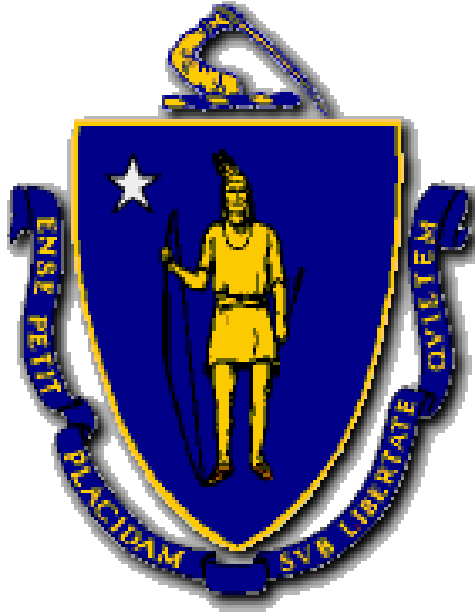


Commonwealth of Massachusetts
**DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT**

Charles D. Baker, Governor ♦ Karyn E. Polito, Lieutenant Governor ♦ Jennifer D. Maddox, Undersecretary



DIVISION OF PUBLIC HOUSING

**Document Title: Resident Service Coordinators (“RSC”) Notice of
Funding Availability (“NOFA”)**

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THIS NOTICE OF FUNDING AVAILABILITY (“NOFA”) AND ALL RESPONSES HERETO INCLUDING THE WINNING BID SHALL BECOME PUBLIC RECORD AS OF THE DATE THE CONTRACT REFERENCED HEREIN IS AWARDED, AND CAN BE OBTAINED FROM THE DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT PROCUREMENT UNIT BY SENDING AN EMAIL TO ERIC.BEATON@MASS.GOV. ANY PORTIONS OF A RESPONSE THAT ARE LABELED AS CONFIDENTIAL WILL STILL BE CONSIDERED PUBLIC RECORD.

The terms of [815 CMR 2.00](#), State Grants, Federal Grant Awards, Federal Subgrants and Subsidies are incorporated by reference into this NOFA. Contract and fiscal requirement terms used in this NOFA shall have the meanings defined in [815 CMR 2.00](#).

Resident Service Coordinators (“RSC”) Notice of Funding Availability (“NOFA”)

I. Background & Funding Availability

The Massachusetts Department of Housing and Community Development (“DHCD”) is committed to supporting the stability and well-being of residents living in state-aided public housing. Resident Service Coordinators (“RSCs”) support the stability of residents in c.200, 705, or 667 public housing developments to enable seniors to age in place and families to maintain their residency.

This Notice of Funding Availability (“NOFA”) continues DHCD’s recent expansion, with the support of the legislature, of the Resident Service Coordinator program. In March 2020, DHCD awarded \$1.5M in annual funding to 36 RSC grants pursuant to [PHN 2019-19](#). Building off of the first round of awards and pursuant to [PHN 2021-02](#), DHCD awarded 21 additional RSC grants in 2021 following the expansion of RSC funding to \$3M in the fiscal year 2021 state budget.

The Fiscal Year 2023 General Appropriations Act includes an additional \$2M (\$5M total) in funding for RSCs. These appropriations allow DHCD to augment existing RSC and Mixed Population Service Coordinator awards and offer a competitive funding opportunity for approximately 10 new RSC awards.

DHCD will make these award increases and new awards for a period of five years (starting in FY23, through FY27). Once a Local Housing Authority (“LHA”) receives an award of a first year of funding or funding increase, the LHA will not need to reapply for the additional years of funding (if available), so long as the LHA meets all reporting requirements (see Attachment A: Report Metrics).

LHAs with current RSC Awards or Mixed Population Service Coordinator Awards should read the relevant sections below in order to maintain or increase their awards. See Attachment B: Current Awardees for list of LHAs with current awards.

This NOFA describes what funding is available and how LHAs can apply for this funding.

Sections II, III and IV below describe the different requirements that apply to LHAs depending on their current RSC/Mixed Population Service Coordinator Award status:

- II. LHAs with Mixed Population Service Coordinator Awards
- III. LHAs with RSC Awards
- IV. New Grant Awards (LHAs with no current RSC or Mixed Pop awards)

The final four sections of the NOFA are relevant for all LHAs.

II. LHAs with Mixed Population Service Coordinators Awards

DHCD has supported Mixed Population Service Coordinators at 23 LHAs for many years in response to service needs of young disabled and elderly tenants of c.667 housing (see Attachment B: Current Awardees). DHCD will provide multi-year funding (starting in FY23, through FY27) and will also increase current Mixed Population Service Coordinator Awards to match RSC award amounts (maintaining or increasing current Mixed Population Service Coordinator Awards) and reinstate program tracking for Mixed Population Service Coordinators in order to capture their work across the State.

Eligibility Criteria

To be eligible for maintained or increased funding, LHAs that have an existing Mixed Population Service Coordinator Award must agree to submit annual reports on Mixed Population Service Coordinator activities and client demographics. Mixed Population Service Coordinators are expected to track program metrics

throughout the year in preparation for submitting annual grant reports. DHCD provides a grant report template and informational webinars to assist LHAs in completing annual reporting requirements. See Attachment A: Reporting Metrics.

Mixed Population Coordinators will be invited to semi-regular calls with other Mixed Population Service Coordinators and RSCs across the state. Attendance is encouraged.

Award Limits

DHCD will augment an LHA's Mixed Population annual funding to match the RSC individual awardee grant value described in Section III below (\$50,000). For example, an LHA with \$30,000 in Mixed Population funding would receive an additional \$20,000 from DHCD for an annual award of \$50,000 over the five-year grant period. LHAs with Mixed Population awards greater than \$50,000 or LHAs with both RSC and Mixed Population funding will not receive any augmentation to their Mixed Population funding but will be eligible for the extended funding starting in FY23, through FY27. DHCD will increase the budget exemption to reflect this increase at the start of the LHA fiscal year starting on or after July 1, 2022. LHAs should budget the higher number for the DHCD directed budgeted exemption in their next budget submission for the LHA fiscal year starting on or after July 1, 2022.

Application Process

To apply for maintained or increased funding, LHAs with current Mixed Population Awards must send complete applications to dhcdsubmission@mass.gov with the subject "RSC NOFA Application (LHA name)" by November 18, 2022.

The application must include:

- Letter (signed and dated and on LHA agency letterhead) including:
 - If seeking an increase in annual funds: A statement confirming that the LHA agrees to accept an increase in Mixed Population Service Coordinator annual funding (starting in FY23, through FY27).
 - If funding will be maintained at current levels (if currently funded over \$50,000 or if LHA has an RSC Award in addition to their Mixed Population Service Coordinator Award): A statement confirming that LHA agrees to continue to accept Mixed Population Service Coordinator funding at the current level (starting in FY23, through FY27).
 - A statement confirming that the Mixed Population Service Coordinator will track the required metrics ongoing throughout the year and report them to DHCD on a yearly basis. See Attachment A: Reporting Metrics.
- A Board vote of application approval, as evidenced by a certified extract from the minutes of the Board meeting.
- A letter from the head of the recognized Local Tenant Organization(s) (LTO) or, if there is no recognized LTO, a letter from the Executive Director, certifying that tenants were offered the opportunity to meet and discuss or submit written comments regarding the LHA's application.

DHCD reserves the right at any time to accept or reject any or all proposals in whole or in part, to take exception to these NOFA requirements or to waive any informality and to exclude any proposals for further consideration for failure to fully comply with the requirements of this NOFA. DHCD reserves the right to request additional information from LHAs during the review process and to use other available information as may be necessary to complete its review. Each LHA shall provide any additional requested information to DHCD prior to funding.

III. LHAs with RSC Awards

DHCD understands that many LHAs are having trouble hiring and retaining RSCs in the current labor market. DHCD will augment previous RSC awards to enable LHAs to better resource RSCs and attract excellent candidates (see Attachment B: Current Awardees). DHCD will provide multi-year funding (starting in FY23, through FY27) and will increase current Resident Service Coordinator Awards each year for five years.

Eligibility Criteria

To be eligible for increased funding each year an LHA must have a current RSC award and must agree to continue to submit annual reports on RSC activities and client demographics. RSCs are expected to track program metrics throughout the year in preparation for submitting annual grant reports. DHCD provides a grant report template and informational webinars to assist LHAs in completing annual reporting requirements. See Attachment A: Reporting Metrics.

RSCs will continue to be invited to semi-regular calls with other Mixed Population Service Coordinators and RSCs across the state. Attendance is encouraged.

Award Limits

For LHAs previously awarded an RSC grant, DHCD will increase the total grant award value by \$10,000, each year for 5 years (starting in FY23, through FY27). Single LHA grant awardees will receive a total of \$50,000 annually; regional grant awardees will receive a total of \$60,000 annually.

DHCD will also modify the budgeting parameters of the RSC award. Single LHAs should allocate \$45,000 of their total grant to staffing costs; regional awardees should allocate \$55,000 of their total grant to staffing costs. LHAs will only need to allocate the remaining \$5,000 of their award (decreased from \$10,000) toward flexible funds spending. DHCD encourages LHAs to identify leveraged or in-kind funds to use in conjunction with RSC funds to support the staff position. DHCD will increase the budget exemption to reflect this increase at the start of the LHA fiscal year starting on or after July 1, 2022. LHAs should budget the higher number for the DHCD directed budgeted exemption in their next budget submission for the LHA fiscal year starting on or after July 1, 2022.

Application Process

To apply for increased funding, LHAs with current RSC Awards must send complete applications to dhcdesignsubmission@mass.gov with the subject "RSC NOFA Application (LHA name)" by November 18, 2022.

The application must include:

- Letter (signed and dated and on LHA agency letterhead) stating that LHA agrees to accept an increase in RSC funding and will continue to track the required metrics ongoing throughout the year and report them to DHCD on a yearly basis. For regional application only one letter is required from the lead LHA. See Attachment A: Reporting Metrics.
- A Board vote of application approval, as evidenced by a certified extract from the minutes of the Board meeting. For regional applications, Board vote is needed for each LHA.
- A letter from the head of the recognized Local Tenant Organization(s) (LTO) or, if there is no recognized LTO, a letter from the Executive Director certifying that tenants were offered the opportunity to meet and discuss or submit written comments regarding the LHA's application. For regional applications, letter is required for each LHA.

DHCD reserves the right at any time to accept or reject any or all proposals in whole or in part, to take exception to these NOFA requirements or to waive any informality and to exclude any proposals for further consideration for failure to fully comply with the requirements of this NOFA. DHCD reserves the right to

request additional information from LHAs during the review process and to use other available information as may be necessary to complete its review. Each LHA shall provide any additional requested information to DHCD prior to funding.

IV. New Grant Awards

Eligibility Criteria

Due to limited funding availability, DHCD will only be granting new awards to LHAs that meet the following threshold criteria:

- LHA has no RSC or Mixed Population Service Coordinator funded by state grants.
- If the LHA has a Self Sufficiency Program (SSP) or an Executive Office of Elder Affairs-funded Supportive Housing Coordinator, the LHA's application clearly describes the number of state-funded units and residents left unserved by those programs.
- LHA has a minimum of 30 units of state-aided public housing combined between c.200, 705, or 667 programs. DHCD will also consider funding a regional application that incorporates multiple LHAs. The LHAs would need to be within 50 miles of each other to be able to successfully share a staff person or contractor, and one LHA must submit the application and act in the role of the administering agency.

LHAs must submit annual reports on RSC activities and client demographics. RSCs are expected to track program metrics throughout the year in preparation for submitting annual grant reports. DHCD provides a grant report template and informational webinars to assist LHAs in completing annual reporting requirements. See Attachment A: Reporting Metrics.

Award Limits

In order to fund as many LHAs as possible, awards are limited to \$50,000 annually per LHA and \$60,000 for LHAs applying jointly for a regional grant.

- \$45,000 (\$55,000 for regional applications) of the total should be allocated to staffing costs. LHAs may use this funding for a service coordinator through a variety of staffing models, including hiring an RSC as LHA staff, hiring an RSC as an independent contractor, or contracting with a service agency; and
- \$5,000 of the total should be allocated for flexible funds to be used for resident events and programs; partner payments, or "barrier busting" (small costs that need to be paid in order to remove barriers for residents to obtain the services they need).

DHCD encourages LHAs to identify leveraged or in-kind funds to use in conjunction with RSC funds to support the staff position. LHAs will be required to include any awarded RSC funds in their state-aided program's operating budget as a DHCD direct cost exemption, regardless of whether the LHA is a surplus or deficit housing authority.

Criteria for Prioritizing Awards

DHCD anticipates that there will be more requests for funding than there will be funds available and will therefore evaluate applications according to the following considerations:

- Size of public housing portfolio (or combined size of public housing portfolio if regional application) **not** currently served by a service coordinator;
- LHA's commitment to submitting the RSC report on required metrics annually;

Application Process

To apply for funding, LHAs must send complete applications to dhcddesignsubmission@mass.gov with the subject "RSC NOFA Application (LHA name)" by November 18, 2022. LHAs must submit an application letter and Board vote(s).

The application must include:

- 2-page letter (signed and dated and on LHA agency letterhead) addressing the following (for regional application include information on all LHAs)
 - Size of LHA portfolio(s) (by program including c.200 Family; c.705 Family; c.667 Elderly; c.667 Non-elderly Disabled);
 - Number of residents by program **not** currently served by a service coordinator;
 - LHA should **clearly** describe current resident service programs available to residents (for example, Executive Office of Elder Affairs-funded Supportive Housing Coordinator, Self Sufficiency Program (SSP) coaches) and **quantify** how many residents are **not** served by these programs;
 - Statement of need which could include information on available/lack of available resources, residents that you expect the RSC to serve, explanation of how this staff person will support the stability of the community;
 - Description of any matching funding commitments or leveraged services to compliment the RSC activities;
 - A statement confirming that the RSC will track ongoing throughout the year the required metrics for the RSC Initiative and report them to DHCD on a yearly basis. See Attachment A: Required Tracking Metrics; and
 - A statement that LHA will hire RSC or contractor within 90 days of the award date.
- Job description or indication if LHA will pursue contract with service provider (sample job descriptions can be found at <https://coresonline.org/resources?topic=7&type=All>).
 - DHCD expects that LHAs will actively market this position to current and/or former residents (through LTOs, posting in central office, social service partner agencies, etc.) as described in 760 CMR 6.09.
- A Board vote of application approval, as evidenced by a certified extract from the minutes of the Board meeting (for regional applications, Board vote is needed for each LHA).
- A letter from the head of the recognized Local Tenant Organization(s) (LTO) or, if there is no recognized LTO, a letter from the Executive Director certifying that tenants were offered the opportunity to meet and discuss or submit written comments regarding the LHA's application (for regional applications, a letter is required for each LHA).

DHCD reserves the right at any time to accept or reject any or all proposals in whole or in part, to take exception to these NOFA requirements or to waive any informality and to exclude any proposals for further consideration for failure to fully comply with the requirements of this NOFA. DHCD reserves the right to request additional information from LHAs during the review process and to use other available information as may be necessary to complete its review. Each LHA shall provide any additional requested information to DHCD prior to funding.

V. Timeline

DHCD anticipates making awards within 4 weeks of the November 18, 2022 application deadline. Applications from LHAs with current RSC and Mixed Population Service Coordinator Awards will be reviewed and awarded on a rolling basis.

VI. Additional Terms

All responses and information submitted in response to this NOFA are subject to the Massachusetts Public Records Law. All written correspondence and materials submitted to DHCD during this process, including

as part of the response to this NOFA, become the property of DHCD upon their receipt and will not be returned to the submitting parties. Except as provided in the Public Records Law, all materials submitted to the DHCD are subject to release as public records. In no event shall DHCD, or any of their agents, representatives, consultants, directors, officers, or employees, be liable to an LHA for the disclosure of all or a portion of a response or related information submitted in connection with this NOFA.

This NOFA does not commit DHCD to pay any costs incurred in the preparation of an LHA's response to this NOFA or to enter into a contract for services. DHCD may (i) accept or reject any and all proposals received as a result of this NOFA; (ii) contract for some, all or none of the services offered by LHAs in response to this NOFA; (iii) negotiate with one or more of the qualified LHAs; or (iv) cancel, in part or in its entirety, this NOFA if it is in the best interest of the Commonwealth to do so.

DHCD reserves the right to make amendments to the NOFA after initial publication. Any such amendment will be posted to COMMBUYS. It is each LHA's responsibility to check COMMBUYS for any amendments, addenda or modifications to this NOFA, and any Q&A records related to this NOFA. DHCD accepts no responsibility and will provide no accommodation to LHAs who submit a response based on an out-of-date NOFA or on information received from a source other than COMMBUYS.

Bidders with disabilities or hardships that seek reasonable accommodation, which may include the receipt of NOFA information in an alternative format, must communicate such requests in writing to the contact person. Requests for accommodation will be addressed on a case-by-case basis. An LHA requesting accommodation must submit a written statement which describes the respondent's disability and the requested accommodation to the contact person for the NOFA.

VII. COMMBUYS Instructions

While all applications seeking funding pursuant to this NOFA should be submitted to dhcdesignsubmission@mass.gov, this NOFA will be launched and managed via COMMBUYS. Instructions for log-in and use of COMMBUYS are described in <http://www.mass.gov/anf/docs/osd/forms/instructions-for-vendors-responding-to-bids.docx>. LHAs may also contact the COMMBUYS Helpdesk at COMMBUYS@mass.gov or the COMMBUYS Helpline at 1-888-MA-STATE.

LHAs are required to monitor COMMBUYS for changes to the procurement calendar for this NOFA. It is the responsibility of the prospective LHA to maintain an active registration in COMMBUYS and to keep current the email address of the LHA's contact person and prospective contract manager.

DHCD and the Commonwealth assume no responsibility if a prospective LHA's designated email address is not current, or if technical problems, including those with the prospective LHA's computer, network or internet service provider cause email communications sent to/from the LHA and DHCD to be lost or rejected by any means including email or spam filtering.

VIII. Questions

While all applications seeking funding pursuant to this NOFA should be submitted to dhcdesignsubmission@mass.gov, any questions regarding this NOFA should be made via e-mail and directed to Maura Baldiga (maura.baldiga@mass.gov) by Friday, September 23, 2022, 5 pm with the subject line "RSC NOFA Inquiry." A final Q&A will be posted as an addendum to this NOFA and on COMMBUYS by Friday, October 7, 2022 at the latest.