

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HOUSING
AND LIVABLE COMMUNITIES

EOHLC PHN 2023-18

100 CAMBRIDGE STREET
BOSTON, MA 02108



**NOTICE OF FUNDING AVAILABILITY (NOFA)
For Resident Service Coordinators (“RSC”) Notice of Funding Availability (“NOFA”)**

DATE: 10/17/23

DOCUMENT TITLE: RESIDENT SERVICE COORDINATORS (“RSC”) NOTICE OF FUNDING AVAILABILITY (“NOFA”)

COMMBUYS BID #: BD-24-1076-OCDD-EPH005-92201

AGENCY #: EOHLC2024-17

DIVISION: DIVISION OF PUBLIC HOUSING

Please Note: This is a single document associated with a complete Bid (also referred to as a “Notice of Funding Availability” (“NOFA”), Procurement, or Solicitation) that can be found on www.COMMBUYS.com. All Bidders (also referred to as Respondents) are responsible for reviewing and adhering to all information, forms and requirements for the entire Bid, which are all incorporated into the Bid. Bidders may also contact the OSD Help Desk Helpdesk at OSDHelpDesk@mass.gov or the OSD Helpline at 1-888-MA-STATE. The Helpline is staffed from 8:00 AM to 5:00 PM Monday through Friday Eastern Standard or Daylight time, as applicable, except on federal, state and Suffolk County holidays.

THIS 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 BY SENDING AN EMAIL TO HCD.RAO@STATE.MA.US. ANY PORTIONS OF A RESPONSE THAT ARE LABELED AS CONFIDENTIAL MAY 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”)

INTRODUCTION

The Executive Office of Housing and Livable Communities (“EOHLC”) 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, c. 705, or c. 667 state-aided public housing developments to enable seniors to age in place and families to maintain their residency.

This Notice of Funding Availability (“NOFA”) continues EOHLC’s recent expansion, with the support of the legislature, of the Resident Service Coordinator program. In March 2020, EOHLC awarded \$1.5M in annual funding to 36 RSCs via grants pursuant to [PHN 2019-19](#). Building from the first round of awards and pursuant to [PHN 2021-02](#), EOHLC awarded 21 additional RSC grants in 2021 following the expansion of RSC funding to \$3M in the fiscal year 2021 state budget. EOHLC continued to expand the program in 2022, pursuant to [PHN 2022-14](#), making 17 new awards with the addition of \$2M of funding to the Fiscal Year 2023 budget.

The Fiscal Year 2024 General Appropriations Act includes an additional \$1.5M (\$6M total) in funding for RSCs. These appropriations allow EOHLC to augment existing RSC and Mixed Population Service Coordinator awards and offer a competitive funding opportunity for approximately 12 new RSC awards.

EOHLC will make these award increases and new awards for a period of approximately five years (starting in FY24, through FY28). 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:

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

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

Consistent with state and federal laws and administrative guidance that may be provided by EOHLC, the selected Applicants are expected to, in consultation with EOHLC, conduct the services outlined herein. EOHLC may modify or expand the scope of services as needed to ensure compliance with state and federal laws, and other policies and requirements. EOHLC may also negotiate and execute contract

amendments with the selected Applicants which EOHLC reasonably determines are within the scope of this NOFA and necessary to result in best value to the Commonwealth.

ELIGIBLE APPLICANTS

II. LHAs with Mixed Population Service Coordinators Awards

EOHLC has supported Mixed Population Service Coordinators at 21 LHAs for many years in response to service needs of young disabled and elderly tenants of c. 667 housing (see Attachment B: Current Awardees). EOHLC will provide multi-year funding (starting in FY24, through FY28).

Eligibility Criteria

To be eligible for maintained 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. EOHLC 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

EOHLC will not augment an LHA's Mixed Population annual funding this funding cycle. LHA's wishing to maintain their funding will receive the same funding amount given to them in FY23.

III. LHAs with RSC Awards

EOHLC understands that many LHAs are having trouble hiring and retaining RSCs in the current labor market. EOHLC will augment previous RSC awards to enable LHAs to better resource RSCs and attract excellent candidates (see Attachment B: Current Awardees). EOHLC will provide multi-year funding (starting in FY24, through FY28) and will increase current Resident Service Coordinator Awards each year for approximately 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. EOHLC 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, EOHLC will increase the total grant award value by \$10,000, each year for approximately 5 years (starting in FY24, through FY28). Single LHA grant

awardees will receive a total of approximately \$60,000 annually; regional grant awardees will receive a total of approximately \$70,000 annually.

EOHLC will also modify the budgeting parameters of the RSC award. Single LHAs should allocate \$55,000 of their total grant to staffing costs; regional awardees should allocate \$65,000 of their total grant to staffing costs. LHAs will only need to allocate the remaining \$5,000 of their award toward flexible funds spending. EOHLC encourages LHAs to identify leveraged or in-kind funds to use in conjunction with RSC funds to support the staff position. EOHLC will increase the budget exemption to reflect this increase at the start of the LHA fiscal year starting on or after July 1, 2023. LHAs should budget the higher number for the EOHLC directed budgeted exemption in their next budget submission for the LHA fiscal year starting on or after July 1, 2023.

IV. New Grant Awards

Eligibility Criteria

Due to limited funding availability, EOHLC 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; and
- LHA has a minimum of 25 units of state-aided public housing combined between c. 200, c. 705, or c. 667 programs. EOHLC 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. EOHLC 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 approximately \$60,000 annually per LHA and approximately \$70,000 for LHAs applying jointly for a regional grant.

- \$55,000 (\$65,000 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 to remove barriers for residents to obtain the services they need).

EOHLC 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 an EOHLC direct cost exemption, regardless of whether the LHA is a surplus or deficit housing authority.

APPLICATION PROCESS

Please note, EOHLC 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. EOHLC 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 EOHLC prior to funding.

All applicants must submit the following materials to EOHLC, as applicable:

V. LHA's with Mixed Population Service Coordinator Awards

To apply for maintained funding, LHAs with current Mixed Population Awards must send complete applications to dhcddesignsubmission@mass.gov with the subject "RSC NOFA Application (LHA name)" by December 8, 2023.

The application must include:

- Letter (signed and dated and on LHA agency letterhead) including:
 - 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 FY24, through FY28).
 - A statement confirming that the Mixed Population Service Coordinator will track the required metrics ongoing throughout the year and report them to EOHLC on a yearly basis. See Attachment A: Reporting Metrics.
- An LHA 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 pursuant to 760 CMR 6.09(4).

VI. LHA's with RSC Awards

To apply for increased funding, LHAs with current RSC Awards must send complete applications to dhcddesignsubmission@mass.gov with the subject "RSC NOFA Application (LHA name)" by December 8, 2023.

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 EOHLC on a yearly basis. For regional application only one letter is required from the lead LHA. See Attachment A: Reporting Metrics.
- An LHA 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 pursuant to 760 CMR 6.09(4). For regional applications, letter is required for each LHA.

VII. New Grant Awards

To apply for funding, LHAs must send completed applications to dhcdesignsubmission@mass.gov with the subject “RSC NOFA Application (LHA name)” by December 8, 2023. 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 EOHLC 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>). EOHLC 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 LHA 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 pursuant to 760 CMR 6.09(4) (for regional applications, a letter is required for each LHA).

SCORING CRITERIA

VIII. New Grant Awards

EOHLC 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; and
- LHA’s commitment to submitting the RSC report on required metrics annually.

Maximum points that may be awarded for each element of the plan are listed below.

Sections	Points
Size of public housing portfolio (or combined size of public housing portfolio if regional application) not currently served by a service coordinator	50 points
LHA’s commitment to submitting the RSC report on required metrics annually	50 points
Total	100 points

X. Allocation Determinations

EOHLC anticipates making awards within 4 weeks of the December 8, 2023 application deadline. EOHLC may elect to establish an alternative award date as needed. Applications from LHAs with current RSC and Mixed Population Service Coordinator Awards will be reviewed and awarded on a rolling basis. All awards and contracts are conditional upon the availability of funds to EOHLC.

XI. Application Submission Procedures

1. While all applications seeking funding pursuant to this NOFA should be submitted to dhcddesignsubmission@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.
2. 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.
3. EOHLC 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 EOHLC to be lost or rejected by any means including email or spam filtering.
4. EOHLC reserves the right to request additional information from Applicants during the review process and to use other available information as may be necessary in order to complete its review.

5. Applicants are encouraged to consult with EOHLC's staff to discuss their proposals in advance of application submission. **Contact Ann-Elizabeth Young at Ann-Elizabeth.Young@mass.gov** if you have any further questions before December 8, 2023.

General

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 EOHLC during this process, including as part of the response to this NOFA, become the property of EOHLC upon their receipt and will not be returned to the submitting parties. Except as provided in the Public Records Law, all materials submitted to EOHLC are subject to release as public records. In no event shall EOHLC, 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.

By submitting their NOFA application, the Applicant agrees to the terms of the NOFA, and affirms that they are not subject to any state or federal debarment order.

This NOFA does not commit EOHLC to pay any costs incurred in the preparation of an LHA's response to this NOFA or to enter into a contract for services. EOHLC 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.

EOHLC 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. EOHLC 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.

Applicants may not alter the NOFA language. Modifications to the NOFA, or additions which change the intent of this NOFA, are prohibited and will be disregarded.

Selected Applicants must ensure that all client/participant data is held in accordance with applicable state and federal requirements, including but not limited to, M.G.L. c. 66A, M.G.L. c. 93H, M.G.L. c. 93I, the applicable Commonwealth Terms and Conditions, and the Enterprise Information Security Policies and Standards published by the Executive Office for Technology, Services and Security ("EOTSS"), such that the confidentiality and security of the Commonwealth program data is protected.

Applicants 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.

EOHLC reserves the right to use other available information regarding an applicant's history, experience and past performance as a EOHLC grantee or borrower (as applicable) when evaluating applications, including whether the applicant has:

- Met prior work plan objectives in a timely and proper manner in accordance with an approved budget, and otherwise performed effectively;
- Complied with the Terms and Conditions of previous contracts;
- Conducted due diligence, closed loans and constructed Program/Projects in accordance with applicable requirements;
- Maintained compliance with applicable programmatic and legal requirements for any required period of affordability, and;
- Has a significant balance of unutilized credits.

Attachment A: Resident Service Coordinator (RSC) and Mixed Population Service Coordinator Award Reporting Metrics

LHAs awarded Resident Service Coordinator Awards or Mixed Population Service Coordinator Awards will submit annual reports to EOHLC on the following metrics. EOHLC will provide a reporting template when the funds are awarded. Note, these metrics and the template may be revised in subsequent years.

Program Demographics:

- Information on residents served by RSC/Mixed Population Service Coordinator
 - Total # households
 - Total # residents
 - Total # elderly residents
 - Total # non-elderly disabled residents
 - Total # family development residents

- Demographics of residents served
 - Gender
 - Race
 - Ethnicity
 - Primary language
 - Age
 - Household income
 - Employment status

Program Metrics:

- Number of full/part time RSC/Mixed Population Service Coordinator positions funded by the EOHLC award
- Number of current tenants’ residencies preserved due to RSC/Mixed Population Service Coordinator intervention beyond a referral (defined, at a minimum, as meeting with a household four times over the year)
 - Examples of how intervention stabilized the household and assisted the resident with successful tenancy
 - A quantifiable estimate of the impact of this successful tenancy on the LHA
 - Partners leveraged to achieve successful tenancy
- Outreach to tenants
- Number of referrals made to local Community Action Agency
- Number of referrals made in each service category listed below

Flexible Funds (for RSC Awards only):

- How flexible funds were used

Service Categories	Examples
Housing Stabilization Support	Referrals for back rent support, housekeeping support through classes or referrals, focusing on households

	with 14-day notices to get them connected to jobs, accessing benefits, eviction prevention, etc.
Health & Wellness	Walking clubs, nurses/doctors on site, wellness centers, fall prevention, chronic disease management, childhood asthma prevention, fitness programs, etc.
Nutrition/ Healthy Food Access	Farmers market, nutrition classes, food pantry/free food access, community gardens, etc.
Mental/ Behavioral Health	Counseling, peer support groups, stress management techniques, partnering with mental health providers, parenting programs, etc.
Financial Capability Programs	Increasing % of banked residents, matched savings accounts, financial education classes, FSS program, budget workshops, financial coaching, fraud prevention, etc.
Workforce Development	Partnerships with career centers/job training, job fairs, partnerships with employers, industry-specific job training classes, etc.
Adult Education Support	English as a Second Language (ESL) classes, Adult Basic Education (ABE) classes, GED, connections to community colleges/universities, etc.
Youth Education Support	Tutoring, school success partnerships, early education enrollment support, school to college support, etc.
Youth Programming	Youth employment, out of school activities, youth leadership programs, youth art programs, etc.
Social Cohesion/ Reduce Isolation	Connecting to local senior centers or other groups, community events, social activities organized by residents or by staff, etc.
Community Engagement	Leadership development, civic engagement, voter registration, etc.
Referrals	Connections to a variety of different services, programs, and benefits.
Other	Please specify.

Attachment B. Current Awardees

Dighton, Stoughton, Taunton
Springfield
Hingham, Quincy
Hamilton, Ipswich, Salisbury
Southwick, Westfield
Beverly, Salem
Greenfield
Barre, Templeton
Gloucester
Peabody
Ware
Natick
Dennis, Yarmouth
Pittsfield
Great Barrington, Lee, Lenox, Stockbridge
Amherst, Belchertown
Holyoke
Ayer
Winchendon
Belmont
Fitchburg
Lowell
Webster
Dedham
North Attleboro
Sudbury
Wrentham
Amesbury, Merrimac, Newburyport, West
Newbury
Saugus
Somerville
Middleborough
Marblehead
Bourne, Sandwich
Walpole
Mansfield, Plainville
Canton
Acushnet

Fairhaven
Georgetown, Groveland, Haverhill
Medway
Arlington
Holden
Medford
Methuen
Lunenburg, Sterling, West Boylston
Abington, Rockland
Concord
Swampscott
Brookline
North Reading, Reading
Acton, Lexington
Watertown
Hampshire County
Worcester
Franklin, Norfolk
Boston
Needham*
Leominster*
Quincy*
New Bedford*
Brockton*
Chelmsford*
Salem*
Fitchburg*
Falmouth*
Wellesley*
Amherst*
Barnstable*
Beverly*
Chelsea*
Framingham*
Lynn*
Millis*
Northampton*
Revere*
Waltham*
Weymouth*
Adams, Dalton, Williamstown

Andover
Burlington & Winchester
Chatham & Harwich
Easthampton
Everett
Gardner
Kingston, Duxbury, Carver & Plymouth
Ludlow & Granby
Marshfield
Mashpee & Brewster
Millbury
Monson, Palmer, & Brimfield
Northbridge, Sutton, Grafton, Uxbridge, &
Bellingham
Norwood
Spencer
Taunton-Dartmouth-Bridgewater

*Has Mixed Population award, not eligible for funding increase