

# Tenant Services RFP- DRAFT 4/28/17

## 1.1 Purpose

The City of Madison is seeking proposals from qualified entities to provide services to tenants and landlords in the Dane County area.

## 1.2 Background

City of Madison and Dane County work to ensure that all residents have decent, safe, sanitary and affordable housing opportunities in order to enhance household, neighborhood and community stability. The City of Madison's Community Development Division and Dane County Department of Human Services look to fund programs that improve housing stability for homebuyers, renters, homeless and special needs populations.

Data from American Community Survey (ACS) shows that population growth in the City of Madison and Dane County has been driven almost entirely by renters. Data comparison of 2005-2007 to 2011-2013 shows a total population increase of 9%, households increased 13%. During that time the number of renters increased 25%, while owner occupancy only increased by 3% in the City of Madison. While the number of renters in the community has been increasing, funding from the City of Madison and Dane County for services to support housing stability for renters has remained flat.

There are approximately 57,133 renters in the City of Madison and 34,698 renters in Dane County (outside of City of Madison), for a total of 91,931. When a household spends more than 30% of adjusted gross household income on housing, they are considered cost burdened. Currently, the number of rent burdened Dane County Renters is 41,737 (Madison 27,844; Dane County without Madison renters 13,893).<sup>1</sup>

## 1.3 Funds Available

The City of Madison's 2017 adopted operating budget allocates up to \$50,000 to support tenant services in 2017. Dane County Department of Human Services 2017 adopted budget also includes an amount of \$45,000 to be allocated on a prorated basis for the remainder of the year. The contract amount will be dependent on the date of

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<sup>1</sup> Source: 1 year American Community Survey

contract execution. Future year funding may be considered during the City of Madison's 2018 annual budget process.

### **Eligible Costs**

Eligible costs include personnel, supplies, training, mileage, transportation and financial assistance for Prevention costs (as defined by Dane CoC Written Standards). Costs associated with becoming a HUD Certified Housing Counseling for agency or staff also acceptable expense.

### **Required Services**

In making decisions regarding the allocation of available resources, the City and County hopes to accomplish most or all of the following:

1. Provide education to tenants and landlords about their rights and responsibilities, remedies under the law and assist them in resolving concerns. Will provide advice and counsel, make phone calls or write letters to attempt to solve legal problems.
2. Conduct a variety of outreach activities throughout the year including presence at community events, press releases and public services announcements, workshops and other methods deemed appropriate to inform low-moderate income renters and landlords of available tenant services in the community.
3. Provide housing counseling, mediation and/or legal assistance to households facing eviction or other legal issues between tenant and landlord. This would include comprehensively assessing the situation of clients to evaluate the legal merit of the cases, determine which households are most likely to retain their housing through advocacy
4. Provide financial assistance to households who are in imminent danger of becoming homeless. Homelessness prevention assistance includes rental assistance and housing relocation and stabilization services necessary to prevent an individual or family from moving into an emergency shelter, the streets, or a place not meant for human habitation. Financial assistance will be prioritized using Dane County CoC Written Standards, Homeless Prevention Criteria.
5. Establish written procedures of how you will connect tenants and make appropriate referrals to long-term supportive services, if needed to maintain tenancy (i.e. payee, CCS, stabilization case management).

*Questions in application:*

- a. What is your plan to market your services particularly to underserved populations?
- b. How would you prioritize your clients given the overwhelming need for these services.
- c. Describe your program and how it will meet the needs described in the RFP.
- d. Do you make additional accommodations for language barriers (i.e. other accommodations than phone interpretation services)? Will this funding expand services, or maintain existing services?
- e. For providers already provided tenant services please describe current client demographics.
- f. Project Budget
- g. Ask the applicant to submit information on agency board members and their demographics.
- h. Describe how aspects of your program (e.g. hours of availability, response time, location, staffing and outreach and engagement efforts) ensure that a diverse client base will find your program accessible, culturally responsive, welcoming and effective in achieving household stability.
- i. Detail qualifications of the agency and individuals who will provide the services, including relevant training and licensing obtained. Please provide information regarding staff turnover. If you had 20% or more turnover in a certain staff position/category, please explain. Also address any noteworthy staff retention issues or policies to reduce staff turnover.
- j. Describe any programmatic or administrative improvements that have improved your agency's ability to deliver services. Also describe any ongoing quality assurance procedures and practices your agency has in place.
- k. Detail to what extent the agency adheres to Dane County CoC Written Standards and/or participates in the Dane County Homeless Services Consortium.
- l. Submit three references. References should be specific to the services being offered.
- m. It is a priority of the City of Madison and Dane County that services are coordinated, how do you envision working with Coordinated Entry and other homeless providers in the local Continuum of Care.

- n. Describe staff expertise in housing counseling, mediation and legal assistance.

**Performance Measures**

How many people served, housing counseling, mediation, legal services.

How many people received more intensive services (i.e. mediation, legal services)

How many people who received intensive services become homeless with 2 years of services.

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