in La Paz County and able to cover the entire geographic area of La Paz County.
  - C. Must utilize the Homeless Management Information System (HMIS) for data entry and reporting purposes, and keep all data current with data quality and completeness at ninety-eight percent (98%) or higher per ADOH Housing Policy standards.
  - D. Experience providing tenant-based rental assistance under regulations as stated in 24 CFR Part 578 is preferable. (Consistent w/ adopted AZBoSCoC RRH policies).
  - E. Experience providing high quality case management/navigation services, including assisting clients in obtaining employment and benefits (SOAR training will be required), including but not limited to, SSI/SSDI, Medicaid, TANF, and Workforce Development.
  - F. Must be willing to assist in finding and inspecting housing for participants depending on the client's preference and the availability of rental units. Rent amounts for the housing units must be rent reasonable.
  - G. Have expertise and experience in providing Rapid Re-Housing. Agree to follow established AZBoSCoC approved Rapid Re-Housing practices and standards in the administration of this award (see attached).
  - H. Commitment to and experience with operating from a Housing First paradigm. Familiarity and experience implementing high quality evidence based service models.
  - I. Must demonstrate history or expertise in working with and coordinating services with other organizations and programs providing services to persons experiencing homelessness including emergency shelters, faith based programs, governmental and mainstream providers, and outreach programs among others.
  - J. Must be an active participant or be willing to participate in the La Paz County LCEH.
  - K. Must demonstrate fiscal and administrative capacity to perform the proposed services. For current ADOH sub-recipients, ADOH will consider all ADOH program
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and fiscal monitoring reports, as well as expenditure reports, indicating agency's ability to expend funds in a timely manner.

- L. Disclosure. Agencies not eligible to apply under this NOFA include those that have had a state contract terminated for default, and/or are currently debarred by any federal or state debarment agency. If suspension or debarment is currently pending, a detailed description of all relevant circumstances including the details enumerated above shall be provided.

### **Scope of Work/Key Duties**

Provide Rapid Re-Housing subsidies and supportive services to persons experiencing homelessness throughout La Paz County.

- A. Establish at least one (1) staff position physically located primarily in La Paz county to:
  - 1. Administer rapid-housing subsidies for households experiencing homelessness.
  - 2. Deliver housing based supportive services consistent with housing first principles and AZBoSCoC approved Rapid Re-Housing standards to assist persons experiencing homelessness to secure and maintain permanent housing.
  - 3. Utilize Arizona Balance of State Continuum of Care Homeless Management Information System (HMIS) to collect client data and record service information.
  - 4. Participate directly in local La Paz coordinated entry for referrals, service coordination and case conferencing.
  - 5. Provide other supportive services to persons in RRH including assistance with identifying and securing appropriate housing, access to mental health or other treatment, and connection to natural supports and other community based resources.
  - 6. Assist program participants with securing adequate income (employment or benefit) to assume rent upon end of RRH assistance. Staff person should be SOAR trained or have access to SOAR trained staff.
  - 7. Ensure all services funded under this opportunity are available throughout La Paz County.
- B. Support La Paz County LCEH to implement key local strategies ;
  - 1. Coordinate closely with and leverage the outreach and emergency shelter services provider(s) to establish coordinated service continuum.
  - 2. Participate in and accept referrals from La Paz Coordinated Entry and participate in La Paz case conferencing process.
  - 3. Coordinate closely with other local stakeholders including but not limited to veteran service providers, local law enforcement, mental and physical health care entities, and other federal, state and local governmental stakeholders.
  - 4. Participate in La Paz County LCEH meetings, working groups and committees.

### **Performance Parameters**

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If awarded a contract, applicants will be expected to achieve and report on the following performance measures:

- A. Sixty-five percent (65%) of contracted households will be housed within the first six (6) months of the contract.
- B. Fifty percent (50%) of households served will move into housing within thirty (30) days of referral.
- C. Seventy-five percent (75%) of households will remain in permanent housing six (6) months after rental subsidy ends.
- D. Seventy-five percent (75%) of households served will require five (5) or fewer months of rental assistance.
- E. One hundred percent (100%) of households will increase or maintain their incomes through employment or receipt of benefits. Provider may propose additional measurements that may be incorporated into the contract deliverables if awarded.

## Budget

ADOH has dedicated \$60,000 to fund this project. ADOH will assist the selected grant Recipient in developing a more detailed budget. The annual budget will include approximate funding under these budget line items:

RRH Financial Assistance:	\$34,000
Housing Stabilization Services:	\$20,000
Administration (Maximum 10%)	\$ 6,000
Total:	<b>\$60,000</b>

## Proposal Process Detail

### A. Proposed Timeline

PROCESS STEP	DATE/TIME
RFP Issued	Friday, March 15, 2019
RFP Pre Submission Conference/Webinar	Wednesday, March 27, 2019
RFP FAQ/Clarification Released	Friday, March 29, 2019
Proposals Due	Friday, April 26, 2019

1. Release of NOFA Notification through ADOH Information Bulletin with milestone dates included: March 15, 2019.
2. Pre-Submission Conference. There will be a pre-submission meeting for this Request for Proposal for clarification related to definition or interpretation to be held on Wednesday, March 27, 2019 at ADOH, 1110 W. Washington St., Suite 280 from 10 am until 12:00 pm in person or by teleconference, (1-866-244-8528, Passcode:: 164720).
3. After the Pre-Submission Conference, on March 29, 2019, ADOH will issue a bulletin with a FAQ document addressing any questions or clarifying any RFP changes raised

at the Pre-Submission Conference. This FAQ document will be noticed via ADOH Bulletin and posted on the Special Needs website.

- a. Questions after this date regarding the NOFA will be answered via the FAQ. Questions may be submitted in writing via email to: Melissa Swain, [Melissa.Swain@azhousing.gov](mailto:Melissa.Swain@azhousing.gov). The question will be directed to the appropriate staff for a written response. Answer will be available on the ADOH Special Needs webpage within 24 hours of receipt, excluding weekends.
4. All RFP notices, process updates or changes will be made through ADOH bulletins process. To receive ADOH bulletins, please register for the ADOH bulletin distribution list at <https://housing.az.gov/about/press-room/mailing-list>. After distribution, all bulletins and documentation will be posted on the ADOH website at these locations: <https://housing.az.gov/documents-links/forms/special-needs-continuum> and <https://housing.az.gov/documents-links/publications>
5. Completed applications including all attachments will be due by 4:00 pm, Friday, April 26th.
6. All Submitted Proposals will be opened and the name of the proposers will be publicly read and recorded at 8:00 am on Monday, April 29, 2019 at the Arizona Department of Housing, 1110 W. Washington St., Suite 280, Conference Room 1.
7. ADOH review of submittals will be conducted by a panel of three ADOH Evaluators.
8. ADOH Evaluators Recommendation of Award to the Director of the Arizona Department of Housing: May 3, 2019.
9. Selections will not be final until ADOH and the respondent have fully negotiated and executed a contract.
10. ADOH Award Announcement: May 16, 2019.
11. Program Implementation Start Date: June 1, 2019.

## **Proposal Submission**

1. The complete proposal under this request is due April 26, 2019 by 4:00 p.m. and must be submitted via the ADOH Special Needs Portal. The file should be named LAPAZRRH - (Agency Name) (Example: LAPAZRRH – XYZ Inc.). No other forms of application will be accepted.
  2. A complete application will include completed Application Form including short narratives for all questions including completed application must include complete proposed budget (Question #13) and proposed schedule of completion (Question #11). Additional pages may be added as necessary.
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3. ADOH will not provide any reimbursement for the cost of developing or presenting proposals in response to this RFP. Failure to include the requested information may have a negative impact on the evaluation of the Offer's proposal.
4. Public Record. All Offers submitted and opened are public records and must be retained by the State.
5. ADOH reserves the right to seek clarification of information submitted in response to this application and/or to request additional information during the evaluation process and make site visits and/or require Respondents to make an oral presentation or be interviewed by the review subcommittee, if necessary. Selections will not be final until ADOH and the Respondent have fully negotiated and executed a contract.
6. Notwithstanding any other provision of the NOFA, the State reserves the right to:
  - a. Waive any minor informality;
  - b. Reject any and all Offers or portions thereof; or
  - c. Cancel the NOFA
7. By submitting a proposal in response to this RFP, the respondent implicitly agrees to comply with the provisions in the ADOH standard Funding Agreement. Applicants must review the contract thoroughly. See separate Funding Agreement.
8. Upon notification that the Offeror has been selected for funding, participation at a meeting with ADOH is required. The contract meeting will include preparation of any additional forms and negotiation of a final Scope of Work.

### **Threshold Review**

To be eligible for evaluation and scoring, proposals must meet the following threshold requirements. Proposals that fail to comply with all instructions will be rejected without further consideration.

1. Application is submitted on time and complete.
2. Application meets the proposal format requirements.
3. The project must be ready to start immediately upon receipt of a contract.
4. The recipient must have the capacity (with all staff in place) to complete the project in a timely manner and adhere to all regulations.

ADOH may make inquiries in order to verify and or clarify the information submitted, but applicant may only provide missing information to specifically address a request for information from the ADOH. Applicants must respond by the deadline included in the inquiry to avoid disqualification. ADOH may verify representations, information, and data in an Application with public information, independent reports, and statistics available through recognized subscription services.

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## Scoring Criteria

The Evaluators will review and score all submitted applications based on the following criteria (100 possible points):

1. Program Experience and Capacity – (20 Points) - Did the applicant clearly describe the agency's experience and capacity in providing housing and supportive services to persons who are homeless? Does the applicant have experience administering Rapid Rehousing Services? What is the staff to client ratio? Did the application demonstrate the expertise to assume and meet all administrative and fiscal requirements, including the administration of financial assistance as well as technological capabilities? Were the Core Components of RRH evident in the narrative?
  2. Coordinated Entry/Outreach- (15 Points) - Did the applicant clearly describe how the project would do outreach to serve persons and/or families that are appropriate for rapid rehousing? Is it clear how supportive services will be used to support individuals and families who access a rapid rehousing unit? Did the applicant describe how the agency would or does participate in Coordinated Entry? Does the agency have experience or are they prepared to participate in local Case Conferencing in La Paz County?
  3. Collaboration with Other Agencies and Services Including Mainstream Programs (15 Points) - Does the applicant propose the use of a variety of community resources to help clients access a full continuum of care? Is there evidence of financial, physical and/or human resources leverage in the community? What formal or informal collaborations or partnerships with other public and private agencies related to their program design and objectives?
  4. Connection to Employment or Other Income Streams – (10 Points) -Does the applicant provide sufficient explanation about how participants will be connected to employment resources and opportunities or other income sources such as utilization of SOAR? Does the agency have SOAR trained staff or an MOU with an agency with SOAR trained staff?
  5. Participation in the Continuum of Care – (10 Points) - Did the applicant describe participation in local Coalition to End Homelessness Meetings? Does the agency participate on any Standing or Ad-Hoc Committees for the LCEH or the Balance of State Continuum of Care? Is the agency currently participating in any LCEH meetings in those communities in which they are currently providing services? Has a plan been described to actively participate in La Paz LCEH meetings and processes?
  6. Feasibility – (20 Points) – Are the proposed costs reasonable in light of the program design? Are the program costs proportional to the proposed number of households to be served? Does the program adequately describe a strategy for staffing and delivering services across full geographic area of La Paz County?
  7. Budget and Financial Capacity – (10 Points) – Is the proposed budget consistent with the service delivery model? Are proposed costs reasonable and consistent? Has agency identified any additional 3<sup>rd</sup> party funding or in kind contributions to strengthen or address service gaps in the project? Does agency have fiscal and
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operational capacity and controls to ensure appropriate use of funds, timely delivery of project deliverables, and programmatic outcomes?

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Arizona  
Department  
of Housing

*Attachment 1*

**GENERAL INFORMATION SHEET**

**Contact Person:**

**Title:**

**Firm Name:**

**Street Address:**

**City/State/Zip:**

**Telephone: (    )**

**Email address:**

**Name of Project:**

**Federal Tax ID Number:**

**Federal DUNS Number:**

**Proof of 501(c)(3) Good Standing from the IRS (nonprofits only)- Attachment Required:**

**Amount Requested (attach budget):**

Please provide narratives responding to the inquiries below. Attach additional pages as necessary.

1. **General Description** - Please provide a short summary of the project. Include who is the target population, geographic location, a brief description of the Rapid Rehousing and supportive service strategies being used to address the needs of the identified population. Please provide an estimate of the number of households to be served (Households may be individuals or families)
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2. **Community Needs** - Describe why rapid rehousing is needed in the community. Include data that describes the need and the sources of that data. Include data that specifically supports the need related to the population of focus for the project.
  
  3. **Target Population/Outreach** - How will households be identified for the project? What is the organization's experience in working with the population of focus? How will outreach occur? Will the project partner or collaborate with any other agencies or entities to identify and engage project participants? Please describe the agency's experience working with AZBoSCoC or LCEH Coordinated Entry including use of the VI-SPDAT/VI-FSPDAT.
  
  4. **Data Collection and Reporting** – Does the agency commit to entering data into the AZBoSCoC Homeless Management Information System (HMIS)? Please describe any prior use of HMIS by the organization in other projects. If HMIS has been used, please describe organization's capacity to satisfy AZBoSCoC data entry standards for quality. Describe how HMIS will be used to track and report program outcomes and contract deliverables.
  
  5. **Housing First** - Please describe your agency's experience with implementing Housing First principles in providing housing and supportive services for persons experiencing homelessness including harm reduction and reducing barriers to housing. If the project will serve high needs persons/households with significant barriers (including chronically homeless persons), please describe specifically how it is determined that individuals and/or families meet the definition and what strategies will be used to house them effectively.
  
  6. **Rapid Rehousing Experience** - Please describe your agency's experience and capacity to deliver Rapid Rehousing and related housing stability/supportive services for persons experiencing homelessness consistent with AZBoSCoC adopted RRH standards. Please describe staffing or other strategies for delivering these services in the current project.
  
  7. **Geographic Presence in La Paz County** - Describe staffing and other strategies to ensure that this project will maintain regular presence and serve households experiencing homelessness throughout La Paz County. Please include any projects or programs your agency currently operates in La Paz County.
  
  8. **Income/Employment** - Describe specifically how participants will be assisted to both increase their employment and/or income and maximize their ability to live
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independently and maintain housing after termination of the RRH subsidy. Does the project intend to or have experience using SOAR to assist in securing Social Security disability income as appropriate.

9. **Collaboration and Partnership** – Please describe any service system gaps (ex: outreach) in La Paz County that this project will need to be effective. Please describe the project’s strategies for engaging and collaborating with local stakeholders in La Paz County including outreach, emergency shelters, faith based providers, and/or other mainstream programs (ex: VA, RBHA, etc.) to support this project. Please describe any formal collaborations or partnerships the agency will or has created that could support the activities of this project.
  
10. **Project Outcomes and Impact** - Please describe your proposed program in addition to meeting the Performance Measures.
  - a. How many persons/households experiencing homelessness will be served with funds available?
  - b. Housing outcomes and measurement of housing stability.
  - c. Any other measurements of success such as employment , hourly wages over minimum
  
11. **Project Timeline** - Provide a reasonable timeline of benchmarks (ex: hiring staff, first client engagement) for implementing this project in a timely manner if a contract is awarded assuming May 16<sup>th</sup> contract award goal.

Month	Activity	Other Comments
<i>April 1</i>	<i>Contract Award Goal</i>	

12. **Continuum of Care/LCEH Participation** - Please describe your Agency’s involvement with the AZBoSCoC Continuum of Care and/or the AZBoSCoC Local Coalition to End Homelessness in efforts to end homelessness in the counties in which you operate. Please include any committee, case conferencing, coordinated entry, community meetings, leadership positions, point in time survey participation or other local coordination activities. Also please include any participation in La Paz County specifically.
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## 13. Projected Budget

<u>Category</u>	<u>Description</u>	<u>Amount</u>
<u>Client Financial Assistance:</u> security and utility deposits, rent* (include project rent, # of households, avg. # of months of support)  <i>Ex: \$800 x 5 households x 3 months =\$12,000</i>		
<u>Housing Relocation and Stabilization Services:</u> may include both personnel and program costs. If staff costs included, provide # of FTE's, salary and any FTE costs.  <i>Note: Administrative salaries cannot be funded under the supportive services line item but may be included in the Administration line item. Program costs included here should be documented in program narrative above.</i>		
Admin Costs ( <i>Maximum - 10% of project Costs</i> )		
<b>Total ADOH HTF Request</b>		
Please document any additional funding or in kind support for this project. Please include type of support, source and amount if known.  <i>(Ex: Office Space/Rent: Landlord In kind - \$12,000)</i>		

\*Rapid Re-housing is for Tenant Based Rental Assistance only. No leasing costs are allowed.

Rental Assistance: FMRs change from year to year. For this application use 2018 HUD FMR's to estimate the number and type of housing that will be provided as a part of the project. HUD FMR's can be found at the following site: [https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2017\\_code/select\\_Geography.odn](https://www.huduser.gov/portal/datasets/fmr/fmrs/FY2017_code/select_Geography.odn)

14. **Financial Management/Capacity** – Please identify the agency's staffing and internal controls to ensure appropriate tracking and expenditure of grants funds? Does the agency manage any similar ADOH or governmental contracts? Does the agency have any current debarments or has the agency ever had a contract revoked or suspended? Does the agency have an annual financial audit conducted by a third party auditor?
15. **Agency Experience and Capacity** –Please provide a short history of the organization. Please include any key accomplishments or other programs that would demonstrate the capacity to manage the grant and services proposed here. Please include a brief background/experience about the key personnel (if identified) who would be involved in the management of this grant.

## Definitions: ADOH

### Key Words Used in the NOFA:

Shall, Must: Indicates a mandatory requirement. Failure to meet these mandatory requirements may result in the rejection of a proposal as non-responsive.

Should: Indicates something that is recommended, but not mandatory. If the Offeror fails to provide recommended information, ADOH may, at its sole option, ask the Offeror to provide the information or evaluate the proposal without the information.

May: Indicates something that is not mandatory, but is permissible.

Assisted: is when financial assistance, which may include payment for security deposits, rent, utility deposits or utility payments, has been disbursed.

### Homeless:

#### Category One:

##### Literally Homeless:

(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

(i) Has a primary nighttime residence that is a public or private place not meant for human habitation;

(ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or

(iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Housing First: is a programmatic and systems approach that centers on providing homeless people with housing quickly and *then* providing services as needed using a low barrier approach that emphasizes community integration, stable tenancy, recovery and individual choice.

Housing Relocation and Stabilization Services: are those services that assist program participants with housing stability and placement. These services are limited to the following eligible activities:

Case management/navigation is activities provided to help households address barriers that prevent access to or stability in housing. Component services and activities may include: counseling; developing, securing, and coordinating services; monitoring and evaluating program participant progress; helping households negotiate and understand lease agreements; and once in housing, individuals and families may need assistance accessing other services, including

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public benefits, health care, and employment and job training. Includes developing an individualized housing and service plan, including a path to permanent housing stability subsequent to RRH financial assistance. Services are client-directed and voluntary.

Outreach and engagement is services or assistance designed to publicize the availability of programs to make persons who are homeless or almost homeless aware of these and other available services and programs.

Housing search and placement are services or activities designed to assist individuals or families in locating, obtaining, and retaining suitable housing. Component services or activities may include: tenant counseling; assisting individuals and families to locate housing; securing utilities; making moving arrangements; representative payee services concerning rent and utilities; and mediation and outreach to property owners related to locating or retaining housing.

Rapid Re-housing: is an intervention designed to help individuals and families to quickly exit homelessness and return to permanent housing. Rapid Re-housing assistance is offered without pre-conditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are tailored to the unique needs of the household. The key program elements are financial assistance, housing location and stabilization services, data collection and evaluation, and administrative functions. These activities are focused on rapidly transitioning program participants to housing stability and helping them to develop a plan to retain and maintain their housing, thus preventing subsequent shelter entrance and future instability. Financial assistance may include payment for security deposits, short-term financial assistance (rental costs for up to three months) or medium term rental assistance (rental costs for up to nine months). Other supports may include utility deposits or utility payments, and housing stability focused case management. Participants engaged in these services should be those deemed likely to be able to sustain housing after the subsidy ends or have obtained long-term permanent supportive housing.

**ADA and EQUAL OPPORTUNITY COMPLIANCE STATEMENT**

**If you need accommodations for physical mobility, sensory impairment or language needs in order to participate in this meeting, please contact the ADOH at (602) 771-1000. Notification 48 hours prior to the meeting will enable ADOH to make reasonable arrangements to ensure accessibility to this meeting.**

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