

## Atlanta Continuum of Care

### Introduction

Partners for HOME (“PfH”), on behalf of the Atlanta Continuum of Care (CoC), releases this grant application for a direct service provider to provide permanent supportive housing (PSH) site manager and supportive services to individuals experiencing homelessness in the City of Atlanta. PfH is a nonprofit organization that serves as the Collaborative Applicant for the Atlanta Continuum of Care (CoC) — a Housing and Urban Development (HUD) program that promotes community-wide commitment to the goal of ending homelessness and provides funding for efforts by nonprofit providers and state and local governments to quickly rehouse people impacted by homelessness. Its mission is to coordinate a comprehensive crisis response system to end homelessness in the City of Atlanta.

*Partners for HOME does not discriminate based on race, color, religion, gender, sexual orientation, national origin, age, or disabilities in hiring practices or service provision.*

### Project Overview

#### Site Manager:

This opportunity requests an experienced, supportive housing site manager to provide general property oversight, including property management and facility maintenance. The site manager’s primary duties would include tenant management: A dedicated property manager will handle all aspects of property management, including creating a safe and trauma-informed environment for all residents to thrive. The funded agency will be responsible for all activities related to lease execution, renewal, and administration, contracting security for the property, hiring tenant site manager(s) and councils to inform property management, handling tenant complaints and requests, conducting move-in and out inspections and conducting eviction processing if necessary. Additional duties include maintenance and repairs, financial management, marketing and leasing, legal compliance, community management, security and safety, technology and software management, sustainability and environmental initiatives, staff management and training, stakeholder communication, and risk management.

#### Supportive Services Provider:

This opportunity requests an experienced, supportive service provider to provide on-site dedicated services to the tenants. Supportive services shall include but not be limited to a 2:20 staff-to-tenant ratio that includes two licensed master’s level clinicians and two certified peer specialists or certified CARES (certified addiction recovery empowerment specialist) specialists, preferably with lived homelessness experience. Also, three full-time staff members shall be dedicated to the property and provide tenant-centered supportive services and life skills support to 32+ tenants living on the property to help tenants achieve housing stability and improve their quality of life. The supportive services team must offer a minimum of face-to-face engagement once per week. Services should be intensive, tenant-led, on-site wrap-around services and referrals to tenants, including but not limited to education, employment support, mental health and addiction services, life skills support, assistance with connecting to mainstream benefits, and linkage to a medical health home.

**Respondents may apply for one or both funding categories or collaborate with another partner for both activities. If applying with a partner agency, please indicate this in your application.**

#### Anticipated Award

Agencies are requested to submit a budget for this project based on their projections of costs.

## General Information

**This section will be reviewed by internal and external reviewers.**

This **Permanent Supportive Housing Site Manager** funding opportunity is part of the Atlanta CoC homeless response plan. The following documents will be uploaded as part of the application:

- FY23 organizational budget
- Two years of audited financials *or* internal financial statements to include a State of Financial Position (Balance Sheet), Statement of Activities(Profit & Loss)
- Financial Policies and Procedures (organizations funded by PfH in the past 12 months do not need to submit)
- Data Quality Submission report for the period of January 1 - March 31, 2024

**1. Applicant Partnership.** Is your organization applying with another agency to provide the supportive services component of this program? If yes, please share the name of the agency applying with your organization. If no, please enter N/A.

**\* 2. Organization and Contact Information.** Provide the information below for the application's point of contact.

Name of Organization

Organization Tax ID (EIN)

Organization Founding Year

Application Contact Name

Application Contact Email

### Threshold Section

**3. Conflicts of Interest.** Does your agency have any conflicts of interest to disclose? If yes, please detail it here. If no, please enter N/A.

**\* 4. HMIS:** Will your organization use the homeless management information system ClientTrack for this project?

- We currently use ClientTrack and will use it for this project.
- We do not currently use ClientTrack but will use it for this project.
- We do not currently use ClientTrack and will not use it for this project.

## Experience Section (30 points total)

\* **5. Length of Experience.** How long has the organization provided homeless services in the below CoCs?

Atlanta CoC	<input type="text"/>
Balance of State	<input type="text"/>
Cobb CoC	<input type="text"/>
DeKalb CoC	<input type="text"/>
Fulton CoC	<input type="text"/>
Other CoC (Please share name and years)	<input type="text"/>

**6. Current Experience.** Does your agency have a current project in HMIS that is similar to the project category being applied for? If yes, please share the HMIS project name. If no, please enter N/A.

**7. Subpopulation Experience.** Please check all subpopulations your agency has experience with:

- Domestic Violence
- Youth
- LGBTQ+
- Veterans
- Families
- Chronic

\* **8. Team Contacts.** List the name and title of staff contacts in the following areas:

Administration (person responsible for organization management)

Finance (person responsible for grants management and submitting expenses)

Programs (person responsible for leading and managing project implementation)

Performance (person responsible for monitoring HMIS data, project outcomes and submitting performance reports)

\* 9. **Housing First.** Give a specific example of how your agency incorporates Housing First when working with clients. If your agency does not currently incorporate Housing First with clients, how will you incorporate this practice model in the proposed project? (1,000 character limit)

\* 10. **Cultural and Linguistic Competencies.** Give a specific example of how your agency incorporates cultural and linguistic competencies when working with clients. If your agency does not currently incorporate cultural and linguistic competencies with clients, how will you incorporate this practice model in the proposed project? (1,000 character limit)

\* 11. **Trauma-Informed Care.** Give a specific example of how your agency incorporates trauma-informed care when working with clients. If your agency does not currently incorporate trauma-informed care competencies with clients, how will you incorporate this practice model in the proposed project? (1,000 character limit)

\* 12. **Racial Equity.** Give a specific example of how Black and Indigenous People of Color (BIPOC) inform decision-making of the organization. (1,000 character limit)

\* 13. **Racial Equity.** What percentage of agency's Board, Leadership and Program Staff identify as a BIPOC?

Board

Staff Leadership

Program Staff

\* 14. **Lived Expertise.** Give a specific example of how persons with lived expertise (PLE) inform decision-making of the organization. (1,000 character limit)

\* 15. **Lived Expertise.** What percentage of the agency's Board, Leadership and Program Staff identify as PLE?

Board	<input type="text"/>
Staff Leadership	<input type="text"/>
Program Staff	<input type="text"/>

\* 16. **Financial Management.** Describe your organization's ability to manage grant funds. Include software used to aid in isolating grant expenses and revenues as well as procedures for reporting financial updates to funders. (1,000 character limit)

\* 17. **Grant Management.** Has your organization lost funding from the Atlanta CoC in the past? Please share details that led to the loss of funds. **This may be verified.**

\* 18. **Grant References.** Please provide two separate references for a past grant awarded to the agency. These references cannot be the Atlanta CoC. **This may be verified.**

Grantor 1 Name	<input type="text"/>
Grantor 1 Point of Contact	<input type="text"/>
Point of Contact 1 Email	<input type="text"/>
Point of Contact 1 Phone	<input type="text"/>
Amount of Grant 1	<input type="text"/>
Purpose of Grant 1	<input type="text"/>
Grantor 2 Name	<input type="text"/>
Grantor 2 Point of Contact	<input type="text"/>
Point of Contact 2 Email	<input type="text"/>
Point of Contact 2 Phone	<input type="text"/>
Amount of Grant 2	<input type="text"/>
Purpose of Grant 2	<input type="text"/>

## Project Details and Reporting

**This section references project components from the Atlanta CoC's Data Quality Plan. This section will be reviewed by internal and external reviewers.**

### Project Section (35 points total)

\* 19. **PSH Site Manager.** Describe the agency's plan for implementing the program components listed below. Please provide a detailed and concise explanation with examples of how your agency will:

1. Serve as a dedicated property manager to handle all aspects of property management, including creating a safe and trauma-informed environment for all residents to thrive, implementing security measures, ensuring compliance with safety regulations and standards, and coordinating with local law enforcement and security firms to ensure security and safety.

2. Receive and review tenant applications from the CoC coordinated entry process, drafting, executing, and renewing leases, lease renewals, and collecting rents.

3. Conduct market analysis to determine competitive rent prices and facilitate lease renewals and negotiations.

4. Provide low-barrier tenant screening and background checks.

5. Provide 24/7 emergency maintenance response, routine property inspections, and preventative maintenance scheduling.

6. Provide monthly financial reporting, budget preparation, monitoring, accounts payable and receivable management.

7. Stay updated on landlord-tenant laws and handle legal disputes or issues related to the property.

8. Organize community events and activities, address community concerns and feedback, and enforce community rules and guidelines. Also, regularly communicate with property owners and stakeholders, including presenting reports.

9. Implement property management software for efficient operations and utilize technology for tenant communication, online rent payments, and maintenance requests.

10. Implement energy-saving measures, recycling and waste management, green landscaping, and sustainable property enhancements.

\* 20. **Project Ramp Up.** How long will it take the agency to ramp up for this project after grant execution (e.g. hire and train staff, provide coverage for current staff, etc.)

- 1-30 days
- 31-60 days
- 61-90 days

\* 21. **Project Ramp Up.** Provide a detailed timeline of how the agency will ramp up after grant execution. Include details about filling vacant staff roles, training of new staff and staff coverage during the ramp up period.

\* 22. **Project Outcomes.** Describe the organization's internal processes for reaching the below project outcomes. Please provide a detailed explanation with examples of how your agency will reach the following goals:

1. 100% of applications will be processed within 1 week of receipt.

2. 95% of clients will be put on an improvement plan agreed on by PfH, the operator, and the service provider prior to evictions.

3. 100% of work orders will be responded to within 24 hours.

4. Maintenance will have a client satisfaction score of 80% or above.

\* 23. **Data Quality.** Does your agency have an PSH Data Quality Report with clients enrolled for the period of Jan 1 through March 31, 2024?

Yes. Please upload report in question 23 to be scored.

No. Please answer question 24.

24. Upload your PSH Data Quality Report for the period of Jan 1 through March 31, 2024.

**Name this document "PSH Data Quality Report."**

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

25. **Data Quality.** If your organization *does not have* an PSH Data Quality Report for the period of Jan 1 through March 31, 2024, explain how you will adhere to the following [Atlanta CoC Data Quality Plan](#) components. (250 character limit)

Having an error rate of less than 5% for data elements.

Enrolling clients into project within 48 operating hours.



## Financials

**Please attach the following financial documents as part of your application. This section will be reviewed internally by the Partners for HOME Finance team.**

### Financial Review Section (35 points total)

\* 26. Upload your Board-approved, current fiscal year organization budget. **Name this document "Organization Budget."**

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

27. Upload the two most recent years of audited financials. **Name this document "Audited Financials."** If an audit was **not completed within the last two years**, please provide the most recent financial statements, including a Statement of Financial Position and a Statement of Activities.

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

28. Upload internal financial statements to include a Balance Sheet and Profit & Loss Statement if you do not have audited financials or a Statement of Financial Position and Statement of Activities. **Name this document "Internal Financials."**

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

\* 29. Upload your financial policies and procedures manual. **Name this document "Financial Policies and Procedures."**

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen

\* 30. Please upload your **Site Manager** project budget using the [budget template](#). The budget will serve as your agency's cost proposal to complete all Operator duties outlined in the Rapid Housing Initiative Site Manager and Supportive Services Provider Outcomes and Duties Guide.

Upload this document in PDF format. Maximum file size is 16MB.

Choose File

Choose File

No file chosen