



## Application for RFP #10054-2021

### Community Development Division

#### Emergency Rental Assistance and Legal Support Services

Submit application to: [CDDapplications@cityofmadison.com](mailto:CDDapplications@cityofmadison.com)

Applications are due by **12:00pm on Wednesday August 4, 2021.**

Please limit your proposal and responses to the form provided. Any materials submitted in addition to this application form will not be considered in the evaluation of the proposal. *Do not attempt to unlock or alter this form.*

<b>Applicant Organization:</b>	African Center for Community Development, Inc.		
<b>Contact Person:</b>	Jennifer Lord		
<b>Address:</b>	6314 Odana Rd. Suite 14 Madison, WI 53719		
<b>E-Mail:</b>	jlord1010@gmail.com		
<b>Website:</b>	www.africancentermadison.com	<b>Telephone:</b>	608-957-5623
<b>Federal Tax ID or EIN</b>	47-3458123		
<b>DUNS Number</b>	081556137		
<b>Legal Status:</b>	<input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Limited Liability Company <input type="checkbox"/> General Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Unincorporated Association <input type="checkbox"/> Other: _____		
<b>Tax Exempt Status:</b>	<input checked="" type="checkbox"/> 501 (c)(3) since 2017		

Check which proposed service your organization is intending to provide:

- ☒ Assist eligible applicants through application process, provide outreach and education
- ☐ Evaluate and process completed applications
- ☐ Provide legal support and mediation services as necessary (If interested in providing **only** this service skip to **Program C**)

## PART 1: Program Description

### Program A: Assist eligible applicants through application process, provide outreach and education (*Administrative costs only*)

1. What Madison 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.)?

There are urgent needs among low-income communities around the city, among people of color, and especially in the African immigrant community as it relates to housing instability. While many communities of color have been negatively impacted by COVID-19, many low-income African immigrants experience additional challenges in not knowing what services are available to help in emergencies and how to navigate them and as a result they have been facing threats of evictions despite the moratorium the CDC had in place. In some cases, landlords have side-stepped the rental issue and alleged devious reasons for eviction. ACCD is committed to providing emergency housing rental assistance to the most in need through culturally competent assistance, located in the neighborhoods where low-income African immigrants and refugees live and in one of the languages of Africa.

We propose to continue to provide emergency rental application assistance in English, French, Swahili, Lingala, Kikongo, Tshiluba, Yoruba, Kinyarwanda, Housa, Mande and Pidgin English. While we will support any Madison resident who reaches out for assistance, we will target our services to African immigrants and refugees providing culturally competent and language appropriate services. We propose to continue to serve people through the ACCD office 5 days a week with evening hours in order to reach those people who work first shift and don't have the ability to take time off work to seek assistance.

However, we also propose to expand the services that we have been offering to ensure that our community's most vulnerable can receive support through outreach assistance in targeted neighborhoods. With a second Community Liaison Officer, this one located in several low-income communities, ACCD will be able to help those who don't have transportation. We will hire the second Outreach Community Liaison Officer to rotate locations in 5 neighborhoods that have a significant African community.

This Outreach Community Liaison Officer will spend one-day a week in each community assisting anyone looking for help submitting applications. We have partnered with the Literacy Network, Madison Public Libraries, 2 community centers and Joining Forces for Families to have locations at the Lakeview and Hawthorne libraries, Vera Court Neighborhood Center, East Madison Community Center and co-located in the JFF office at the former Salvation Army site in the Darbo-Worthington neighborhood. This outreach officer will assist people either through a scheduled appointment or by walk-in, when possible. We have confirmed key days and times for Vera Court (Wednesdays) and East Madison Community Center (Tuesdays). We will work with the other organizations to find the best days for them.

ACCD will also provide door-to-door education in targeted apartment complexes that are within the Vera Court, East Madison Community Center, Salvation Army, Hawthorne and Lakeview library neighborhoods (including Brentwood and Northport apartments) to ensure people are aware of the program. In addition, the Community Liaison Officers will attend the different African association meetings and the various neighborhood and community center events like the Juneteenth celebration, Urban League's Community Picnic, neighborhood music festivals etc. ACCD will also provide periodic education and application support to families enrolled in the Literacy Network's classes.

ACCD will also advertise its application assistance program within the neighborhood and community center newsletters and the 15 different African Association email listserves.

2. What is your organization's experience disbursing and navigating clients through housing-related financial assistance in Madison (e.g. Emergency Rental Assistance, Dane CORE, tenant-based rental subsidies, etc.)?

Since October 2020 has helped 120 individuals and families complete applications. Many remain in their rentals today because of our assistance. We are very familiar with the Dane Core program, the requirements and documentation needed for completion and have been committed to submitting complete applications and following-up with individuals and landlords when documents are missing.

In the fall of 2020, ACCD also provided tenant-based rental subsidies through the City of Madison. We continue to partner with the City of Madison to assist those in the community that need help with rent arrears due to the effect of the pandemic. This past year, we had learned from many Africans that they had difficulty meeting us at our office on Odana road and our community liaison officer did go out into the community to meet with them. Consequently, we are proposing to add an additional Community Liaison Officer who will be located out in the communities where many Africans live. Given the success of this program, ACCD has applied for other funding to support families with their housing case management needs.

ACCD has experience in the outreach into our community. This is critical as many that need assistance were not sufficiently aware of this resource. ACCD helped to reach would-be applicants through the distribution of Dane CORE rental assistance flyers at small neighborhood grocery stores, community centers, check cashing businesses and housing apartments. We conducted community engagement meetings virtually to pass on information about the program and for Q&A sessions.

ACCD provided feedback to the City from the applicants that we worked with.

3. Describe the staffing plan for your proposal, including all leadership, direct service and supportive

roles (e.g. finance, intake coordinator, etc.). Include job titles, brief job descriptions necessary experience for each staff member, including for staff who need to be hired? ACCD's staffing plan to support the emergency rental assistance program will consist of two community liaison officers who offer direct support to individuals, families and landlords in their completion of the Dane Core application and for a director who will oversee the community liaison officer and the outreach community liaison officer roles.

The 2 Community Liaison Officers job duties include:

- Provide direct one-on-one assistance (virtual and in-person) to tenants and landlords to help them understand program benefits and responsibilities
- Facilitate the completion and submission of applications, including all required documentation and verifications
- Help clients navigate the online application portal
- Answer applicant questions and provide support to clients who do not have internet access or the ability to upload documents
- Serve as a contact for people without access to reliable means of communication (lack of consistent access to phone or email, homeless, etc.)
- Provide tenants and/or landlords direct access to the online portal, where necessary, to ensure that all eligible parties have access to program benefits
- Help establish an online account in the Dane CORE 2.0 online application portal, if needed
- Provide follow up to tenants and landlords as needed
- Community Liaison workers are strongly encouraged to speak at least one of the major languages of Africa, other than English
- Conduct targeted outreach and establish a presence in locations in churches, community, check cashing businesses, gas stations etc
- Participate in trainings by CDD staff on eligibility requirements, including income calculations, the online application portal and the application process
- Collaborate with CDD staff through regularly scheduled calls and progress meetings
- Help prepare reports of activities to CDD and elevate questions requiring additional input from CDD staff
- Ability to work the occasional nights and weekends

Experience:

- Prior experience connecting people to services
- Prior lived or work experience in the African community
- Fluency in one of the major languages of Africa, other than English
- Understanding of housing services and programs in Madison

Director

- Supervise the 2 community liaison officers
- Hire and train staff
- Provide periodic quality assurance checks on case management files, applications submitted and appropriate referrals that meet the individual or family's needs
- Help community liaison workers problem solve issues and connect individuals and families to resources
- Participate in trainings by CDD staff on eligibility requirements, including income calculations, the online application portal and the application process

- Collaborate with CDD staff through regularly scheduled calls and progress meetings
- Submit reports of activities to CDD and elevate questions requiring additional input from CDD staff

Experience:

- 3-5 years prior experience managing a case management program
- 3-5 years experience supervising staff
- Previous experience managing City of Madison contracts
- Previous grant tracking and reporting experience

Canvassers

- Attend weekend community events and gatherings to distribute flyers

4. Describe the proposed client-level outcomes, including the total number of people to be served, and timeline of services (e.g. 6 months, 12 months).

Outcomes:

- 1) 100% of clients will be screened for other needs with the Arizona Self-Sufficiency Matrix and connected to community resources
- 2) 95% of individuals and families who had submitted an application will remain in their rentals at least 6 months
- 3) 75% of individuals and families who applied and received financial support from Dane Core 2.0 will remain in their homes 12 months later

ACCD anticipates assisting 200 individuals and families complete Dane Core rental assistance applications and housing case management.

Timeline:

Sept. 1 2021: ACCD will be able to begin assisting individuals and families complete applications at ACCD.

October 1, 2021: The Outreach Liaison Officer will be recruited and hired

October 15: The Outreach Liaison Officer will have an orientation and trained on Neighborly and will work independently enrolling people for Emergency Rental Assistance

December 15, 2022: Director complete first quality assurance review of client files and submitted application

February 1, 2022: 6 month survey of individuals and families who have completed an application to Dane Core, to determine how many have remained in their house

March 15, 2022: Director to complete second quality assurance review of client files and submitted applications

July 15, 2022: Director to complete the third quality assurance review of client files and submitted applications

August 20, 2022: 12 month survey of individuals and families who have completed an application to Dane Core

**Program B: Evaluate and process completed applications** *(only complete if interested in providing this service.)*

1. Describe the history of effective organizational and fiscal management of federal funds, including understanding of 2CFR Part 200, “Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards”, please identify staff positions and job experience responsible for fiscal management and reporting.
2. Describe how your agency monitors and verifies the accuracy and sufficiency of its billing system to assure all claims made are proper and that adjustment is sought when issues are identified.
3. Describe staff experience with Federal Funds allocated through the United States Department of the Treasury pursuant to Title V, Section 501 of the Consolidated Appropriations Act, 2021 that has been funding source for Emergency Rental Assistance programs. Please include training plan for new hires to learn about federal requirements.
4. If additional staff required than described above please add detail of staff needed to evaluate applications and process payments. Include job titles, brief job descriptions necessary experience for each staff member, including for staff who need to be hired and timeline for hiring?

**Program C: Provide legal support and mediation services as necessary** *(only complete if interested in providing these services.)*

1. Describe the project for which funding is being requested. Include project details, the need addressed by the project, and the populations to be served.
2. Describe the agency’s experience in administering this type of program. Describe the qualification of the staff assigned to the proposed program, including their knowledge and experience.
3. What Madison 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)?

**PART 2: Project Budget**

BUDGET EXPENDITURES	TOTAL PROJECT COSTS	AMOUNT OF CITY \$ REQUESTED	AMOUNT OF NON-CITY REVENUE	SOURCE OF NON CITY FUNDED PORTION
<b>A. Personnel Costs (Complete Personnel chart below)</b>				
1. Salaries/Wages (show detail below)	125,666	106,414	19252	UW Credit Union Racial Equity Fund (UWCUREF)
2. Fringe Benefits and Payroll Taxes	28,333	23,993	4,340	UWCUREF
<b>B. Program/Operations Costs</b>				
1. Program supplies and equipment	8,000	6,775	1,225	UWCUREF
2. Office Supplies	6,000	5,080	920	UWCUREF
3. Marketing	4,000	3,390	610	UWCUREF
4. Rent/Utilities/Telephone	9,000	7,620	1,380	UWCUREF
5. Other (explain*)	5,000	4,234	773	UWCUREF
<b>C. Direct Rental Assistance</b>				
1. Rental Assistance				
2. Other (explain*):	9,800	8,300	1,500	UWCUREF
<b>D. TOTAL (A + B + C)</b>	195,799	165,799	30,000	

\*Explanation of "Other" expenses:

\$7,500 Mileage Reimbursement primarily for the outreach community liaison officer and the canvassers

\$2,300 payroll administration

### PART 3: Personnel Chart

Identify and describe the role of key staff positions and affiliate partners who would become directly responsible for the various aspects of the contract, if awarded. For each position, please note if duties will be provided by a current staff position (no additional FTE), a new position, or expanded hours for a current staff position (additional FTE) in the hiring plan column.

Title of Staff Position	Hiring Plan (Current, New, or Expanded)	Expected hours to be spent in this project per week	Proposed Hourly Wage	Role With This Project
Community Liaison Officer	Current	40	\$19.23	Housing case Manager

<b>Title of Staff Position</b>	<b>Hiring Plan (Current, New, or Expanded)</b>	<b>Expected hours to be spent in this project per week</b>	<b>Proposed Hourly Wage</b>	<b>Role With This Project</b>
Outreach Community Liaison Officer	New	40	\$19.23	Housing Case Manager
Director of Capacity Building	Current	25	\$32.05	Supervise Housing Case Managers
Neighborhood Canvassers and special event staff	New	1.6	\$13.62	The 2-3 individuals will canvass neighborhoods and staff tables at community events like Juneteenth, Urban League Community Picnic etc.
			\$	