

Emergency Rental Assistance Program Request for Proposals (RFP)

The Mayor's Office of Housing and Community Development's (MOHCD) investments support the city's most vulnerable residents by providing much needed services, strengthening civil society and advancing individual and collective opportunity. It is an imperative of the office to be intentional and explicit in meeting its goal to reduce racial disparities in service delivery as well as housing and economic opportunity within San Francisco.

MOHCD employs strategies that prevent homelessness by ensuring housing stability and promoting affordable housing preservation through the prevention of evictions in general and evictions from rent-controlled and subsidized housing

PROGRAM GOALS:

Implement a highly coordinated community-based program that reduces housing loss and instability by providing rental assistance to the most vulnerable tenants, particularly communities most disproportionately negatively impacted by the COVID-19 pandemic. Program guidelines will be developed by MOHCD and will build on the framework developed for the Give2SF Housing Stabilization Program, which provided emergency rental assistance to approximately 1,400 households, the vast majority of whom were extremely low and very low income households of color.

Ensure financial assistance is provided to tenants with the highest likelihood of experiencing homelessness or housing loss. The program will use an evidence-based assessment tool developed by MOHCD in consultation with local and national experts.

San Francisco is a majority-tenant city and county, where more than 65% of City households are tenants. Almost half (46% or 105,000) of all San Francisco tenant households had low incomes (80% area median income [AMI] and below) before the pandemic according to the Planning Department's March 2020 [San Francisco Housing Affordability Strategies](#). Before the pandemic, one out of every three tenant households had severe housing problems according to the U.S. Department of Housing and Urban Development's (HUD) June 2016 [Comprehensive Housing Affordability Strategy](#). Severe housing problems include one or more of the following: housing that is lacking in basic habitability, overcrowded housing, and/or household paying more than 30% of one's monthly income toward rent, also known as being "rent-burdened". The report found that before the pandemic, ninety-six percent of rent-burdened households had low incomes and that the majority of these had extremely low incomes (30% AMI and below), showing that impacted households skew extremely low-income. In an August 2020 report, the Turner Center at the University of California, Berkeley estimated that in San Francisco, 33,200 tenant households experienced pandemic-related

job loss: 50% lost at least half their income, 50% had low incomes before the pandemic, more than 66% are people of color, and the number of rent-burdened households has doubled.

In an October 2020 report, the City's Budget and Legislative Analyst estimated the extent of unpaid rent in San Francisco to range between \$13.6 to \$32.7 million per month. The City's Economic Recovery Task Force conducted a similar analysis.

The Eviction Prevention & Housing Stabilization Unit at MOHCD will lead ongoing program development and evaluation, and coordinate weekly meetings with Emergency Rental Assistance Program (ERAP) Providers to track program outputs and outcomes. MOHCD will coordinate efforts with other City and County of San Francisco departments and agencies, including Department of Homelessness and Supportive Housing and Human Services Agency. ERAP Providers will work closely with the City's social service providers to ensure that the appropriate referrals to supportive services are made to meet the needs of the individuals and families receiving assistance.

In partnership with City and community leaders, MOHCD seeks to advance opportunities and improve programmatic outcomes for San Francisco's most vulnerable residents. As such, MOHCD is assessing programs, contracts, and procurements to ensure they advance the City's racial equity goals. MOHCD will be working closely with our partner organizations to monitor the impact of our investments.

MOHCD will provide capacity building, clear information to partner organizations, and create channels to give and receive feedback to ensure that all parties are aligned in the expectation to create an inclusive and equitable city where all residents have the opportunity to thrive.

ABOUT THIS RFP:

MOHCD is awarding grants to ERAP providers; initial awards from this RFP may total up to \$26.2 million. The individual amounts awarded will be determined by each applicants' capacity as spelled out in their proposal responses.

Providers will be required to implement ERAP as developed by MOHCD; parameters to screen and identify residents will be undertaken in accordance with MOHCD policies and procedures and by utilizing MOHCD-provided tools.

Initial Award Round

Initial grants are solely to reimburse the rental assistance costs of eligible SF residents, with a priority on those residents who were/are impacted by the COVID-19 pandemic. Initial award amounts are limited to a maximum of \$6 million per provider. Eligible residents will receive six months of rent or an average of \$10,500 per household, subject to change as MOHCD program guidelines are developed. MOHCD will reimburse ERAP providers for this rental assistance and provide the required client management software.

Grantee organizations will be tasked by the City and County of San Francisco to provide the following housing services activities as part of the awards:

- six months rental assistance
- case management
- application assistance
- counseling, etc.
- ERAP Providers will also be required to participate in a longitudinal evaluation by the University of California, San Francisco (UCSF) Center for Vulnerable Populations' Homelessness and Housing Initiative.

MOHCD previously provided funding for program delivery through Give2SF and the community development grants to build the appropriate infrastructure and capacity to provide assistance. Grants recipients are expected to show how past investments and other sources will be leveraged to cover direct and indirect program delivery costs attributable to the implementation of the program, including:

- staffing
- overhead costs
- applicable indirect cost rate.

Future Award Rounds

The City and County of San Francisco will actively monitor grantee performance and assess community need on an ongoing basis to ensure timely disbursement of financial assistance where it is needed most. The City and County of San Francisco may use this RFP source and other sources to make additional awards and/or reallocate already-awarded unexpended funds to where the financial assistance can be timely disbursed and to where it is needed most. The City and County of San Francisco may award partial funding for a single component of a proposed project or a combination of components, including subcontracts.

In future iterations of this RFP, the City may cover other types of assistance not included in the initial funding round. The following costs associated with housing services, among others to be determined, may be eligible for reimbursement through these future grant awards:

- financial assistance costs (funds directly disbursed either to the head of household or to a third party on behalf of the eligible household)
- program delivery costs
- housing services.

PROGRAM DELIVERY:

Screening And Identification

The City and County of San Francisco will provide ERAP providers with the Homelessness Prevention Platform (HPP), a web-based end-to-end platform used for screening and identifying applicants. HPP includes a multi-lingual online application and extensive back-office capabilities, including an embedded household vulnerability assessment tool, case management tool, inter-ERAP Provider communication/client coordination tool, performance reporting, and programmatic and financial workflow controls.

While only households whose applications meet the vulnerability assessment threshold will receive financial assistance, ERAP providers will receive a high volume of applications that will not meet the vulnerability threshold to receive financial assistance. For every household receiving financial assistance, ERAP providers may screen three times as many applications or more. Screenings may involve working with applicants in multiple instances (e.g., answering questions, providing information & referral, etc.). Fully qualifying a household for assistance is an even more involved process of working with both tenants and landlords: working with them to obtain required documents (e.g., rent ledger, income documents, identification, rental agreement, landlord W9, etc.), tracking payments to third parties, ensuring they understand that financial assistance is conditioned on not receiving the same assistance from another source under penalty of perjury and subject to repayment in the event of duplication of benefits.

ERAP Providers must comply with MOHCD's data privacy and security requirements, as well as all applicable federal laws, executive orders, and regulations, including but not limited to Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR Part 200. Subpart F – Audit Requirements of the Uniform Guidance requires that organizations that expend \$750,000 or more in a fiscal year obtain a federally compliant Single Audit. ERAP Providers will also be required to participate in a longitudinal evaluation by the University of California, San Francisco (UCSF) Center for Vulnerable Populations' Homelessness and Housing Initiative.

TIMELINE:

RFP Issued	Friday, April 9, 2021
Pre-Submission Webinar Click here to register and receive Zoom info.	Tuesday, April 13, 2021 2:00 pm to 3:30 pm
Question Submission Period Ends	Friday, April 23, 2021 at 5:00 pm
Proposals Due	Monday, April 26, 2021 at 5:00 pm
Non-Responsive Proposals Notified	Wednesday, April 28, 2021
Grant Award Letters Sent	Friday, April 30, 2021
Appeals Period Ends	Wednesday, May 5, 2021 at 5:00 pm
Grant Negotiations Begin	Friday, May 7, 2021
Grant Term Begins	Thursday, May 1, 2021

RESPONDENT ELIGIBILITY:

Organizations are eligible to apply to this RFP if they, or their fiscal sponsor, are a nonprofit, public benefit corporation tax-exempt public charity under Internal Revenue Code 501(c)(3). Certain exceptions may be made for 501(c)(4) and 501(c)(6) nonprofit organizations, as well as churches and religious organizations whose programming aligns with the charitable purposes designated for 501(c)(3) status. No City agencies or departments may apply for funding under this RFP.

PROPOSAL PACKET INSTRUCTIONS:

Attach Proposal Packet (Proposal Form, Project Budget Spreadsheet, and Agency-Wide Budget) to one email and send to Hugo.Ramirez@sfgov.org before 5 pm on Monday, April 26, 2021. Subject line should read "Final Proposal" and "[your organization's name]".

Please submit proposal early to allow enough time to address any unforeseen technical difficulties. Please alert us immediately if you are experiencing any technical difficulties at Hugo.Ramirez@sfgov.org.

Proposal Form (see Narrative and Financial Controls Questions below)

1. Open Proposal Form and save onto your computer. The form is fillable.
2. Begin working on your proposal responses, saving frequently.
3. Do not exceed character limits for every response.
4. When Proposal Form is completed, save final version.
5. Attach saved Proposal Form to your final submission, along with the Project Budget Spreadsheet and Agency-Wide Budget.

Project Budget Spreadsheet

1. Open [Project Budget Spreadsheet](#) and save onto your computer.
2. Begin working on budget, saving frequently.
3. Project Budget must include budget items for the first 12 months of the project, May 1, 2021 – April 30, 2022. The budget should include not only your MOHCD funding request, but your full project costs, including other funding sources.
4. When budget is completed, save final version.
5. Attach this saved Project Budget Spreadsheet to your final submission email, along with the saved Proposal Form and Agency-Wide Budget.

Agency-Wide Budget

1. This can be submitted in any format.
2. Attach this saved Agency-Wide Budget to your final submission email, along with the saved Proposal Form and Project Budget Spreadsheet.

NARRATIVE QUESTIONS (PROPOSAL FORM):

Each response has a 5000 character limit

Question 1: What San Francisco neighborhoods and/or vulnerable populations does your organization serve? How will your organization ensure these resources are accessible to those most in need? Be specific (e.g., language capacity, culturally relevant service models, collaboration with other culturally competent community-based organizations, etc.).

Question 2: What is your organization's experience disbursing and navigating clients through housing-related financial assistance in San Francisco (e.g., emergency rental assistance, tenant-based rental subsidies, etc.)?

5000 Character Limit

Question 3: What is your organization's experience administering federally funded contracts awarded by the City and County of San Francisco (e.g., CDBG, ESG, HOPWA, CoC, HERA, ARRA, CARES Act, etc.)?

5000 Character Limit

Question 4: Is your organization an existing Emergency Rental Assistance Program (ERAP) Provider of MOHCD (see list on following page)? If not, describe your organization's experience delivering housing-related financial assistance during COVID-19.

5000 Character Limit

FINANCIAL CONTROLS QUESTIONS:

Initial awards from this RFP will be for financial assistance costs only. ERAP Providers will provide six months of rent or an average of \$10,500 per household, subject to change as MOHCD program guidelines are developed. Please detail the following:

Question 5: **What other sources will your organization leverage to disburse this financial assistance? (Ensure these narrative responses are reflected in Project Budget Spreadsheet.)**

Question 6: Based on your organization's capacity and understanding the fast-paced and intensive nature of ERAP, **How much financial assistance does your organization propose to disburse in a twelve-month period, May 1, 2021 and April 30, 2022.?**

5000 Character Limit

Question 7: Describe the staffing plan for your proposal, including all leadership, direct service, and supportive roles (e.g., finance, intake coordination, etc.). Include job titles, brief job descriptions, necessary experience for each staff member, including for staff who need to be hired.

5000 Character Limit

EVALUATION:

Proposals that meet Respondent Eligibility will be evaluated and receive a funding recommendation based on the evaluation. Proposals that do not meet Respondent Eligibility will be deemed non-responsive and will not be reviewed.

Evaluation Rubric:

Targeting – 35%

Basis: neighborhoods/vulnerable populations most disproportionately experiencing housing instability and impacted by COVID-19

Experience – 40%

Basis: programmatic (20%), federal (15%), existing MOHCD ERAP Provider (65%)

MOHCD ERAP Providers:

- Young Community Developers, Inc.
- Native American Health Center, Inc.
- Mission Neighborhood Center, Inc.
- La Raza Community Resource Center, Inc.
- Homies Organizing the Mission to Empower Youth (HOMEY)
- Eviction Defense Collaborative, Inc.
- Catholic Charities CYO of the Archdiocese of San Francisco

Leverage – 25%

Basis: MOHCD sources (75%), other sources (25%)

APPEALS:

Proposals will be deemed non-responsive if incomplete, delivered after the deadline, or do not meet Respondent Eligibility criteria. MOHCD will notify respondents that their proposal is non-responsive. Respondents may appeal the determination of non-responsiveness by submitting a notice by email to MOHCD setting forth grounds for appeal by no later than five (5) business days from MOHCD notification. Respondents must submit the appeal by no later than 5 pm on the fifth business day.

The appeal must include a written statement of each of the grounds for appeal. An individual authorized to represent the respondent must submit the appeal by email to Brian.Cheu@sfgov.org. The appeal must cite all applicable guidelines that respondent claims MOHCD did not follow faithfully, as documented in this RFP. The appeal must specify facts and evidence enough for MOHCD to determine its validity. Disagreements about program evaluation do not constitute grounds for appeal. Failure to object or appeal in the manner and within times set forth above will constitute a complete and irrevocable waiver of any appeal of MOHCD's decision.

MOHCD will only accept appeals by email. It is the responsibility of respondents to ensure email delivery prior to the deadline specified.

A panel selected by MOHCD will review all eligible appeals, and the panel decision will be final. If necessary, MOHCD will schedule a meeting with the respondent within ten (10) calendar days of receiving the appeal.