Arizona Department of Housing
2017 Information Bulletin

REGARDING PROGRAMS: Supportive Housing, Rapid Rehousing
REGARDING FUNDING SOURCES: Housing Trust Fund

INFORMATION BULLETIN 30-17
ISSUED: August 15, 2017
RE: Request for Information (RFI) and Letters of Intent (LOI) for State-wide Housing Locator Services for Supportive Housing and Rapid Rehousing

Summary
The Arizona Department of Housing (ADOH) Special Needs Division is requesting information from entities with experience and interest in providing Statewide Housing Locator Services. The goal of this program is to increase the availability of safe, affordable housing for homeless individuals and families participating in permanent housing and rapid re-housing programs. ADOH is soliciting REQUESTS FOR INFORMATION (RFI) and LETTERS OF INTEREST (LOI) ONLY at this time. The purpose of this solicitation is to gather sufficient information, identify key program elements and strategies necessary to develop an effective scope of work for these services for possible programmatic funding and implementation. This solicitation does not constitute a Request for Proposal (RFP) or guarantee of the issuance of an RFP in the future. All RFI responses will be kept confidential.

Background
As more homeless funding and programming has been aligned around Housing First and Rapid Re-housing models, there has been an increased need to find and maintain an adequate roster of safe, affordable rental units throughout Arizona for individuals and families participating in these programs. Due to low vacancy rates, rising rents, and the barriers of renting to formerly homeless individuals, it has become difficult to find sufficient housing units to meet this demand. Identifying housing units, negotiating with landlords, and promoting programs generally falls upon case managers and service providers. This reduces the amount of time available for outreach, client counseling and income assistance. These barriers result in longer housing search times, client frustration and overcrowding in our shelters along with increased crisis service use while individuals and families search for housing.
ADOH’s goals in creating a state-wide Housing Locator service are to support a team of dedicated staff to: 1) identify safe and affordable rental units throughout Arizona; 2) recruit private sector landlords, owners and property managers of these units to participate in efforts to end homelessness by leasing to tenants referred through homeless housing and rapid re-housing programs; 3) promote and educate landlords and property managers about homeless housing programs; and, 4) coordinating between landlord/property owners and service providers to ensure availability of housing resources in the community.

Key programmatic elements for the Housing Locator Services would include:

- Trained, experienced staff to actively identify, recruit and engage private sector landlords and property managers and property owners to increase housing options for individuals and families experiencing homelessness and participating in programs.
- Awareness of all Arizona rental markets including urban and rural Arizona. Housing is needed in all Arizona Counties and communities.
- Familiarity with Landlord Tenant Law, Fair Housing laws, Housing Quality Standards and other federal, state and local legal issues related to the provision of safe, accessible and affordable housing.
- Maintenance of data base of available units and housing stock.
- Marketing and education efforts to promote participation in homeless housing programs.
- Creating and maintaining relationships with landlords who will work with clients experiencing homelessness.
- Awareness and commitment to Housing First, rapid re-housing and other housing based strategies for ending homelessness.
- Coordinate with the local coordinated entry and homeless service providers to facilitate rental placement and maintenance of homeless individuals in housing.

REQUEST FOR INFORMATION

In order to assist ADOH in developing and implementing an effective and sustainable program that meets the needs of all of our stakeholders, please include information or recommendations regarding the following inquiries:

1. Provide a brief description of your organization
2. Describe your familiarity and experience in working with landlords, property owners or property management companies.
3. Provide a brief description of your experience in working with and housing homeless individuals and families including any experience with Housing First or other homeless programs.
4. Please describe strategies your organization would use to educate and promote participation in homeless housing programs.
5. Describe any barriers or obstacles that need to be addressed to successfully implement this program.

6. How would you coordinate with service providers to ensure homeless tenants and supportive service providers were aware of available units and that appropriate referrals and service coordination were available? Please include any technology solutions you may have to facilitate these processes.

7. How would you implement the proposed program including staffing levels, infrastructure needs (ex: transportation and travel) and estimated budget. Include strategies or suggestions for ensuring geographic coverage of all Arizona counties. Please provide a brief budget showing staffing and other key budget line items.

8. Describe any collaborative partnerships or entities whose participation would be critical to implementing this program and how would you engage them?

9. Describe any measurable outputs and outcomes that could be used to monitor and track the effectiveness of the project.

**LETTER OF INTENT**

Agencies responding to the RFI may also elect to submit a Letter of Interest (LOI) expressing their interest in possibly contracting with ADOH to provide Housing Locator Services if an RFP or contract is issued. The submission of a LOI does not guarantee any contract or agreement will be awarded. The purpose of this request is to identify general interest of possible entities that might be willing to contract or submit an RFP if funding is made available.

**SUBMITTAL PROCESS**

**RFI/ROI Submissions:**

Agencies interested in submitting an RFI and/or LOI should submit RFI and/or LOI documents to Arizona Department of Housing by September 5, 2017 at 5:00 pm through the ADOH Special Needs Portal (see web address below).

RFI: Agencies responding to the RFI should provide a document on the agency’s letterhead responding to the nine questions above.

LOI – Please submit a letter on agency letterhead, signed by an authorized agency representative expressing the entity’s willingness to respond to a future RFP or contract to provide the Housing Locator Services subject to clarification in a formal RFP or contract process.

ADOH will review all submitted documentation. Information provided will be kept confidential. Information provided will be used to develop a more detailed scope of work. If ADOH issues funding for these services, this scope of work will be incorporated into the Request for Proposal and/or contracting process for these services.
If an RFP and/or contract is issued, agencies submitting LOI’s will be invited to participate in the RFP and/or contracting process along with any public solicitation for applications. ADOH may elect to contract directly with an entity without additional RFP process based on the RFI/LOI process.

All RFI and LOI information must be submitted by **Tuesday, September 5, 2017 at 5:00 p.m.** Please submit all documentation through the ADOH Special Needs portal at [https://housing.az.gov/portals/document-upload-portals/special-needs-portal](https://housing.az.gov/portals/document-upload-portals/special-needs-portal).

Please contact David Bridge at the contact information below if you have any questions.

David Bridge  
Balance of State Continuum of Care Coordinator  
David.bridge@azhousing.gov  
1110 W. Washington St., Suite 280, Phoenix, Arizona 85007  
602.771.1039