**Posted 4/27/2018**

**Updated: 5/11/18 (see below)**

**FINAL**

1. **Question: Are these new funds or are there one or more Rapid Rehousing programs currently funded by the City?**

Answer: These are new funds allocated by City Council this year.

1. **Question: If so, what agency(ies) have the contract(s) and for how much?**

Answer: As stated in the response to Question 1, this is new funding.

1. **Question: Are you looking to award one grant or several grants?**

Answer: In Section 0500, page 2 it states: “It is anticipated that funding will be awarded to one or more Applicants.  Applicants may bid to provide all program services or collaborate with one or more agencies to administer the full range of services.  In the case of a collaboration, one entity must be the lead Applicant.”

1. **Question: Are there any restriction based on immigration status for client eligibility**?

Answer: No.  In the RFA 0500 section, page 1 it states: “The City of Austin (City) seeks applications in response to this Request for Applications (RFA) from a qualified nonprofit or government entity (Applicant) to provide Rapid Rehousing services to individuals and/or families experiencing homelessness.”

Please reference Section 0620 for more information on Client Eligibility Requirements.

1. **Question: Is there a match requirement?**

Answer: No.

1. **Question: Is there a requirement for the number of beds provided?**

Answer: No.

1. **Question: Could you clarify how much money is available for this RFA? Is it $400,000 total available for the entire community? Or are there more funds available and each application can only request up to $400,000?**

Answer: In Section 0500, page 2 it states: “$400,000 in total funding is available.” and “It is anticipated that funding will be awarded to one or more Applicants.  Applicants may bid to provide all program services or collaborate with one or more agencies to administer the full range of services.  In the case of a collaboration, one entity must be the lead Applicant.” Applicants can apply for all of the funds or part of the funds available.

1. **Question: Are there any federal or state regulations on this funding (i.e. a match requirement)?**

Answer: No this is City General Fund.

1. **Question: Is the City addressing a gap in services with this solicitation?**

Answer: This new funding is allocated by City Council in order to increase opportunities for Rapid Rehousing.

1. **Question: Does insurance need to be submitted with the application?**

Answer: No. Once an Applicant is chosen, Austin Public Health will work with the successful Applicant to develop the new Agreement. At that time, insurance will need to be submitted in order to enter into an Agreement.

1. **Question: Could we keep our focus on DV/SA or would we have to coordinate with other shelters in the community and offer RRH to all sub-populations?**

Answer: The Applicant can propose a sub-population to address if the persons are eligible according to the RFA.

1. **Question: Please clarify the difference between the statements on 4.4 of the outcomes. Is this not the same thing?**

Answer: No they are not the same measure. The second outcome in 4.4 is the percent of clients who transition from homelessness to housing who remain in housing for twelve months.

**Updated 5/2/2018**

1. **Question: Should the outcomes we include in the app only reflect the first 15 months of the program, or once people are actually exiting the program?**

Answer: The outcomes and outputs should reflect an annual number (12 months) for a fully operational program with full caseloads of clients enrolled and exiting. Due to the length of time needed to provide housing and case management, we understand the first 15 months of the program would likely not reach these numbers. An Applicant might propose goals for how "year 2" of the program is expected to perform.

1. **Question: Please explain the use of numerator and denominator. Should the % be based on those numbers?**

Answer: Yes, the percentage is calculated by dividing the numerator by the denominator.

The denominator is the total number of clients counted at one point in time (for ex. At program exit or at the point of housing placement)

The numerator is the number of clients (from the denominator) who successfully meet the goal.

1. **Question: Would programs be required to complete rent reasonableness?**

Answer:No.

1. **Question: Is there a specific amount we should include in our budget for HMIS systems and training? Does the HMIS license transfer if someone leaves?**

Answer: The Ending Community Homelessness Coalition administers the HMIS database. Each HMIS user license costs $600.00 annually, and the ART viewer license (for viewing advanced reports) costs $90. The user license transfers to another staff if someone leaves your organization, but cannot be used by more than one person at the same time. All training costs are included in the annual cost of the license. Please see [www.austinecho.org](http://www.austinecho.org) for more information.

1. **Question: When will questions be posted after the May 9th deadline to submit?**

Answer: APH will post questions and answers by Friday, May 11th if we receive questions by 5pm on May 9th.

1. **Question: If your agency is submitting an application for a collaboration, does only the Lead Applicant submit the required forms and attachments?**

Answer: Yes.

1. **Question: Are flash drives required for threshold review?**

Answer: No. Refer to Section 0500, page 3 Application Submission Requirements.

1. **Question: Is a position description different from a full job description?**

Answer: A position description explains position job duties and is typically more of a summary. Refer to Section 0500, Question 3.3, page 13 for option to include full job descriptions and/or staff resumes as supplemental documentation. As noted, these additional pages are optional.

1. **Question: Outcome 2 – Does the 12 months to remain in housing start at placement into housing or when assistance ends?**

Answer: The time period begins when a person is placed into housing.

1. **Question: Outcome 1 – Does this include/mean people who leave homelessness for our shelters and/or transitional housing programs or only after people leave our emergency shelter and transitional housing programs?**

Answer: Transitioning from homelessness to housing means moving into permanent housing, not transitional. Permanent housing could include moving in with relatives permanently or occupying a housing unit with a lease. HUD defines permanent housing as “community-based housing without a designated length of stay in which formerly homeless individuals and families live as independently as possible.”

1. **Question: Will the funding be awarded to the agency/agencies with the top score or does the City have discretion on how funds will be awarded?**

Answer: The Review Team will recommend awarding an agency or agencies based on the highest scoring Application(s). Authorization of final award is at the discretion of City Council.

1. **Question: Is there a page limit for the narrative?**

Answer: No. There are only word limits on each section that you will see in parenthesis after each question in Section 0500.

1. **Question: Can we get a list of current Rapid Rehousing contracts?**

Answer: Yes.

* City of Austin – ESG Rapid Rehousing $495,091 total
  + Front Steps
  + Downtown Austin Community Court
  + Austin Public Health Communicable Disease Unit
* Caritas Best Single Source Plus Collaborative -  A portion of the $3.7 million is dedicated to Rapid Rehousing
* Some shelter programs have Rapid Rehousing as a component of their programs but it isn’t called out in a separate budget.

1. **Question: Who is on the Evaluation Committee?**

Answer: City of Austin staff members.

1. **Question: There were mentions of HUD. Is there any reporting to HUD by the City or the grantee?**

Answer: This program is funded entirely by the City of Austin general fund. There are no federal funds in the program. All data entered into HMIS contributes to Austin/Travis County system performance reporting to HUD through an annual community application. This reporting to HUD is done by ECHO staff members and will not be required of Grantees.

1. **Question: The Coordinated Entry system has limitations for homeless immigrants and service providers for homeless immigrants because the Coordinated Assessment does not ask or track if people are immigrants. Do Rapid Rehousing clients need to go through the Coordinated Assessment process for grant eligibility?**

Answer**:** No. Applicants can explain why they are not using CA for their program entry. However, it is preferred that CA is used.

1. **Question: If you have a current contract with the City for RRH, is it positive/negative or neutral for this application? And can you refer to it in this application?**

Answer: It is neutral. You can refer to it since there are direct questions about experience administering rapid rehousing and working with homeless populations.

**APH Additional Note:** Applications are evaluated based on the contents of the submission. Do not assume evaluators know anything about your agency, program(s) or experience.

**Updated 5/9/18**

1. **Question: For Section 0500: Application, Scope of Work, Instructions, in regard to formatting, must we double-space text if we use the application provided (with text boxes)?**

Answer: No. It is not necessary to double space the submission in the text boxes in the application.

1. **Question: For Section 0500: Application, Scope of Work, Instructions, in regard to healthy service environments, how do you document intent to implement healthy policies, other than stating, “we agree to implement these policies by 10/1/2018.”**

Answer: Please reference the full Question 6.2 in Section 0500, directing the Applicant to “describe how the Applicant plans to implement” the policy/policies and to “Include the key personnel, by position title only, responsible for ensuring implementation.”

1. **Question: For Section 0650 Program Budget and Narrative, in line item “Amount Funded by ALL OTHER sources,” do you want us to include established rapid rehousing funding from the City of Austin?**

Answer: If this program is a continuation or expansion of an existing program, then you should add the other City of Austin funding (or funding from the other funding sources). If the program is a new Rapid Rehousing program with a different focus or subpopulation, your agency could choose to separate it from existing funding.

1. **Question: The RFA states: “Fiscal management of direct financial assistance may be sub-contracted to another agency to administer or may be done by the Applicant.” Since this is a reimbursement grant, does this refer to just the accounting and other record-keeping rather than the distribution of funds?**

Answer: Fiscal management of direct financial assistance (rent, utilities, etc.) on behalf of clients is a service that should include distinct policies and procedures regarding approval, processing, tracking and distribution of checks. This component of rapid rehousing may be provided by the Lead Agency or it may be sub-contracted to another agency.

Updated 5/11/18

1. **Question: If we are doing a collaborative application, do both agencies need to send the documents required in Envelope 1 of the submission? Or is this only required of the lead agency?**

Answer: No. The Lead Applicant sends in the information for Envelope 1.

1. **Question: On the budget (section 0650), If we are going to pay for a salary for our collaborative applicant would this expense go under Operating Expense #3 Program Subgrantees?**

Answer: Yes.

1. **Question: For Application Threshold Checklist – Section 0610, how many approved board minutes must we submit to show documented processes? What if they are reviewed in every board meeting? Do you want us to submit the latest instance?**

Answer: As stated in the requirements listed on page 3 of Section 0500 – Application, Scope of Work, and Instructions, Applicants should include “Approved Board of Directors minutes during the previous fiscal year reflecting the Board has a documented process that: Reviews program performance, Approves budgets, Reviews financial performance, Approves audit reports.”  As indicated in this language, any board minutes during the previous fiscal year that reflects any or all of those processes should be included as an attachment to the Application Threshold Checklist.

1. **Question: Can the application include letters of support as an optional attachment? If yes, would Envelope 2 be the ideal location to include such letters?**

Answer: No. Letters of support are not a part of this application.

1. **Question: For question 1.2 and 1.3, is direct financial assistance only referring to the activities related to Financial Assistance?**

Answer: Yes.

1. **For Section 0650, Program Budget and Narrative Form, you ask for the Amount Funded by All Other Sources. In addition to other non-City funded sources, we anticipate leveraging funds awarded to us through the Best Single Source Plus Collaborative. We are a subcontractor under Caritas for that City funding source.**

**Annually, we have a soft goal allocation of those funds based off of our previous year's grant, instead of a guaranteed funding allocation. However, we can expend more than our soft goal allows if there are still funds in the larger pot of funds.   
  
Considering this, how would you like us to account for these funds in this form?  
  
We would like to include our current soft goal allocation in #7.Financial Assistance for Clients in the "amount funded by all other sources” column.**

Answer: If your other funding is for financial assistance then you would put it in that line under the Other column. You determine the methodology for allocation of your other funding.

1. **Question: Is it acceptable for a rental lease to be in the name of the agency and have clients pay the agency rather than a landlord?**

Answer: Yes. This could be considered a master lease and in order to be considered permanent housing, there would have to be a sub-lease or some documentation of the client’s name on the lease.

A definition of Master Leasing from Orange County: “A master lease is a controlling lease under which lessees can sub-lease the property for a period not exceeding the term of the master lease. For the landlord, a master lease has the advantage of assuring rental for multiple units through a single lease and assured payment from a guaranteeing master lessor.”

1. **Question: On the outcomes question 4.3, the denominator says “Number of households that exit the program”. Is this asking for any specific type of exit? (Dropouts, termination, successfully complete?)**

Answer: The denominator should include all households receiving Rapid Rehousing services that are placed into housing AND all households that exit from the program unsuccessfully BEFORE entering into housing. Please refer to the following “Program Performance Guidance” below for additional information.

1. **Question: Should the outcomes we include in the app only reflect the first 15 months of the program, or once people are actually exiting the program?**

Answer: The outcomes and outputs should reflect an annual number (12 months) for a fully operational program with full caseloads of clients enrolled and exiting. Due to the length of time needed to provide housing and case management, we understand the first 15 months of the program would likely not reach these numbers. An Applicant might propose goals for how "year 2" of the program is expected to perform. Please see Program Performance Guidance below for information about counting the outcomes.

1. **Question: Please explain the use of numerator and denominator. Should the % be based on those numbers?**

Answer: Yes the percentage should be based on this number. Please see Program Performance Guidance below.

The denominator is the total number of clients counted at one point in time (for ex. At exit or at the point of finding housing)

The numerator is the number of clients (from the denominator) who are served who successfully meet the goal.

**PROGRAM PERFORMANCE GUIDANCE**

OUTCOME 1 – Transitioning from homelessness into Housing

**Numerator:** Number of case-managed households that transition from homelessness into housing

**Denominator:** Number of households that exit the program

**Percentage:** Percent of case-managed households that transition from homelessness into housing

For Rapid Rehousing, the measure focuses on housing placement

**Numerator:** Number of households provided Rapid Rehosuing services that transition from homelessness into housing

**Denominator:** Number of households provided Rapid Rehousing services that transition from homelessness into housing OR that Exit from the program unsuccessfully BEFORE they enter into housing.

**Percentage:** Percent of households that transition from homelessness into housing out of households provided Housing Location services.

1. The top number, the numerator, is the number of successes out of the bottom number, the denominator. It will **always be equal or less** than the bottom number/denominator.
2. The bottom number, the denominator, is the number of people who either successfully transitioned into housing, or unhoused people who dropped off the program that had to be exited before they are placed in housing. The use of the word “exit” does not mean the same thing for Rapid Rehousing since in the most RR programs the client continues to receive case management past the date of housing placement.
3. Example:  
   The program served 35 people who moved into housing this year. Another 15 people were provided Rapid Rehousing services but hadn’t found housing, and they stopped contacting program staff so they were exited this year.  The measure would look like this: 35/50 or 66%.

The program might also have served another 5 people that didn’t find housing, but also weren’t exited, so they are not counted in the outcome but would be counted in the output when they entered the program.

**OUTCOME 2**

OUTCOME 2 – Remaining in permanent housing for 12 months

**Numerator:** Number of clients who transition from homelessness into permanent housing who remain in housing for twelve months

**Denominator:** Number of clients who remain in permanent housing twelve months after placement

**Percentage:** Percent of clients who transition from homelessness into permanent housing who remain in housing for twelve months

1. The outcomes and outputs should reflect an annual number (12 months) for a fully operational program with full caseloads of clients enrolled and exiting. Due to the length of time needed to provide housing and case management, we understand the first 15 months of the program would likely not reach these numbers. An Applicant might propose goals for how "year 2" of the program is expected to perform.
2. Denominator includes everyone in the reporting year who were placed in housing 12 months prior.
3. Numerator includes the people who were placed in housing 12 months prior who still remain in permanent housing. This could be determined different ways. The program could have a case management contact with the clients in permanent housing. And/or the agency could query HMIS to determine if the clients with housing placement dates 12 months prior have not been entered into a homeless services program again in Austin. For the purposes of this RFA, please use an estimate based on your agency’s experience.
4. Example: 25 people were placed in housing the previous year. By the end of the second year, all 25 would be reported in this measure in the denominator. 20 of the people placed in housing do not appear in HMIS as seeking homeless services OR your agency is still in contact with them in their permanent housing. 5 people have been back at a shelter or your agency is aware that they have been evicted and were unable to be re-housed. The measure would be 20/25 = 80%.