



# KCRHA

King County Regional Homelessness Authority

## Rental Assistance Fiscal Agent RFP FAQs

- What is the thought process behind awarding just one organization for this funding?
  - This contract is for the back-office operations of check processing and requires an efficient, streamlined, and uncomplicated single process. KCRHA recognizes the importance of providing this service on behalf of customers and to provide the best customer service to residents, it has been decided to maintain the rental assistance portfolio within one service provider to ensure that the process is as streamlined and organized as possible.
- Will the fiscal agent be able to pay rent in bulk or will it have to be month to month?
  - The fiscal agent will be required to provide monthly rent payments.
- Community would like clarity around billing up to 10% of the total for the administrative costs associated with being a fiscal agent. Should organizations include it in their budget submission for this award?
  - Yes, please include all operating, personnel, and supply costs associated with your fiscal agent services.
- When does the contract begin development?
  - The initial contract will begin May 1, 2023 – December 31, 2023.
- How many agencies will be awarded? Can banks apply? Can you give profit agencies that can apply and what do they do?
  - The RFP is open to non-profit and for-profit organizations that meet KCRHA's [Minimum Eligibility Requirements](#), and have the infrastructure to provide rental assistance in a timely manner.
- Are we processing applications and payments for another agency like the UWKC EPRAP program, or will we be awarded funding to run our own rent assistance program?
  - No, this contract is for processing rental payments and landlord incentives on behalf of KCRHA only.

- Is case management work included or just cutting the checks for people that are going to be sent to the agencies?
  - Case Management is not included in this contract. The contract is only for the back-office operations of check processing.
- What is the participant referral source? As a fiscal agent, would the organization awarded the funding be serving clientele coming from a priority pool or all clients being referred by system navigators?
  - Participants will be referred through KCRHA's System Advocates
- When will orgs be notified of the awards?
  - Please review the application timeline. KCRHA anticipates announcing awards by March 27, 2023.
- Will this be like the City of Seattle rental assistance admin contract we had with you?
  - It is unclear who you are referring to. KCRHA previously contracted these services with Solid Ground.
- What is the application deadline?
  - Applications are due in FLUX by Friday, March 10, 2023, no later than 11:59PM PST. Please see the application timeline.
- This funding opportunity appears to be a "fee for service" contract. As such, why is a budget required, if the fee is set at "up to 10%"? Can you explain this more fully and whether the amount is set or dependent on an organization's proposed budget? Is the indirect cost 10% of the organization's ask? Or is it 10% of the total award amount (10% of \$10M = \$1M award).
  - Agencies can bill for operating, personnel, and supply costs associated with running this service. A 10% indirect rate or federally approved indirect rate may be applied. Therefore, a budget is required to detail the operating, personnel and supply costs associated with the applicant's program.
- Part D, question 1 asks about partnerships. If this is a fiscal agent contract, what role would partners like "storage providers, transportation services or food providers" have to play with the fiscal agent? Can you expand on what connection is expected with these services?
  - Since this RFP is strictly for fiscal agent services, this question will be removed from the application. Please refer to the revised RFP Guidelines and Application.
- Do we need to enter anything in HMIS for the clients/tenants?
  - This contract will not have a direct data entry requirement into King County Homeless Management Information System (HMIS), however, the funded agency will participate in a monthly reconciliation of payments with the program participant record in the King County Homeless Management Information System (HMIS).

- Are we reviewing and approving the paperwork to process payment or is KCRHA already doing the review and approval and we just issue payment? Will you be forwarding the approved paperwork or are you just sending us a list of landlords to pay.
  - The successful proposer will receive and validate all required paperwork for payment and maintain documentation for audit purposes.
- We have an indirect rate that is calculated based on personnel costs. Can we choose to go with the 10% and not charge for personnel costs? We will use that 10% to pay for the personnel and other supplies needed for the program. In this case, do we need to complete a budget since it will just be the 10% admin?
  - Yes, you can choose to charge admin instead of personnel and supplies for your operating costs, however you will still need to submit a budget showing the breakdown of your budget for services and a line for admin costs.
- How much rent would our program be able to pay at one time if we receive this funding?
  - The successful proposer shall make month to month payments.
- Can this funding be used to serve families in every area of King County, including unincorporated King County?
  - The intent of this funding opportunity is to enhance the continuum of comprehensive, person centered, housing first solutions, across King County. Thus, this funding will serve households throughout King County, including unincorporated areas. The successful proposer will have the ability to make prompt payments to property owners throughout the county for households referred by the KCRHA.