



Delaware State Housing Authority HOSS NOFA Q&A

Most commonly asked questions:

1. **Question:** Can this funding be used to support housing of homeless individuals or families?

Answer: No, HOSS is targeted at providing outreach and case management services to individuals and families that are experiencing housing instability, not homelessness. The goal of this program is to **keep people housed**, not support people in obtaining housing.

2. **Question:** Can this funding be used for direct client assistance? Does this allow us access to emergency rental assistance, security deposits, utility assistance, etc. or just the funding that we already have as an organization?

Answer: No, this funding is for staffing to provide outreach & case management for people experiencing housing instability. Awardees will need to support clients in identifying eligible benefits.

3. **Question:** Do we need to have a case manager and outreach specialist on staff by July 1 or can we have a to-be-hired?

Answer: Yes, you must have both on staff by July 1 to start the program. If you have staff that have been hired, but are contracted to start after July 1, please note that in the proposal narrative.

4. **Question:** Can the FTE at a singular organization serve as BOTH the outreach AND case manager? IE, can the 1 FTE serve 50% outreach and 50% case management (20 hours weekly, in each role) as their sole roles?

Answer: Given the importance of the case management and outreach specialist role for this Program, each application must include at least two separate individuals to play the roles of case manager and outreach specialist. If you are a sole applicant, please ensure that your organization has both a full-time case manager (or equivalent) and full-time outreach specialist (or equivalent) on staff that will dedicate some or all of their time to this program (% FTE for this Program should be included in the budget and should be sufficient to serve the number of people outlined in the proposal narrative). For joint applicants, please ensure that between the two organizations, you have both a full-time case manager (or equivalent) and full-time outreach specialist (or equivalent) on staff that will dedicate some or all of their time to this program (% FTE for this Program should be included in the budget and should be sufficient to serve the number of people outlined in the proposal narrative).

Program requirement questions

5. **Question:** Are new organizations eligible to apply for HOSS? Are you looking for shovel ready programs?

Answer: Yes, as long as your organization is a non-profit organization with a physical presence in Delaware you are eligible to apply. State agencies are not eligible to apply for this Program. Experience is only one portion of the scoring criteria. Please articulate in the proposal narrative what your plan is to fulfill all of the required activities in the NOFA and where you may need to partner with other organizations to fulfill activities. New organizations can also consider submitting a joint application with another organization.

6. **Question:** We do not have a physical space, we are completely remote. Will that disqualify us?

Answer: There must be a physical space where community members can come to speak with a staff person. This does not need to be office space, but should be a reliable and consistent place where people know they can come to talk to a case manager or outreach specialist. For example, if you are able to be in a specific spot in the library from 4-6p every Wednesday and Thursday, that would be something to include in your application.

7. **Question:** Do both the outreach specialist and case manager need to be full time? How much time should each person be working on this program?

Answer: They must both be full time staff of your organization, but they do not need to spend 100% of their time on HOSS. There is space in the application to specify the percent full-time equivalent (FTE) that each of these individuals will spend on HOSS in both the Organizational Information Form (Appendix A) and budget template (Appendix B). Each person should be working on the project for enough time to accomplish the program components set out in your proposal.

8. **Question:** Can the outreach specialist be a contracted position?

Answer: Yes. Both the outreach specialist and case manager can be contracted positions.

9. **Question:** Is there a job description for the outreach specialist and/or case manager?

Answer: There is no job description for either, but the list of required program activities in the NOFA explains all of the necessary functions of each position.

10. **Question:** Inasmuch as we don't have job descriptions, would you consider offering a check list of sorts to ensure that our personnel are following a process that meets the expectations of grant?

Answer: Please consider the required activities laid out in the NOFA as a checklist. After awards are granted, DSHA will work closely with each awardee to ensure they understand the program requirements.

11. **Question:** Are there any requirements for outreach workers and case managers such as education requirements?

Answer: No, but the NOFA does specify that they must have experience providing similar services as required for HOSS.

12. **Question:** Can the case management support be provided virtually or does it have to be in-person?

Answer: Applicants must have the option for in-person services, including a physical space dedicated to meeting with clients, but organizations can also offer services virtually for clients that have that preference.

13. **Question:** What's the max # of outreach specialists and case managers each agency can apply for?

Answer: There is no maximum number for either. Please include the number that is needed for your organization in your proposal and we will assess that alongside the number of individuals you propose to serve in the narrative.

14. **Question:** The FTE function of this project is not limited to the number of residential clients we serve? This does not target just people already served in residential programs?

Answer: You can serve individuals that are already clients of your organization through this program, but we are looking for organizations that are willing to conduct outreach more broadly to reach new clients as well.

15. **Question:** Can you delineate the services of Legal Aid that we will be outreaching about?

Answer: Tenant representation, including eviction prevention and eviction diversion services.

16. **Question:** Is there an expected process for referrals?

Answer: There will be a defined process for referral to legal aid for individuals that qualify. For all other case management services, applicants should provide their process for referrals in the proposal narrative. DSHA will monitor performance of referrals, but will not dictate the process.

17. **Question:** Since there is very little money available to support homelessness prevention, who are we referring clients to?

Answer: We expect the case managers to provide referrals to both legal aid (as needed) and wraparound services such as employment, education, financial literacy, budget counseling, housing counseling, etc. The narrative provides space to discuss how your organization will handle referrals and what challenges you foresee needing support addressing. We expect that organizations will utilize their own outreach and referral networks for this program. DSHA will also provide awardees with resources to support referrals, including participation in the training sessions and communities of practice.

18. **Question:** What other wraparound services are you thinking about since the NOFA mentions legal aid quite a bit?

Answer: We expect the case managers to provide referrals to both legal aid (as needed) and wraparound services such as employment, education, financial literacy, budget counseling, housing counseling, etc. Wraparound services provided will be based on the clients needs. Not all eligible clients will need legal aid services.

19. **Question:** Have you confirmed the capacity of community organizations to process referrals for the services we are targeting? Or are you evaluating applicants by how well they can utilize their own outreach and referral networks?

Answer: We expect that organizations will utilize their own outreach and referral networks for this program. DSHA will also provide awardees with resources to support referrals, including participation in the training sessions and communities of practice.

20. **Question:** How do we determine a candidate for case management vs. referring out?

Answer: Outreach specialists will be expected to conduct an initial eligibility screen for both legal aid and case management services; screening questions will be created by Legal Aid organizations and/or DSHA and shared with Outreach Specialists. DSHA will work with awardees to ensure this process fits with current operations. Applicants are asked to provide their process for warm handoffs between outreach specialists and case managers in the proposal narrative.

21. **Question:** What will be included in the outreach materials that DSHA creates? Will there be a list of potential referral services?

Answer: It will depend upon the needs of the awardees. DSHA will support awardees in identifying referral services, but expects that organizations will

also utilize existing referral partners for this program.

22. **Question:** What will be included in the program manual? Can we see the materials ahead of time?

Answer: The program manual may provide an overview of the program, key performance indicators, reporting requirements, and tools/templates to support program delivery. Materials will not be made available until awards are granted.

23. **Question:** Clarification of the community outreach goal of educating the community on "basic service components." pg 5.

Answer: Outreach specialists are expected to educate community members on the basic services components of both legal aid and case management, including what services are offered, how those services could support someone facing housing instability, and what involvement in those services would look like for the community member.

24. **Question:** Will the program release eligibility guidelines or will each agency create their own eligibility criteria?

Answer: HOSS is funded through ERA, which has the following eligibility requirements:

- a. One or more individuals qualified for unemployment OR experienced a reduction in income, incurred significant costs, or experienced other financial hardship due directly or indirectly to the pandemic; **AND**
 - b. Risk of experiencing homelessness or housing instability, which may include: past due utility or rent notice or eviction notice, housing cost burden (rent is more than 30% of monthly income), or any member of the household has experienced homelessness since March 13, 2020; **AND**
 - c. Income (either 2020 annual income or current income at time of application) at or below 80% of Area Median Income for the county of residence.
25. **Question:** Will the ERA funds for these clients have the same eligibility requirements as the DEHAP funds? Will DSHA have similar production expectations for HOSS as it did for DEHAP?

Answer: Please see the above response for eligibility requirements. HOSS will not have similar production expectations as DEHAP as it is an entirely different program.

26. **Question:** Is HOSS for rental housing and renters only?

Answer: Yes.

27. **Question:** Will the agency awarded be expected to cover the entire state or will it be awarded by county?

Answer: The NOFA asks applicants to propose which county or counties they want to provide services; statewide is not required. You do need to have a physical presence in each county you propose. If you propose services statewide, then you are expected to have a presence in and serve the entire state.

28. **Question:** What do you mean by landlord engagement?

Answer: We believe that strong partnerships with landlords is an important piece of the strategy to keep people stably housed. Please include in your application your plan for engaging landlords in your community to educate them about your services and encourage them to support their tenants in reaching out for support if they are at risk of eviction.

29. **Question:** Evening and weekend case management services would be more efficient if external offices providing services to which they were connected (for example, state offices to enroll clients in services such as SNAP or Medicaid) were also available/open at the same time. Has DSHA considered this dynamic as a potential complication?

Answer: We believe there is still a benefit to being available for case management services outside of normal business hours even if the state offices are not.

30. **Question:** Is there a minimum number of hours/days per month that Case Managers and Outreach Workers must be available on nights and weekends.

Answer: No. We will leave it up to the awardees to determine the frequency based on community need.

31. **Question:** Does DSHA have an evidence-based program for Case Management assessment/assessment tool identified? Or a standardized social determinants of health needs assessment tool? Or is it safe to assume that the applicant should identify its own currently used evidence-based assessment tools?

Answer: DSHA will not require awardees to use a specific case management assessment or social determinants of health needs assessment tool. If you have assessments that you use for any services related to this NOFA, please include that in your narrative response.

32. **Question:** Are you looking for applicants to serve a certain number of clients? What is the expected caseload norm you are targeting? Are you going for

depth or breadth?

Answer: As requested in the NOFA, applicants should outline in the proposal narrative the number of individuals you plan to provide case management services and outreach services to over the course of the year-long program and share how the staff dedicated to case management and outreach for this program will be able to fulfill this goal.

33. **Question:** How does it differ from the Community Navigator Program (DEHAP)?

Answer: HOSS is a completely separate and unrelated program from the Community Navigator Program (DEHAP). Please read the HOSS NOFA to understand what this program entails.

Data & reporting questions

34. **Question:** What is the theory of change that is being expressed with this program? In other words, what services/programs, if actively presented to the community by outreach specialists and followed up on with case managers, will lead to what result?

Answer: The overarching goal of HOSS is to support individuals and families in maintaining their housing and achieving housing stability. HOSS does this through providing education on and connection to both short- and long-term services as needed.

35. **Question:** How will success be measured?

Answer: Please see the Key Performance Indicators (KPI) section of the NOFA to understand how we will measure performance for awardees. Upon the awarding of funds, contracted organizations will work with DSHA to identify goals for each KPI. The data collected will be used to monitor performance toward Program goals and provide ongoing support to improve performance as needed. Monthly reporting of KPIs will be required; reporting templates will be provided.

36. **Question:** What are the SDOH you are targeting? What are the basket of services that Outreach is expected to be promoting?

Answer: Housing stability. Outreach will be expected to promote legal aid, if necessary, and wraparound case management supports and services.

37. **Question:** Will there be quotas on how many applications submitted, clients we serve, etc.?

Answer: Please see the Key Performance Indicators (KPI) section of the NOFA

to understand how we will measure performance for awardees. Upon the awarding of funds, contracted organizations will work with DSHA to identify goals for each KPI. The data collected will be used to monitor performance toward Program goals and provide ongoing support to improve performance as needed. Monthly reporting of KPIs will be required; reporting templates will be provided.

38. **Question:** Are we determining success measures or you (beyond just activity levels)? What is prescriptive and what is up to an agency?

Answer: DSHA and the awarded organization(s) will work together to determine KPIs and metrics for success. This will be a collaborative process.

39. **Question:** At what points or with what frequency will DSHA be reviewing the key performance indicators?

Answer: Monthly reporting of KPIs will be required. DSHA will provide a simple template for reporting as well as training to support awardees in reporting.

40. **Question:** Is there a data system that grantees are required to use?

Answer: No, awardees can continue to use their own data systems but will need to report on agreed upon key performance indicators monthly. Reporting templates will be provided.

Budget & funding questions

41. **Question:** Thinking ahead, what's the plan for the Delawareans who get accustomed to this holistic approach after the funding period is over?

Answer: There is no plan to continue this funding after the grant period ends.

42. **Question:** Is there a chance more funding will be available after the end for July 5, 2024 to continue the program? Is there a possibility to extend?

Answer: There is no guarantee of funding after 12 months.

43. **Question:** Is it correct that 90% of the budget is salary and fringe benefits and 10% for everything else, including occupancy, indirect costs, etc.

Answer: Yes.

44. **Question:** How many agencies will be awarded a contract?

Answer: There is no set amount, we will assess based on the scoring of applications and the budgetary needs of each applicant.

45. **Question:** Since this is on a reimbursement basis, staff will need to be paid until activities happen and then we will be reimbursed?

Answer: Yes, DSHA will reimburse on a quarterly basis, but if this causes any issues please note that in the NOFA. It will not impact your score, but it will help us understand needs.

General questions

46. **Question:** Our organization would like to collaborate with another one to serve Kent County. Can both organizations apply to have both positions, the case manager and outreach worker?

Answer: If both organizations would like to receive funding to provide both outreach and case management services, they should submit separate applications. Each organization should outline in their individual proposal how they plan to partner with the other organization and the benefits of that partnership.

47. **Question:** What is the contact information for questions, TA meeting scheduling, application submission, etc.?

Answer: dshanofa@socialcontract.org

48. **Question:** For partnership applications, must both partners have attended the information session to be considered eligible for the program?

Answer: No. As long as one organization in the partnership attended the information session, you are able to apply as a partnership to the HOSS program.

49. **Question:** What is the primary objective of HOSS?

Answer: To identify people across the state that are experiencing housing instability through outreach and education, refer eligible individuals to legal aid and/or case management, and provide those that need it with wraparound services to keep them housed.

50. **Question:** What is needed from applicants for HOSS?

Answer: Please see the NOFA for all application information.

51. **Question:** How does HOSS support organizations?

Answer: HOSS provides funding to support outreach and case management services to keep people in their housing. HOSS also provides support through training and communities of practice.