



Housing Retention and Stabilization Services RFQ

Pre-Submission Conference

November 1, 2023

Agenda

- **Housekeeping**
- **Rationale**
- **Summary of Service Model**
- **Tenant Screening and Referral Process**
- **RFQ Submission Process and List Development**
- **Q&A**

Housekeeping

- Please note: This conference is being recorded.
- Please sign in by writing your name, title, organization, and email into the chat.
- If you are phoning in to the meeting using the Audio Only function, the host will ask you to verbalize the above sign in information.
- Everyone has been muted. You may unmute with any questions during the Q&A portion.
- Do not type substantive questions about the RFX into the chat. Instead, please email questions to HousingStabilizationRFQ@hpd.nyc.org. Please hold your questions until prompted.

Rationale

- Escalating homeless crisis and the dearth of affordable rental apartments
- Record HPD/HDC production numbers for apartments dedicated to formerly homeless households
- HPD requirements for light-touch retention and stabilization services
- Desire for standardization and quality control of those services

Objective

- **(re)Create a Pre-Qualified List to which HPD may refer owners, property managers, and landlords operating a New Construction or Preservation project with homeless set asides, for the provision of Housing Retention and Stabilization Services for recently homeless tenants residing in their property.**

Tenant Screening and Referral Process

Household Screening

- **Have not been deemed eligible for on-site supportive services**
- **Criminal background review consistent with HUD Guidance**
- **Have sufficient income to meet the eligibility requirements for the units, or have rental subsidies sufficient to satisfy the income eligibility criteria**

Referral Process

- **Homeless Housing Applications referred by DSS are matched to homeless set aside units by household sizes, borough choices and any disability accommodations**
- **Households are screened by the sponsor using a tenant selection criteria that looks at criminal background. Income and vital documents are also required in order to determine eligibility for affordable housing**

Summary of Service Model

Tenant Services

- Transition to housing
- Housing Retention
- Connection to benefits
- Connection to services in the community

Landlord Services

- Subsidy assistance/coordination
- Rent arrears intervention
- Landlord/tenant mediation

Summary of Service Model

Service Delivery

- **Assessment within 30 days**
- **Home visit during first month**
- **Monthly call or home visit for first year**
- **“Warmline”**

Staff Requirements

- **20 households per Housing Retention Specialist FTE**
- **1 Program Director per 5 Housing Retention Specialists**
- **Training in trauma informed care and cultural competence**

Sample Reporting Metrics

- **# of homeless move-ins**
- **# of household assessments**
- **# arrears cases**
- **# referrals by service type**
- **# of referrals to housing court**
- **# move outs (with reasons)**
- **Case studies/ qualitative feedback**

Sample Scenario

Social Service Agency (SSA) responds to RFQ

If HPD approves submission, SSA is placed on PQL

Prior to Marketing, Developer selects SSA from PQL

SSA develops service plan in accordance with RFQ scope and # of homeless units in the project

Prior to construction completion, Developer submits service plan to HPD for approval

HPD approves Social Service Plan

Developer and SSA enter into a contract

Developer sends service plan and executed contract to HPD and/or HDC

SSA provides services to households in homeless set asides

SSA submits quarterly reports to Developers and HPD, capturing tenant interactions and outcomes

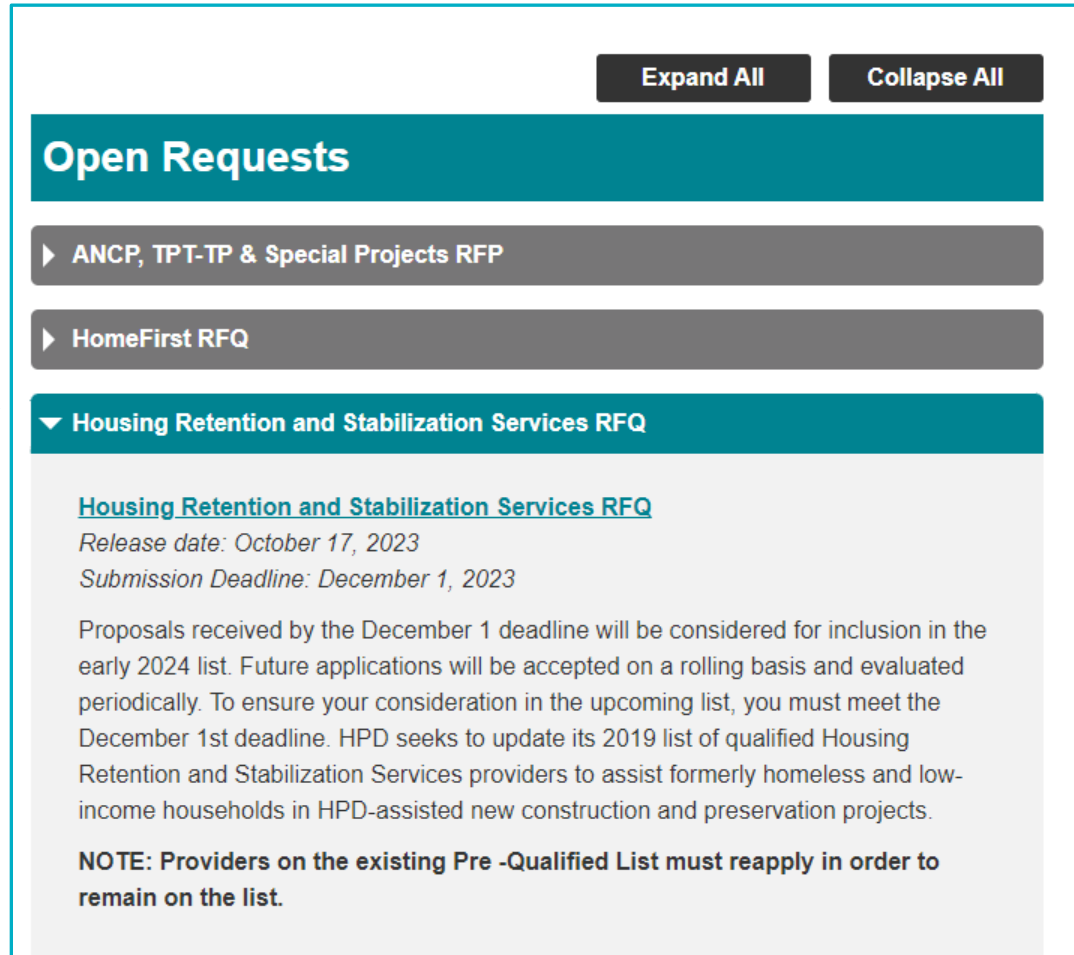
RFQ Proposal Submission Process

The screenshot shows the NYC Housing Preservation & Development website. At the top, there is a navigation bar with links for Home, About, Services and Information (highlighted), Media, Events, and Contact. A search bar is located on the right. Below the navigation bar is a large teal banner with the text "Do Business with HPD". On the left side, there is a vertical menu with links for Affordable Housing, Code Enforcement, Compliance, Design Guidelines, and Home Repair and Preservation Financing. The "Do Business with HPD" link is highlighted with a white box. The main content area features a section titled "Development Opportunities" with sub-sections for "*RFPs / RFQs / RFEIs*", "M/WBE Building Opportunity Initiative", and "Pre-Qualified Lists".

← Apply here

← To get here

RFQ Proposal Submission Process



Expand All Collapse All

Open Requests

- ▶ ANCP, TPT-TP & Special Projects RFP
- ▶ HomeFirst RFQ
- ▼ **Housing Retention and Stabilization Services RFQ**

[Housing Retention and Stabilization Services RFQ](#)
Release date: October 17, 2023
Submission Deadline: December 1, 2023

Proposals received by the December 1 deadline will be considered for inclusion in the early 2024 list. Future applications will be accepted on a rolling basis and evaluated periodically. To ensure your consideration in the upcoming list, you must meet the December 1st deadline. HPD seeks to update its 2019 list of qualified Housing Retention and Stabilization Services providers to assist formerly homeless and low-income households in HPD-assisted new construction and preservation projects.

NOTE: Providers on the existing Pre -Qualified List must reapply in order to remain on the list.

Submission Requirements

On or before the submission deadline, the Respondent must submit Qualifications in accordance with the instructions and attachments contained in this RFQ, as well as in any Addenda that may be issued to this RFQ.

Applications must be submitted **no later than 5:00pm on December 1, 2023** to HousingStabilizationRFQ@hpd.nyc.gov

The initial submission deadline is 12/01/2023 at 5:00pm. The Qualified List will be published in the first quarter of 2024 and will be periodically updated thereafter. In future, applications will be accepted on a rolling basis.

Pre-Submission Conference

HPD will hold a virtual pre-submission conference on Wednesday, November 1, 2023 at 2:00pm. To join the meeting:

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 275 686 945 050

Passcode: 3J8J3f

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 646-893-7101](tel:+16468937101), [988376099](tel:+1988376099) United States, New York City

Phone Conference ID: 988 376 09#

[Find a local number](#) | [Reset PIN](#)

RFQ and Required Forms

[Register and Download](#)

Evaluation of Proposals

Proposals will be evaluated by an internal team of HPD staff


Threshold Criteria: Not for profit entities; 3 years of experience

Organizational Experience 50%

Proposed Approach 30%

Organizational Capacity 20%

RFQ Timeline

- Release Date: October 17, 2023
- Pre-Submission Conference: November 1, 2023  You are here!
- Questions due November 8, 2023
- Answers posted to HPD website November 15, 2023
- Proposals with all required forms Due December 1, 2023 by 5:00 pm
- Pre-Qualified List established Q1, 2024 (current list up until then)
- Applications after December 1 will be reviewed on a periodic, rolling basis

Email everything, including any questions, to HousingStabilizationRFQ@hpd.nyc.gov

Thank You

Q& A, and
HousingStabilizationRFQ@hpd.nyc.gov