



**Office of Temporary
and Disability Assistance**

Contracting Best Practices

Bureau of Housing & Support Services (BHSS)

November 12, 2021

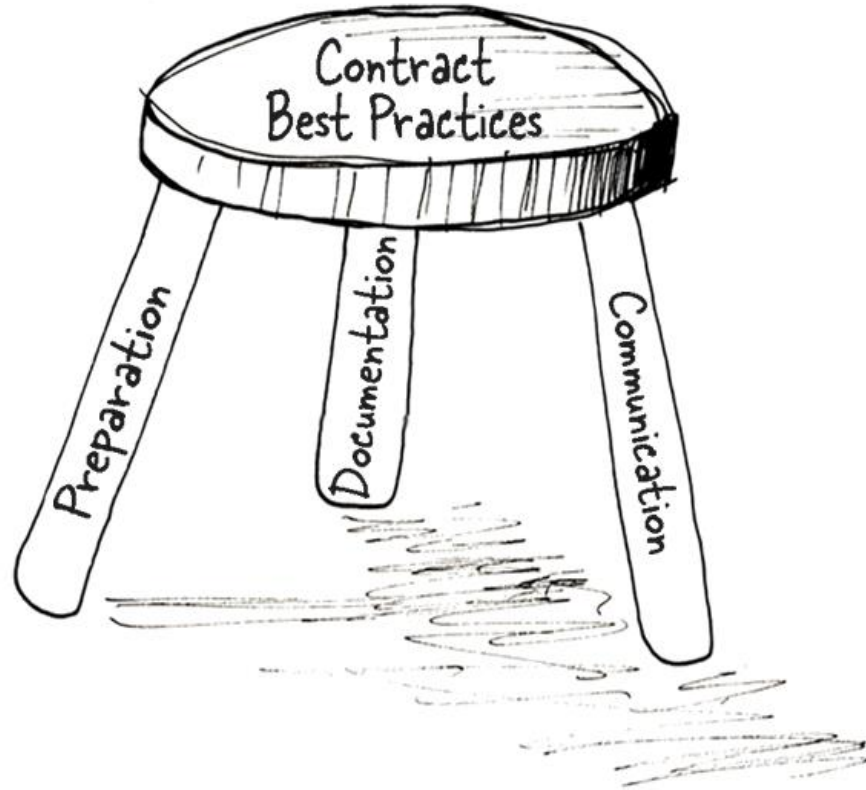
HHAP Overview

- HHAP provides capital grants and loans to nonprofits, charitable, and religious organizations to acquire, construct, or rehabilitate housing for persons who are homeless and are unable to secure adequate housing without special assistance
- SFY 2021 Appropriation: **\$128 million** (*set aside of \$5 M for projects serving persons with HIV/AIDS, \$5 M for veterans projects & \$1 M for emergency shelter repairs*)

Services overview

The programs below are OTDA's core homeless services programs, providing homelessness prevention, rapid re-housing, and supportive housing services. These programs are consolidated under one State appropriation and combined with similar federally funded programs:

- New York State Supportive Housing Program (NYSSHP)
- Solutions to End Homelessness Program (STEHP)
- Operational Support for AIDS Housing (OSAH) program
- Empire State Supportive Housing Initiative (ESSHI). This award is contingent on the provider securing capital funding for new units coming on line. Potential sources of this capital funding include HHAP.

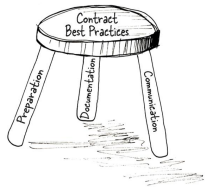


Be Prepared

Due Diligence in the Concept/Development phase:

- Identifying and serving an unmet community housing need;
- Determining how much funding is needed, both to develop and operate the project;
- Bidding requirements, MWBE & SDVOB, Riders as applicable;
- If a Joint Venture that roles and expectations are clearly defined;
- If a service provider, not in the ownership structure, ensuring that the building design meets tenant needs;
- Renting only to the population(s) specified in your contract;
- Planning for the appropriate services, by whom/how these will be delivered;
- Determining how the building/s are going to be maintained.

Tips: Read the RFP closely, submit a concept paper to HHAP.



Homeless Housing and Assistance Program RFP

Attachments:

- [2020 HHAP Notice of Funding Availability](#) 
- [2020 HHAP RFP](#) 
- [2020 HHAP RFP](#) 
- [2020 HHAP Application](#) 
- [2020 Existing Emergency Shelter Repairs Application](#)  For use on or after 11/0
- [2020 HHAP Concept Paper Guidelines](#) 
- [2020 HHAP Existing Emergency Shelter Repairs Fact Sheet](#) 
- [2020 HHAP Application Appendix A – Design Guidelines](#) 
- [2020 HHAP Application Appendix B – Architect's Certificate](#) 
- [2020 HHAP Architect's Rider A](#) 
- [2020 HHAP Architect's Rider B](#) 
- [2020 HHAP GC Rider A](#) 
- [2020 HHAP GC Supplementary General Conditions](#) 
- [2020 HHAP Sample Award Agreement](#) 
- [2020 HHAP Budgets](#) 
- [2020 HHAP Regulations](#) 
- [OTDA-4934 – EEO Staffing Plan](#) 
- [OTDA-4937 – MWBE Utilization Plan](#) 
- [OTDA-4938A – Letter of Intent](#) 
- [OTDA-4969 – MWBE Waiver Request Form](#) 
- [OTDA-4970 – EEO Policy Statement](#) 
- [OTDA-4976 – MWBE Certification of Good Faith Efforts](#) 
- [SDVOB-100 – Utilization Plan](#) 
- [SDVOB-200 – Waiver Form](#) 
- [2020 HHAP Questions and Answers](#)  (Updated 11/09/2020)

Services Program Unit (SPU)

- [Solutions to End Homelessness Program \(STEHP\)](#)
- [New York State Supportive Housing Program \(NYSSHP\)](#)
- [Housing Opportunities for Persons with AIDS \(HOPWA\)](#)
- [Operational Support for AIDS Housing \(OSAH\)](#)
- [Emergency Needs for the Homeless Program \(ENHP\)](#)
- [Empire State Supportive Housing Initiative \(ESSHI\)](#)

New York State Supportive Housing Program (NYSSHP) RFP

Attachments:

- [2021 New York State Supportive Housing Program RFP](#) 
- [New York State Supportive Housing Program Q & A](#) 
- [Grants Gateway: Vendor User Guide](#) 

Empire State Supportive Housing Initiative (ESSHI)

Request for Proposal 

2021 ESSHI Webinar Slides 

Questions and Answers 



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Be Prepared

- **Homeless requirement:**

“...the Sponsor shall use the Project Premises to house people who would otherwise be homeless...The Sponsor shall not admit to occupancy in the Project persons who do not meet this qualification, and shall maintain, throughout the term of this Agreement, records which provide evidence of compliance with this use restriction.”

- **Operation of the Project:** Must be operated as per the contract in terms of number of units, population, housing type, referral sources, support services, M.O.P., etc.
- **Project Rents and Revenues:** Rents are restricted to TA shelter allowance or up to 30% of tenant income.
- **Reports and Projected Budgets:** HHAP requires annual reports. Quarterly claiming with reports is required by NYSSHP/HOPWA/OSHA.
- **Monitoring:** Monitoring of the project is a contractual requirement by both capital and services funding sources.



Documentation

If it is not written down, it didn't happen.

- Ensure that staff are familiar with both HHAP and OTDA contract(s) and understand the commitments made. HHAC contracts are now easily accessible in Procorem.
- Establish a standard that is uniform and consistent:
 - Sample files/templates;
 - An intake section in files that includes proof of both homeless and low-income status, and that is maintained for posterity;
 - Have service plans and, minimally, monthly progress notes that relate to the service plans;
 - Track building maintenance, inspections, equipment metrics, utility usage etc.



If staff member X won the lotto, would Y know how to...

Documentation

Procorem

HHAP now has a web-based platform, Procorem, that can be used in both the developmental and operational phases of a project.

Functions of Procorem:

- A central “warehouse” for important documents such as the Final Award/Loan Agreement, Notes & Mortgages, etc;
- Download/upload documents such as Annual Reports, Insurance, requested documents in advance of monitoring;
- Retain agency information from year-to-year, e.g., Board of Directors, Management & Operating Plan, Tenant Handbook et al.



Documentation/Communication

Services Quarterly Program Report

- Overview

Submission of the Quarterly (“Narrative/Qualitative”) Report is required as per Section III(G)(2)(a)(i) and Attachment D of the NYS Master Contract. Data is used to monitor compliance, compile data for trending and analysis purposes, and to identify best practices for replication.

- Due Dates

Not later than 20 days from the end of the calendar quarter.

- Required Forms

A program specific document submitted via email to your BHSS Program Manager



Documentation/Communication

BHSS Incident Form Reporting

- The Homeless Housing and Assistance Corporation (HHAC) Contract requires each Sponsor to report any serious incidents within five (5) days of the incident utilizing this form.
 - This request is based on the terms of your HHAC contract, which require the Sponsor to report *“any problem which may significantly delay or threaten the progress, completion or continued operation of the Project”*.
- The NYS Master Contract requires each Sponsor to report any serious incidents within three (3) days of the incident.
 - For all occurrences of a serious incident, the provider must call or email their BHSS Program Manager to report the serious incident immediately.

BHSS Partnership

A typical HHAC contract runs a minimum of 25 years and must be operated per the Final Award/Loan Agreement. Program specifics are in Appendix B of the contract.

Project Operational Phase

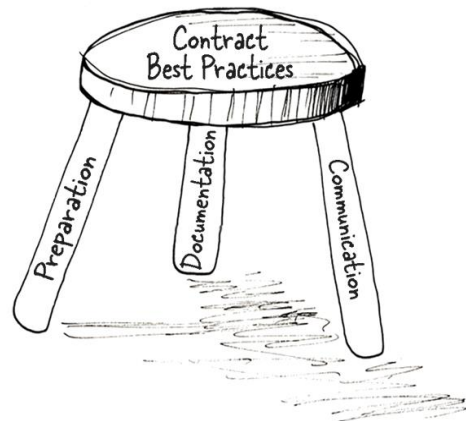
*“The second phase shall consist of the ongoing operation of the Project Premises as housing for persons who would otherwise be homeless, including resident occupancy, management and provision of necessary support services. This phase shall commence upon the written approval by the Corporation of the Project Premises for occupancy as a Homeless Project and shall conclude upon the satisfactory completion of a period of no less than **twenty-five (25)** years from the date of such approval (hereinafter the "Project Operational Phase").”*

A typical Services contract runs 5 years with annual renewals.



Communication

- ✓ Challenges
- ✓ Mergers/affiliations
- ✓ Serious incidents
- ✓ Changes in leadership
- ✓ Ask about:
 - ✓ Funding opportunities
 - ✓ Best practices



HHAP Partnership: Technical Assistance

The Homeless Housing and Assistance Corporation administers a Technical assistance Program which provides consulting and other services to HHAP sponsors. If at any time in the future you feel that your project could benefit from technical assistance, please call or submit a written request to the OTDA Housing and Support Services.

Question Comments Concerns



Thank you!

