



**Request for Proposals
2019-128
Kitsap CHG Rental Assistance Program
and
Temporary Assistance for Needy Families (TANF) Program
Response Deadline:
April 16, 2019**

Release Date

3/14/19

Issuing Agency

This Request for Proposals (RFP) is issued by the Kitsap County Department of Human Services, herein after referred to as “the County.”

Summary

Kitsap County is seeking a qualified applicant to operate a countywide rental assistance (RA) program and the Temporary Assistance for Needy Families (TANF) program, as detailed below.

Contract Term

July 1, 2019 – June 30, 2021

Budget

Funding for this contract shall come from the Consolidated Homeless Grant Program (CHG). Responses to this RFP should include a specific annual program budget, including CHG Rental Assistance, CHG Program Operations, CHG Administration, TANF Rental Assistance, and TANF Program Operations. Anticipated funds available are \$300,000 for the CHG rental assistance program, and \$62,426 for the TANF program each state fiscal year.

The amount of actual funds available will depend on the state Consolidated Homeless Grant award to the Department of Human Services from the Department of Commerce, which will be announced in May. After the final CHG award to Kitsap County is announced, the winning respondent to this RFP will be invited to provide an adjusted final budget.

Timeline

3/14/19 – 3/28/19	RFP issued & advertised
3/28/19 3:00 PM PST	Letters of intent due
4/2/19 3:00 PM PST	Questions due
4/9/19	Addendum posted (if questions received)
4/16/19 3:00 PM PST	Proposals due
4/16/19 – 4/24/19	Proposal review & selection process
4/24/19	Announcement of winning proposal
5/1/19 – 6/30/19	Contracting process
7/1/19	Contract begins

Solicited Services

Management of Kitsap's Consolidated Homeless Grant-funded rental assistance program and Temporary Assistance for Needy Families (TANF) program. The CHG rental assistance program provides monthly rental assistance and case management to eligible households who are referred by the coordinated entry program. The TANF program provides monthly rental assistance and case management to households who are qualified by the Department of Social and Health Services (DSHS).

The TANF Program is governed by state law, including RCW 74.08 and RCW 74.12. Funding for the CHG Rental Assistance and TANF Program is provided through Washington State, administered by the Department of Commerce, and granted to the Kitsap County Department of Human Services. The Department of Human Services sub-contracts CHG funding that is designated for the Rental Assistance Program and the TANF Program to a community-based organization through this RFP process.

Program Goals

The overall goal of the CHG RA Program and the TANF Program is to provide housing stability for households who are homeless or at-risk of homelessness and to provide them with case management to develop resources to regain self-sustained housing.

The Department of Commerce determines eligible uses of funds and specific policies and procedures for the CHG RA and TANF Programs, which are listed in the Guidelines for the Consolidated Homeless Grant and are updated periodically.

Scope of Work

The following allowable uses of funds outline the elements of the scope of work, including specific requirements. Additional details can be found in the Department of Commerce's Guidelines for the Consolidated Homeless Grant.

Program Operations

Operate the CHG Rental Assistance Program and the TANF Program, including providing progressive engagement case management for RA-eligible and TANF-eligible households, working with these households to develop and carry out Housing Stability Plans. Allowable expenses include:

- Salaries and benefits for staff costs directly attributable to the program or to the homeless system, including but not limited to program staff, information technology (IT) staff, human resources (HR) staff, bookkeeping staff, and accounting staff.
- Office space, utilities, supplies, phone, internet, and training related to grant management and/or service delivery/conferences/travel and per diem.
- Equipment up to \$1,500 per grant period unless approved in advance by Commerce.
- Intake and assessment, including time spent assessing a household, whether or not the household is determined eligible.
- Housing Stability Services, including developing an individualized housing and service plan, monitoring and evaluating household progress, identifying creative and immediate housing solutions outside of the traditional homeless service system (diversion), SSI/SSDI Outreach, Access, and Recovery (SOAR), and assuring that households' rights are protected.
- Housing Search and Placement Services, including services or activities designed to assist households in locating, obtaining, and retaining suitable housing, tenant counseling, assisting households to understand leases, inspections, securing utilities, making moving arrangements, and representative payee services concerning rent and utilities.

- Mediation and outreach to property owners/landlords related to locating or retaining housing (landlord incentives).
- Data collection and entry.
- General liability insurance and automobile insurance.
- Other costs as approved in advance by the County and Commerce.

Rental Assistance

Based on referrals from the coordinated entry program for RA-eligible households and from the Department of Social and Health Services (DSHS) for TANF eligible households, qualify clients for rental assistance. Based on a projection of their need, using required Commerce forms, make monthly payments to landlords or housing providers. Allowable expenses include:

- Rent Payments and Other Housing Costs that must be paid directly to a third party on behalf of the household.
- Monthly rent and any combination of first and last months' rent. Rent may only be paid one month at a time, although rental arrears, pro-rated rent, and last month's rent may be included with the first month's payment. Monthly rent is not time-limited.
- Rental arrears and associated late fees for up to three months. Rental arrears may be paid if the payment enables the household to obtain or maintain permanent housing. If funds are used to pay rental arrears, arrears must be included in determining the total period of the household's rental assistance.
- Lot rent for RV or manufactured home.
- Costs of parking spaces when connected to a unit.
- Incentives paid to landlords, including reimbursement for damages.
- Security deposits for households moving into new units.
- Hotel/Motel expenses for households if no suitable shelter bed is available, or when a hotel/motel unit is used as permanent housing.
- Utilities which are included in rent.
- Utility payments for households also receiving rental assistance.
- Utility arrears (see utility-only assistance below) for up to three months. Utility arrears may be paid if the payment enables the household to obtain or maintain permanent housing. If funds are used to pay utility arrears, arrears must be included in determining the total period of the household's financial assistance.
- Utility-only assistance (including arrears) can be provided when no other utility assistance, such as LIHEAP, is available to prevent a shut-off, and documented using Commerce's *Utility-Only Assistance Form*.
- Utility deposits for a household moving into a new unit.
- Application fees, background, credit check fees, and costs of urinalyses for drug testing of household members if necessary/required for rental housing.
- Other costs as approved by the County and Commerce.

Administration

Up to 10 percent of CHG Rental Assistance Program costs over the course of the grant period may be used for administration. There is no Administration funding for the TANF Program. This limit must be reconciled before the end of the grant period.

Allowable administrative costs benefit the organization as a whole and cannot be attributed specifically to a particular program or to the homeless crisis response system. Administrative costs may include the same types of expenses that are listed in program operations (such as IT staff and office supplies), in the case that these costs are benefiting the agency as a whole and are not attributed to a particular program or the homeless system. Administrative costs may include, but are not limited to, the following:

- Executive director salary and benefits
- General organization insurance
- Organization wide audits

- Board expenses
- Organization-wide membership fees and dues
- Washington State Quality Award (WSQA) expenses
- General agency facilities costs (including those associated with executive positions) such as rent, depreciation expenses, and operations and maintenance

All amounts billed to administration must be supported by actual costs. If actual costs in the contract period for CHG meet the budget cap, that amount may be charged in equal monthly amounts.

- Billed directly such as IT services that are billed by the hour.
- Shared costs that are allocated directly by means of a cost allocation plan.
- Costs related to executive personnel such that a direct relationship between the cost and the benefit cannot be established must be charged indirectly by use of an indirect cost rate which has been appropriately negotiated with an approved cognizant agency or by use of the 10 percent *de minimus* rate.

Evaluation

The CHG Rental Assistance Program and TANF Program should be considered “works in progress,” with frequent internal evaluations to make necessary adjustments to ensure the efficacy of the programs. In addition, periodic “check ins” with partner agencies should be used to ensure that those partnerships support the efficacy of the programs and that they are working for all parties.

- Implement program evaluation tools to measure client satisfaction and program effectiveness.
- Submit quarterly reports to Kitsap County. Provide additional reports and data as requested by Kitsap County.
- Annual on-site monitoring and evaluation by the County.
- Periodic monitoring and evaluation by the Washington State Department of Commerce.

Expectations of Contractor

- Flexibility – these programs are works in progress. Policies, procedures and tools will need to be adjusted and refined over time.
- Collaborative Approach – the provider(s) must have the ability to build and maintain strong and effective working partnerships homeless service providers, housing providers, and landlords.
- Communication – staff must have the ability to communicate how the system works to both homeless people, providers, and the public.
- Objectivity – successful operation of the programs requires that the provider use consistency and fairness in applying all policies and procedures and use of tools.
- Problem Solving – the program provider must embrace a problem-solving approach to ending homelessness. To be effective, the provider must employ staff who are skilled at problem-solving and understand how to adopt a strengths-based and client-centered approach to all aspects of service delivery.
- Housing First – the organizational mission and philosophy of the provider must be aligned with Housing First principles: everyone is housing ready and there should be minimal barriers or service participation requirements imposed on homeless people as a condition of entering housing.
- Systems Thinking – the Program is an essential component of the County’s homeless response system. To successfully operate the Program, the selected provider must embrace a systems-thinking approach.
- Data-informed – the data collected will be used for ongoing and continuous system improvement. The provider must have strong commitment to data quality and a willingness to make data-informed decisions.

Performance Measurement

The following outcomes/outputs will be used to assess the performance of the CHG Rental Assistance Program:

- Destinations of clients when they exit the program
- Returns to homelessness within two years of exiting the program to a stable housing situation

Additional performance measures may be added, or the above performance measures may be modified, with agreement between the County and the Program provider.

Evaluation of Proposals

Letter of Intent

In order to be an applicant for this RFP, the applicant must submit a Letter of Intent no later than **3:00 PM March 28, 2019**, to the address below, stating the intention to submit a proposal in response to this Request for Proposals. The Letter of Intent must be accompanied by a summary of the applicant's experience in providing the types of services outlined in this Request for Proposals.

If only one qualified applicant submits a Letter of Intent, Kitsap County reserves the right to substitute the bid proposal and review process with a sole-source contract process. In this event, the sole bidder will be contacted to initiate the sole-source contract process.

Proposal Information

Proposals should include:

- 1) Introductory Letter including the organization name, address, contact person, email, and reason your organization should be selected for this work.
- 2) Statement of qualification, including:
 - Organizational experience and workload – include a detailed description of similar programs successfully undertaken and implemented.
 - Program supervisory personnel experience.
- 3) Project Approach: A written description (2 - 4 page narrative) of your approach to designing, implementing and operating this program. Proposals should respond with specific details about how each of the listed elements of the CHG Rental Assistance Program and TANF Program will be addressed. Include information about:
 - program philosophy and methodology;
 - program management;
 - staffing levels, including job descriptions of personnel planned for the programs;
 - anticipated partnerships with other Kitsap agencies;
 - data collection methods;
 - and program evaluation methods.
- 4) Program Implementation and Operation Timeline
- 5) Budget Proposal on an annualized basis, including CHG Rental Assistance Program operations costs, personnel costs, rental assistance costs, and administration costs, and TANF Program rental assistance and program operations costs.
- 5) References

Five (5) copies of the proposal must be submitted in one package, clearly marked “Kitsap Coordinated Entry Program” by **no later than 3:00 PM PST April 16, 2019** to:

Please submit by mail to:

Colby Wattling, Buyer
Kitsap County Purchasing Office
614 Division Street, MS-7
Port Orchard, WA 98366

OR

For hand delivery, express, or courier:

Colby Wattling, Buyer
Kitsap County Administration Building
Purchasing Office – Fourth Floor
619 Division Street
Port Orchard, WA 98366

Clarifications

Any questions, requests for additional information, or requests for clarification regarding this request for proposals will be accepted via e-mail by Colby Wattling at cwattling@co.kitsap.wa.us until 3:00 PM Tuesday April 4, 2019. Answers to any questions received will be posted as an Addendum by Tuesday April 9, 2019.

Selection Criteria

Responses will be evaluated, and the contractor selected based on the following criteria:

- 1) The applicant’s approach, plan of work, recommended schedules, and suggested responsibility assignments and staffing levels.
- 2) Qualifications and experience in providing the requested services as exemplified by past projects.
- 3) Knowledge of and experience in implementing and operating homeless programs.
- 4) Experience and ability to form partnerships with other Kitsap agencies serving homeless clients.
- 5) Budget.

Kitsap County shall make the final determination of the most qualified applicant to negotiate a contract with. Prior to final selection, the Proposal Review Panel may select a short list and interview prospective applicants and/or may require submittal of further documentation regarding the applicant’s capabilities and qualifications. Dates and times for those interviews are to be determined. The contract will be issued by Kitsap County as a Consolidated Homeless Grant sub-contract. All standard provisions of a Consolidated Homeless Grant sub-contract will apply.

Reservations

Kitsap County reserves the right to reject any and all proposals, and to waive informality, technical defect, or clerical error in any proposal, as the interest of Kitsap County may require. All cost incurred in the preparation of the proposal will be borne entirely by the submitter. All materials submitted to Kitsap County become the property of Kitsap County and become public record.