



District of Columbia
Department of Human Services
Family Services Administration

REQUEST FOR APPLICATIONS

Fiscal Year 2026
Rental Support and Homeless Diversion Grant
(Short name: Rental Grant)
RFA #JA-FSA-PR-001-26/27

Announcement Date:	April 4, 2025
RFA Release Date:	April 4, 2025
Pre-application Conference Date:	April 11, 2025
Application Submission Deadline:	May 5, 2025 at 4:00PM

Government of the District of Columbia
Department of Human Services
64 New York Ave. NE, 6th Fl.
Washington, DC 20002
(202) 671-4200

**LATE APPLICATIONS SUBMITTED AFTER 4PM WILL NOT BE FORWARDED TO
THE PANEL FOR REVIEW**

EXECUTIVE SUMMARY

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” seeks eligible entities to financially assist unaccompanied individuals and families experiencing homelessness to reduce emergency shelter stays in the homeless services system through a person-centered shelter diversion and rapid exit and rental subsidy program, called the Rental Support and Homeless Diversion Grant. The amount available for the Rental Support and Homeless Diversion Grant is up to eleven million eight hundred thousand dollars and zero cents (\$11,800,000) for Personnel and Administrative costs.

In FY 2026, DHS/FSA is continuing to provide services for the following programs: 1) Project Reconnect, 2) Rapid Re-Housing for Individuals (RRH-I), 3) Family Re-housing Stabilization Program (FRSP), and 4) Career Mobility Action Plan (Career Map). These programs support rental subsidies, career readiness, shelter diversion and rapid-exit services for unaccompanied adults, and families. Developed in partnership with individuals with lived experience, local partners, and national and local experts, the Rental Support and Homeless Diversion Grant furthers the District’s goal to make homelessness rare, brief, and non-recurring. By working with clients in an open and strengths-focused conversation, diversion experts will work across the District in low barrier shelters, day centers, unsheltered outreach, along with partners, can help customers avoid and/or reduce emergency shelter stays in the homeless services system. Additionally, Rapid Re-Housing providers will work with participants of the program to provide housing navigation, case management, and connections to care coordination to empower an individual’s efforts towards securing permanent housing following their time-limited subsidy support.

DHS/FSA is utilizing this RFA to identify a Prospective Grantee that can provide financial management services to support the following programs consisting of: Project Reconnect for up to 1,000 individuals, Rapid Re-housing Individual program for up to 600 individuals, Family Rehousing Stabilization Program for up to 3000 families, and Career MAP Program for up to 510 participants. The Rental Support and Homeless Diversion Grant services provided by the applicant should primarily be focused on managing the financial transactions that support each participant’s rental transactions submitted by providers as well as supporting the relationships regarding rental transactions between landlords, participants, DHS providers, and DHS. These transactions may include security deposits, first month’s rent, ongoing rental payments, rental arrears, retroactive payments, stop payments, and recoupments of any overpayments. Support from the applicant would also include ensuring landlord legitimacy, troubleshooting unique participants circumstances, and documenting timely payments in DHS systems of record. The Rental Support and Homeless Diversion Grant services provided by the applicant should primarily be focused on managing the financial transactions that support each participant’s diversion/rapid exit plan¹⁽⁰⁰⁰⁾, which is developed by staff from DHS Project Reconnect Team in collaboration with our customers. Transactions in a diversion/rapid exit plan may include, but are not limited to, transportation assistance, support to host household(s) (e.g. utilities, food/groceries, gas/transportation, etc.), and/or first month’s rent and security deposits, small rental arrears, and any assistance that may be authorized by DHS to assist the clients in preventing or exiting homelessness to become self-sufficient. The Project Reconnect Program does not authorize direct funding to clients, nor does it authorize payment of monthly rent or mortgage costs. Rental subsidy support is provided through the Rapid Re-Housing-Individuals (RRHI), Family Rehousing Stabilization Program (FRSP) and Career Mobility Action Plan (Career MAP) Programs.



Funding Opportunity Title: Rental Support and Homeless Diversion Grant

Funding Opportunity Number: RFA #JA-FSA-PR-001-26/27

Deadline for Applications: May 5, 2025 at 4:00PM
The District of Columbia
Department of Human Services
64 New York Ave. NE, 6th Fl.
Washington DC 20002
april.shepherd@dc.gov

Total Estimated Available Funding: Up to **\$11,800,000**

Total Estimated Number of Awards: One (1)

Total Estimated Award Amount: Eligible organizations can be awarded up to **\$11,800,000.00**

Period of Performance: October 1, 2025 to September 30, 2026

Length of Award: One (1) base year with Four (4) option years, subject to funding availability

Eligible Applicants:

- Non-profit organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations;
- Faith-based organizations;
- Government agencies
- Universities/educational institutions; and
- Private Enterprises



District of Columbia
Department of Human Services
Family Services Administration (FSA)

NOTICE

PRE-APPLICATION CONFERENCE

ATTENDANCE IS RECOMMENDED

Fiscal Year 2026
Rental Support and Homeless Diversion Grant
(Short name: Rental Grant)
RFA #JA-FSA-PR-001-26/27

When: April 11, 2025

Where: Department of Human Services
Teams

Time: 11:00 AM – 12:30 PM

Contact Person: April Shepherd
Family Services Administration
Department of Human Services
64 New York Ave. NE, 6th Fl.
Washington, DC 20002
april.shepherd@dc.gov

Please RSVP to attend the Pre-Application Conference no later than April 9, 2025. You may RSVP via email to April Shepherd Grants Management Specialist at april.shepherd@dc.gov.



CHECKLIST FOR APPLICATIONS

Rental Support and Homeless Diversion Grant

- Application proposal format follows the “Application Format” listed in Section 6 of the RFA.
- Application shall be created as a PDF file, 1.5 line spacing, using 12-point type with a minimum of one-inch margins, with all pages numbered. The entire Application must not exceed 15 pages (not including attachments).
- Applicant Profile [Attachment A], contains all the information requested and is attached as the Face Sheet.
- Table of Contents comes after the Applicant Profile.
- Applicant Summary (must not exceed 3 pages) and Project Narrative (must not exceed 12 pages).
Note: Attachments and appendices do not count toward the page limit.
- Program Budget and Budget Narrative Justification are complete and comply with the budget form. The line item budget narrative justification describes the categories of items proposed.
- Proposed Work Plan [Attachment E] is complete and complies with the work plan form.
- Proposed Staffing Plan [Attachment F] is complete.
- Collaboration Commitment Form(s) [Attachment I] are complete.
- Appendix 1: Certifications and Assurances listed in Attachment B and C are signed.
- Appendix 2: Articles of Incorporation, if applicable.
- Appendix 3: Bylaws, if applicable.
- Appendix 4: IRS letter of non-profit corporation status, if applicable.
- Appendix 5: List of current board of directors, if applicable. Include their mailing and e-mail addresses and phone numbers. Also include board titles of officers.
- Appendix 6: Most recent annual audit. If audited financial statements have never been prepared due to the size or newness of the organization, applicant must submit an organizational budget, an income statement (or profit and loss statement), and a balance sheet certified by an authorized representative of the organization.
- Appendix 7: Form 990, Return of Organization Exempt from Income Tax, if applicable.
- Appendix 8: Proposed organizational chart.
- Appendix 9: Memoranda of Understanding from key community partners documenting their specific support for the delivery of services for the Rental Support and Homeless Diversion Grant.
- Appendix 10: Proposed staff resumes.
- Appendix 11: Proposed staff job descriptions.
- Appendix 12: Signed letter stating that the applicant will market the initiatives as a DHS/FSA Rental Support and Homeless Diversion Grant and not the parent agency by using the approved logo, tagline, graphic design, or any other identifiers approved by DHS/FSA for the Rental Support and Homeless Diversion Grant.
- Appendix 13: District of Columbia Business License.
- Appendix 14: Annual report or other documentation of a history of providing financial rental subsidy and diversion support services to individuals and families experiencing or at risk of homelessness.
- Appendix 15: Certificates of Good Standing.
- Applicant submitted the required attachments

The application must be submitted no later than **4:00PM, Eastern Standard Time (EST)** by the deadline date of **May 5, 2025**, to DHS/FSA, c/o April Shepherd, April Shepherd via email at



april.shepherd@dc.gov. **Applications accepted after 4:00PM WILL NOT be forwarded to the Review Panel for funding consideration.**



Table of Contents

EXECUTIVE SUMMARY ii
PRE-APPLICATION CONFERENCE..... iv
CHECKLIST FOR APPLICATIONS v
SECTION 1. GENERAL INFORMATION 1
1.1 Introduction 1
1.2 Target Population 2
1.3 Eligible Organizations/Entities 2
1.4 Source of Funds 3
1.5 Award Period 3
1.6 Projects and Funds Available..... 3
1.7 Permissible Use of Grant Funds..... 3
1.8 Competition for a Grant Award 4
1.9 Grant Monitoring 4
1.10 General Terms and Conditions..... 4
1.11 DHS' Authority to Make Grants 4
1.12 Contact Person 4
1.13 Updates..... 4
1.14 Pre-Application Conference..... 5
1.15 Explanation to Prospective Grantee 5
1.16 Deadline Date..... 5
SECTION 2. PROGRAM SCOPE..... 5
2.1 Overview 5
2.2 DHS Responsibilities 8
2.3 Prospective Grantee Responsibilities 9
2.4 Additional Prospective Grantee Responsibilities 25
2.5 Confidentiality of Records 25
2.6 Reporting Requirements 26
2.7 Certifications and Assurances 229
SECTION 3. GENERAL PROVISIONS 29
3.1 Payment Provisions 29
3.2 Insurance 30
3.3 Audits and Accounting..... 36
3.4 Non-discrimination in the Delivery of Services..... 37
3.5 Conflicts of Interest..... 37
3.6 Staff Requirements..... 37
3.7 Administrative Requirements..... 43
3.8 Performance Standards and Quality Assurance 43
3.9 Records..... 43
3.10 Evaluation 44
3.11 Monitoring 44
3.12 Faith-Based Organizations 45
3.13 Termination of the Grant..... 45
3.14 Rights to Data..... 46
3.15 Compliance with Tax Obligations 46
3.16 Award Process..... 46



3.17 Cultural Competency 47

3.18 Grants Management and Administration 47

SECTION 4. APPLICATION SUBMISSION 48

4.1 Deadline Date and Time 48

SECTION 5. REVIEW AND SCORING OF APPLICATIONS 48

5.1 Review Panel..... 48

5.2 Scoring Criteria 48

5.3 Decision on Awards 50

SECTION 6. APPLICATION FORMAT 50

6.1 Description of Application Sections 50

6.2 Applicant Profile 50

6.3 Table of Contents 50

6.4 Applicant Summary (Maximum 3 pages) 50

6.5 Project Narrative (Maximum 12 pages) 50

6.6 Program Budget and Budget Narrative 50

6.7 Certifications and Assurances 51

6.8 Appendices 51

SECTION 7. LIST OF ATTACHMENTS 52

Attachment A – Applicant Profile 53

**Attachment B - Certifications Regarding Lobbying; Debarment, Suspension and Other
Responsibility Matters; and DrugFree- Workplace Requirements 54**

Attachment C - Assurances 57

Attachment D – Original Receipt 59

Attachment E – Work Plan 60

Attachment F – Staffing Plan 62

Attachment G - Budget 63

Attachment H – Definitions 64

Attachment I – Collaboration Commitment Form 69

Attachment J – Sample Project Reconnect Diversion/Rapid Exit Plan 70

Attachment K – Sample Project Reconnect Diversion/Rapid Exit Agreement 71

Attachment L – Draft Menu of Diversion/Rapid Exit Services 72

Attachment M – Suitability Screening Policy 75

Appendix – General Terms and Conditions 85



SECTION 1. GENERAL INFORMATION

1.1 Introduction

The Department of Human Services (DHS)/Family Services Administration (FSA) Rental Support and Homeless Diversion Grant provides funding for Project Reconnect, Rapid Rehousing-Individuals, Family Rehousing Stabilization Program and Career MAP, to support rental subsidies, shelter diversion efforts, and rapid-exit strategies for individuals and families experiencing homelessness in the District. This funding is designed to enhance existing programs by ensuring financial resources are available to facilitate stable housing solutions and reduce reliance on emergency shelter. Developed in collaboration with local and national experts, community partners, and individuals with lived experience, this Request for Applications aligns with the District's strategic commitment to making homelessness rare, brief, and non-recurring.

DHS is committed to helping individuals and families achieve long-term stability by providing access to housing, employment support, and other essential resources. Through this Request for Applications (RFA), DHS is looking for one dedicated service provider who can support fiscal and programmatic goals to make an impactful difference in the lives of one of our most vulnerable populations: District residents experiencing homelessness.

This funding opportunity focuses on four (4) key programs:

- 1. Project Reconnect** - This program helps individuals experiencing homelessness or at risk of homelessness find quick, practical alternatives to entering the shelter system. By offering problem-solving support, mediation, and short-term assistance, Project Reconnect works to reunite people with family, secure temporary housing, or explore other creative solutions that can aid in keeping them off the streets.
- 2. Rapid Re-Housing-Individuals (RRH-I)**- This program is designed to move people out of homelessness as quickly as possible. RRH-I provides temporary short-term rental assistance and supportive services to help individuals establish housing stability and prepare them to exit to permanent housing opportunities. The program emphasizes housing first, while also connecting participants to employment opportunities, case management, community resources, and care coordination that promote long-term success.
- 3. Family Re-housing Stabilization Program (FRSP)**- This program focuses on families at risk of or experiencing homelessness. FRSP offers rental support and wraparound services to help them get back on their feet. The program includes financial coaching, job readiness training, and other resources aimed at breaking the cycle of housing instability.
- 4. Career Mobility Action Plan (Career MAP)**- This program supports families striving for economic independence by removing barriers that families confront as they pursue employment that can sustain their families. Career MAP provides participants with up to 5-years of rental assistance, personalized coaching and support services, and other resources that help offset the loss of cash, food, health care, childcare, and housing benefits that can penalize them for increasing earnings (also known as 'benefits cliffs').

DHS is seeking organizations who are committed to providing high-quality, people-centered services and have experience in housing stability, workforce development, and case management. The goal is to partner



with providers who understand the challenges faced by District residents and can deliver practical, results-driven solutions that empower individuals and families to thrive. Although the recipient of this funding will be processing payments on behalf of all aforementioned programs, familiarity and experience in these areas will be an integral part of the success of the programs.

This funding opportunity is only available for one recipient in the amount up to eleven million eight hundred thousand and zero cents (\$11,800,000) awarded to the Prospective Grantee for Personnel and Administrative Costs. **Note: Rental Support and Homeless Diversion funds to cover “Client Costs” (Rental and Homeless Diversion payments) will be higher (9 figures) and will be added to cover Client Cost (Rental and Homeless Diversion) costs only.** The Rental Support and Homeless Diversion Grant services provided by the applicant should primarily be focused on managing the financial transactions that support each participant’s rental subsidy and or diversion/rapid exit plan,. Transactions in a diversion/rapid exit plan may include, but are not limited to, transportation assistance, support to host household(s) (e.g. utilities, food/groceries, gas/transportation, etc.), and/or first month’s rent and security deposits. Transactions in rental subsidy requests may include but are not limited to include security deposits, first month’s rent, ongoing rental payments, rental arrears, retroactive payments, stop payments, and recoupments of any overpayments. Support from the applicant would also include ensuring landlord legitimacy, troubleshooting unique participants circumstances, and documenting timely payments in DHS systems of record. initial security deposits, ongoing rental subsidies, utility deposits/payments, and rental arrears payments. The grant does not authorize direct funding to clients.

1.2 Target Population

The District will provide rental support and homeless diversion services to individuals and families experiencing homelessness during a given year who rely on shelter for a brief period but may have the resources to stay housed if provided with light financial support, or individuals that have previously experienced homelessness and are stably housed through a non-permanent rental assistance program. Individuals involved in Rapid Re-Housing must meet the conditions of category one of homelessness as defined by HSRA, are an unaccompanied adult, families, are recommended for the program through Coordinated Assessment and Housing Placement (CAHP), or are referred by DHS staff. The populations that have been identified will be subject to change based on the discretion of the District’s requirements.

1.3 Eligible Organizations/Entities

To be eligible to receive this award an entity shall be (1) a Non-profit community organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations, (2) a faith-based organizations, such as churches, synagogues, mosques, or religiously based social service affiliates of such organizations, or (3) a private enterprise located in the District that has demonstrated experience as financial intermediaries working with individuals receiving public benefits and people experiencing homelessness.

Applicants that have a demonstrated history of serving the population in their communities are encouraged to apply for the award.

In addition to having the appropriate staff qualifications and experience performing services similar in size and scope to the requirements of this grant, the eligible Prospective Grantee must also demonstrate intent and ability to:

- Maintain Scheduling and Appointments
- Execute person-centered financial transactions in accordance with the goals, deadlines, and expectations outlined for each individual’s diversion/rapid exit plan; which will be focused on quickly reconnecting customers to their natural supports and stable housing;
- Practice sound financial management on behalf of District taxpayers and program participants;
- Provide the required services and deliverables while delivering high-value services to customers;



- Leverage non-governmental assets and coordinate with other organizations in the homeless services Continuum of Care; and
- Measure and achieve desired performance outcomes on behalf of customers served.

Continuing conditions of eligibility are that the information in the application is complete and truthful and that the Applicant at all times is able to meet any material conditions stated in its application. For instance, if an Applicant’s ability to fulfill the terms of the grant is based on the availability of skilled staff and those staff should leave after the application’s submittal or the grant award to the Applicant, the Applicant has the responsibility to advise DHS/FSA in writing of this change in material conditions. Another example of change in material conditions that could result in the loss of eligibility would be the loss of Applicant’s tax-exempt status.

1.4 Source of Funds

The source of funding for this grant is the General Fund of the District of Columbia authorized under the Fiscal Year 2025 Local Budget Act of 2024, D.C. Law 25-218, effective September 18, 2024. The total obligated amount by DHS/FSA shall not exceed eleven million eight hundred thousand dollars and zero cents, (\$11,800,000) for Personnel and Administrative Costs.

Funding for grant awards is contingent upon availability of funds. Grant funds shall only be used to support activities specifically outlined in the scope of this RFA and included in the Applicant’s submission. DHS also reserves the right to, without prior notice, reduce or cancel one or more programs listed in this RFA, reject all applications, adjust total funds available, or cancel the RFA in part or whole.

1.5 Award Period

The grant is being offered from October 1, 2025 through September 30, 2026, as One (1) base year with Four (4) option years, subject to funding availability

1.6 Projects and Funds Available

Rental Support and Homeless Diversion Grant	Amount
Personnel & Administrative Costs	\$11,800,000.00

1.7 Permissible Use of Grant Funds

- a) The total Grant shall not exceed \$11,800,000.00.
- b) The source of funding for this Grant is locally appropriated District of Columbia funds; this Grant does not contain funds received from the federal government.
- c) A Prospective Grantee may use grant funds only for allowable grant project expenditures. Grant funds related to work performed will be provided based on approved invoice amounts in accordance with the terms of the Grant Award which results from the RFA.
- d) Only Eligible Costs as identified in the Budget are costs reimbursable by the Department. Deviations from the Budget can only be made in accordance with the terms of the Grant Agreement. The Department shall not be required to reimburse the Prospective Grantee for expenditures that exceed the Grant Amount.
- e) The Department will collect, and the Prospective Grantee shall remit all unexpended and/or unsubstantiated funds within ten (10) business days following conclusion of the Grant Performance Period. Unexpended grant dollars that have not been returned to the Department represent a debt to the District of Columbia.
- f) No Eligible Costs subject to reimbursement by the Department under the Application may be incurred prior to October 1, 2025, unless previously approved in writing by the Department.



1.8 Competition for a Grant Award

This RFA is competitive. Each Applicant must demonstrate its ability to carry out the activities for the grant for which it applies (called a “project”). A review panel will evaluate the applications for each advertised grant according to the stated list of criteria in each project’s description. Specifically, grant awards will be made based on eligibility (Section 1.3), the extent to which the proposed project fits within the scope and available funding of the grant, the strength of the application, and the organization’s capacity to achieve the grant’s goals.

1.9 Grant Monitoring

In its sole discretion, DHS/FSA may use several methods to monitor the grant, including site visits, periodic financial reports and the collection of performance data. The grant is subject to audit.

1.10 General Terms and Conditions

“Appendix: General Terms and Conditions” is incorporated by reference in this RFA. Applicants and Prospective Grantee must comply with any and all applicable terms and conditions outlined in the appendix.

1.11 DHS’s Authority to Make Grants

DHS has grant-making authority under:

- Title 1, Chapter 50 of the District of Columbia Municipal Regulations; and any other applicable local and federal laws, regulations and policies.
- *Section 30 of the Homeless Services Reform Act (HSRA) of 2005*, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code §§ 4-756.01(a), *et seq.*), as amended, and Mayor’s Order 2007-80 dated April 2, 2007.

1.12 Contact Person

For further information, please contact:

April Shepherd
Family Services Administration
Department of Human Services
64 New York Ave. NE, 6th Fl.
Washington, DC 20002
april.shepherd@dc.gov

1.13 Updates

In order to receive updates and/or addenda to this RFA, or other related information, applicants are advised to immediately email the following information to April Shepherd Grants Management Specialist at april.shepherd@dc.gov:

- Name of applicant organization
- Contact person
- Mailing address
- Telephone and fax number
- E-mail address

1.14 Pre-Application Conference

The Pre-Application Conference will be held via Teams, on **April 11, 2025**, from 11:00 AM to 12:30 PM.



1.15 Explanation to Prospective Grantees

In addition to attending the Pre-Application Conference, Applicants are encouraged to e-mail their questions to April Shepherd april.shepherd@dc.gov on or before **April 18, 2025, at 4:00 PM**. Questions submitted after the deadline date will not receive responses. Please allow ample time for emails to be received prior to the deadline date.

1.16 Deadline Date

The RFA will be issued on **April 4, 2025**. The Pre-Application Conference will be held on **April 11, 2025** and the deadline for submissions of all applications is **May 5, 2025, at 4:00PM**. Applications must be received by the deadline. Applications that are received by the deadline date will receive an acknowledgment. **NO SUBMISSIONS WILL BE ACCEPTED AFTER 4:00PM on May 5, 2025.**

SECTION 2. PROGRAM SCOPE

2.1 Overview

What is the Rental Support and Homeless Diversion Grant, and how does it work? This grant is made up of four major programs that support rental and homeless diversion services in the District.

Project Reconnect

Project Reconnect is the District’s diversion and rapid exit program for unaccompanied adults or adult only families administered by DHS. Project Reconnect provides services and response for individuals at imminent risk of becoming homeless, or those who have recently fallen into homelessness. Project Reconnect’s housing problem-solving explores options that the household may have not been able to identify or felt comfortable enough to explore on their own. After identifying options, DHS staff members determine what other types of services or supports may be necessary to make the identified option a reality.

1. **Identifying Clients for Diversion/Rapid Exit:** Clients who enter homeless services at any point of entry, such as Front Door Services, The Homeless Hotline, Outreach, Low Barrier Shelters, and Day centers will be administered a short questionnaire to determine eligibility for Project Reconnect (diversion/rapid exit). The Navigation tool is a short questionnaire that uses logic to help staff understand if a client is a good candidate for Project Reconnect. If any questions indicate the client would be a good referral for diversion/rapid exit, the questions will end, and the tool will direct the staff member to schedule an appointment with a Project Reconnect case manager through our scheduling system.
2. **Scheduling and Keeping Appointments:** Appointments may be made over the telephone or in person at one of the day center, low barrier shelter, or DHS Headquarters. Additionally, referrals will be received on a walk-in basis as necessary.
3. **Strengths-Based Conversation:** Once assigned to a Project Reconnect Case Manager, a, the client will engage in a strengths-based conversation with a diversion expert who will help them identify (a) times when they demonstrated interdependence and helped or supported others; and (b) networks and support persons that may be able to help them with income or housing. As a result of that conversation, the client will begin to identify networks and support persons that may be able to help them with income and/or housing.



4. **Diversion/Rapid Exit Plan Development:** After listening to the client, exploring past strengths, relationships, and networks, the client and staff will talk about what housing options they want to pursue: (a) permanently reuniting them with family and friends; (b) helping them return to their own residence; (c) temporarily diverting them as they seek new housing; or (d) permanently relocating to a safe place out of town. As the desired outcomes are identified, a diversion plan is developed with specific interventions identified from a menu of possible options.
5. **Execution of the Diversion/Rapid Exit Plan:** Based on the desired outcome, DHS will partner with a non-governmental agency to execute a diversion agreement and related light-touch transactions. This may include, but is not limited to, transportation assistance, support to host household(s) (e.g. utilities, food/groceries, gas/transportation, etc.), and/or first month's rent and security deposits.

Rapid Re-Housing- Individuals

Rapid Re-housing Individuals is intended to be a short-term program that operates within a housing first philosophy and service orientation. The program does offer wrap around case management for individuals focusing on housing access, employment, and income growth, as well as connections to a variety of additional services based on the needs expressed by the participant. That is, each participant will receive support that is unique to their needs and support. It is not expected that an individual will achieve all their goals during their time in RRH. However, with appropriate Case Management, engagement and connections to community resources, participants should be able to relieve barriers to housing stability. Once stability is achieved, support is expected to continue to address additional needs of the participant as agreed upon in their housing stabilization plan. The purpose of RRH is to end a participant's housing crisis and return to permanent housing with the use of time-limited case management assistance and co-occurring financial assistance as needed. After becoming connected with community supports and mainstream services, it is expected that the individual will stabilize in permanent housing and no longer require case management or financial assistance through the Provider. Primary services for the program under this grant are related to rental payments and inspections, as detailed further below.

The Rapid Re-Housing for Individuals (RRH-I) Program is a research-based, nationally recognized best practice designed to help individuals experiencing homelessness quickly transition into stable, permanent housing. This Housing First approach focuses on reducing barriers to housing by providing targeted financial assistance and supportive services that promote long-term stability and self-sufficiency.

The District's RRH-I Program provides short-term rental and utility assistance to individuals experiencing homelessness. Participants work with Rapid Re-Housing case managers to establish goals that enhance housing stability and economic independence. Through a network of service providers, RRH-I offers housing-focused case management, employment, and income growth, as well as connections to a variety of additional services based on the needs expressed by the participant, to assist individuals in achieving self-sufficiency.

The program tailors its services to the specific needs of each participant, ensuring that housing and supportive resources are aligned with individual circumstances. Initial assessments for homeless services occur through the Coordinated Assessment and Housing Placement (CAHP) system, which connects individuals to the most appropriate services based on eligibility and need. Referrals to RRH-I are typically initiated from low-barrier shelters, outreach teams, or other homeless service providers, ensuring that individuals experiencing homelessness have direct access to resources that facilitate a rapid exit from homelessness and successful access to permanent housing.

The RRH-I Program is a key component of the District’s broader strategy to prevent and end homelessness, reinforcing the importance of housing stability, financial empowerment, and workforce development as essential pathways to long-term success.

Family Re-housing Stabilization Program (FRSP)

The Family Rehousing and Stabilization Program (FRSP), also known as Rapid Re-Housing for Families is a research based and national best practice intervention designed to help individuals and families quickly exit homelessness and return to permanent housing.

The District’s FRSP Program provides short-term rental and utility assistance to families experiencing homelessness in the District. Families work with Rapid Re-Housing case managers to set goals for greater housing and economic self-sufficiency. FRSP providers offer support through housing stability focused case management, employment preparation services, affordable housing search support, transportation assistance, mental health services, educational or vocational training, and related services to help make the transition to self-sufficient living possible.

The Rapid Re-Housing assistance program and the other related resources and service provided under this Agreement are tailored to the unique needs of the household. District families are initially assessed for homeless services via the Virginia Williams Family Resource Center and connected to applicable services based on eligibility. Referrals to the Family Rehousing and Stabilization Program are initiated (via STEP Tool) from either the Short-Term Family Housing program(s), the Homeless Prevention Program or via a Domestic Violence provider. The program serves approximately 3,000 families.

Career Mobility Action Plan (MAP)

Career MAP is focused on helping families remain stably housed while advancing economically and avoiding benefits cliffs. Primary services for the program under this grant are related to rental payments and inspections, as detailed further below.

The DHS Career Mobility Action Plan (Career MAP) is a pilot program designed to remove barriers that families with low income confront as they pursue employment that can sustain their families. For up to **five (5) years**, the pilot is providing resources directly to families who have experienced homelessness, are committed to pursuing a career, and are at risk of losing cash, food, health care, childcare, and housing benefits more quickly than their income can cover these lost resources also known as the “benefits cliff.” Career MAP families receive rental assistance, personalized career coaching and support services, and other resources that help offset benefits cliffs as their earnings increase.

Career MAP participants work with their assigned Provider and navigator to set and make progress towards career and personal/family goals and address barriers that families confront as they pursue employment that can sustain their families. Career MAP providers offer support through addressing housing instability and helping participants access career and family support services that meet their needs. They also work with DHS and the awarded Grantee in resolving client rental assistance issues and advising participants on their responsibilities.

What is the Prospective Grantee’s responsibility and how does that relate to the Rental Support and Homeless Diversion grant?



The Prospective Grantee is responsible for implementing Step #5 of the **Project Reconnect** service delivery model: execution of the diversion/rapid exit plan. The Prospective Grantee shall provide financial management services to support the Project Reconnect program for up to 1,000 individuals experiencing homelessness in the District and have a DHS-approved diversion/rapid exit plan. The Prospective Grantee's responsibilities, which are outlined in Section 2.3, are to manage the financial transactions that support each participant's diversion/rapid exit plan, which is developed by staff from the District's Project Reconnect Team in collaboration with our clients.

Applicants should identify their experience in providing services to those experiencing homelessness and their ability to conduct financial support services on behalf of clients working on housing stabilization. Services should be person-centered and executed in accordance with the goals, deadlines, and expectations outlined for each individual's diversion/rapid exit plan; which will be focused on quickly reconnecting clients to their natural supports and stable housing. Applicants are required to demonstrate an understanding that diversion/rapid exit's goal is not to limit access to shelters; but to explore person-centered alternatives to emergency shelter.

The Rental Support and Homeless Diversion Grant services for **Rapid Re-Housing Individuals (RRH-I)**, **Family Re-housing Stabilization Program (FRSP)**, and **Career Mobility Action Plan (Career MAP)** provided by the applicant should primarily be focused on managing the financial transactions that support each participant's inspections, rental transactions submitted by providers, as well as supporting the relationships regarding rental transactions between landlords, participants, DHS providers, and DHS. These transactions may include security deposits, first month's rent, ongoing rental payments, rental arrears, retroactive payments, stop payments, client portions collected for rental payments, and recoupments of any overpayments. Support from the applicant would also include ensuring landlord legitimacy, troubleshooting unique participants circumstances, and documenting timely payments in DHS systems of record.

2.2 DHS Responsibilities

DHS/FSA shall be responsible for the following:

- A. Establish, manage, and revise (as necessary) the service delivery model for the Project Reconnect Program;
- B. Execute outreach to customers with a high likelihood of interest in Project Reconnect, Rapid Re-Housing-Individuals (RRHI), Family Re-housing Stabilization Program (FRSP) and Career Mobility Action Plan (Career MAP);
 - a. This includes communication that shall provide potential participants with information on the enrollment process, responsibilities of DHS/FSA, responsibilities of the Prospective Grantee, and participation requirements.
- C. Manage the referral, scheduling, and diversion/rapid exit appointment process, as well as the administration of the Rapid Re-Housing program;
- D. Conduct strengths-based conversations with customers;
- E. Develop actionable diversion/rapid exit plans with customers;
- F. Refer clients to the Prospective Grantee;
- G. Share relevant records and documentation with the Prospective Grantee;
- H. Disburse funds to the Prospective Grantee; and,
- I. Execute the monitoring and oversight of the Prospective Grantee.

2.3 Prospective Grantee Responsibilities

In the application, the Applicant must specify the activities and budget amounts for which funds are being requested. Prospective Grantee will be responsible, at minimum, for the following:



Project Reconnect

- 1.** Establish and maintain an ability to have face-to-face interactions with customers if/when appropriate to fully support the implementation of the customer's diversion/rapid exit plan;
- 2.** Accept customer referrals from DHS/FSA;
- 3.** Establish a culturally competent service delivery approach that engages Project Reconnect participants in as supportive and affirming a manner as possible;
- 4.** Establish and maintain a financial management system that will, at minimum, track disbursements on behalf of each enrolled Project Reconnect client as approved by DHS/FSA;
 - i. Disbursements must comply with the allowable diversion/rapid exit services and supports authorized in the service delivery model for Project Reconnect, once finalized.
 - ii. Disbursements may include, but may not be limited to the following types of transactions:
 1. Transportation Assistance (i.e. metro fares, limited shared ride support, and assistance with functional (non-cosmetic) auto repairs;
 2. Travelers' Aid (i.e. assistance returning to family/friends in another community)
 3. Support to a Host Household (i.e. utility assistance, gift cards for food/groceries)
 4. First Month's Rent & Security Deposit (one time only and within not-to-exceed limits), and recoupment of funds.
 5. Small-denomination Arrears payment (if those arrears, if paid, directly lead to stable housing)
 6. Other service transactions approved by DHS/FSA for Project Reconnect
 - iii. Disbursements must be made in accordance with the participants diversion/rapid exit plan, developed and approved in advance by DHS/FSA;
 - iv. Disbursements must be continuously monitored to ensure the Prospective Grantee does not exceed the per-client cap of allowable dollars; allowing the program to maximize the number of clients served in its pilot year.
 - v. Disbursements cannot be made directly to clients, nor can they be made for the purposes of payment of monthly rent or mortgage costs of clients or members of their support network(s).
- 5.** Monitor and ensure that only eligible payee(s) are receiving diversion/rapid exit disbursements by:
 - b. Verifying that landlords (to whom security deposits and first month's rent can be paid) have a business license and are registered with the District of Columbia Department of Consumer and Regulatory Affairs;
 - c. Verifying that other eligible payees are valid businesses in their jurisdiction of record;
- 6.** Provide a financial report and reconciliation to DHS/FSA that includes detailed and summarized reports of the transactions executed in support of clients' diversion/rapid exit plan(s).
- 7.** Prospective Grantee staff shall maintain all appropriate documentation in HMIS, including but not limited to, all pertinent client and transactional information;
- 8.** Track and report, at minimum, the requirements listed under Section 2.6
- 9.** To the extent possible, facilitate public/private collaborations to ensure that the District's investments are used to leverage additional investments/donations to address the needs of clients under this Program; and,



10. Maintain a staff that is positive, welcoming, culturally competent, and have experience working with individuals experiencing homelessness.

Rapid Re-Housing-Individuals

1. Payment Processing

The Prospective Grantee Shall:

1.1 Maintain RRH-I Program Funds

- a. Establish and maintain a separate, designated bank account for all RRH-I program funds to ensure financial transparency and compliance.
- b. Deposit any accrued interest on RRH-I funds back into the RRH-I account for continued program use.

2. Tracking and Reporting of Local Funds

- a. Maintain the capability to track federal and local funds separately to ensure accurate reporting and compliance.
- b. DHS shall notify the Prospective Grantee before adding federal funds to the Award and shall modify the Award to incorporate all applicable federal reporting requirements.
- c. If the Award includes both federal and local funding, the Prospective Grantee must ensure that the funding breakdown is clearly documented and reported.

3. Rental and Security Deposit Payments

- a. Process monthly rental payments upon request from DHS, ensuring that rental subsidies and security deposit amounts are verified and documented via lease agreements, RRH-I eligibility notices, and monthly payment reports.
- b. Disburse rental payments directly to designated landlords via Automated Clearing House (ACH) transfer, paper check, or other DHS-approved methods.
- c. Process payments at least on the 1st and 15th business day of each month, covering:
 - i. Monthly rental payments;
 - ii. Pro-rated rental amounts as needed;
 - iii. Security deposit payments;
 - iv. Adjustments or authorized program-related costs.

4. Invoicing and Client Payment Facilitation

- a. Issue rental payment invoices to RRH-I clients on behalf of DHS, detailing the amount owed and the due date.
- b. Provide invoices via mail and email, according to client preferences.
- c. Mail invoices with a pre-paid return envelope to assist clients with submitting payments.



d. Ensure that clients who do not use mail-in or online options have access to in-person payment methods.

5. Client Payment Statements and Notifications

a. Provide written statements to notify RRH-I clients of payments received and outstanding balances.

b. Offer statements via mail or email, based on the client's selected preference.

c. Obtain DHS approval of the statement template prior to distribution.

6. Emergency Payment Processing

a. Develop and implement procedures for processing emergency rental payment requests as defined by DHS.

b. An emergency request is defined as an unexpected and urgent need for RRH-I payments that, if delayed, could result in eviction, homelessness, or a health and safety risk for the participant.

c. Emergency payments must be processed within 48 hours of receiving an official request from DHS.

7. Security Deposit Recovery & Refunds

a. Establish procedures to ensure landlords are aware security deposits should be returned to participants should funds be available.

b. A Security Deposit Refund is defined as any funding required to be returned by landlords after a tenant moves out.

8. System of Record

a. Utilize DHS's system of record to track payment processes, including payments, adjustments, and stop payments, and work with DHS to ensure documentation of payments is accurate

b. Confirm the payee's name, account information, and the financial institution where payment should be made

c. Conduct a final payment verification process in keeping with its financial policies and controls.

d. Initiate payment of security deposit and first month's rent within 24 hours or the next business day of receipt of documentation

i. Adjustments to payments shall be completed within 48 hours of submission

ii. Stop payments shall be completed within 48 hours of submission

e. Ensure the DHS system of record forms, including fully entering the required fields to complete the process⁹. Landlords

f. Develop and implement procedures to ensure Landlord contact information is accurate and up to date to minimize payment errors

10. Standard Procedures

a. Follow and implement the standard operating procedures established by DHS RRH-I program



11. Reporting

a. The Prospective Grantee shall provide at a minimum the following reports to DHS, in a format agreed to by both Parties:

i. Annual report certification of segregation of federal funds and local District FRSP funding, as applicable (due within thirty (30) calendar days of end of the fiscal year).

ii. Monthly client payment report to include cumulative information-based funding type, covering the following elements: security deposits payments, first month rental payments processed, payments authorized but not processed, recoupments, client portion of rental payments paid, arrears and the reason for any payment delays (due by the 10th calendar day of each month for the previous month).

iii. Monthly summary report of federal and local FRSP funds to include the following: deposits to account, payments and withdrawals, service charges, interest earned and remaining balance, number of clients who paid full rent, number of clients who paid partial rent, number of clients who did not pay any rent.

iv. The Prospective Grantee shall develop and implement an internal auditing process to ensure accuracy of monthly RRH-I payment requests and will provide DHS a plan within (30) days of the fiscal year and shall participate in monthly reconciliation meetings with DHS, providers, and if necessary, the designated lease up entity for RRH-I

3. RRH-I Audits

a. Prospective Grantee shall maintain an accounting system which conforms to generally accepted accounting principles, and which shall permit an audit of all income and expenditures received or disbursed by the Prospective Grantee in the provision of services under this grant. Accounting records shall be supported by source documentation such as canceled checks, paid bills and payrolls.

b. The Prospective Grantee shall make provision, upon request, for inspection of financial records, including an audit or financial statements and tax returns, by DHS and/or its representative(s).

c. At any time or times before final payment and five (5) years thereafter, the DHS may have the Prospective Grantee's expenditure statements audited. Disallowances and repayments shall be subject to the provisions of the DHS Grant Regulations, which are incorporated into this Award by reference.

d. Any expenditure disallowed by audit or other DHS review shall be subject to repayment by the Prospective Grantee.



4. Additional Requirements

- a. Provide the necessary training to DHS or its designee that shall familiarize DHS or designee staff with any new Provider procedures or policy changes that impact the Provider's obligations under this Award.
- b. Provide an annual staff allocation plan to inform DHS of the following: specific staff designated to support the RRH-I statement of work, percentage of time allocated and specific duties.
- c. Work with DHS and develop a process and implement new protocols for recovering from landlords any overpayments on rent or security deposits.

Example: Landlord is overpaid as a result of a lag in the notification regarding an individual that has moved out of the program:

- i. For landlords that remain connected to RRH-I program: Landlord is notified via letter of the overpayment to include overpayment amount, reason for overpayment along with overpayment dates, and expected date(s) for recoupment of funds via the next scheduled monthly rental payment.
- ii. **For landlords that no longer are connected to RRH-I program: Landlord is notified via letter of the overpayment to include overpayment amount and Prospective Grantee point of contact to reach out to in order to proceed with repayment. After three (3) notifications, and no less than sixty (60) days Prospective Grantee will send a report of unresolved recoupments to DHS.**
- d. Inform RRH-I providers about opportunities to participate in financial literacy workshops, and host financial literacy workshops on a quarterly basis, (at least two per quarter) pending interest from case managers and RRH-I clients.
- e. Provide written or email outreach and information to clients about applying for the EITC (Earned Income Tax Credit) and the DC EITC during tax season. Outreach should include what the EITC is, the amount the client could earn if eligible, and where to go to get additional assistance in applying for the EITC. All EITC outreach (written, email or otherwise) will be authored and approved by DHS.
- f. Send occasional text alerts (no more than once quarterly) to enrolled clients with information approved by DHS.
- g. Provide Management Reports Incorporated (MRI) software licenses to at least five (5) designated DHS staff if that system is utilized for RRH-I.

Family Re-housing Stabilization Program (FRSP)



FRSP General Requirements

1. Payment Processing

The Prospective Grantee shall:

- a. Maintain the local District's FRSP funds in a designated FRSP Bank account separate from other account(s) and ensure that any interest on the funds is deposited back into the FRSP account for use in the FRSP program.
- b. Have the capability to track separately any federal funding used to support the FRSP rental payments. DHS shall notify the Prospective Grantee before adding federal funds to the Agreement and shall modify the Agreement to include all applicable federal reporting requirements. If the Agreement is modified to include both federal and local funding, the Agreement shall reflect the breakdown of federal and local funding, in order to accurately track and monitor the funding source.
- c. Process DHS requests for monthly rental payments and verify confirmed rental subsidy and security deposit amounts via designated leasing documents (lease, FRSP eligibility notice, monthly ongoing payments reports) and facilitate full payment to designated landlord.
- d. Process payment disbursements to landlords authorized by DHS via online payment option, ACH, paper checks, on at least the 1st and 15th business day of each month, for rents, pro-rated rents, security deposits, adjustments, and related costs authorized by DHS for FRSP.
- e. Issue rental payment invoices to FRSP clients on behalf of DHS with the amount owed and the due date. Invoices will be provided via mail and email, and in according to the preferences of the client. Mailed invoices will be sent with a pre-paid return mail envelope to assist participants with the submitting payments. Facilitate mechanisms for participants to submit payments in person (for those that do not utilize the online or mail-in option).
- f. Issue written statements to notify FRSP clients of payments received or payments due. Statements can be provided via mail or email according to the preferences of the client. DHS shall review and approve the template of the statement to be provided to FRSP clients.
- g. Provide FRSP clients with free access to an online payment portal which allows for ability to check and track client balances, notification about payment due dates, pertinent reminders pertaining to rental payments, as well as auto-draft payment options for clients to make rental payments.



h. Provide text reminders to enrolled families about payment dates and amounts due. In cases where rental portion is delayed communicate with family and assigned case manager via portal of missed payment dates as well as overall balance.

i. Issue a minimum of two (2) written notifications via mail of the change in payment procedure to all existing FRSP clients, providing at least thirty (30) days notice of the change in procedure. Notification should include future payment options and services, including information to submit payments online, and enroll in text alert system.

j. Develop and implement procedures for processing emergency requests for FRSP payments. An “emergency request” is defined by DHS as an unanticipated, unplanned, and unscheduled need for FRSP payment(s) that will result in an adverse impact, such as eviction or threat to health and safety, on a consumer/family if response is delayed. Emergency FRSP payments shall be processed within forty-eight (48) hours of request from DHS.

k. Develop and implement procedures for collecting Security Deposit funding back from landlords for FRSP payments. A “Security Deposit Refund” is defined by DHS as any security deposit funding required to be returned from landlords following a client moving out of their unit. Security Deposit Refund requests shall be completed by Prospective Grantee within 5 days of the client move out date.

l. Develop and implement procedures to ensure Landlord contact information is accurate and up to date to minimize payment errors.

m. Follow and implement the standard operating procedures established by DHS FRSP program.

2. Reporting:

a. The Prospective Grantee shall provide at a minimum the following reports to DHS, in a format agreed to by both Parties:

i. Annual report certification of segregation of federal funds and local District FRSP funding, as applicable, (due within thirty (30) calendar days of end of the fiscal year).

ii. Monthly client payment report to include cumulative information-based funding type (federal or local) covering the following elements: security deposits payments, first month rental payments processed, payments authorized but not processed, recoupments, client portion of rental payments received, arrears and the reason for any payment delays (due by the 10th calendar day of each month for the previous



month). The Prospective Grantee may be granted a monthly expense report from DHS upon request.

iii. Monthly summary report of federal and local FRSP funds to include the following: deposits to account, payments and withdrawals, service charges, interest earned and remaining balance, number of clients who paid full rent, number of clients who paid partial rent, number of clients who did not pay any rent.

iv. Monthly Payment Report to DHS designated staff and assigned FRSP providers (cumulative and by FRSP case management provider) to include Rental Partnership Initiative (RPI) payments made by FRSP clients (due by the 10th of each month for the current month). The report should be provided in Microsoft Excel or an agreed upon system, and at a minimum shall include the following information:

- o Payee Name;
- o Payee Address;
- o Zip Code;
- o Charge Month;
- o Client Monthly Charge;
- o Client Payment Amount;
- o Ending Balance;
- o Money Order or Check Payment Number;
- o Payment Method (Check, Online Payment); and
- o Date payment was received.

3. Inspections:

1. Initial Inspections

Prospective Grantee shall meet the following requirements:

a. Complete initial, emergency and annual Housing Quality Standards (HQS) as administered by HUD rental units inspections for FRSP clients. Ensure that all HQS inspections are conducted by certified professionals trained in HQS standards in accordance with any applicable federal or local statutes, regulations, and ordinances.

b. Work with DHS and develop a mutually agreed upon process, procedure, and protocol for executing all HQS inspection and reinspection requests.

c. Designate a point of contact (POC) to receive inspection requests from FRSP providers. Prospective Grantee shall acknowledge inspection request the same day.

d. Schedule HQS rental units inspections prior to occupancy by FRSP clients within two (2) business days of the inspection request, and complete inspections within five (5) business days of the request.

e. Prospective Grantee shall prepare an HQS inspection report; enter inspection results, the outcome of the inspection and upload the inspection report into the



DHS STEP Tool or other agreed upon system no later than twenty-four (24) hours or the next business day after the completion of the inspection.

f. Document in the DHS system – STEP Tool all efforts made to schedule the initial inspection, escalate in the system to assigned case manager and designated DHS contact after at least three attempts; if requested by DHS completing annually thereafter (if applicable) to ensure compliance with HUD HQS or any applicable federal statutes, regulations, and ordinances. If the STEP Tool is not available or inoperable after three (3) business days, The Prospective Grantee will be allowed the option to use or create an alternative process and system agreed upon by both parties for inspections.

g. Provide a monthly inspection report to include at a minimum: number of pending inspections, number of total inspections completed during reporting month, inspection outcomes, number of re-inspections scheduled and completed.

2. Complaint Inspections

a. Conduct complaint inspections of FRSP units within twenty-four **(24) to forty-eight (48) hours** of receipt of an inspection request in the online management system for referrals to the Rapid Rehousing program (STEP tool). Complaint inspections are inspections that are conducted after a family has moved into the unit, and the unit has immediate maintenance repairs that have not been mitigated by the landlord in a timely manner. These requests are made by a DHS designee via the STEP Tool system. If the STEP Tool is not available or inoperable after three **(3)** business days, the Prospective Grantee will be allowed the option to use or create an alternative process and system agreed upon by both parties for re-inspections.

b. Notify DHS, the landlord, the FRSP provider, and the client of the results of the inspection (via an agreed upon inspection report in STEP Tool) within twenty-four **(24) hours** of completing inspections.

c. Based on the complaint inspection process (noted below) and timelines, provide the landlord a detailed written account of inspection results including any noted deficiencies that must be resolved with a clear timeline for **resolution. The notice** must include a timeframe for when payments will be stopped if issues are not resolved, and the unit doesn't pass the HQS inspection.

Complaint Inspection Steps

i. Schedule Complaint Inspection

1. Notify landlord and family of scheduled inspection date
2. Provide a two **(2) hour** window of time slot



ii. Conduct Complaint Inspection within forty-eight **(48) hours** of request

iii. Notify assigned case manager and landlord of inspection outcome via STEP Tool

iv. Unit Pass Inspection

1. Notify family, case manager and landlord of outcome

v. Unit failure-emergency

1. Allow forty-eight **(48) hours** for mitigation and reinspection

vi. Unit failure non-emergency

1. Allow thirty **(30) days** for mitigation and reinspection

vii. If reinspection outcome is a fail-alert designated DHS point of contact for approval to stop payment

viii. If stop payment approved, place payments on hold (via the STEP Tool Payment Application) and notify landlord of action

ix. Upon approval by DHS designated point of contact a third inspection may be requested on a case-by case basis

d. Any approved relocation request will be processed by case manager and Prospective Grantee point of contact will be notified via email of any approved relocations and transfers of subsidies.

e. Serve as mediator between landlord, FRSP client (tenant), and FRSP providers throughout the complaint inspection process.

f. Communicate and share information about the complaint inspection process with landlords on an ongoing basis.

g. Issue at a minimum one (1) written warning to landlords at risk of losing payment due to failing to pass the HQS inspection. Prior to stopping payments to landlords, inform DHS and the FRSP provider about upcoming payment holds, provide name of the landlord, and the date when payments will be put on hold.

h. Put on hold rental payments for FRSP units that failed to pass the HQS inspection, as determined by the policy and procedures provided by DHS

4. Additional Requirements

a. Provide the necessary training to DHS or its designee that shall familiarize DHS or designee staff with any new Provider procedures or policy changes that impact the Provider's obligations under this Award.



b. Provide an annual staff allocation plan to inform DHS of the following: specific staff designated to support the FRSP statement of work, percentage of time allocated and specific duties.

c. Work with DHS and develop a process and implement new protocols for recovering from landlords any overpayments on rent or security deposits.

Example: Landlord is overpaid as a result of a lag in the notification regarding a family that has moved out of the program:

1. For landlords that remain connected to FRSP program: Landlord is notified via letter of the overpayment to include overpayment amount, reason for overpayment along with overpayment dates, and expected date(s) for recoupment of funds via the next scheduled monthly rental payment.

2. For landlords that no longer are connected to FRSP program: Landlord is notified via letter of the overpayment to include overpayment amount and Prospective Grantee point of contact to reach out to in order to proceed with repayment. After **three (3) notifications**, and no less than **sixty (60) days** Prospective Grantee will send a report of unresolved recoupments via STEP Tool Payment Application.

d. Establish an agreed upon process to issue payments directly to clients (when needed), and advised by the designated DHS contact at least five **(5) business days** in advance.

e. Inform FRSP providers about opportunities to participate in financial literacy workshops, as host financial literacy workshops on a quarterly basis, (at least two per quarter) pending interest from case managers and FRSP clients.

f. Provide written or email outreach and information to clients about applying for the EITC (Earned Income Tax Credit) and the DC EITC during tax season. Outreach should include what the EITC is, the amount the client could earn if eligible, and where to go to get additional assistance in applying for the EITC. All EITC outreach (written, email or otherwise) will be authored and approved by DHS.

g. Send occasional text alerts (no more than once quarterly) to enrolled clients with information approved by DHS.

h. Provide Management Reports Incorporated (MRI) software licenses to at least five **(5)** designated DHS staff.



5. FRSP Audits

- a. The Prospective Grantee shall develop and implement an internal auditing process to ensure accuracy of monthly FRSP payment requests and will provide DHS a plan within thirty (30) days of the fiscal year and shall participate in monthly Reconciliation meetings with DHS and the designated lease up entity for FRSP.
- b. Prospective Grantee shall maintain an accounting system which conforms to generally accepted accounting principles, and which shall permit an audit of all income and expenditures received or disbursed by the Prospective Grantee in the provision of services under this grant. Accounting records shall be supported by source documentation such as canceled checks, paid bills and payrolls.
- c. The Prospective Grantee shall make provision, upon request, for inspection of financial records, including an audit or financial statements and tax returns, by DHS and/or its representative(s).
- d. At any time or times before final payment and five (5) years thereafter, the DHS may have the Prospective Grantee's expenditure statements audited. Disallowances and repayments shall be subject to the provisions of the DHS Grant Regulations, which are incorporated into this Award by reference.
- e. Any expenditure disallowed by audit or other DHS review shall be subject to repayment by the Prospective Grantee.

Career Mobility Action Plan (Career MAP)

Career MAP General Requirements

1. Payments Processing

At a minimum, the Prospective Grantee shall:

- a. Maintain the local District's Career MAP funds in a designated Career MAP Bank account separate from other account(s) and ensure that any interest on the funds is deposited back into the Career MAP account for use in the Career MAP program.
- b. Process DHS requests for monthly rental payments and verify confirmed rental subsidy and security deposit amounts via designated leasing documents (lease, Career MAP eligibility notice, monthly ongoing payments reports) and facilitate full payment to the designated landlord.
- c. Process payment disbursements to landlords authorized by DHS via online payment option, ACH, paper checks, on at least the 1st and 15th business day of each month, for rents, pro-rated rents, security deposits, adjustments, and related costs authorized by DHS for Career MAP.
- d. Issue rental payment invoices to Career MAP clients on behalf of DHS with the amount owed and the due date. Invoices shall be provided via mail and email, and according to the preferences of the



- client. Mailed invoices shall be sent with a pre-paid return mail envelope to assist participants with submitting payments. Facilitate mechanisms for participants to submit payments in person (for those that do not utilize the online or mail-in option).
- e. Issue written statements to notify Career MAP clients of payments received or payments due. Statements can be provided via mail or email according to the preferences of the client. DHS shall review and approve the template of the statement to be provided to Career MAP clients.
 - f. Provide Career MAP clients with free access to an online payment portal which allows for the ability to check and track client balances, notification about payment due dates, pertinent reminders pertaining to rental payments, as well as auto-draft payment options for clients to make rental payments.
 - g. Provide text reminders to enrolled families about payment dates and amounts due. In cases where rental portion is delayed communicate with family and assigned case manager via portal of missed payment dates as well as overall balance.
 - h. Issue a minimum of **two (2)** written notifications via U.S. mail of the change in payment procedure to all existing Career MAP clients, providing at least **thirty (30)** days' notice of the change in procedure. Notification should include future payment options and services, including information to submit payments online, and enroll in text alert system.
 - i. Develop and implement procedures for processing emergency requests for Career MAP payments. An “emergency request” is defined by DHS as an unanticipated, unplanned, and unscheduled need for Career MAP payment(s) that will result in an adverse impact, such as eviction or threat to health and safety, on a consumer/family if response is delayed. Emergency Career MAP payments shall be processed within **48 hours** of request from DHS.
 - j. Develop and implement procedures for collecting Security Deposit funding back from landlords for Career MAP payments. A “Security Deposit Refund” is defined by DHS as any security deposit funding required to be returned from landlords following a client moving out of their unit. Security Deposit Refund requests shall be completed by Prospective Grantee within 5 days of the client move out date.
 - k. Develop and implement procedures to ensure Landlord contact information is accurate and up to date to minimize payment errors.
 - l.
 - m. Follow and implement the standard operating procedures established by DHS Career MAP program.

2. Reporting

The Prospective Grantee shall provide at a minimum the following reports to DHS, in a format agreed to by both parties:

- a. Monthly client payment report to include cumulative information-based funding type (federal or local) covering the following elements: security deposits payments, first month rental payments processed, payments authorized but not processed, and the reason for any payment delays (due by the **10th** calendar day of each month for the previous month). The Prospective Grantee may be granted a monthly expense report from DHS upon request.
- b. Monthly summary report of Career MAP funds to include the following: deposits to account, payments and withdrawals, service charges, interest earned and remaining balance, number of clients who paid full rent, number of clients who paid partial rent, number of clients who did not pay any



rent.

- c. Monthly Payment Report (cumulative and by Career MAP case management provider) to include Rental Partnership Initiative (RPI) payments made by Career MAP clients (due by the 10th of each month for the current month). The report should be provided in Microsoft Excel and at a minimum shall include the following information:
 - Tenant ID;
 - HMIS Number;
 - Payee Name;
 - Payee Address;
 - Zip Code;
 - Charge Month;
 - Client Monthly Charge;
 - Client Payment Amount;
 - Ending Balance;
 - Money Order or Check Payment Number;
 - Payment Method (Check, Online Payment);
 - Date payment was received from client; and
 - Date of Payment to Landlord.

3. Inspections

1. Initial Inspections

The Prospective Grantee shall meet the following requirements:

- a. Complete initial, emergency, and annual Housing Quality Standards (HQS) as administered by the United States Department of Housing and Urban Development (HUD) rental unit inspections for Career MAP clients. Ensure that all HQS inspections are conducted by certified professionals trained in HQS standards in accordance with any applicable federal or District statutes, regulations, and ordinances.
- b. Work with DHS and develop a mutually agreed upon process, procedure, and protocol for executing all HQS inspection and reinspection requests.
- c. Designate a point of contact (POC) to receive inspection requests from Career MAP providers. The Prospective Grantee shall acknowledge the inspection request on the same day.
- d. Schedule HQS rental unit inspections prior to occupancy by Career MAP clients within **two (2) business days** of the inspection request, and complete inspections within **five (5) business days** of the request.
- e. The Prospective Grantee shall prepare an HQS inspection report, enter inspection results, the outcome of the inspection, and upload the inspection report into the DHS Lease Up Tool or other agreed upon system no later than **twenty-four (24) hours** or the next business day after the completion of the inspection.
- f. Document in the Career MAP system known as the "Lease Up Tool" all efforts made to schedule the initial inspection, escalate in the system to assigned case manager and designated DHS contact after at least **three (3) attempts**; if requested by DHS, complete inspections annually thereafter (if applicable) to ensure compliance with HUD HQS or any applicable federal statutes, regulations, and ordinances. If the Lease Up Tool is not available or inoperable after **three (3) business days**, the Prospective Grantee shall be allowed the option to use or create an alternative process and system agreed upon by the Prospective Grantee and Grantor for inspections.
- g. Provide a monthly inspection report to include at a minimum: number of pending inspections, number of total inspections completed during the reporting month, inspection outcomes, number of re-inspections scheduled and completed.



2. Complaint Inspections

- a. Conduct complaint inspections of Career MAP units within **48 hours** of receipt of an inspection request received from DHS or Career MAP provider staff. Complaint inspections are inspections that are conducted after a family has moved into the unit, and the unit has immediate maintenance repairs that have not been mitigated by the landlord in a timely manner. These requests are made via e-mail or other agreed on systems or routing tool.
- b. Notify DHS, the landlord, the Career MAP provider, and the client of the results of the inspection (via an agreed upon inspection report in the Lease Up Tool within **24 hours** of completing inspections.
- c. Based on the complaint inspection process (noted below) and timelines, provide the landlord with a detailed written account of inspection results including any noted deficiencies that must be resolved with a clear timeline for resolution. The notice must include a timeframe for when payments will be stopped if issues are not resolved, and the unit doesn't pass the HQS inspection.

Complaint Inspection Steps

- i. Schedule Complaint Inspection
 - 1. Notify landlord and family of scheduled inspection date via email; and
 - 2. Provide a **two (2) hour** window of time slot.
 - ii. Conduct Complaint Inspection within **48 hours** of request.
 - iii. Notify assigned navigator of inspection outcome via e-mail or other agreed on system or touting tool.
 - iv. Unit Passes Inspection.
 - Notify family, navigator, and landlord of outcome.
 - v. Unit failure-emergency
 - Allow **48 hours** for mitigation and reinspection.
 - vi. Unit failure non-emergency
 - Allow **30 days** for mitigation and reinspection.
 - vii. If reinspection outcome is a fail-alert designate the DHS point of contact for approval to stop payment.
 - viii. If stop payment is approved, place payments on hold and notify landlord of action. The Prospective Grantee must be able to provide reports to DHS on all holds and status updates on holds.
 - ix. Upon approval by DHS designated point of contact, a third inspection may be requested on a case -by-case basis.
- d. Any approved relocation request will be processed by the Provider case manager and the Prospective Grantee point of contact will be notified via email of any approved relocations and transfers of subsidies.
 - e. Serve as mediator between landlord, Career MAP client (tenant), and Career MAP providers throughout the complaint inspection process.
 - f. Communicate and share information about the complaint inspection process with landlords on an ongoing basis.



- g.** Issue at a minimum of **one (1)** written warning to landlords at risk of losing payment due to failing to pass the HQS inspection via U.S. mail or email. Prior to stopping payments to landlords, inform DHS and the Career MAP provider about upcoming payment holds, provide name of the landlord, and the date when payments will be put on hold.
- h.** Put on hold rental payments for Career MAP units that failed to pass the HQS inspection, as determined by the policy and procedures provided by DHS.

4. Additional Requirements

- a.** Provide the necessary training to DHS or its designee that shall familiarize DHS or designee staff with any new Provider procedures or policy changes that impact the Provider's obligations under this Award.
- b.** Provide an annual staff allocation plan to inform DHS of the following: specific staff designated to support the Career MAP statement of work, percentage of time allocated and specific duties.
- c.** Work with DHS to develop a process to implement new protocols for recovering from landlords any overpayments on rent or security deposits.

Example: Landlord is overpaid as a result of a lag in the notification regarding a family that has moved out of the program:

- 1. For landlords that remain connected to Career MAP program: Landlord is notified via letter of the overpayment to include overpayment amount, reason for overpayment along with overpayment dates, and expected date(s) for recoupment of funds via the next scheduled monthly rental payment.
 - 2. For landlords that are no longer connected to Career MAP program: Landlord is notified via letter of the overpayment to include the overpayment amount and the Prospective Grantee point of contact that the landlord may reach out in order to proceed with repayment. After **three (3)** notifications, and no less than **sixty (60) days** the Prospective Grantee will send a report of unresolved recoupments via the Prospective Grantee Payment Application.
- d.** Establish an agreed upon process to issue payments directly to clients (when needed) and advised by the designated DHS contact at least **five (5) business days** in advance.
 - e.** Send occasional text alerts (no more than once quarterly) to enrolled clients with information approved by DHS.

5. Career MAP Audits

- a.** The Prospective Grantee shall develop and implement an internal auditing process to ensure accuracy of monthly Career MAP payment requests and will provide DHS a plan within thirty (30) days of the fiscal year and shall participate in monthly Reconciliation meetings with DHS and the designated lease up entity for Career MAP.
- b.** Prospective Grantee shall maintain an accounting system which conforms to generally accepted accounting principles, and which shall permit an audit of all income and expenditures received or disbursed by the Prospective Grantee in the



provision of services under this grant. Accounting records shall be supported by source documentation such as canceled checks, paid bills and payrolls.

c. The Prospective Grantee shall make provision, upon request, for inspection of financial records, including an audit or financial statements and tax returns, by DHS and/or its representative(s).

d. At any time or times before final payment and five (5) years thereafter, the DHS may have the Prospective Grantee's expenditure statements audited. Disallowances and repayments shall be subject to the provisions of the DHS Grant Regulations, which are incorporated into this Agreement by reference.

e. Any expenditure disallowed by audit or other DHS review shall be subject to repayment by the Prospective Grantee.

2.4 Additional Prospective Grantee Responsibilities

- A. Participate freely with the Grant Administrator and DHS/FSA monitoring team, providing information as requested,
- B. Provide summary-level data monthly to DHS/FSA in a manner conducive to detailed independent verification of research results and findings;
- C. Obtain approval from DHS/FSA for any informational materials prior to printing to ensure that appropriate citations are included and the focus of the materials meet the public information and education needs for which they are designed to address. Where appropriate, Prospective Grantee must translate its program information into the languages of the target populations that it serves or, at a minimum, into the four of the six languages required by the Language Access Act. These languages include Amharic, Chinese, French, Korean, Spanish, and Vietnamese; and
- D. Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS/FSA Grant Manager and/or Grant Administrator, as needed.
- E. Provide monthly overall operations level burn rate tracker inclusive of all expenditures related to the Rental Support and Homeless Diversion Grant
- F. Provide monthly programmatic/transaction level burn rate tracker inclusive of all client cost expenditures for each program (Project Reconnect, Rapid Rehousing-Individuals, Family Rehousing Stabilization Program and Career MAP)

2.5 Confidentiality of Records

The applicant must demonstrate an ability to maintain the confidentiality of participant information and to report the information specified below to the DHS/FSA. Specifically, the applicant must agree to and abide by the following conditions:

- A. The Prospective Grantee must keep information concerning clients strictly confidential, and the information shall not be divulged to unauthorized persons. Prospective Grantee must demonstrate an ability to maintain the confidentiality of participants' information, and Prospective Grantee must adhere to all Federal and local laws related to confidentiality. Participant information must be shared with the Department upon the request of the Department's staff.
- B. The Prospective Grantee must ensure that all staff with access to confidential or sensitive information is aware of and trained on the relevant provisions of local and Federal laws and regulations regarding client information and confidentiality, including statutes addressing mental health, HIV/AIDS, substance abuse, domestic violence, and minors.



- C. The Prospective Grantee must establish clear policies and procedures to ensure and make participants aware of their right to privacy and confidentiality. The Prospective Grantee must post a notice at its offices that the policies are available and make a copy available upon request by any participants. The Prospective Grantee must allow any participant who provided protected personal information the right to inspect and receive a copy of the personal information collected about him/her.
- D. Participant records shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. Participant records may not be divulged to unauthorized persons.
- E. No person receiving information concerning a participant shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- F. All project staff and volunteers shall sign a confidentiality statement prior to engaging in work with participants.
- G. All records regarding children receiving services from a participant shall be subject to the confidentiality requirements.
- H. Applicants shall submit a signed confidentiality statement, provided by DHS/FSA, for each current staff person or volunteer who will be working on the Program prior to the execution of services.

This RFA requires that all information concerning: victims and potential victims of domestic violence; presence of a communicable disease or non-communicable disease such as HIV/AIDS; mental illness or treatment for mental illness; and substance or alcohol abuse, is to be held strictly confidential and shall not be divulged to unauthorized persons, in accordance with The District of Columbia Public Assistance Act of 1982, as amended, (D.C. Law 4-101; D.C. Official Code § 4-209.04); the Homeless Services Reform Act of 2005, as amended, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code § 4-754.11(7)) and any other applicable District and federal confidentiality laws. The Prospective Grantee must demonstrate an ability to maintain the confidentiality of clients' information and to report the information specified below to DHS/FSA. Specifically, the Prospective Grantee must agree to and abide by the following conditions:

- I. Any participant information shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. If client records are maintained, they may not be divulged to unauthorized persons.
- J. No person receiving information concerning a victim of domestic violence shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.

2.6 Reporting Requirements

The Prospective Grantee will be required to report information in a manner consistent with DHS/FSA's prescribed format.

A. Data Collection: To support the requirement that the Prospective Grantee provide a financial report and reconciliation to DHS/FSA that includes detailed and summarized reports of the transactions executed in support of clients' diversion/rapid exit plan(s), the Prospective Grantee must collect data that provides measurable indicators that will inform promising practices to improve services and programs for the target population. Prospective Grantee will be responsible for using HMIS technology to track services, utilization rates, and outcomes, and shall analyze results of the data collection. Data collection must include, but need not be limited to: information about services being provided to (as documented in HMIS), information about the nature of those services (start/stop dates, service type), information about the cost of services provided (e.g. amount spent, date obligated/expended, payment schedule, unspent balances), and any other information pertinent to measuring the efficiency and effectiveness of the program. Data collected must be entered into HMIS within forty-eight (48) hours of services performed.

The Prospective Grantee shall be prepared to complete and submit the following reports.

B. Monthly Reports: Provide monthly overall operations level burn rate tracker inclusive of all expenditures for all programs related to the Rental Support and Homeless Diversion Grant.

Provide monthly programmatic/transaction level burn rate tracker inclusive of all client cost expenditures for each program (Project Reconnect, Rapid Rehousing-Individuals, Family Rehousing Stabilization Program and Career MAP).

Provide monthly Rental Partnership Initiative (RPI) Report reflective of funding received by the Prospective Grantee, from the tenants who are responsible for paying a portion of their own respective rental payments.

Provide monthly payroll report inclusive of all payroll expenditures for each program, for all individuals approved to work on the Rental Support and Homeless Diversion Grant.

Provide monthly Case Management, Inspections and Customer Care report.

Ad Hoc meetings to follow up on reconciliation requests or urgent matters as needed.

C. Quarterly Reports: The Prospective Grantee will submit quarterly financial and program performance reports to the Grant Manager and/or Grant Monitor. Quarterly program reports will provide data needed to monitor the status of activities. The reports will also outline progress in achieving the goals and objectives of the program and recommend steps for continuous improvement. Reporting may require detailed as well as aggregate reporting of accomplishments. The format for reporting will be prescribed by DHS/FSA and will be required to facilitate prompt review of the Prospective Grantee's accomplishments in support of payment. The quarterly reports will be due the 10th of the month following the end of the quarter.

At minimum, the quarterly reports shall include, but are not limited to, the following data:

- A. Frequency of payments made on behalf of clients.
- B. Average and median cost of payments made on behalf of clients.
- C. Trend analysis that shows spending over previous reporting periods.
- D. Descriptive statistics that describe the recipient of funds expended under this grant.
- E. Participation rate of clients.
- F. Attrition rate of clients.

The Prospective Grantee shall submit reports in a format approved by DHS/FSA.

D. Final Report: The Prospective Grantee shall submit to DHS/FSA, a final report no later than the 30th day after expiration of the Grant Agreement, summarizing: all data collection, data analysis, findings, and recommendations. The specific sections of the Report will be developed in consultation with DHS/FSA.

E. Continuity of Operations Plan (COOP Plan): The Grantee shall submit a Continuity of Operations (COOP) plan annually or upon request to DHS for approval. The Grantee shall ensure the COOP plan is updated annually or as needed to account for operational or staffing changes. All updates or changes to the COOP plan shall be submitted the Grant Administrator for approval.

The COOP plan shall have established policies and guidance to ensure essential functions of the program continued in the event of man-made, natural, or technological emergency disruption or the threat of disruption to normal operations.

The COOP plan shall detail at a minimum: organizational chart; staffing plan listing essential staff, including their contact information and backup contact information; sub-contractors; necessary supplies; identify and rank critical mission function; identify chains or delegation of authority and how decisions will be made; list external resources necessary to accomplish the above critical functions; list necessary supplies to shelter in place for five (5) days for staff and residents; identify back-up locations or plans for serving clients if location is closed; identify critical records, hard and electronic copies, such as: payroll, insurance, legal, personnel files, lease agreements, accounts payable, identify computer inventory, software, and technology needs to accomplish, alternate facilities (if applicable), logistical support services, infrastructure systems with contact information, e.g.: water, electrical power, heating, and air conditioning to ensure the continued operations of services contracted.

F. Anti-Fraternization Policy: The Grantee shall develop, submit to the Grant Administrator within thirty (30) days of award, and implementation a non-fraternization policy for all staff and providers, including janitorial and security staff. The non-fraternization policy shall prohibit personal relationships or social interactions with residents of the STFH site that go beyond the scope of professional duties, including communicating with residents about non-job-related issues, exchanging gifts, spending and inappropriate or excessive amount of time with residents, or taking steps to be alone with a resident.

G. Client Grievance and Feedback: The Grantee(s) shall establish a process for residents to file grievances within thirty (30) days of the award and shall ensure the number is posted prominently in common areas. The Grantee(s) shall monitor, maintain a log, and follow-up on grievances received within 72 hours.

The Grantee(s) shall include a procedure for soliciting resident feedback for the purpose of continuous programmatic improvement. The procedures for soliciting resident feedback platforms may include, but are not limited to, town hall meetings attended by program supervisors/senior management, a locked comment box only accessible by program supervisors/senior management, or a periodic customer service survey (survey administration shall ensure that residents are provided the opportunity to respond based on their length of stay). Clients shall have the right to provide feedback directly or anonymously without retaliation from staff.

H. Unusual Incident Report: The Prospective Grantee shall report unusual incidents through the DHS unusual incident database, available online at <https://dhs.dc.gov/page/unusual-incidents>, immediately, or as soon as safely possible after the occurrence of the incident, but no later than twenty four (24) hours after its occurrence, to the DHS Office of Program Review, Monitoring and Investigation (OPRMI) and any other appropriate DHS designated offices. The requirement for the Prospective Grantee to submit an unusual incident to DHS no later than twenty four (24) hours after the incident occurs includes all unusual incidents, even when the incident occurs on a holiday or a day the District government is closed for operation, immediately, or as soon as safely possible after the occurrence of the incident, but no later than twenty four (24) hours after its occurrence, to the Office of Program Review, Monitoring and Investigation (OPRMI) and any other appropriate DHS designated offices. Online submission is the preferred method of reporting an Unusual Incident Report to DHS, however, a Prospective Grantee may also report the unusual incident in any of the following ways by:

Online submission is the preferred method of reporting an Unusual Incident Report to DHS, however, a Prospective Grantee may also report the unusual incident in any of the following ways by:



- 1) Emailing a description of the incident and circumstances to OPRMI@dc.gov;
- 2) Calling OPRMI at 202-671-4460 during normal DHS business hours to report the incident. Calling the 24-hour Unusual Incident Hotline at (202) 673-4464 and leaving a voicemail message describing the incident and circumstances as well as the name and number of the person reporting the incident;
- 3) Faxing OPRMI at 202-671-4409 a description of the incident and circumstances;
- 4) Visiting OPRMI in person to report the unusual incident at 64 NY Ave, NE 6th Floor, Washington, D.C. 20002, during normal DHS business hours.

An Unusual Incident is an alleged, suspected, or actual event or occurrence involving a DHS customer, employee, Provider, sub-Provider, or volunteer that adversely affects or compromises the integrity of DHS programs or which threatens the health or safety of a DHS customer, District employee or the general public, or District property. The Prospective Grantee shall provide the DHS/FSA Grant Administrator with a completed Fatality report within fifteen (15) calendar days of receiving notice of a Program participant's fatality. The Grantee shall also submit an unusual incidents report within 15 days calendar documenting the fatality of a Program participant.

For all Unusual Incident Reports filed by the Prospective Grantee, it is required to provide a written update to the DHS Grant Administrator within 24 hours of submission.

Please reference program specific reporting requirements above in section 2.3 "Prospective Grantee Responsibilities" for additional reporting requirements.

2.7 Certifications and Assurances

The Prospective Grantee shall complete and return the Certifications [Attachment B] and Assurances [Attachment C] with the application submission.

SECTION 3. GENERAL PROVISIONS

3.1 Payment Provisions

The District shall make payments on approved invoiced amounts in accordance with the terms of the Grant Agreement which results from the RFA. All payment requests shall be accompanied by a copy of the report covering the period for which payment is being requested. Payment requests shall be based on planned expenditures and/or invoices with supporting source documentation, as may be required by DHS/FSA.

- a) The transfer of the Grant funding is contingent upon the transfer of sufficient funds from the District of Columbia to DHS to fully underwrite the award. No payments will be disbursed prior to the week of September 29, 2025.
- b) The initial disbursement of grant funding to the Prospective Grantee may be a cost advancement. DHS may make advance payments to the Prospective Grantee to assist the Prospective Grantee in meeting its expenditure obligations for the services provided under the Grant Agreement, the availability, amount and frequency thereof as detailed in the Grant Agreement.
- c) The Prospective Grantee may reasonably expect to receive an initial advance payment of 30% of the Grant upon finalization of the Application and execution of the Agreement. Additional payments of 25%, 25% and 20% of the grant amount will be made after the submission of planned



budget and expenditure reports with the required corresponding source documentation pursuant to the schedule in the grant agreement.

- d) The Prospective Grantee shall return to DHS any funds relating to the Grant paid to the Prospective Grantee in excess of the Eligible Costs of services and/or Budget provided under the Grant Agreement (including advance payments as described in the Grant Agreement) within ten (10) business days of completion of the Grant or upon notification of DHS in writing. If the Prospective Grantee fails to return excess funds, DHS may deduct the appropriate amount from subsequent payments due to the Prospective Grantee. DHS also reserves the right to recover such funds by any other legal means necessary.
- e) The Prospective Grantee shall be responsible for reimbursement to DHS for any disbursed funds to the Prospective Grantee that DHS determines have been misused or misappropriated. DHS may also require immediate reimbursement of Grant funds if, at any time, the Agreement is terminated or the Prospective Grantee's reporting obligations are not being fulfilled. Any reimbursement of funds that is required by DHS, with or without termination, shall be due within ten (10) days of DHS giving written notice to the Prospective Grantee unless notified in writing by DHS.
- f) DHS may require the Prospective Grantee to repay a portion or the entirety of any advance payments made by DHS to the Prospective Grantee if such payments exceed the expenditures reported to DHS in subsequent Expenditure Reports. The amount to be repaid to DHS will be the difference between the total amount of advance payments and the total amount of approved expenditures. DHS may require that the Prospective Grantee repay advance or other DHS payments relating to the Grant Agreement if expenditures or Program activities are determined to be out of compliance with the Grant Agreement in the DHS' sole discretion.
- g) "Program Income" means gross income received by the Prospective Grantee that is directly generated from the use of the Grant, including, but not limited to, interest earned on any or all Grant funds, including banking account interest obtained under the Grant Agreement. The Prospective Grantee agrees that all Program Income will be recorded in regular Expenditure Reports as match and used in accordance with the same rules and regulations of the Grant Agreement. If at any time changes in the use of Program Income for another program are considered by the Prospective Grantee, the Prospective Grantee must submit a plan detailing the proposed uses of Program Income to DHS for approval. Should the Prospective Grantee decide following closeout of the Agreement to discontinue using Program Income for such purposes, the Prospective Grantee agrees to return the Program Income balance and any additional Program Income accrued to DHS by January 30th following the close-out of the Agreement.

3.2 Insurance

The Prospective Grantee, when requested, must be able to show proof of all insurance coverage required by law. The Applicant that receive the award under this RFA must show proof of insurance prior to receiving funds.

A. GENERAL REQUIREMENTS. The Grantee at its sole expense shall procure and maintain, during the entire period of performance under this grant, the types of insurance specified below. The Grantee shall submit a Certificate of Insurance to the Grant Administrator (GA) giving evidence of the required coverage prior to commencing performance under this grant. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the GA.



The Government of the District of Columbia shall be included in all policies, where applicable and allowable by law, required hereunder to be maintained by the Grantee and its subcontractors (except for workers' compensation and professional liability insurance) as an additional insureds for claims against The Government of the District of Columbia relating to this grant, with the understanding that any affirmative obligation imposed upon the insured Grantee or its subcontractors (including without limitation the liability to pay premiums) shall be the sole obligation of the Grantee or its subcontractors, and not the additional insured. The additional insured status under the Grantee's and its subcontractors' Commercial General Liability insurance policies shall be effected using the ISO Additional Insured Endorsement form CG 20 10 11 85 (or CG 20 10 07 04 **and** CG 20 37 07 04) or such other endorsement or combination of endorsements providing coverage at least as broad and approved by the GA in writing. All of the Grantee's and its subcontractors' liability policies (except for workers' compensation and professional liability insurance) shall be endorsed using ISO form CG 20 01 04 13 or its equivalent so as to indicate that such policies provide primary coverage (without any right of contribution by any other insurance, reinsurance or self-insurance, including any deductible or retention, maintained by an Additional Insured) for all claims against the additional insured arising out of the performance of this Statement of Work by the Grantee or its subcontractors, or anyone for whom the Grantee or its subcontractors may be liable. These policies shall include a separation of insureds clause applicable to the additional insured.

If the Grantee and/or its subcontractors maintain broader coverage and/or higher limits than the minimums shown below, the District requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Grantee and subcontractors.

A. INSURANCE REQUIREMENTS

1. Commercial General Liability Insurance ("CGL") - The Grantee shall provide evidence satisfactory to the GA with respect to the services performed that it carries a CGL policy, written on an occurrence (not claims-made) basis, on Insurance Services Office, Inc. ("ISO") form CG 00 01 04 13 (or another occurrence-based form with coverage at least as broad and approved by the GA in writing), covering liability for all ongoing and completed operations of the Grantee and under all subcontracts, covering claims for bodily injury, including without limitation sickness, disease or death and mental anguish of any persons, broad form property damage, including loss of use resulting therefrom, personal and advertising injury, and including coverage for liability arising out of an Insured Contract (including the tort liability of another assumed in a contract) and acts of terrorism (whether caused by a foreign or domestic source). Such coverage shall have limits of liability of not less than \$1,000,000 each occurrence, a \$2,000,000 general aggregate.

The Commercial General Liability shall be further endorsed to:

- a) To the fullest extent permitted by law, provide additional insured coverage using ISO form CG 2015 0413 (or it's equivalent) to The Government of the District of Columbia
- b) Coverage available to the additional insureds shall apply on a primary and non-contributing basis as respects any other insurance, deductibles, or self-insurance available to the additional insureds



- c) A waiver of subrogation in favor of The Government of the District of Columbia
 - d) Any Annual Aggregate shall apply on a per location or per project basis (where applicable)
 - e) Defense costs shall be in addition to and not erode the limits of liability
2. Automobile Liability Insurance - The Grantee shall provide evidence satisfactory to the GA of commercial (business) automobile liability insurance written on ISO form CA 00 01 10 13 (or another form with coverage at least as broad and approved by the GA in writing) including coverage for all owned, hired, borrowed and non-owned vehicles and equipment used by the Grantee in connection with work under this agreement, with a minimum combined single limit of \$1,000,000 for bodily injury or death and property damage, including loss of use thereof. Such policy or policies of automobile liability insurance shall be written on an "occurrence" (as opposed to a "claims made") basis.

Auto Physical Damage Coverage - The Grantee shall provide auto physical damage insurance to cover "loss" to a covered "auto" or its equipment:

- a) Comprehensive - Fire, lightning or explosion; theft; windstorm, hail or earthquake; flood; mischief or vandalism; or the sinking, burning, collision or derailment of any conveyance transporting the covered "auto".
- b) Collision Coverage - Caused by: The covered "auto's" collision with another object or the covered "auto's" overturn.

The Commercial Auto Liability policy shall be further endorsed to:

- a) To the fullest extent permitted by law, provide additional insured coverage to The Government of the District of Columbia
 - b) Coverage available to the additional insureds shall apply on a primary and non-contributing basis as respects any other insurance, deductibles, or self-insurance available to the additional insureds
 - c) A waiver of subrogation in favor of The Government of the District of Columbia
 - d) Defense costs shall be in addition to and not erode the limits of liability
 - e) If applicable, include Form CA 99 48 03 06 Pollution Liability - Broadened Coverage for Covered Autos - Business Auto, Motor Carrier and Truckers (or it's equivalent)
3. Workers' Compensation Insurance - The Grantee shall provide evidence satisfactory to the GA of Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the grant is performed.



Employer's Liability Insurance - The Grantee shall provide evidence satisfactory to the GA of employer's liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

The Workers Compensation and Employers Liability shall be further endorsed to:

- a) Include a Waiver of Subrogation in favor of The Government of the District of Columbia.
 - b) Where applicable, include United States Longshore and Harbor Workers Compensation Act (USL&H)
 - c) Where applicable, include Jones Act Coverage for seamen or crew members on an "if any" basis.
4. Network Security/Privacy (Cyber) Liability Insurance covering acts, errors, omissions, breach of contract, and violation of any consumer protection laws arising out of Grantee's operations or services with a limit of \$2,000,000 per claim and in the aggregate. Such coverage shall include but not be limited to, third party and first party coverage for loss or disclosure of any data, including personally identifiable information and payment card information, network security failure, violation of any consumer protection laws, unauthorized access and/or use or other intrusions, infringement of any intellectual property rights (except patent), unintentional breach of contract, negligence or breach of duty to use reasonable care, breach of any duty of confidentiality, invasion of privacy, or violations of any other legal protections for personal information, defamation, libel, slander, commercial disparagement, negligent transmission of computer virus, or use of computer networks in connection with denial of service attacks. Such coverage shall include regulatory defense and fines/penalties in any jurisdiction anywhere in the world. Such coverage shall include contractual privacy coverage for data breach response and crisis management costs that would be incurred by Grantee on behalf of The Government of the District of Columbia in the event of a data breach including legal and forensic expenses, notification costs, credit monitoring costs, and costs to operate a call center. Grantee shall maintain coverage in force during the term of this Agreement and for an extended reporting period of not less than two (2) years after.
5. Professional Liability Insurance (Errors & Omissions) - The Grantee shall provide Professional Liability Insurance (Errors and Omissions) to cover liability resulting from any error or omission in the performance of professional services under this Grant. The policy shall provide limits of \$1,000,000 per claim or per occurrence for each wrongful act and \$2,000,000 annual aggregate. The Grantee warrants that any applicable retroactive date precedes the date the Grantee first performed any professional services for the Government of the District of Columbia and that continuous coverage will be maintained or an extended reporting period will be exercised for a period of at least ten years after the completion of the professional services. Limits may not be shared with other lines of coverage.
6. Commercial Umbrella or Excess Liability - The Grantee shall provide evidence satisfactory to the GA of commercial umbrella or excess liability insurance with minimum limits of \$5,000,000 per occurrence and \$5,000,000 in the annual aggregate, following the form and in excess of all liability



policies. **All** liability coverages must be scheduled under the umbrella and/or excess policy. The insurance required under this paragraph shall be written in a form that annually reinstates all required limits. Coverage shall be primary to any insurance, self-insurance or reinsurance maintained by The Government of the District of Columbia and the “other insurance” provision must be amended in accordance with this requirement and principles of vertical exhaustion.

7. Sexual/Physical Abuse & Molestation - The Grantee shall provide evidence satisfactory to the GA with respect to the services performed that it carries \$1,000,000 per occurrence limits; \$2,000,000 aggregate of affirmative abuse and molestation liability coverage. Coverage should include physical abuse, such as sexual or other bodily harm and non-physical abuse, such as verbal, emotional or mental abuse; any actual, threatened or alleged act; errors, omission or misconduct. This insurance requirement will be considered met if the general liability insurance includes an affirmative sexual abuse and molestation endorsement for the required amounts or through a separate stand alone sexual abuse and molestation policy with confirmation there are no exclusions for abuse or assault & battery under the General Liability. So called “silent” coverage or “shared” limits under a commercial general liability or professional liability policy will not be acceptable. Limits may not be shared with other lines of coverage. The applicable policy may need to be submitted to the ORM for compliance review.

B. SUBCONTRACTOR INSURANCE REQUIREMENTS

Any and all subcontractors engaged by Grantee for work under this agreement shall be required to have the same insured required of Grantee. Should the Grantee wish to propose different insurance requirements than outlined below, then, prior to commencement of work by the subcontractor, the Grantee shall submit in writing the name and brief description of work to be performed by the subcontractor on the Subcontractors Insurance Requirement Template provided to the Office of Risk Management (ORM). ORM will determine the insurance requirements applicable to the subcontractor and promptly deliver such requirements in writing to the Grantee. In either instance, the Grantee must provide proof of the subcontractor's required insurance prior to commencement of work by the subcontractor.

C. PRIMARY AND NONCONTRIBUTORY INSURANCE

The insurance required herein shall be primary to and will not seek contribution from any other insurance, reinsurance or self-insurance including any deductible or retention, maintained by the Government of the District of Columbia.

- D. **DURATION.** The Grantee shall carry all required insurance until all grant work is accepted by The Government of the District of Columbia and shall carry listed coverages for ten years for construction projects following final acceptance of the work performed under this grant and two years for non-construction related grants.

- E. **LIABILITY.** These are the required minimum insurance requirements established by The Government of the District of Columbia. However, it is understood that The Government of the



District of Columbia does not in any way represent that the insurance or the limits of insurance specified herein are sufficient or adequate to protect your interests or liabilities and will not in any way limit the Grantee's liability under this grant.

- F. **CONTRACTOR'S PROPERTY.** Grantee and subcontractors are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, scaffolding and temporary structures, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of The Government of the District of Columbia.
- G. **Measure of Payment.** The Government of the District of Columbia shall not make any separate measure or payment for the cost of insurance and bonds. The Grantee shall include all of the costs of insurance and bonds in the grant price.
- H. **NOTIFICATION.** The Grantee shall ensure that all policies provide that the GA shall be given thirty (30) days prior written notice in the event of cancellation, non-renewal, or material changes to the extent such cancellation or material changes results in Grantee no long complying with the above requirements. The Grantee shall provide the GA with ten (10) days prior written notice in the event of non-payment of premium. The Grantee will also provide the GA with an updated Certificate of Insurance should its insurance coverages renew during the grant. The Government of the District of Columbia may reasonably change the above insurance coverage requirements during the Term by giving Grantee at least 30 days' notice of the change. Grantee must comply, at your expense, and deliver to the GA evidence of compliance before the change becomes effective.
- I. **CERTIFICATES OF INSURANCE.** The Grantee must send to GA, at least 10 days after execution of this Agreement, certificates of insurance evidencing the required insurance coverage and endorsements required herein. Grantee must also provide us with evidence of renewal before the expiration date of each insurance policy. Grantee is responsible for providing us with 30 days advanced written notice if the certificate of insurance by the insurer has been canceled, reduced in coverage, or otherwise altered. Certificates of insurance must reference the corresponding grant number. Evidence of insurance shall be submitted to:

The Government of the District of Columbia

And mailed to the attention of:

**April Shepherd/Department of Human Services
64 New York Avenue NE, Washington DC 20002
April.Shepherd@dc.gov**

The GA may request and the Grantee shall promptly deliver updated certificates of insurance, endorsements indicating the required coverages, and/or certified copies of the insurance policies. If the insurance initially obtained by the Grantee expires prior to completion of the grant, renewal certificates of



insurance and additional insured and other endorsements shall be furnished to the GA prior to the date of expiration of all such initial insurance. For all coverage required to be maintained after completion, an additional certificate of insurance evidencing such coverage shall be submitted to the GA on an annual basis as the coverage is renewed (or replaced).

- J. disclosure of information. The Grantee agrees that The Government of the District of Columbia may disclose the name and contact information of its insurers to any third party which presents a claim against The Government of the District of Columbia for any damages or claims resulting from or arising out of work performed by the Grantee, its agents, employees, servants or subcontractors in the performance of this grant.
- K. CARRIER RATINGS. All Grantee's and its subcontractors' insurance required in connection with this grant shall be written by insurance companies with an A.M. Best Insurance Guide rating of at least A- VII or better (or the equivalent by any other rating agency) and licensed in the District of Columbia.
- L. WARRANTIES. When applicable, the Grantee should be named as an additional insured on the applicable manufacturer's/distributor's Commercial General Liability policy using Insurance Services Office, Inc. ("ISO") form CG 20 15 04 13 (or another occurrence-based form with coverage at least as broad). GA should collect, review for accuracy, and maintain all warranties for goods and services.

3.3 Audits and Accounting

At any time before final payment and up to three years thereafter, DHS/FSA and other respective jurisdictional administrative agencies of DC may audit the Applicant's expenditure statements and source documents.

The Prospective Grantee shall maintain an accounting system that:

- A. Conforms to generally accepted accounting principles.
- B. Permits an audit of all income received and expenditures disbursed by the Grantee during performance of the activities approved for the Grant; and
- C. Allows for the identification and review of documents supporting an accounting entry.

The Prospective Grantee shall assist, and shall require that its contractors, subcontractors, and subgrantees assist, in the inspection and provision of financial records relevant to the Grant, including financial statements and tax returns.

At any time before final payment on this Grant, or the end of the District fiscal year in which the Grant ends, whichever is later, and for three (3) years thereafter, the District shall have the right to audit the Prospective Grantee, its contractors, subcontractors, or subgrantees.

If a federal agency undertakes an audit of the Prospective Grantee in connection with the Grant, the Prospective Grantee shall make available to DHS all information that the audit requires, including information from its contractors, subcontractors, subgrantees, and, as practicable, Grantees.

The Prospective Grantee shall, upon DHS request, repay to DHS a reimbursed expenditure that DHS has disallowed after an audit.

3.4 Non-discrimination in the Delivery of Services

In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability source of income, status as a victim of an intra-family offense, and place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions.

In accordance with the DC Language Access Act of 2004 (D.C. Law 15-167; D.C. Official Code §§ 2-1931, et seq.), District government programs, departments, and services must assess the need for, and offer, oral language services and provide written translation of vital documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered.

3.5 Conflicts of Interest

Prospective Grantee must avoid apparent and actual conflicts of interest when administering grants. A conflict of interest may arise when, among other things, the Grantee(s) or a person participating in an administrative decision regarding a project is likely to profit or otherwise receive undue benefit from the decision or his or her immediate family member is likely to profit or otherwise receive undue benefit from the decision.

3.6 Staff Requirements

Although applicants are welcome to leverage staff in any manner necessary to meet the requirements of this grant, the grant does not require, as a condition of award, the hiring of new staff, nor does the grant require the applicant to dedicate staff full time. Applicants are instead welcome to submit an Personnel and Administrative budget as part of their application. The applicant should also submit the qualifications of any staff to which the Personnel and Administrative cost may apply. The Prospective Grantee shall employ adequate administrative, professional, and paraprofessional staff to meet the specifications of the scope of work and shall maintain documentation that staff possesses adequate training and continued competence to perform the duties, which they have been assigned.

Proposed staff applied to the Grant should be running the Grant and carrying out the responsibilities outlined in Section 2.3. Proposed individuals should be named in Attachment F Staffing Plan. Resumes and an organizational chart should also be provided in this attachment. Any changes in staffing patterns or job descriptions shall be approved in writing in advance by the DHS/FSA Grant Manager and/or Grant Monitor.

Applicants must identify and provide resumes for all paid personnel who will have responsibility for performing the proposed work, as well as any qualification standards for volunteer staff included in the proposal. Indicate the level of effort each staff person shall have on all relevant services (e.g. payment management). Indicate the organization of the proposed staff. If the proposal involves a team submission,



explain how the team will be organized to ensure adequate communication and performance among the firms in the team arrangement.

All paid personnel must possess a good working knowledge of the services rendered by DHS, its activities, regulations, policies and procedures, especially in the area of homeless services system. Proposed staff must be able to prepare reports effectively, analyze information, and make recommendations based on thoughtful and well-reasoned analysis, and communicates orally and in writing. Proposed staff must be able to use the internet, Microsoft Office suite, Google Docs, CATCH (Customer Assignment Tracking Case History), HMIS ServicePoint and modern technical conveniences required by this award.

Case Manager Education and Experience Requirements: The Prospective Grantee shall ensure case managers have minimum educational qualifications including a master's degree in social work or other relevant area such as psychology or therapeutic counseling or have received the Peer Case Management Certification through DHS's Peer Case Management Institute."

Living Wage:

- A. The Prospective Grantee shall employ and maintain documentation and assure that employees possess adequate training and competence to perform the duties which they have been assigned.
- B. The Prospective Grantee shall maintain a complete and current written job description covering all positions funded through the Agreement, which must be included in the project files and be available for inspection on request. The job description shall: include education, experience, and/or licensing/certification criteria, description of duties and responsibilities, hours of work, salary rate and performance evaluation criteria. When hiring or replacing staff for this grant project, the Prospective Grantee shall obtain written documentation of work experience and employment references.
- C. The Prospective Grantee shall maintain an individual personnel file for each project staff member. The file will contain (as applicable): the job posting (vacancy announcement) application for employment, professional and personal references, applicable credentials/certifications, and records of required medical examinations, personnel actions including time records, documentation of all training received, notation of any allegations of professional or other misconduct, and the Prospective Grantee's action with respect to all allegations, and date and reason if terminated from employment. All of these personnel materials shall be made available to the DHS/FSA Grant Administrator upon request.
- D. Using a trained qualified Grantee staff member, the Prospective Grantee shall provide orientation sessions for each staff member with respect to administrative procedures, training, program goals, and policies and practices to be adhered to under the Agreement. Each attendee shall certify receipt of training.
- E. The Prospective Grantee shall maintain a current organizational chart which displays organizational relationships and demonstrates who has responsibility for administrative oversight and supervision over each funded service activity.
- F. Any changes in staffing patterns or job descriptions that impact this grant shall be approved in writing in advance by the DHS/FSA Grant Administrator.

G. LIVING WAGE ACT OF 2006

- 1. Pursuant to the Living Wage Act of 2006, (D.C. Law 16-118, D.C. Official Code § 2-220.01 *et seq.*), sub-grantees receiving grant awards of at least one hundred thousand dollars (\$100,000), and any of their sub-grantees receiving at least fifty thousand dollars



(\$50,000) of that award, shall ensure that employees working on the grant-funded program/project shall be paid a living wage of no less than \$18.00 an hour. This wage may be adjusted annually by the Department of Employment Services up to three percent (3%). Adjustments in excess of three percent (3%) shall be approved by the Mayor.

i. Exemptions are provided as follows:

a) For employees under the age of 22 employed during a school vacation or enrolled as a full-time student working less than 25 hours per week.

b) For employees of non-profit organizations that do not employ more than 50 individuals.

c) Under an existing or future collective bargaining agreement, provided that the future collective bargaining agreement results in the employee being paid no less than the established living wage.

d) Under an existing or future collective bargaining agreement, provided that the future collective bargaining agreement results in the employee being paid no less than the established living wage.

e) Prospective Grantees that provide trainees with additional services including, but not limited to case management and job readiness services, provided that the trainees do not replace employees subject to the Living Wage Act.

ii. Upon site visits, the Prospective Grantees must make available documents which demonstrate proof of exemption from the Living Wage Act, or proof that staff members working on the program/project are being paid a living wage of at least \$18.00 per hour. In addition, the Prospective Grantees shall make available examples of work performed by each employee that receives compensation directly from government assistance. The Prospective Grantee shall demonstrate that each employee funded by the grant performs work regularly under the grant agreement.

2. Each employee who receives compensation directly from the District shall receive a copy of the Living Wage Act Fact Sheet, provided upon award.
3. The Prospective Grantee shall post the Living Wage Act Fact Sheet in plain view in a conspicuous site in its place of business.
4. The Prospective Grantee shall maintain each affiliated employee's payroll records created and maintained in the regular course of business for a period of at least three (3) years. The Prospective Grantee shall maintain affiliated employee payroll records for a minimum of three (3) years until the final decision of any challenge to the payment of wages under the Living Wage Act.

H. **Sexual Harassment Training:** The Prospective Grantee shall provide Sexual Harassment Training to all staff funded by this Grant.

I. **Suitability Screening:** The Prospective Grantee shall ensure relevant staff and/or volunteers are in compliance with DHS/FSA's Suitability Screening for Service Provider Employees & Volunteers Serving Clients of the DC Department of Human Services (Suitability Screening Policy); the Child and Youth, Safety and Health Omnibus Amendment Act (Omnibus Act) of 2004, effective April 13, 2005 (D.C. Law 15-353; D.C. Official §§ 1-620.31, *et seq.* and 4-1501, *et seq.*), as amended, and any other substantially similar succeeding legislation and attendant regulations. The Prospective Grantee must maintain all compliance records which includes but is not limited to the Suitability Screening Policy documentation and Omnibus Act documentation for applicable staff, volunteers, subcontractors, sub-grantees, interns, and any other individuals working under this Agreement, and DHS may request these records at any time.



The Prospective Grantee shall ensure all clearance documentation is valid throughout the entirety of the period of performance for this Grant, including any renewal(s). If the Prospective Grantee fails to adhere to the District’s Suitability Screening Policy and other related regulations, the Prospective Grantee is prohibited from performing services under this Agreement. The Prospective Grantee shall provide annual clearance renewals prior to its expiration, or the Prospective Grantee will be in violation of the terms of this Agreement. The Prospective Grantee shall report to the DHS/FSA Grant Administrator within three (3) business days all applicable post-screening criminal convictions, felony charges, and suspension or revocation of a driver’s licenses (if applicable to the position).

- J. **Case Manager Education and Experience Requirements:** The Prospective Grantee shall ensure case managers have minimum educational qualifications including a master’s degree in social work or other relevant area such as psychology or therapeutic counseling or have received the Peer Case Management Certification through DHS’s Peer Case Management Institute.

K. Key Personnel:

Position Title	Position Description	Program
Program Director	The Director of programs is responsible for overseeing the daily operation of the Project Reconnect, Rapid Rehousing for Individuals (RRH-I), Family Rehousing Stabilization Housing Program (FRSP) and Career Mobility Action Plan (Career MAP). This individual will act as the Point of contact for all DHS Programs funded on the Rental Support and Homeless Diversion Grant. This individual will be accountable for program oversight including risk management and compliance, conflict resolution, quality check of payment authorizations and landlord documents, and program staff development and management. Lead for all monitoring visits and annual program audits. Tracks and facilitates progress against deliverables. In addition, the Director of Programs will support the design of the program operating model, hiring, training, onboarding, and performance management of staff serving on the program. The Director ensures compliance with the grant requirements, budget, and report presentation. Responsible for overseeing financial controls, and reporting. Supports Program Managers with risk management. Provides feedback critical to driving continuous improvement and reporting requirements.	All
Finance Manager	Finance Manager is responsible for handling pre to post-award administration of grants, financial reporting, financial record maintenance, and preparation of monthly, quarterly, and annual fiscal reports; is responsible for providing cash management, including preparation of reimbursement requests and draw-down of funds. In addition, the Finance Manager ensures that grant funds are expended in compliance with grantor	All



	agency regulations and interacts with outside agencies, internal and independent auditors, and financial monitors. The Finance Manager will support overseeing the financial management of all programs, monitor spending and produce financial reports; track and resolve rental payment discrepancies and prepare monthly invoices. The Finance Manager will supervise, direct, and coordinate financial activities of department staff, including reviewing financial documents and records for accuracy, and oversee the client rental payments process.	
Inspection Manager	The Inspections Manager is responsible for Coordinating, Managing and Scheduling inspections for all programs on the grant. The Inspection Manager will be responsible for overseeing the accuracy of passed/failed initial and complaint inspections, and being accountable for program oversight, including documentation, stop and release of payment, and continuing staff development. The Inspections Manager is responsible for content creation to assist with tenant and owner teaching sessions. This position is responsible for developing training guides and collateral for owners and tenants regarding home management and maintenance. The Inspection Manager is also responsible for receiving invoices from the vendors, reconciling the invoices and sending notes to the finance team. Ensuring that staff follows existing protocols and procedures, are trained and best positioned to do their job effectively. The Inspection Manager will assist with the client and landlord inspections management and be responsible for scheduling inspections, documenting inspection information using a designated system, ensuring inspections, finalizing reports, and ensuring supporting documentation are available promptly.	RRHI FRSP Career MAP
Program Manager (Project Reconnect)	The Project Reconnect Program Manager acts as the Point of contact for DHS Rapid Exit Program. Responsible for program oversight including risk management and compliance, conflict resolution, quality check of payment authorizations and landlord documents, and program staff development and management. Lead for all monitoring visits and annual program audit. Tracks and facilitates progress against deliverables. Primary point of contact for Diversion Specialists, Case Managers, Hosts and Inspectors. Initiates access to other GWUL programs. Recipient and verification of diversion plans and new rehousing rent requests. Confirmation of landlord licensing. Entry and maintenance of client information in data management systems. Prepares weekly and monthly reports for funder. Provides feedback critical to driving continuous improvement.	Project Reconnect
Program Manager (RRH-I)	The RRH-I Program Manager acts as the Point of contact for the DHS Rapid Rehousing-Individuals Program, and acts as the main Point of Contact for Stakeholders. This position is also responsible for providing leadership for overseeing all inbound RRH-I calls and being accountable for program oversight, including ensuring that documentation is accurate before signing off on Payment Request submitted by the RRH-I Team. Ensuring that staff follows existing protocols and procedures, are trained and best positioned to do their job effectively and continuing staff development. The Program Manager is also responsible for communication	RRHI



	<p>to vendors/payees in a timely manner. Recipient and verification of new rehousing rent requests and quarterly rent calculations. The RRHI Program Manager is the main Point of Contact for Vendors/Payees when there are any account changes/updates needed. This position is also responsible for signing off on Payment Request submitted by the RRH-I Team. RRHI Program Manager is also responsible for providing assistance with turning reports received from Stakeholders into Discrepancy Reports (identifying the next action steps needed to close out the specific request). This position is also responsible for troubleshooting issues related to rental payments; work with the Finance Manager(s) and other stakeholders to track and resolve any discrepancies, and support with monthly rent roll and off cycle preparation.</p>	
<p>Program Manager (FRSP)</p>	<p>FRSP Program Manager is responsible for supporting the (FRSP) Program in the day-to-day operation; managing relations with the funding entity as well as the vendors supporting the program; managing a team of the program manager, case managers, and customer care specialists and troubleshoot issues related to rental payments and; work with the Finance Manager(s) and other stakeholders to track and resolve any discrepancies, and support with monthly invoices preparation. The FRSP Program Manager will be the primary contact for all programmatic-specific/transaction level inquiries and activities. The Program Manager is responsible for overseeing the accuracy of passed/failed initial and complaint inspections, monitoring all inbound, outbound calls and emails in the call center, and being accountable for program oversight, including documentation, stop and release of payment, and continuing staff development. Ensuring that staff follows existing protocols and procedures, are trained and best positioned to do their job effectively. The FRSP Program Manager is responsible for communicating to clients and vendors in a timely manner for FRSP.</p>	<p>FRSP</p>
<p>Program Manager (Career MAP)</p>	<p>Career MAP Program Manager is responsible for supporting the Career MAP Program in the day-to-day operation; managing relations with the funding entity as well as the vendors supporting the program; managing a team of the program manager, case managers, and customer care specialists and troubleshoot issues related to rental payments and; work with the Finance Manager(s) and other stakeholders to track and resolve any discrepancies, and support with monthly invoices preparation. The Career MAP Program Manager will be the primary contact for all programmatic-specific/transaction level inquiries and activities. The Program Manager is responsible for overseeing the accuracy of passed/failed initial and complaint inspections, monitoring all inbound, outbound calls and emails in the call center, and being accountable for program oversight, including documentation, stop and release of payment, and continuing staff development. Ensuring that staff follows existing protocols and procedures, are trained and best positioned to do their job effectively. The Career MAP</p>	<p>Career MAP</p>



	Program Manager is responsible for communicating to clients and vendors in a timely manner for Career MAP.	
--	--	--

3.7 Administrative Requirements

Although applicants are welcome to leverage facilities in any manner necessary to meet the requirements of this grant, the grant does not require, as a condition of award, the purchase or leasing of space in a facility. Applicants are instead welcome to submit an Administrative and Personnel budget as part of their application, and outline how any facility costs are included in the formulation of that rate. The Prospective Grantee’s facilities used during the performance of the grant agreement shall meet all applicable Federal, state, and local regulations for their intended use throughout the duration of the Grant Agreement. The Prospective Grantee shall maintain current/active/in good standing all required permits and licenses. The Prospective Grantee shall not exceed an Administrative and Personnel total of \$11,800,000.00. The Prospective Grantee’s failure to do so shall constitute a failure to perform under the agreement and become a basis for termination of the Grant Agreement for default.

3.8 Performance Standards and Quality Assurance

DHS/FSA expects that the Prospective Grantee’s performance will result in measurable, quality improvements in the target population, which will be reported in the quarterly program performance reports. The Prospective Grantee will be expected to meet at least quarterly with DHS/FSA to share information and review reports related to the status of grant activities. In addition, the Prospective Grantee will be required to meet performance standards and acceptable quality level to be determined by DHS/FSA and the Prospective Grantee.

The Prospective Grantee shall monitor and evaluate activities associated with completing this project. At a minimum, the quality assurance program shall include a review of the timely completion of tasks and progress made toward achieving the goals of the project. The Prospective Grantee shall address issues and suggestions raised by the target populations when feasible.

3.9 Records

The Prospective Grantee shall keep accurate records of the program and the ongoing progress of the program and fiscal activities. The Prospective Grantee shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes. To ensure confidentiality and security, records should be kept in a locked file controlled by the Prospective Grantee’s senior staff. The Prospective Grantee shall retain all records for at least three (3) years following final close-out of the grant.

The Prospective Grantee must keep accurate and secure case records for assigned clients, including, but not limited to:

- A. Eligibility/referral documents;
- B. Intake information, including household demographic information;
- C. Authorization to Release Information (signed by participant);
- D. Copy of Program Rules (signed by participant);
- E. Copy of Client’s Rights and Responsibilities (signed by participant);
- F. Assessment data/results;
- G. Copy of Diversion/Rapid Exit Plan(s) with specific objectives, goals, time frames, and identified responsibilities;
- H. Case Notes and Updated Progress Notes that address the goals identified in the Diversion/Rapid Exit Plan;



I. Discharge or Termination Summaries.

The Prospective Grantee must keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services through this RFA. To ensure confidentiality and security, the Prospective Grantee must keep any physical records in a locked file controlled by appropriate Prospective Grantee staff. The Prospective Grantee must demonstrate an ability to ensure the confidentiality and security of records in their proposal.

3.10 Evaluation

The Prospective Grantee shall describe the plan that will be used to evaluate the effectiveness of the Rental Grant program, per the requirements of the Grant Agreement, including the extent to which efforts are made to assure the continual improvement of quality as evidenced by completion of work plan activities and prompt receipt of deliverables.

The Prospective Grantee shall indicate the criteria to be used to assess the results of the evaluation process. The Prospective Grantee shall describe the kinds of data to be collected and analyzed, explaining how it will provide the basis of an evaluation that is appropriate, objective and quantifiable. The Prospective Grantee shall explain the methodology that will be used to determine if the needs of the project designed are being met.

The Prospective Grantee shall indicate the criteria to be used to assess the results of the evaluation process. At a minimum the Prospective Grantee shall, in partnership with DHS/FSA and the daytime service providers, describe:

- Total number of customers served by the Rental Grant program
- Number of customers referred through the Rental Grant program
- Number and value of transaction made on behalf of participants in the Rental Grant program
- Total diversion/rapid exit services funded by type
- On a per client basis, length of days between most recent diversion/rapid exit service and client's subsequent re-entry into the homeless services system (if applicable)²
- Across all clients served, total average days between diversion/rapid exit service and client re-entry into the homeless services system (e.g. low-barrier emergency shelter or unsheltered homelessness)
- Successful exits from the Rental Grant program by type of exit.

DHS/FSA shall be authorized to assess the Applicant's performance with respect to accomplishing the purpose of the Grant Agreement. Specifically, the Applicant's performance shall be assessed to determine the quality of the services delivered and the Applicant's ability to deliver services according to the deadlines established in the Agreement.

3.11 Monitoring

The Grant Administrator and the Monitoring Unit within the Department of Human Services will monitor and evaluate the performance of the Prospective Grantee in accordance with the Grant Agreement. The Department will make periodic scheduled and unscheduled monitoring requests to review records and discuss the scope of work in relation to the services being rendered. During such requests, the Prospective Grantee is required to provide such access to its facilities, transportation, records, customers and staff as

¹ It should be noted that unsheltered homelessness will be treated the same as a shelter stay for the purposes of evaluating performance, in that diversion/rapid exit clients who return to homelessness in a shelter or outside will be counted as having returned to homelessness. In other words, avoiding shelter by sleeping outside is not considered a success.

may be necessary for monitoring purposes. The Department will interview the Rental Grant participants to get their feedback on the efficacy of the case management services being provided.

3.12 Faith-Based Organizations

On the same basis as any other applicants, religious organizations are eligible to participate as long as the services funded by the Rental Support and Homeless Diversion Grant are provided consistent with the Establishment Clause and the Free Exercise Clause or the First Amendment to the United States Constitution, in accordance with United States Executive Order 13279 of December 12, 2002.

3.13 Termination of the Grant

The Grant is being issued from the date of award and is expected to continue until the project is completed or through December 31, 2019 whichever comes first. The 2026 Grant Award indicates that all funds must be expended by December 31, 2019, so carry-over may not be an option, if funds cannot be completely expended by December 31, 2019. Any costs that are incurred either before the start of the Grant Period or after the expiration of the Grant Period are not allowable.

The Grant, and the offer of the Grant, shall be subject to DHS' termination:

- A. At any time, in whole or in part, for the convenience of the Government should DHS determine that such termination is in the best interest of the public or the Government.
- B. Immediately for:
 - 1) Lack of funding.
 - 2) Failure of the Grantee to follow District or applicable federal law, including statutes, rules, and regulations.
 - 3) Failure of the Grantee to carry out DHS' ordered grant remediation plan.
 - 4). An ethics violation involving the grant, pursuant to the ethical standards in the most recent version of the District Ethics Manual, published by the District's Board of Ethics and Government Accountability (bega.dc.gov), as of the date that the GAN was sent.
 - 5). Cessation of insurance coverage without replacement of similar coverage; or
 - 6) Fraud, waste, or abuse.
- C. After the Grantee has acknowledged or otherwise signified receipt of the Grant, fourteen (14) calendar days after the Grantee receives from DHS written notice of termination due to:
 - 1). *Force majeure*, as defined and described below; or
 - 2) Cause, as defined and described below.

Termination for *force majeure* or cause

- A. For *force majeure* DHS may terminate the grant and the Grantee may seek certain reimbursement, as described in this section.
- B. For because DHS may terminate the grant, but the Grantee may not receive the reimbursement allowed for termination based on *force majeure*.
- C. Cause and *force majeure* defined:
 - 1) Cause is a basis for DHS' termination of the grant, when DHS determines that the Grantee has:
 - a) Failed to achieve the intended outputs within the time frame that has been approved.
 - b) Performed incompetently, recklessly, or unlawfully.
 - 1) *Force majeure* is a condition or occurrence which provides a valid excuse to failure to perform within the time frame of the grant, an unexpected and disruptive event which DHS determines could not have reasonably been anticipated or controlled, and includes:
 - a) Timely applying for a government permit or approval but not timely receiving same from the government agency.
 - b) A change in applicable law.



- c) An unforeseen weather events.
 - d) Organized labor strike or slowdown; and
 - e) Refusal of a necessary third party to approve, agree, or participate, following the Grantee's reasonable attempts to secure same.
- D. The Grantee may not invoke *force majeure* as an excuse for poor planning, failure to accommodate foreseeable delays by suppliers, or the Grantee's failure to manage its own resources.
- E. For *force majeure*, the Grantee may seek reimbursement for otherwise-reimbursable expenditures incurred up to the date of termination, as well as reasonable costs incurred for demobilization. DHS/FSA may exercise an option to renew the grant for up to four additional years if services are satisfactory, it is determined that it is in the best interests of the District of Columbia to extend the grant, and funds are available.

Should a Grantee intend to discontinue the provision of services prior to the conclusion of the grant period, the Grantee must notify the DHS/FSA in a written statement at least sixty days prior to the abatement of services.

DHS/FSA may exercise an option to renew the Grant for up to four (4) additional years if services are satisfactory, it is determined that it is in the best interests of the District of Columbia to extend the Grant, and funds are available.

Should the Prospective Grantee intend to discontinue the provision of services prior to the conclusion of the Grant Period, the Prospective Grantee must notify the DHS/FSA in a written statement at least sixty (60) days prior to the abatement of services.

3.14 Rights to Data

All data produced in the performance of this grant shall be the sole property of the District of Columbia. The Grantee shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.

3.15 Compliance with Tax Obligations

Prior to execution of a grant agreement an applicant must follow tax requirements in the District or other eligible jurisdiction and with federal tax laws and regulations. Non-profit organizations must register annually to meet tax exemption requirements and must provide a Certificate of Good Standing prior to execution of the grant agreement.

3.16 Award Process

DHS/FSA will make the funds available through a competitive process to identify organizations interested in offering and administering the Rental Support and Homeless Diversion Grant. Applications that meet all eligibility and application requirements will be evaluated, scored, and rated by a DHS/FSA designated review panel.

The final decision to fund applicants rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other relevant information, DHS/FSA shall decide which Applicant to fund.

3.17 Cultural Competency

In applying for this Grant, prospective Grantees shall demonstrate their understanding of the nature/needs of the unsheltered population. Experience working with these unsheltered individuals and families will be considered, as well as the Grantees' articulated plan to administer culturally competent and culturally sensitive services for unsheltered individuals and families.

3.18 Grants Management and Administration

Prospective Grantees under this RFA shall:

1. Participate freely with the Grant Administrator, providing information as requested.
2. Develop a Quality Assurance Plan designed to monitor and evaluate activities of staff performing services under this RFA, including staff working as part of a team to provide services that are related to a resident's service plan.
3. Provide data monthly to DHS/FSA in accordance with the reporting requirements included in the Grant Award.
4. Provide data in accordance with the reporting requirements detailed in Section 3.4 in a manner conducive to detailed independent verification. All reporting requirements shall be carried out in accordance with the DHS/FSA's policies and procedures and report templates, including any subsequent amendments. The Grantee(s) shall comply with relevant privacy and confidentiality standards, HIPAA, and any electronic formatting specifications.
5. Prepare documentation and participate in an Annual Performance Evaluation and Audit.
6. Attend meetings to obtain updates from DHS, participate in continuous improvement discussions, and provide or explain additional information regarding reports submitted. The Grantee(s) shall be required to send appropriate management staff to attend such meetings as required by DHS/FSA.
7. Obtain approval from DHS/FSA for any informational materials prior to printing to ensure that appropriate citations are included, and the focus of the materials meet the public information and education needs for which they are designed to address. Where appropriate, Grantee(s) must translate its program information into the languages of the target populations that it serves or, at a minimum, into the four of the six languages required by the Language Access Act. These languages include Amharic, Chinese, French, Korean, Spanish, and Vietnamese.
8. Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS/FSA Grant Administrator, as needed or upon request.
9. In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the Grantee(s) shall ensure the delivery of services are free from discrimination on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intra-family offense, and place of residence or business. In addition, Grantee(s) shall ensure the delivery of services is free from workplace sexual harassment of residents and staff. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions



SECTION 4. APPLICATION SUBMISSION

4.1 Deadline Date and Time

The RFA will be issued on **March 28, 2025**. The Pre-Application Conference will be held on April 4, 2025 and the deadline for submissions of all applications is **May 5, 2025, at 4:00PM**. Applications must be received by the deadline. Applications that are received by the deadline date will receive an acknowledgment. **NO SUBMISSIONS WILL BE ACCEPTED AFTER 4:00PM on May 5, 2025.**

LATE APPLICATIONS WILL NOT BE ACCEPTED

SECTION 5. REVIEW AND SCORING OF APPLICATIONS

5.1 Review Panel

The review panel will be composed of qualified, professional individuals who have been selected for their unique experiences in human services, data analysis, evaluation, and social services planning and implementation. The review panel will review, score, and rank each applicant's proposal. Upon completion of its review, the panel shall make recommendations for awards based on the scoring process. DHS/FSA shall make the final funding determinations.

5.2 Scoring Criteria

Executive Summary (Maximum 5 Points)

- Executive Summary, Overview: Provide a brief, cohesive, and executive-level description of the applicant organization and how all aspects of the application fit together to achieve the purpose of the grant. (Maximum 5 Points)

Information about the Organization (Maximum 15 Points)

- Mission and Vision: Provide the organization's mission and vision statement, a description of its core programs, and explain the relevance of the organization's prior experience to the requirements of the Grant. (5 points)
- Organizational Capability and Relevant Experience: Describe your organization's experience and expertise in processing ongoing timely large scale payments, and your experience in supporting social/human services. (5 points)
 - The applicant provides documented community ties, experience (e.g. linkages with other community-based organizations) working with the target population, and the capacity to successfully meet the responsibilities associated with this grant.
 - Past experience and knowledge in managing financial transactions on behalf of clients with significant needs and/or barriers

In reviewing the elements of the bullet points above, DHS/FSA will consider:

- The knowledge and experience of the proposed project director and/or staff, including the day-to-day program manager, consultants and/or contractors in planning and managing the proposed activities. The Applicant will be evaluated in terms of recent, relevant and successful experience of staff in undertaking comparable activities.
- How proven linkages to the community will prove beneficial in this undertaking.



- Cultural competency and appropriateness (racial, ethnic, economic, gender, age, disability, etc.) of services are demonstrated. (5 points)
 - Applicant has identified and demonstrated an understanding of issues affecting the target population.
 - Letters of support from community-based organizations and/or advocacy groups are provided.

Capacity to Implement the Program (Maximum 30 Points)

- Service Delivery/Logic Model: In an attachment, describe the activities, inputs, outputs, and outcomes for the Program. (5 points)
- Plan to Implement the Program: Describe your plan to implement the Program. The plan should address all the aforementioned Prospective Grantee responsibilities, including but are not limited to all responsibilities outlined in Section 2.3 of this RFA, as well as assisting DHS/FSA with program evaluation activities, and other duties as assigned. (5 points)
- Payment Management Infrastructure: Describe your systems and methodology for planning, executing, validating, and tracking financial payments on behalf of Project Reconnect, Rapid Rehousing-Individuals, Family Rehousing Stabilization Program, and Career MAP clients. In addition, describe your systems and process for verifying that eligible payees are valid recipients of District funds. (5 points)
- Data Collection: Identify how data will be collected to assess and evaluate the implementation of the grant responsibilities on a regular basis. Include data collection methodology and frequency of data collection. Describe the evaluation plan to regularly assess, with District partners, the outcomes of the Program participants and how those findings shape improvements to the service delivery model. (5 points)
- Development of Work Plan: Using the Work Plan, list the critical milestones/tasks, staff responsible for the implementation of the milestones/tasks, and approximate timeline needed to address the requirements of this grant. (5 points)
- Administrative Support Plan: Using the staffing plan and other relevant attachments, describe how the human and operational capital of your organization will be used to implement the Program. Uploaded documents in the Staffing Plan section should also demonstrate qualifications of any staff charged to the Administrative Rate and their responsibilities on the grant. (5 points)

Detailed Planned Expenditures: Financial Management and Proposed Budget (Maximum 50 points)

- Financial Management: Describe the financial management and internal accounting procedures that will be used to ensure proper financial management, including the fiscal controls designed for accountability to administer the Program. The applicant must agree to maintain its financial records in accordance with generally accepted accounting principles (as defined by the American Institute of Certified Public Accountants). (10 points)
- Proposed Budget: Provide a proposed budget and narrative description of the use of grant funds to address the requirements of this grant. Specify how your administrative rate was derived, what is included in that rate, and how it strikes a balance with client program expenditures to ensure a cost effective program for an optimal number of clients. (35 points)
- Leveraging Strategy: Describe your approach to securing a cash match or donations (including in-kind) for any goods or services that brings additional resources to this Program. If the Applicant is securing

matching funds or donations, identify the dollar amount and explain how these funds will be applied to services under this Program. (5 points)

5.3 Decision on Awards

The recommendations of the review panel are advisory only and are not binding on the Department of Human Services. The final decision on awards rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other information considered relevant, DHS/FSA shall decide which applicants to award funds and the amounts to be funded.

SECTION 6. APPLICATION FORMAT

6.1 Description of Application Sections

The purpose and content of each section is described below. Applicants should include all information needed to adequately describe their objectives and plans for services. It is important that applications reflect continuity among the goals and objectives, program design, work plan of activities, and that the budget demonstrates the level of effort required for the proposed services. The combination of the Applicant Profile, Table of Contents, Applicant Summary, Project Narrative, and Program Budget/Narrative should not exceed 15 pages. Other attachments are not subject to the 15-page limit.

6.2 Applicant Profile

Each application must include an Applicant Profile, which identifies the applicant, type of organization, project service area and the amount of grant funds requested. See Attachment A.

6.3 Table of Contents

The Table of Contents should list major sections of the application with quick reference page indexing.

6.4 Applicant Summary (Maximum 3 pages)

This section of the Application should be brief and serve as the cornerstone of the application. The application summary should highlight the major aspects of the objectives that are discussed in depth in other sections of the application.

6.5 Project Narrative (Maximum 12 pages)

This section of the Application should contain the narrative that justifies and describes the project to be implemented. The project narrative should include the following:

- Specific, measurable program objectives for the service area of the application;
- Specific service(s) to be provided;
- Detailed work plan for activities;
- Proposed impact of the project due to the involvement of your organization;
- History with the specified community in general; and
- Experience with managing financial transactions on behalf of clients.

6.6 Program Budget and Budget Narrative

The budget for this Application shall contain detailed, itemized cost allocation information that shows how the Administrative and Personnel Costs were derived.

Indirect: Show the proportion of indirect costs attributable to the Administrative Cost.



Personnel: Show the portion of staff time/costs attributable to the Personnel Cost.

Supplies: Show the portion of supplies attributable to the Administrative Rate.

Other: Show any facility costs attributable to the Administrative Rate (e.g. rental or leasing of space for the project, utilities, telephone and maintenance services, insurances, subscriptions, and postage).

6.7 Certifications and Assurances

Applicants shall provide the information requested in Attachments B and C and return them with the Application. If an Applicant is not incorporated, a representative from the incorporated, collaborating organization must sign the Certifications and Assurances.

6.8 Appendices

This section shall be used to provide technical material, supporting documentation and endorsements. Such items may include:

- Audited financial statement;
- Indication of organization status;
- Roster of the Board of Directors;
- Proposed organizational chart for the project;
- Organizational budget (as opposed to project budget);
- Letters of support or endorsements;
- Staff resumes (if applicable);
- Articles of Incorporation, if applicable;
- Bylaws, if applicable;
- IRS letter of non-profit corporation status, if applicable; or
- Form 990, Return of Organization Exempt from Income Tax, if applicable;
- Signed letter stating that the applicant will market the entity as a DHS/FSA Project and not the parent agency by using the approved logo, tagline, graphic design, and other identifiers approved by DHS/FSA for the Project;
- District of Columbia Business License;
- Certificate of Good Standing;
- Certificate of Occupancy; and
- Fire Inspection.



SECTION 7. LIST OF ATTACHMENTS

- Attachment A Applicant Profile
- Attachment B Certifications
- Attachment C Assurances
- Attachment D Original Receipt
- Attachment E Work Plan
- Attachment F Staffing Plan
- Attachment G Budget (separate attachment)
- Attachment H Definitions
- Attachment I Collaboration Commitment Form
- Attachment J Sample Diversion/Rapid Exit Plan
- Attachment K Sample Diversion/Rapid Exit Agreement
- Attachment L Draft Menu of Diversion/Rapid Exit Services
- Attachment M Suitability Screening



Attachment A – Applicant Profile

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
CHOOSE A DEPARTMENT.**

**RENTAL SUPPORT AND HOMELESS DIVERSION GRANT
RFA #JA-FSA-PR-001-26/27**

Applicant Name: _____

Contact Person: _____

Office Address: _____

Ward(s): _____

Phone Number: _____

Fax Number: _____

Federal ID Number: _____

DUNS Number: _____

Program Descriptions: _____

Budget (Total funds requested): _____



Attachment B - Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and DrugFree- Workplace Requirements



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Chief Financial Officer



Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review the instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 28 C.F.R. Part 69, "New Restrictions on Lobbying" and "Government-wide Debarment and Suspension (Non-procurement) and 28 C.F.R. §83.670, "Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact.

1. Lobbying

As required by Section 1352, Title 31 of the U.S. Code and implemented at 28 C.F.R. Part 69, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 28 C.F.R. Part 69, the applicant certifies that:

- (a) No Federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;
- (b) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form III-, "Disclosure of Lobbying Activities," in accordance with its instructions;
- (c) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers including subgrants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

2. Debarment, Suspension, and Other Responsibility Matters

As required by Executive Order 12549, Debarment and Suspension, and implemented at 28 C.F.R. Part 83, for prospective participants in primary covered transactions, as defined at 28 C.F.R. §83.670, for prospective participants in primary covered transactions:

A. The applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;



- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c.) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default; and
- B. Where the applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.
1. Drug-Free Workplace (Prospective Grantees Other Than Individuals)

As required by the Drug Free Workplace Act of 1988, as amended (Pub. L. No. 100-690; 28 C.F.R. Part 83):

- A. The applicant certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
 - (b) Establishing an ongoing drug-free awareness program to inform employees about—
 - (1) The dangers of drug abuse in the workplace;
 - (2) The applicant's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
 - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
 - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
 - (e) Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title to: Office of Risk Management, 441 4th Street, NW, 800 South, Washington, DC 20001. Notice shall include the identification number(s) of each effected grant;
 - (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—



- (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (3) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (1), (c), (d), (e), and (f).

B. The applicant may insert in the space provided below the sites) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

Drug-Free Workplace (Prospective Grantees who are Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 C.F.R. Part 67, subpart F, for Prospective Grantees as defined at 28 C.F.R. Part 83:

- A. As a condition of the grant, I certify that I will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and
- B. If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, I will report the conviction, in writing, within 10 calendar days of the conviction, to:

DC Department of Human Services, Office of Grants Management, 64 New York Avenue, NE, Washington, DC 20002

As the duly authorized representative of the applications, I hereby certify that the applicant will comply with the above certifications.

1. Prospective Grantee Name and Address

2. Application Number and/or Project Name

3. Federal Tax Identification No.

4. Typed Name and Title of Authorized Representative

5. Signature

6. Date



Attachment C - Assurances

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
CHOOSE A DEPARTMENT.**

**RENTAL SUPPORT AND HOMELESS DIVERSION GRANT
RFA #JA-FSA-PR-001-26/27**

The applicant hereby assures and certifies compliance with all Federal statutes, regulations, policies, guidelines and requirements, including OMB Circulars No. A-21,

A-110, A-122, A-128, A-87; E.O. 12372 and Uniform Administrative Requirements for Grants and Cooperative Agreements, 28 C.F.R. Part 66, Common Rule, that governs the application, acceptance and use of Federal funds for this federally-assisted project.

Also, the Applicant assures and certifies that:

1. It possesses legal authority to apply for the grant; that a resolution, motion or similar action has been duly adopted or passed as an official act of The applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of The applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with requirements of the provisions of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 as amended (Pub. L. No. 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal and federally-assisted programs.
3. It will comply with provisions of Federal law which limit certain political activities of employees of a State or local unit of government whose principal employment is in connection with an activity financed in whole or in part by Federal grants. (5 U.S.C. §§ 1501, *et seq.*).
4. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act if applicable.
5. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
6. It will give the sponsoring agency of the Comptroller General, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
7. It will comply with all requirements imposed by the Federal-sponsoring agency concerning special requirements of Law, program requirements, and other administrative requirements.
8. It will ensure that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the project are not listed on the Environmental Protection Agency's (EPA), list of Violating Facilities and that it will notify the Federal grantor agency of the receipt of any communication from the Director of the EPA Office of Federal Activities indicating that a facility to be used in the project is under consideration for listing by the EPA.



9. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, as amended (Pub. L. No. 93-234; 87 Stat. 975). Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Secretary of the Department of Housing and Urban Development as an area having special flood hazards. The phrase "Federal Financial Assistance" includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
10. It will assist the Federal grantor agency in its compliance with Section 106 of the National Historic Preservation Act of 1966 as amended (16 U.S.C. § 470), Executive Order 11593, and the Archeological and Historical Preservation Act of 1966 (16 U.S.C. § §569a-1, *et seq.*) By (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic Places that are subject to adverse effects (see 36 C.F.R. Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties, and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
11. It will comply with the provisions of 28 C.F.R. applicable to grants and cooperative agreements including Part 18. Part 22, Confidentiality of Identifiable Research and Statistical Information; Part 42, Nondiscrimination/Equal Employment Opportunity Policies and Procedures; Part 61, Procedures for Implementing the National Environmental Policy Act; Part 63, Floodplain Management and Wetland Protection Procedures; and Federal laws or regulations applicable to Federal Assistance Programs.
12. It will comply, and all its contractors will comply, with; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Subtitle A, Title III of the Americans with Disabilities Act (ADA) (1990); Title IIX of the Education Amendments of 1972; and the Age Discrimination Act of 1975.
13. In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, sex, or disability against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, U.S. Department of Justice.
14. It will provide an Equal Employment Opportunity Program if required to maintain one, where the application is for \$500,000 or more.
15. It will comply with the provisions of the Coastal Barrier Resources Act (Pub. L. No. 97-348; 16 U.S.C. §§3501, *et seq.*) which prohibits the expenditure of most new Federal funds within the units of the Coastal Barrier Resources System.

Signature & Title

Date



Attachment D – Original Receipt

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
CHOOSE A DEPARTMENT.**

**RENTAL SUPPORT AND HOMELESS DIVERSION GRANT
RFA #JA-FSA-PR-001-26/27**

The Department of Human Services is in receipt of the original application received via email in response to the Request for Applications for Rental Support and Homeless Diversion Grant

Submitted by: _____
(Contact Name/ Please Print Clearly)

(Organization Name)

(Address, City, State, Zip Code)

Phone Number)

(Fax Number)

For DHS Only:

Application and _____ copies

Received on this date: _____

At (time): _____

Received by: _____

PROPOSALS WILL NOT BE ACCEPTED AFTER 4:00PM



Attachment E – Work Plan

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
CHOOSE A DEPARTMENT.**

**RENTAL SUPPORT AND HOMELESS DIVERSION GRANT
RFA #JA-FSA-PR-001-26/27**

Note: Begin proposed work plan at award date

The proposed work plan must detail measurable project objectives by fiscal quarter and month for the life of the project. These objectives should further be defined by key activities, milestones, and project deadlines. An example work plan for one objective is included below. Prospective Grantee may use their own format.

Agency:									Submission Date:			
Services Area:									Project Manager:			
Budget:									Telephone #:			
Measurable Objectives	First Quarter			Second Quarter			Third Quarter			Fourth Quarter		
Objective 1:	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sep.
Activities:												
1.												
2.												
3.												
Milestones:												
1.												
2.												
3.												
Deadlines:												
1.												
2.												

Attachment F – Staffing Plan

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
CHOOSE A DEPARTMENT.**

**RENTAL SUPPORT AND HOMELESS DIVERSION GRANT
RFA #JA-FSA-PR-001-26/27**

Position Title	Staff Name	Filled/ Vacant	Gross Salary	% of Effort/ Budgeted Salary	Position Description	Program

Director’s Signature

Date



Attachment G - Budget

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
CHOOSE A DEPARTMENT.**

**RENTAL SUPPORT AND HOMELESS DIVERSION GRANT
RFA #JA-FSA-PR-001-26/27**

Below is an example of a high-level budget. In submitting the budget with the application package, Prospective Grantee must also break out all expenses into the services they support (e.g. client communications, accounts payable, financial management, reporting, etc.)

Agency:		Program Year:	
Service Area:		Project Manager:	
Budget:		Telephone Number	
Category	Expenses	Expense Allocations (%)	Total Expenses to Personnel & Admin
Personnel			
Fringe Benefits			
Travel			
Equipment			
Supplies			
Contractual			
Other (specify)			
Subtotal Direct Costs			
Indirect/Overhead			
Total			

Attachment H – Definitions

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
CHOOSE A DEPARTMENT.**

**RENTAL SUPPORT AND HOMELESS DIVERSION GRANT
RFA #JA-FSA-PR-001-26/27**

ACH: Automated Clearing House- US financial network that facilitates electronic payments and money transfers between bank accounts.

Administrative Rate: the proportion of total grant funds that the applicant seeks to charge DHS/FSA for the administration of the grant. The Administrative Rate can include the allocation of direct costs, indirect costs, and/or any fees that the applicant deems necessary to administer the grant. The administrative rate is the central component of the applicant’s budget, which will be evaluated by the review panel.

Adult: Any individual who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

CAHP: Coordinated Assessment and Housing Placement- A system that ensures standardized access and assessment for all individuals and families experiencing homelessness, which facilitates referrals to appropriate housing and services based on their needs.

Client: An individual or family seeking, receiving, or eligible for publicly funded services within the Continuum of Care.

Continuum of Care (CoC): The comprehensive system of services for individuals and families who are homeless or at imminent risk of becoming homeless and designed to serve clients based on their individual level of need. The Continuum of Care may include crisis intervention, outreach and assessment services, shelter, transitional housing, permanent supportive housing, and supportive services.

Culturally Competent: The ability of a provider to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so the provider can respond to the individual needs of each client.

Day Program: Defined by the HSRA to mean a facility that provides open access to structured activities during set hours of the day to meet the supportive services needs of individuals and families who are homeless or at imminent risk of becoming homeless.

Day Services: Day Services includes a continuum of services delivered during Daytime Hours which are intended to meaningfully engage individuals experiencing homelessness. Such services include, but are not limited to: creating a positive, dignified, safe, and protective environment for each individual and his/her personal belongings; providing a coordinated entry into the homeless services continuum; connecting people to housing, employment, and other supportive services; providing healthy meals and reliable hygiene services; and, ensuring access to peer-led, professionally-supported, therapeutic programming.

Department: The District of Columbia Department of Human Services or any successor organizational unit (in whole or in part).

Diversion/Rapid Exit Agreement: Pursuant to a Diversion/Rapid Exit Plan, this agreement specifies the services that a customer will be receiving, the timeframe, the amount, and any parties to the agreement. There can be multiple agreements attached to one diversion/rapid exit plan.

Diversion/Rapid Exit Plan: Diversion/rapid exit services are used to help those at risk of experiencing homelessness avoid entering into shelter or to rapidly exit shelter by helping them identify immediate alternative housing arrangements and, if necessary, connect them with services or financial assistance to help them return to permanent housing. A diversion/rapid exit plan is a customized and time-limited suite of services, designed to help the individual stay safely housed outside of shelter, memorialized in a written agreement between the District government, the customer, and any parties directly impacted by the services in the agreement. Services and transactions included in a diversion/rapid exit plan may include, but are not limited to, transportation assistance, support to host household(s) (e.g. utilities, food/groceries, gas/transportation, etc.), and/or first month's rent and security deposits. The plan should not include direct funding to clients, nor should it include payment of monthly rent or mortgage costs.

Emergency: Emergency is defined as a situation in which an individual literally has no safe place to stay for the night or for the foreseeable future.

Homeless: Lacking a fixed, regular residence that does not jeopardize the health, safety, or welfare of its occupants, and lacking the financial ability to immediately acquire one; or having a primary nighttime residence that is: a supervised publicly or privately operated shelter or transitional housing facility designed to provide temporary living accommodations; or a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings.

Homeless: According to the District's Homeless Services Reform Act (HSRA), "homeless" is defined as:

- A. An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - a. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
 - b. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
 - c. An individual who is exiting an institution where he or she resided for 180 days or less and who resided in a shelter or place not meant for human habitation immediately before entering that institution;
- B. An individual or family who will imminently lose their primary nighttime residence, if:
 - a. The primary nighttime residence will be lost within 14 days of the date of application for Continuum of Care services;
 - b. No subsequent residence has been identified; and
 - c. The individual or family lacks the resources or support networks, such as family, friends, and faith-based or other social networks, needed to obtain other permanent housing;
- C. Unaccompanied youth who:
 - a. Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for Continuum of Care services;
 - b. Have experienced persistent housing instability as measured by 2 moves or more during the 60-day period immediately preceding the date of applying for Continuum of Care services; and

- c. Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence, in the household, of a child or youth with a disability; or 2 or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or
- D. Any individual or family who:
- a. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
 - b. Has no other residence; and
 - c. Lacks the resources or support networks, such as family, friends, and faith-based or other social networks, to obtain other permanent housing.

Homeless Management Information System (HMIS): A software application designed to record and store client-level information on the characteristics and services needs of people experiencing homelessness. Each Prospective Grantee maintains its own HMIS, which can be tailored to meet local needs, but also must conform to HUD HMIS Data and Technical Standards.

Homeless Person or Family: An individual or family who lacks a fixed, regular, and adequate nighttime residence or the financial ability to immediately acquire one, including any individual or family who is fleeing, or is attempting to flee, domestic violence, and who have no other residence and lack the resources or support networks to obtain safe housing; or has a primary nighttime residence that is:

- a. A supervised publicly or privately operated shelter or transitional housing facility designed to provide temporary living accommodations; or
- b. A public or private place not designed for, ordinarily used as, a regular sleeping accommodation for human beings.

Homeless Services Reform Act (HSRA): The Homeless Services Reform Act of 2005 (HSRA) became law in October 2005. Homeless service providers must deliver services to clients, and have procedures for resolving disputes between providers and clients seeking or participating in homeless services, as per the expectations of the Act.

Housing Quality Standards (HQS): The federally mandated minimum health and safety standards that all HUD assisted housing units must meet. Both federal and local jurisdictions require compliance with these standard to ensure rental units are decent, safe, and sanitary for tenants.

Housing Quality Standards Inspections: (HQS Inspections):

- **Initial Inspection:** Housing unit(s) must undergo and pass an initial HQS inspection before it can be approved for voucher assistance. This inspection takes place when a voucher holder selects a unit and is seeking lease approval. The unit must meet all HQS requirements before the Housing Assistance Payment (HAP) contract is executed. No rental assistance can be paid until the unit passes the initial HQS inspection and is certified to meet the HUD standards.

- **Complaint/Emergency Inspections:** Aside from the routine inspections, complaint or emergency inspections will be conducted on an as needed basis to ensure tenant unit needs are addressed in a timely fashion to remain safe, and compliant according to the Housing Quality Standards(HQS).
- **Annual Inspections:** HUD regulations require that units receiving assistance for rental payments must be re-inspected annually during tenancy to ensure that the unit maintains ongoing compliance with the Housing Quality Standards.

Housing the Homeless Database (HTH): The current software application in Quickbase used by the Department of Human Services for homeless clients referred to the District’s homeless services programs.

Housing Unit: A single room occupancy room/facility, individual apartment, townhome or single family home utilized to house participants in the PSHP. Housing units for families has separate cooking facilities and other basic necessities to enable families to prepare and consume meals; bathroom facilities for the use of the family; and separate sleeping quarters for adults and minor children in accordance with the occupancy standards of Title 14 of the D.C. Municipal Regulations. Housing units can be site-based or scattered sites.

HSRA: The Homeless Services Reform Act (HSRA) is a comprehensive local law enacted by the DC Council to:

- Establish rights and responsibilities for individuals and families experiencing homelessness;
- Create uniform eligibility standards for homeless services;
- Define categories and levels of homelessness
- Provide a legal framework for the District’s Continuum of Care, including emergency shelters, transitional housing, permanent supportive housing, and other supportive services
- Ensure transparency, accountability, and due process protections for clients (such as appeal rights and grievance procedures)

HUD: US Department of Housing and Urban Development- a federal agency established to combat poverty and ensure access to quality, safe, and affordable housing.

Individual: Any man or woman who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

Intake: How participants are admitted into the Rental Grant program.

Interagency Council on Homelessness (ICH): The citywide council made up of District agency directors, representatives from the homeless provider community, homeless advocates and individuals who are currently or have formerly experienced homelessness. The council is chaired by the City Administrator and formulates policy for homeless services. It is mandated by the Homeless Services Reform Act pursuant to section 4.

Low Barrier/Emergency Shelter: Defined by the HSRA, low barrier shelter is used for the purpose of sheltering and engaging individuals who avoid temporary shelter because of identification, time limit, or other program requirements. It refers to overnight housing accommodation for individuals who are homeless, provided directly by, or through contract with or grant from, the District, for the purpose of providing shelter to individuals without imposition of identification, time limits, or other program requirements. As of July 1, 2017, the District considers a certain number of beds in the following shelters to be “low barrier:”

- Adams Place Men’s Shelter, 2210 Adams Place NE (150 beds)
- New York Avenue Men’s Shelter, 1355 New York Avenue, NE, (360 beds)
- Harriet Tubman Women’s Shelter, 1900 Massachusetts Ave SE, (100 beds)
- 801 East Men’s Shelter, 2700 Martin Luther King Jr. Ave, SE (380 beds)
- Casa Ruby Youth Shelter, 2822 Georgia Ave NW, (14 beds)
- Nativity Shelter for Women, 6010 Georgia Ave., NW (25 beds)

- Pat Handy Shelter for Women, 810 5th St. NW (213 beds)
- CCNV, 425 2nd St, NW (100 beds)

Person-Centered: A counseling and conflict mediation approach that requires participants to engage in active and empathetic listening and to take on an active role in the development of diversion/rapid exit plans which are designed to positively impact their quality life.

Prevention Services: Those services that assist persons in crisis while creating new resources and service methodologies that reduce the incidence of crisis and prevent an individual or family from becoming homeless. Services typically include financial assistance.

STEP Tool: (System Tracking Evaluation and Planning) tool is used to manage housing inspections for units involved in housing assistance programs. This platform must be used for prospective grantees/service providers to enter inspection results, ensuring that housing units meet required standards for families moving in. Key function of the STEP tool include the following:

- **Tracking Inspection Status:** Prospective grantees must report the status of completed or attempted inspections within 24 hours or by the next business day to address issues promptly.
- **Complaint Inspections Management:** When tenants report housing condition concerns, complaint inspections are logged in teh STEP tool. This ensures landlords address issues with units in a timely manner and maintain compliance with required housing standards.

Suitability Screenings: Appointees, volunteers, and employees are subject to enhanced suitability screenings based on their position designations, which are determined by their job duties. If dictated by their duties, a position may be designated as one of the following:

- **Safety Sensitive:** Positions in which it is reasonably foreseeable that, if the employee performs the position's routine duties while under the influence of drugs or alcohol, the employee could suffer a lapse of attention or other temporary deficit that would likely cause actual, immediate, and serious bodily injury or loss of life to self or others.
- **Protection Sensitive:** Positions that are not safety sensitive positions, but that include duties or responsibilities that involve caring for patients or other vulnerable persons.
- **Security Sensitive:** Positions of special trust that may reasonably be expected to affect the access to or control of activities, systems, or resources that are subject to misappropriation, malicious mischief, damage, or loss or impairment of communications or control.

Target Population: Individuals who are experiencing homelessness in the District's low-barrier emergency shelter system who meet one or more of the following criteria: (1) New Arrivals; (2) Non-Recent Returners; (3) Family-Engaged Clients; and/or, (4) Clients Transitioning from System Involvement.

Termination: Defined by the HSRA § 4-754.36, a provider may terminate its delivery of services to a client when the provider documents that it has considered suspending the client in accordance with § 4-754.35 or has made a reasonable effort, in light of the severity of the act or acts leading to the termination, to transfer the client.

Welcoming Environment: A bright, positive, and person-centered atmosphere created by the staff through personalized greetings, respectful processes/procedures, furniture arrangements, room configurations, and decorations. All of these things add up to create either a welcoming environment for clients.

Attachment I – Collaboration Commitment Form

**DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES
CHOOSE A DEPARTMENT.**

**RENTAL SUPPORT AND HOMELESS DIVERSION GRANT
RFA #JA-FSA-PR-001-26/27**

Please include information on this form about the activities and/or services that will be provided by the collaborating organization. Complete one Collaboration Commitment Form for each collaborating organization. The application must demonstrate the level of effort for each partner, proposed services, and provide the budget costs of the collaboration in the applicant's application submission.

Collaborating Organization:

Name: _____

Address: _____

Tel & Fax No.: _____

Describe Collaboration: (Use additional blank sheets if needed.)

The signatures below indicate that these organizations have collaborated on the development of the application and agree to continue the partnership throughout the implementation of the project as described in this application submission.

Authorized Representative(s):

Name: _____ Tel.: _____

Signature: _____ Date: _____

Name: _____ Tel.: _____

Signature: _____ Date: _____

Attachment J – Sample Project Reconnect Diversion/Rapid Exit Plan

Recipient: **Enter Client Name**

As of **Enter Today’s Date** you have met the criteria to be enrolled in the District’s Project Reconnect Program. The assistance needed to secure temporary or permanent solutions to your housing is set to begin on **Enter Date Two Business Days From Today** or immediately. You will receive program assistance for up to **Enter Length of Stay** and/or contingent on circumstantial matters (i.e. treatment programs, first month’s rent, referrals, travel dates, etc.).

Listed below you will find an outline of your plan assistance and your responsibilities as a recipient.

Program Plan Assistance:

- Recurring Transportation Assistance (i.e. metrobus/metrorail, shared ride services)
- One-Time Transportation Assistance (i.e. Travel Assistance, Auto Repair, or Travelers’ Aid)
- Support to Host Household: Grocery Assistance to Host
- Support to Host Household: Utilities Assistance to Host
- First Month’s Rent or Security Deposit
- Small Denomination Arrears Payment
- Referral to Residential Treatment
- Benefits Enrollment/Optimization
- Employment Assistance
- Referral to Rapid Re-Housing
- Referral to Child and Family Services for foster care transition services

Recipient Responsibilities (if applicable):

- Identify host (in the District)
- Notify your caseworker of changes in residing with host
- Identify travel destination and host at destination (for contact)
- Compile all required documents for benefits enrollment
- Maintain attendance in DOES job readiness events
- Maintain treatment services

Attach to your plan is your Strength Exploration Diagram, Assistance Agreements, and a Housing Stabilization Plan. If you no longer wish to enroll in the Districts Diversion Program, please contact DHS at email address for program or contact number for program.

Customer

Date

Diversion Program Caseworker

Date

Attachment K – Sample Project Reconnect Diversion/Rapid Exit Agreement

Select Agreement Date

Department of Human Services Diversion/Rapid Exit Program
Grocery Assistance Agreement

The discussed Grocery Assistance Agreement is between **[Enter Customer Name]** (customer) HMIS # **Enter HMIS Record Number** and **[Enter Host Name]** (host) to allow to residency with **[Enter Host Name]** at **Enter Host Address** for **[Enter Length of Stay]** (Enter Start Date-Enter End Date).

Grocery Assistance Agreement:

As part of the Department of Human Services Diversion/Rapid Exit plan for, all parties agree to the following:

1. DHS Diversion/Rapid Exit Program agrees to provide one-time grocery assistance in the amount of **[Enter Gift Card Amount]** to **[Enter Host Name]**.
2. The grocery assistance is to assist **[Enter Host Name]** with housing for **[Length of Stay]** (Enter Start Date-Enter End Date).
3. The gift card will be given directly to **[Enter Host Name]**.

Grocery Gift Cards Received:

Giant

Safeway

By signing this agreement, all parties acknowledge and accept the terms of this diversion plan; receipt of gift cards.

[Enter Customer Name](Customer)

 Date

[Enter Host Name](Host)

 Date

 Diversion Program Caseworker

 Date

Attachment L – Draft Menu of Diversion/Rapid Exit Services

Direct Services [paid through Project Reconnect funding]

Recurring Transportation Assistance: This type of assistance can help by providing public and/or private transportation resources to assist individuals with returning to/from a location within the metropolitan Washington region in order to help with employment/employability. This can include metro fares (rail or bus), or limited shared ride support (Uber, Lyft, Taxi). The service would be time-limited (e.g. three months), would be dispersed via payments to public or private transportation services on a client’s behalf with adequate documentation of the services provided.

One-Time Transportation Assistance: This type of assistance can help by providing private transportation resources to persons who need assistance with returning to family or friends, or those who need a one-time repair to stabilize their transportation options. Examples of one-time transportation assistance include:

Travel Assistance: This type of assistance provides private transportation to someone who wishes to return to family and/or friends outside of the metropolitan area. It may include the purchase of an airline or train ticket. The service would be time-limited (e.g. one time), would be dispersed via payment to a private transportation services on a client’s behalf with adequate documentation of the services provided.

Automotive Repair: This type of assistance provides assistance with functional (non-cosmetic) car repairs that, if repaired, would increase the client’s ability to maintain employment and/or stabilize their housing. The service would be time-limited (e.g. one time), would be dispersed via payment to a private shop on a client’s behalf with adequate documentation of the services provided.

Travelers’ Aid: *This type of assistance provides bus transportation, through a non-profit organization, to persons who need assistance with returning to family or friends. All individuals who need assistance from Travelers Aid must have a name and contact number for the person agreeing to allow them to stay with them. The service would be time-limited (e.g. one time), would be delivered through a partnership with a non-profit organization. [This is not a direct expenditure of Project Reconnect]*

Support to Host Household: This type assistance involves helping offset the cost to a household from hosting a diversion/rapid exit participant. Such support can include assistance with utilities, food/groceries, or gas/transportation - all costs that increase when the household size increases. The service would be time-limited (e.g. one week to three months, depending on what’s permissible under the host’s lease agreement), and would be delivered to private enterprises to which the resources are ultimately paid (i.e. utility company, landlord, etc.). This type of assistance does not include assistance with rent or mortgage payments, because those costs don’t change based on the household size.

First Month's Rent/Security Deposit: This type of assistance involves lowering the barrier to entry into permanent housing by covering some or all of the cost of the first month's rent and security deposit for a participant's new housing agreement. The service would be time-limited (e.g. one time), and would be delivered to private enterprises to which the resources are ultimately paid (i.e. landlord).

Small-Denomination Arrears Payment: This type of assistance is a small-debt forgiveness program, so long as the debt was accrued through legal means (e.g. credit card debt) and can be shown as a contributing factor preventing the individual from being housed outside of shelter. The service would be time-limited (e.g. one time), would be dispersed via payment to the legal debt holder on a client's behalf with adequate documentation of the entity's legal right to collect the debt.

Indirect Services [delivered through a partnership with Project Reconnect, but not paid through Project Reconnect funding]

Benefits Optimization: This type of assistance is not a direct expenditure of Project Reconnect. This case management service helps the individual get enrolled in all benefits programs to which they are potentially eligible. Such benefits may include Medical Assistance, Social Security, Interim Disability Assistance, Supplemental Nutrition Assistance, and/or Temporary Cash Assistance. This service is delivered through a partnership with the Department of Human Services, Economic Security Administration and community partners.

Employment Assistance: This type of assistance is not a direct expenditure of Project Reconnect. It is a case management service that helps the individual get connected to all employment services which may be appropriate for them. This includes unemployment assistance, job training programs, supported employment opportunities, apprenticeships, and other services offered by the Department of Employment Services (DOES).

Short Term Rental Assistance: This type of assistance is not a direct expenditure of Project Reconnect and is used as a last resort. It involves connecting the participant, through an expedited referral, to the District's Rapid Re-Housing (RRH) program for unaccompanied adults, where they can get time-limited assistance with rental payments if they have a viable opportunity to earn income and sustain full payments once the assistance ends. The program also includes case management services during program participation. This type of assistance cannot be combined with support to host household.

Referral to Residential Treatment: This type of assistance is not a direct expenditure of Project Reconnect and is for those struggling with substance use issues who express willingness to begin addressing addiction through residential treatment. Through an expedited referral process, Project Reconnect participants can gain access to residential treatment services instead of staying in shelter.

Foster Care Transition Services: This type of assistance is not a direct expenditure of Project Reconnect and is for those who have recently aged out of foster care without stable housing.

Through an expedited referral process, Project Reconnect participants who meet certain age requirements can gain access to youth homeless services as well as those services offered by the Child and Family Services Agency (CFSA).

Attachment M: Suitability Screening Policy

1. Policy

This policy outlines the requirements for employment suitability screening for contracted providers and sub-grantees serving clients (hereinafter “Service Providers”) of the District of Columbia (“District” or “DC”) Department of Human Services (DHS) Family Services Administration (FSA). This policy covers:

- The different types of staff positions,
- General suitability screening,
- Requirements for drug screening and,
- Requirements for criminal background screening.

This policy applies to all Service Provider full-time and part-time staff (including Service Provider employees and contracted staff, volunteers, interns, sub-grantees and subcontractors). Service Providers must ensure all required checks are conducted before submitting clearance packages to the appropriate DHS Contract Liaison Specialist or Grant Administrator (hereafter referred to as CLS/GA) for approval.

Service Providers include any entity funded by FSA. This policy applies to all Service Providers regardless of the type of award, including but not limited to contracts (including Human Care Agreements) and grants.

FSA reserves the right to revise this policy at any time.

2. Background

All Service Provider staff, volunteers, subcontractors, sub-grantees, interns, and any other individuals tasked with implementing the Service Provider’s scope of work with FSA clients must exercise good judgment, discretion, and a high level of professionalism. The FSA client population consists of adults, children, youth, and families, who may possess varying degrees of vulnerability. Service Provider staff and unsupervised volunteers who provide case management or other services that require direct contact with clients must possess good character, stability, discretion, empathy, and sensitivity. The overarching goal of this policy is to ensure the greatest degree possible of the safety of FSA clients and that FSA clients are served by committed professionals who meet rigorous standards while also recognizing the authority Service Providers have in making their own hiring decisions.

FSA recognizes that racial and socio-economic factors have contributed to the disproportionate impact of the criminal justice system on certain individuals. Further, individuals with criminal records experience limits in their access to employment, housing, and educational opportunities. FSA supports initiatives to provide second chances to individuals and families, especially when their “debt to society” is paid. This policy is not intended to add hurdles to individuals’ community reentry, but to define the exercise of due diligence required in identifying and mitigating risks necessary to ensure FSA clients receive services in a safe and secure environment.

3. Definitions

Adult: Any individual who has reached the age of majority under District law as defined in D.C. Official Code § 46-101 or qualifies as an emancipated minor under District law.

Agreement: Any contract, grant or human care agreement entered between a Service Provider and DHS for the provision of services.

Child: An individual twelve (12) years of age and under.

Client: An individual or household seeking, receiving, or eligible for Continuum of Care services covered by the Homeless Services Reform Act of 2005, as amended, D.C. Official Code §§ 4-751.01, *et seq.* (HSRA).

Contract Liaison Specialist (CLS): The individual authorized by the Contracting Officer (CO) to perform all actions necessary to verify whether services conform to the quality and other requirements of a contract. Also, referenced as Contract Administrator.

Contracting Officer (CO): The official authorized to bind the District contractually through a Human Care Agreement (HCA) or contract and all documents relating to the contract.

Clearance Package: The required background clearance material submitted by the Service Provider to the CLS/GA.

Criminal Background Check: The investigation of an individual's criminal history through the record systems of the Federal Bureau of Investigation (FBI) and the District of Columbia Metropolitan Police Department (MPD). Other agencies may be involved as appropriate.

Family: A group of individuals with at least one minor or dependent child, regardless of blood relationship, age, or marriage whose history and statements reasonably tend to demonstrate that they intend to remain as a family unit or a pregnant woman in her third trimester.

Grant Administrator (GA): One authorized by the terms of the grant agreement to perform all actions necessary to verify whether services conform to the quality and other requirements of a grant agreement.

Protection Sensitive Positions: Positions that are not safety sensitive positions, but that include duties or responsibilities that involve caring for children, youth or vulnerable Adults.

Security Sensitive Position: Positions of special trust that may reasonably be expected to affect the access to or control of activities, systems, or resources that are subject to misappropriation, malicious mischief, damage, or loss or impairment of communications or control.

Service Provider: The entity selected by the District to provide services and perform activities set forth in an Contract or Grant agreement.

Service Provider Staff: All employees, interns, work-study hires, and volunteers, in any full-time, part-time, temporary, or seasonal position. This definition applies to the listed categories for contractors and subcontractors.

Volunteer: An individual who works without any monetary or any other financial compensation.

Vulnerable Adult: One who is eighteen (18) years of age or older who has a physical or mental condition that impairs one's ability to provide for one's own care or protection.

Youth: An individual between thirteen (13) and seventeen (17) years of age.

4. Authority

This policy is consistent with the mission of FSA and with all applicable federal and District of Columbia laws and regulations, including, but not limited to, the following:

Item	Document Type	Title	Date
1	D.C. Law	Criminal Background Checks for the Protection of Children Act of 2004; D.C. Law 15-353; D.C. Official Code § 4-1501.01, <i>et seq.</i> , as amended.	April 13, 2005
2	D.C. Regulations	Criminal Background and Traffic Records Checks for District Government Contractors that Provide Direct Services to Children or Youth, 27 DCMR Chapter 5	May 1, 2009
3	D.C. Law	Fair Criminal Record Screening Amendment Act of 2014; D.C. Law 20-152; D.C. Official Code §§ 321341 - 32-1346.	December 17, 2014
4	Mayor's Order	Updated District Government Sexual Harassment Policy, Guidance and Procedures; Mayor's Order 2023-131	October 31, 2023
5	D.C. Law	Homeless Services Reform Act of 2005; D.C. Law 16-35; D.C. Official Code § 4-751.01, <i>et seq.</i> , as amended	October 22, 2005
6	D.C. Law	Human Rights Act of 1977; D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, <i>et seq.</i> , as amended.	December 13, 1977

5. Legal Authority

A. Mayor's Order 2008-92, dated June 26, 2008, and with the concurrence of the City Administrator; Mayor's Order 2007-95, dated April 18, 2007; Mayor's Order 2012-84, dated June 18, 2012; and in accordance with the provisions of the Child and Youth, Safety and Health Omnibus Amendment Act of 2004, effective April 13, 2005 (D.C. Law 15-353; D.C. Official Code §§ 4-1501.01 *et seq.* (2012 Repl.)); and Sections 422 (2), (3), and (11) of the District of Columbia Home Rule Act, approved December 24, 1973 (87 Stat. 790; D.C. Official Code §§ 1-204.22(2), (3), (11) (2012 Repl.)).

6. Requirements

A. General.

DHS expects Service Providers to maintain a highly qualified and diverse workforce comprised of suitable individuals of moral character and dedication to carry out the work funded by DHS in a manner that honors the public trust. These employees must be committed to promoting the safety and security of FSA clients.

DHS expects Service Providers to assess the suitability of each applicant, appointee, volunteer, and employee through uniform background checks and drug and alcohol testing, as deemed necessary through the requirements outlined below, which meet DHS's need for flexible personnel administration, government accountability, individual privacy, and other protected rights.

B. Positions Subject to Enhanced Suitability Screening

Not all positions have the same requirements. The types of positions that are subject to enhanced suitability screenings for Service Provider appointees, volunteers, and employees are positions with duties and responsibilities that shall be categorized as follows:

Safety sensitive, which are positions in which it is reasonably foreseeable that, if the employee performs the position's routine duties while under the influence of drugs or alcohol, the employee could suffer a lapse of attention or other temporary deficit that would likely cause actual, immediate and serious bodily injury or loss of life to self or others.

Protection sensitive, which are positions that are not safety sensitive positions, but that include duties or responsibilities that involve caring for children or vulnerable Adults.

Security sensitive, which are positions of special trust that may reasonably be expected to affect the access to or control of activities, systems, or resources that are subject to misappropriation, malicious mischief, damage, or loss or impairment of communications or control.

Please see additional details and examples of the types of positions that fit each category below.

Service Providers are expected to keep records of all staff working on a Scope of Work funded by FSA and which category each staff fall into – general or one of the positions where enhanced suitability screening is needed. DHS may request these records at any time for oversight purposes. Each Service Provider head (or his or her designee), with the concurrence of the CLS/GA, shall determine and designate which Service Provider staff, volunteers, subcontractors, interns, and any other individuals tasked with implementing the Service Provider's scope of work with FSA are subject to enhanced suitability screenings.

- a. The Service Provider head (or his or her designee) shall establish a roster of the designated positions. This roster can be requested by DHS at any time for review.
- b. A Service Provider shall not automatically designate every position as safety, protection, or security sensitive. The Service Provider must consider individually each position according to the relevant factors.

Each Service Provider shall review position sensitivity designations whenever the job description is updated or changed to ensure that they are consistent with the position's actual duties and responsibilities. A Service Provider employee who is detailed, temporarily promoted, or temporarily reassigned from a non-covered position to a covered position shall affirmatively agree to an enhanced suitability screening upon the effective date of the personnel action, and to periodic criminal background and traffic record checks, as appropriate, while detailed, temporarily promoted, or temporarily reassigned to the covered position.

C. General Suitability Screening

General Suitability Screening is applicable to all Service Provider staff, volunteers, subcontractors, sub-grantees, interns, and any other individuals tasked with implementing the Service Provider's scope of work with FSA.

After the issuance of an offer of employment, and to the extent practicable before actual employment commences, all individuals shall undergo a general suitability screening. Service Provider shall conduct a general suitability screening that includes verification of the following:

- a. Past employment, including dates and titles held.
- b. Educational background, including all relevant diplomas, degrees and relevant certifications.
- c. Licenses, certifications, and training, required for the position; and
- d. At least three (3) reference checks to ascertain character, reputation, relevant traits, and other relevant qualities, and whether the individual providing the reference would recommend the applicant for the position for which he or she is being considered. The reference checks shall be made with the individual's former employer except that personal references may be utilized instead of, or in addition to, checks with former employers, as deemed necessary by the personnel authority.

All Service Providers must maintain records of the suitability screening process that can be shared with DHS upon request.

All Service Providers must ensure that all staff, volunteers, subcontractors, sub-grantees, interns, and any other individuals tasked with implementing the Service Provider's scope of work with FSA meet the staff requirements outlined in the Agreement with DHS.

All Service Providers must maintain records verifying that staff meet these requirements that can be shared with DHS upon request.

Unless otherwise provided by law or regulation, in filling a position subject to a general suitability screening, a screening need not be conducted if the appointee is already employed with the Service Provider in a position subject to a general suitability screening, and the nature of the personnel action for the new appointment is one (1) of the following:

- a. Promotion.
- b. Demotion.
- c. Reassignment; or
- d. An appointment or conversion of an employee or sub-contractor who has been serving continuously with a Service Provider for at least one (1) year in a position(s) under an appointment subject to a general background check.

D. Safety Sensitive Positions – General Provisions

In addition to the general suitability screening, individuals applying for, or occupying Service Provider safety sensitive positions are subject to the following checks and tests:

- a. Criminal background check.
- b. For those serving children reports from the Child Protection Register of the District's Child and Family Services Agency (CFSA) and the National Sex Offender Registry.
- c. Traffic record check (persons who occupy a safety, protection, or security sensitive position and drive as part of their routine duties).
- d. Pre-employment drug and alcohol test.
- e. Reasonable suspicion drug and alcohol test;
 - a. Some signs of impairment may include:
 - b. Bloodshot eyes, pupils larger or smaller than usual.
 - c. Unusually disheveled physical appearance.
 - d. Falling asleep or fainting.
 - e. Tremors, slurred speech, or impaired coordination; and
 - f. Unusual smells on breath, body, or clothing.

- f. Post-accident or incident drug and alcohol test.
- g. Random drug and alcohol test; and
- h. Return-to-duty or follow-up drug and alcohol test.
 - a. Employees in safety sensitive positions who acknowledge a drug or alcohol problem and complete a counseling or rehabilitation program, shall be subject to return-to-duty and follow-up tests, except when the employee has been separated from the safety-sensitive position.

Examples of safety sensitive duties and responsibilities include, but are not limited to:

- a. Operating large trucks, heavy or power machinery, or mass transit vehicles, tools, or equipment.
- b. Handling hazardous quantities of chemical, biological or nuclear materials.
- c. Maintaining the safety of patrons in and around a pool or aquatic area.
- d. Engaging in duties directly related to the public safety, including, but not limited to, responding or coordinating responses to emergency events.
- e. Carrying a firearm; and
- f. Direct care and custody of children, youth, or other vulnerable persons, which may affect their health, welfare, or safety.

E. Protection Sensitive Positions – General Provisions

In addition to the general suitability screening, individuals applying for, or occupying Service Provider protection sensitive positions are subject to the following checks and tests:

- a. Criminal background check.
- b. Traffic record check (as applicable);
- c. Pre-employment drug and alcohol test.
- d. Reasonable suspicion drug and alcohol test.
- e. Post-accident or incident drug and alcohol test; and
- f. Return-to-duty and follow-up drug and alcohol test.
- g. Medical screening; Physical and Tuberculosis screening

Examples of protection sensitive duties and responsibilities include, but are not limited to:

- a. Coordinating, developing, or supporting recreational activities.
- b. Managing, planning, directing, or coordinating educational activities; and
- c. Performing tasks involving individual or group counseling.

F. Security Sensitive Positions – General Provisions

In addition to the general suitability screening, individuals applying for, or occupying Service Provider positions deemed security sensitive are subject to the following checks and tests:

- a. Criminal background check.
- b. Traffic record check (as applicable).
- c. Reasonable suspicion drug and alcohol test; and
- d. Post-accident or incident drug and alcohol test.

Examples of security sensitive duties and responsibilities include, but are not limited to, positions that:

- a. Handle currency.
- b. Have the ability to create, delete, or alter the financial, personnel, payroll, or related transactions of another person.
- c. Have routine access to the personal identifying information of others.
- d. Have routine access to master building keys or controls.
- e. Have the ability to create, delete, or alter any form of credentials, including, but not limited to, computer network credentials and any form of government identification.
- f. Have involvement in or access to homeland security and emergency management plans, after action reports, analytical products, hazard analyses, and/or risk assessments that relate to preparedness, response, mitigation, protection of critical infrastructure and key assets, or the protection of data related to persons and/or property before, during, and after an act of terrorism, manmade or natural disaster, or emergency event.
- g. Have access to networks, files, or drives that include classified, law enforcement sensitive, or for official use only information related to federal or District government terrorism investigations or other man-made disasters in either electronic or hard copy.

G. Volunteers

Individuals providing voluntary services to Service Providers shall be subject to general and enhanced suitability screening, as specified above.

H. Criminal Background Checks – General

The Service Provider shall request any required criminal background checks.

Appointees, employees, or volunteers subject to criminal background checks shall submit to a criminal background check by means including, but not limited to, fingerprint and a National Criminal Information Center check.

Criminal background checks for covered positions shall be conducted:

- a) For appointees, within sixty (60) days following the acceptance of a conditional offer;
- b) For safety and protection sensitive employees and volunteers, at least once every two (2) years; and
- c) For security sensitive employees and volunteers, at least once every four (4) years.

Criminal background checks shall be conducted in accordance with the Metropolitan Police Department (MPD) and Federal Bureau of Investigations (FBI) policies and procedures and in an FBI approved environment.

Third party criminal background check services can be used instead of requesting a background check from MPD if the Service Provider can provide evidence that the third party has access to MPD records.

As a condition of employment, each individual subject to a criminal background check shall execute an acknowledgement and consent to the criminal background checks.

An individual with proof of an active federal security clearance shall not be subject to a criminal background check.

The Service Provider shall submit all required criminal background checks for new staff to their DHS Contract Liaison Specialist (CLS) or the DHS Grant Administrator by a means designated by the CLS/GA for review.

I. Assessing Criminal Histories

Upon receipt, the CLS/GA shall review an individual's criminal history.

The CLS/GA shall assess any derogatory information within the criminal history and determine whether the individual, if serving in the position, would pose a present danger to children or youth, the public or other employees; or would pose a threat to the integrity of operations.

All criminal convictions shall be considered when assessing suitability based on a criminal history.

The CLS/GA will evaluate an individual's criminal history to determine whether he or she is suitable for service. To make this determination, the CLS/GA shall consider each criminal offense in the context of:

- a. The specific duties and responsibilities of the position.
- b. The bearing, if any, the derogatory information has to those duties and responsibilities.
- c. The length of time that has passed since the criminal offense (s).
- d. The age of the individual at the time of the criminal offense (s).
- e. The frequency and seriousness of the criminal offense (s).
- f. Any mitigating information provided by the individual in response to the derogatory information.
- g. The contributing social or environmental conditions; and
- h. The District's policy favoring re-entry of ex-offenders into its work force.

No individual may hold a Service Provider position that has direct unsupervised contact with children or youth, if he or she has been charged with any sexual offense(s) involving minors, and for such offense(s):

- a. Was convicted, pleaded guilty, pleaded *nolo contendere*, placed on probation before judgment, or otherwise placed on a stet docket; or;
- b. Was found not guilty by reason of insanity.

The CLS/GAs will make a determination on the acceptance of the candidate for the position based on the documentation provided.

Service Providers shall not submit clearance documents that are older than six months old.

J. Drug and Alcohol Testing – General Provisions

Each Service Provider with safety or protection sensitive positions shall contract with a professional testing vendor(s) to conduct required drug and alcohol testing. The vendor(s) shall ensure quality control, chain-of-custody for samples, reliable collection and testing procedures, and any other safeguards needed to guarantee accurate and fair testing.

Subcontractors subject to random drug and alcohol testing shall be provided a notice stating that their position is safety sensitive and that they are subject to random drug and alcohol testing, including for the presence of cannabis.

- a. Service Providers shall provide the notice to each safety sensitive employee at least once a year.
- b. Subcontractors shall acknowledge receipt of each notice.
- c. Failure on the part of an Service Provider to provide the annual notice required by paragraph (a) shall not (i) invalidate a positive drug or alcohol test result if the Service Provider can establish that the employee had actual, prior notice of the applicable drug and alcohol testing policy, or preclude an agency from taking any action required under federal law after a positive drug or alcohol test result.
- d. DHS may waive the annual notification requirement for Service Providers based on a supported showing of significant operational hardship.

Unless otherwise required by law, an employee shall be deemed unsuitable and there shall be cause to separate an employee from a covered position:

- a. A positive drug or alcohol test result.
 - o Subcontractors may reserve the right to provide additional medial information relevant to positive testing result. If testing proceeds as inconclusive or diluted, agencies (at their discretion) can allow individuals to retest within 24 hours
- b. A failure to submit to or otherwise cooperate with drug or alcohol testing; or
- c. In the case of an employee who acknowledged a drug or alcohol problem, failure to complete a counseling or rehabilitation program(s) or failing a return-to-duty drug or alcohol test.

The program administrator shall rescind a conditional offer or decline to make a final offer of employment to an appointee subject to pre-employment testing if he or she:

- a. Fails or otherwise refuses to submit to a required drug or alcohol test;
- b. Fails or otherwise refuses to follow instructions given during a required drug or alcohol test; or
- c. Has a positive drug or alcohol test result.

K. Accuracy and Validity of the Screening for Drug Use and Criminal Background Checks

The Service Provider shall be notified of any disqualifying information and given a time period specified by the CLS/GA of no more than seven (7) calendar days in which to respond in writing upon request of the candidate.

If the Service Provider believes there are extenuating factors that should qualify a candidate for clearance, an appeal shall be requested in writing by the provider on official letterhead and attached to the clearance package. The letter must include:

1. The candidate's Name and Address
2. Any related specific exculpatory facts including dates as appropriate
3. Any related mitigating circumstances including dates as appropriate
4. Any errors of record

If an application is denied because the CLS/GA determines that the applicant is not acceptable, the Service Provider shall notify the applicant and inform the applicant of options consistent with applicable laws and regulations.

The Service Provider may appeal decisions made with DHS.

- a. The Service Provider must submit a written appeal within 30 days to their CLS/GA.

L. Applicability of Standard Contracting Provisions

The Standard Contract Provisions for use with District of Columbia Government Supplies and Services Contracts dated July 2010 (“SCP”) are incorporated into this Policy by this reference. A copy of the SCP is attached hereto. An electronic copy of the SCP may be found at www.ocp.dc.gov. In the event that a provision from this Policy is in conflict with a provision in the SCP, the terms of the SCP shall govern.

Regulations governing criminal background and traffic records checks for District Government contractors that provide direct services to children or youth, under 27 D.C.M.R. §500, *et seq.* are incorporated into this Policy by this reference. In the event that a provision from this Policy is in conflict with a provision under 27 D.C.M.R. §500, *et seq.*, the terms of the regulations shall govern.

M. Self- Disclosure Requirements

All Provider staff, subcontractors, sub-grantees, and volunteers subject to the requirements of this Policy shall be required by the Service Provider to self-disclose post-screening criminal convictions, felony charges, and suspension or revocation of a driver's license (for those with responsibility for driving as demonstrated in the position description), filed against them that occur on or after the Effective Date of this Policy within three business days. . Providers notified of a post-employment conviction, felony charge, or license suspension shall immediately report the information to the CLS/GA for the applicable Agreement for clearance re-evaluation.

Appendix – General Terms and Conditions

The following terms and conditions are applicable to this and all Requests for Applications (RFA) issued by the District of Columbia Department of Human Services:

1. Funding for an award is contingent on continued funding from the DHS/FSA grantor or funding source.
2. The RFA does not commit DHS/FSA to make an award.
3. DHS/FSA reserves the right to accept or deny any or all applications, if DHS/FSA determines it is in the best interest of DHS/FSA to do so. DHS/FSA shall notify the applicant if it rejects that applicant's proposal.
4. DHS/FSA may suspend or terminate any RFA pursuant to its own grant-making rule(s) or any applicable federal regulation or requirement.
5. DHS/FSA reserves the right to issue addenda and/or amendments subsequent to the issuance of the RFA, or to rescind the RFA.
6. DHS/FSA shall not be liable for any costs incurred in the preparation of applications in response to the RFA. Applicant agrees that all costs incurred in developing the application are the applicant's sole responsibility.
7. DHS/FSA may conduct pre-award on-site visits to verify information submitted in the application and to determine if the applicant's facilities are appropriate for the services intended. In addition, DHS/FSA may review the fiscal system and programmatic capabilities to ensure that the organization has adequate systems in place to implement the proposed program.
8. DHS/FSA may enter into negotiations with an applicant and adopt a firm funding amount or other revision of the applicant's proposal that may result from negotiations.
9. DHS/FSA shall provide the citations to the statute and implementing regulations that authorize the grant or sub grant; all applicable federal and District regulations, such as OMB Circulars 2 CFR 200, 2 CFR 180, 2 CFR 225, 2 CFR 220, and 2 CFR 215; payment provisions identifying how the Prospective Grantee will be paid for performing under the award; reporting requirements, including programmatic, financial and any special reports required by the granting Agency; and compliance conditions that must be met by the Prospective Grantee.
10. If there are any conflicts between the terms and conditions of the RFA and any applicable federal or local law or regulation, or any ambiguity related thereto, then the provisions of the applicable law or regulation shall control and it shall be the responsibility of the applicant to ensure compliance.

Additional information about RFA terms may be obtained at www.opgs.dc.gov (Citywide Grants Manual and Sourcebook).