

Lake County, Illinois

Request for Partners (RFP) in Permanent Supportive Housing (PSH) Expansion

Lake County Expansion of PSH For Chronically Homeless

This Request for Partners (RFP) is for the purpose of establishing a contract to provide rental subsidy aligned with supportive services for persons experiencing homelessness identified through the Lake County coordinated entry process. Lake County Community Development (“LCCD”) seeks to obtain proposals from qualified service providers to administer this rental assistance and deliver supportive services to support individuals in sustaining their housing. This proposal includes funding for rental assistance through the HOME TBRA program, administrative costs through the Community Development Block Grant and potential performance payments through the Affordable Housing Program. Respondents are expected to provide supportive services using existing funding sources to recipients. Lake County will work with the selected respondent to ensure that existing eligibility criteria for supportive services aligns with the individuals that will be served under this RFP. For more information on eligibility criteria, please see the “PSH Expansion TBRA Guidelines” document issued with this RFP.

GENERAL REQUIREMENTS: Proposers are to submit one (1) electronic unprotected copy via email.

SUBMISSION LOCATION: Email submissions to imarshelmer@lakecountyil.gov

SUBMISSION DATE & TIME: February 21, 2020, no later than 4:00 pm.

CONTACT/QUESTIONS: Please send questions to imarshelmer@lakecountyil.gov

CONTENTS:

- 1. BACKGROUND 2
- 2. PROJECT TIMELINE 2
- 3. SCOPE OF WORK 3
- 4. DETAILED SUBMITTAL REQUIREMENTS 7

1. BACKGROUND

This RFP is part of Lake County’s efforts to scale supportive housing through an outcomes focused approach that aligns stakeholders around a common definition of success and incentivizes performance. This initiative is being viewed as a performance-based pilot that has the potential to be scaled more broadly through a Pay for Success strategy. The County has approved the funding referenced in this pilot which reflects its commitment both to expanding supportive housing and to furthering the use of outcomes focused approaches. Pay for Success refers to the concept of paying for positive social impact, rather than paying solely for services performed. Under this model, impact is measured rigorously and “success payments” are made based on agreed-upon metrics. Pay for Success typically includes performance-based contracting between an entity paying for the achievement of outcomes (the ‘end payer’), often governmental entities, and the organizations responsible for implementing a given intervention, often non-profit organizations.

2. PROJECT TIMELINE

To ensure that that Lake County is able to implement the proposed solution, the proposers should indicate their ability to meet the deadlines indicated below:

Action Item	Proposed Schedule*
Issue RFP	January 20, 2020
RFP Submission Deadline	February 21, 2020
County Board Approval & Contract Execution	April 14, 2020
Contract Start Date	May 1, 2020

*This timeline may be subject to change.

3. SCOPE OF WORK

The successful respondent is eligible to receive a contract in an amount up to \$220,311 to provide HOME-funded tenant-based rental assistance and assistance with security deposits to individuals and families experiencing homelessness having a household income at or below 50% of AMI. It is estimated that this funding will serve at least 8 households over a 24-month period. Depending on household size and other factors, additional households may be able to be served. The selected respondent will also receive up to \$30,000 to determine income eligibility, conduct housing unit inspections and for administrative expenses. The selected Respondent may also earn up to \$10,000 as a bonus based on performance. Subject to final negotiations if Respondent is selected pursuant to this RFP, it may receive an award for an amount less than the total amount noted here. The total available funds to award through this RFP is \$260,311. The Award term/period of performance shall not exceed two years from the effective date of the agreement and all funds must be expended during this two-year period.

Summary Budget		Sources		
		TBRA	CDBG	AHP
Rental Subsidy	\$220,311	\$220,311		
Admin Costs	\$30,000	\$0	\$30,000	
Performance Payment	\$10,000	\$0	\$0	\$10,000
Supportive Services	To be provided by applicant			
Transition Costs	To be provided by applicant			
Total	\$260,311	\$220,311	\$30,000	\$10,000

Eligible costs include:

Rental Assistance

- Rental assistance payments must be paid directly to a third-party on behalf of the household.
- Rental assistance payments must be no more than the difference between the rent for the unit in question (including the applicable utility allowance) and 30% of the household’s adjusted income.
- No payments may be made after termination of the lease until a family enters into a new lease.
- Rental assistance for a participant may not exceed 24 months.

Security Deposits, in accordance with 24 CFR 92.209 (j)

- The amount of HOME funds provided for a security deposit may not exceed the equivalent of two month’s rent for the unit.
- Only a prospective tenant may apply for HOME security deposit assistance, but security deposits must be paid directly to the landlord on behalf of the participant.
- If the security deposit is returned in part or full at the end of the lease it must return to the sub-recipient that issued it and be counted as program income in accordance with 24 CFR 92.503.

Utility Deposits:

- Utility deposits may only be used for utilities permitted under the Section 8 utility allowance. This includes electric, gas, water, and trash, but does not include telephone and cable television.

Administrative Costs

- Administrative Costs calculated at 10% of the overall grant amount plus the costs of determining income eligibility and conducting housing unit inspections.

Overview of Other Significant Responsibilities:

- Recertifying incomes of tenants receiving TBRA at least annually, using source documentation approved by Lake County.
- Entering into a Rental Assistance Payment Contract with Landlord.
- Entering into a Rental Assistance Payment Contract with Tenant.
- Ensuring that the tenant has a lease that complies with the requirements in 24 CFR 92.253 (a).
- Ensuring that the Landlord and Tenant execute a Tenant-Based Rental Assistance Program HOME Lease Addendum, which will ensure the 24 CFR 253(b) (HUD Prohibited Provision) and 24 CFR 92.359(e) (VAWA) are both being met.
- Ensuring rent is reasonable, based on rents that are charged for comparable un-assisted rental units.
- Ensuring that any housing receiving HOME TBRA meets the requirements set forth in 24 CFR 982.401 and inspecting housing initially and re-inspecting it annually.
- Ensuring that the notice of occupancy rights under VAWA which is set forth in Form HUD 5380 and the certification form set forth in Form HUD 5382 is provided to individuals at the following times:
 - At the time an applicant is denied rental assistance;
 - At the time an applicant is provided rental assistance;
 - At the time you learn that a tenant's Landlord intends to provide tenant a notice of eviction; and
 - At the time a tenant's rental assistance is being terminated.
- Selecting tenants/participants in accordance with a written participant selection policy that has been approved by Lake County. The participant selection policy must clearly specify how households will be selected for participation in their programs.
- Ensuring compliance with Lead-Based Paint requirements
- Submitting Match Reports (if an eligible form of match is available)

Selected respondents will receive additional information on how to submit claims for reimbursement, conduct Housing Quality Standards inspections, and reporting requirements for the Program.

Performance Bonus:

As previously noted, Lake County is making available up to \$10,000 in performance incentive payments to the selected respondent. The bonus funding will be earned based upon the extent to which the selected respondent is successful in supporting recipients to obtain and sustain permanent housing.

This shift towards measuring outcomes and incentivizing specific areas of performance enables the County to move toward outcomes focused contracting and demonstrating its return on investment for the funded services. Earned performance payments will be distributed on an annual basis.

1. Housing Stability

- a. The County will measure “stable housing” of Participants in the 365 days following the housing start date. Payments will be made for each day in stable housing beyond the 90 days after housing start. Stable housing will be defined as the total number of days that each participant maintains a lease, sublease, or occupancy agreement in the participant’s name. HMIS will be used as the data source for purposes of calculating the performance payment. Payments will also be made for individuals that exit the program to a Permanent Housing destination as noted in HMIS.
 - i. The selected respondent will be offered an opportunity to dispute any calculations through a review committee that will review payments and consider extenuating or unusual circumstances.
 - ii. The payment per stable housing day is calibrated to ensure that Provider receives the full payment if at least 80% of Participants maintain housing for 365 days. No additional payment will be made beyond the maximum amount available for this section in the event of performance exceeding 80%.



Supportive Services:

Although not directly funded through this RFP, it is expected that the respondent will deliver ongoing supportive services to all recipients to address housing stability for individuals with histories of homelessness. Services should be focused on supporting individuals to obtain and sustain stable housing and meet other goals they may have for their lives. Services should use the housing first and harm reduction approaches, meeting tenants where they are in their recovery and ensuring that unnecessary barriers related to accessing housing or staying in housing are removed. Consistent with the CSH Supportive Housing Dimensions of Quality, services in high quality supportive housing should be tenant-centered, accessible, coordinated, integrated, and sustainable. High quality supportive housing services should adhere to the following principles:

- Tenant-Centered: Services are voluntary, customized and comprehensive, reflecting the needs of all household members.
- Accessible: Staff actively works to ensure that tenants are aware of available services, which are at convenient hours and locations.

- **Coordinated:** The primary service provider has established connections to mainstream and community-based resources.
- **Integrated:** Staff supports tenants in developing and strengthening connections to their community.
- **Sustainable:** The supportive housing project has funding that is sufficient to provide services to tenants on an ongoing basis and flexible enough to address changing tenant needs.

Additionally, services should align with proven supportive service models, such as Intensive Case Management or Tenancy-Support Services. Applicants should demonstrate a clear understanding of how their services relate to these models with regard to case management ratios, staffing levels, and the structure of support teams. More information on high quality supportive housing services can be found in the CSH Dimensions of Quality Guidebook.

Transition Costs:

Although not directly funded through this RFP, it is expected that the respondent will ensure that the needs of tenants for furniture and other household items are met upon move-in through existing community resources.

Additional Guidance:

Listed below is a link to additional guidance on the HOME TBRA rental assistance program from HUD.

https://www.hud.gov/sites/documents/20655_CH07.PDF

4. DETAILED SUBMITTAL REQUIREMENTS

Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance and clarity of content. The proposal should be organized into the following major sections:

- A. Executive Summary
- B. Company Background
- C. Scope of Services
- D. Experience
- E. Sustainability Statement

Executive Summary

The Executive Summary must include a title page with the RFP title, name of the Proposer, address, telephone number, e-mail address, the date, a letter of transmittal and a table of contents. The executive summary should be limited to a brief narrative summarizing the proposal.

Company Background

In this section provide information about the company so that the County can evaluate the Proposer's stability and ability to support the commitments set forth in the response to this RFP. Information in this section should contain the following information in addition to the General Information Sheet that is also included as an exhibit to this RFP:

1. Company name and location of the corporate headquarters and of the nearest office to Lake County.
2. The number of years the company has been in business and the number of years the company has been providing services to the public sector.
3. Include information on the company's customer base, such as the number of public sector clients the company serves, the number of local government clients, and the number of public sector clients in the state.
4. Identify if the company serves other industries.
5. Include a brief summary of the company's organizational characteristics such as the number of employees, their backgrounds, whether the company is privately held, publicly traded, or if it is a subsidiary to a parent company.
6. Describe any other business affiliations (e.g., subsidiaries, joint ventures, "soft dollar" arrangements with brokers).
7. Provide a list of your organization's Board of Directors/Decision-Making Body including name, title, and contact information. Please do not list your organization's Advisory Board.
8. Provide one to three examples of similar work including any experience with administering rental subsidy programs, supportive services, and/or permanent supportive housing.

9. Identify the individuals who will lead the work outlined in this RFP, including office locations, telephone numbers and email addresses. Provide appropriate resumes and identify each individual's responsibilities.

Scope of Services

This section of the proposal should include a general discussion of the Proposer's overall understanding of the project and the scope of work. As further described in the scope of work outlined in the specifications beginning on p 2, please identify your agency's approach to addressing the two core components of this RFP--rental subsidy administration and supportive services delivery. Please also discuss how your organization will address the transition needs of tenants for furniture and other household items.

Experience

Respondent's experience (lead applicant): Please submit a narrative describing the experience of the Respondent. The narrative cannot exceed 5 pages and must include the following information.

- a. Summary of experience administering rental assistance programs.
- b. Summary of experience providing supportive services.
- c. Summary of experience collaborating with service providers to provide onsite services to residents.
- d. Summary of experience working on issues concerning homelessness.
- e. If no experience with homelessness, provide a summary of experience working with other vulnerable populations.

Sustainability Statement

Lake County is committed to green and sustainable practices and good environmental stewardship. Consequently, Proposers are asked to provide a Statement of Sustainability to demonstrate that they are also incorporating sustainability into their agency practices.

In a narrative document no more than 1 page in length, provide a clear description of your agency's sustainable practices, policies, or procedures. These practices may include, but may not be limited to, the following categories and examples:

Waste Minimization within your office or facilities, such as a recycling programs, double-sided copying, electronic internal communications (i.e. memos), use of recycled-content materials and reusable cups, limiting printing, electronic document management, instituting green purchasing policies, using green cleaning supplies and practices, or reducing packaging in materials you procure or supply.

Energy Efficiency within your office, facilities, or agency, such as lighting retrofits, photo-sensor switches for lighting, effective use of daytime lighting, using Energy Star rated appliances or equipment, using an alternative fuel or having efficient fleet policies, an anti-idling policy, or indoor temperature management (i.e. turning the thermostat up in the summer and down in the winter).

Water Efficiency within the office, facilities, or agency, such as faucet or fixture retrofits, switching from individual bottled water to office water coolers or drinking fountains, and installing drought-tolerant landscaping.

Staff encouraged to adopt sustainable practices and supported by your agency through public transit benefits, bicycle accommodations, telecommuting options, support for green seminar attendance, becoming US Green Building Council LEED accredited, or creating an internal “green team.”

Education of your staff about green practices, education of your business peers about your green accomplishments, education of your community by your sustainability, or notice of any environmental awards your agency has achieved.

Application Evaluation

Applications will be evaluated by Lake County Community Development staff.

Evaluation of the Proposals

Lake County will evaluate the Proposers response and the extent to which it meets the requirements delineated in this RFP. All proposals submitted in response to this RFP will be scored based on the identified Evaluation Factors:

- a. Understanding and ability to meet and/or exceed the scope of work
- b. Experience and qualifications of both the respondent and the staff to administer rental assistance and deliver supportive services in a supportive housing mode as evidenced by formal training, education and related experience.
- c. Respondent’s ability to provide the required services on a timely basis in light of the anticipated workload, and the availability of adequate personnel and resources of the respondent.
- d. The respondent’s general knowledge of supportive housing and issues related to homelessness.

Interview

Lake County reserves the right, as part of the evaluation process, to ask for additional materials or interviews. If applicable, the County shall contact Proposers to arrange an interview. Information provided as part of the interview may be used to re-evaluate and re-rank Proposers.