



2026 Encampment Resolution Program Permanent Supportive Housing Services Reprocurement RFP Questions & Answers

Posted: August 25, 2026

Updated: September 3, 2026

Last day to submit questions to RFP@KCRHA.org: September 21, 2026

Where can I find the Information Session recording and slide deck?

The Information Session recording is available on [KCRHA's YouTube Channel](#).

The Information Session slide deck can be viewed [here](#).

What organization types are eligible to apply?

This funding opportunity is open to proposals from non-profit, government, faith-based, and tribe and tribal organizations in King County; for-profit organizations are ineligible.

What are the locations, building sizes, and unit configurations for the 160 master-leased and 60 privately leased units?

The 220 units are comprised of 160 master-leased units and 60 privately leased units, distributed across the following locations:

- **Capitol Hill:** 60 units; micro-studios
- **Wallingford:** 20 units; studios
- **West Seattle:** 43 units; 1BR/2BR units
- **Queen Anne:** 36 units; micro-studios
- **Private leases:** 60 units located throughout King County, ranging from studios to 1BR and 2BR units.

What is the anticipated or historical annual unit turnover rate?

Since the beginning of 2024, 62 households have exited ERP housing for an average of 23 exits per year. 2024 had 25 households exit, 2025 had 30 exits, and 2026 has 11 exits through August. With 241 households actively enrolled in ERP housing, the annual unit turnover rate comes to 9.6%. The average length of stay for households who have exited the program is 330 days. However, the average length of stay (so far) for households currently in ERP housing is 804 days.

Who serves as the legal lessee (provider, participant, or KCRHA)? Additionally, are participants required to pay rent, and if so, how is it calculated?

The participant is the legal lessee, and the lease is executed in the participant's name. Participants are responsible for a rent contribution, which is determined in accordance with Washington State Consolidated Homeless Grant (CHG) guidelines and the participant's individual circumstances.

Who handles intake? Where do referrals come from?

The awarded contractor will be responsible for processing and completing intakes once a referral has been made through the Coordinated Entry System (CES).

These units are designated as System-Connected Encampment Resolution Program (ERP) units. Referrals will be made through the Coordinated Entry (CE) System by designated KCRHA referring partners. The program will primarily serve single adults exiting homelessness through the ERP, including individuals residing in public rights-of-way and other locations identified by KCRHA.

Are there mandated service minimums (e.g., 24/7 security required), or are staffing levels at the provider's discretion?

- Staff to guest ratio is not to exceed one staff to twenty-five guests (1:25)
- Preference will be given to Contractors that employ qualified behavioral health professionals to provide these services directly. When direct service provision is not feasible or clinically appropriate, the Contractor shall coordinate access to services through qualified community behavioral health providers to ensure participants receive timely and appropriate care.
- 24-7 staff presence at locations master-leased by KCRHA. Contractors must maintain a 24-7 staff presence for approximately 160 units master-leased by KCRHA.
- 24-7 on-call availability for scattered-site units. Contractors must maintain an after-hours on-call response system for private market units where rent subsidies are provided.



What level of security staffing is needed?

The level of security staffing will be determined based on the number of clients being served, site needs, and overall program operations, with staffing levels aligned with Permanent Supportive Housing (PSH) staffing ratios and service-level expectations. Staffing may be adjusted as the number of participants and the needs of the program change.

Are the units fully furnished? And if so, who is responsible for paying for those?

All master-leased units are fully furnished. The awarded contractor will be responsible for supporting new intakes with any furniture needs identified during the intake process. In instances where there is surplus furniture available, awarded contractors may request furniture from the available inventory, subject to availability.

Are participant utility arrears and legal costs (e.g., eviction prevention) eligible?

Yes. Participant utility arrears and certain legal costs related to housing stability may be eligible under Washington State Consolidated Homeless Grant (CHG) guidelines, when the participant meets applicable eligibility requirements and the expense is allowable under the program.

Utility arrears may be covered when necessary to prevent a utility shutoff and when other available assistance has been exhausted or is unavailable. Housing-related assistance, including costs associated with preventing eviction, may also be allowable when it directly supports housing stability and meets CHG requirements. All assistance would be subject to applicable CHG eligibility, documentation, and funding requirements.

Are meals, groceries, hygiene items, and on-site community building activities eligible expenses?

Yes. Meals/food and hygiene items may be eligible CHG expenses when they support eligible program operations. On-site community-building activities may also be eligible when directly related to participant services. All expenses must comply with current CHG guidelines and the approved program budget.

For the apartment buildings, will there be offices for staff and case management, common community space, and staff restrooms?

Building amenities and available staff space will vary by property. Where available, apartment buildings may include dedicated office space for staff and case management, common community space, and staff restrooms. The awarded contractor will work within the existing building layout and available spaces to support program operations and participant services.



How are the 2-5 projects being selected?

The projects are selected based on the process and rating criteria outlined in the RFP.

Proposals must meet minimum eligibility qualifications and pass a fiscal review. An eligibility screening will verify that the agency meets KCRHA's minimum eligibility requirements, the proposal is complete and submitted on time, and if KCRHA contracts with the agency for the provision of homelessness services, confirmation that the organization is in good standing. All proposals will be reviewed to ensure completeness, alignment with the program scope, and budget feasibility.

The application will be rated by a panel of subject matter and lived/living experts. The rating panel will recommend proposals to be funded, ensuring that services proposed have a Housing First, person-centered, trauma-informed, culturally responsive, and racially equitable approach that aligns with KCRHA's Theory of Change.

Applications will be scored with a total of 120 possible points. Applications scored less than 84 points (70 percent) will not be considered.

Are existing contracts ending, and are current providers required to reapply?

The RFP is reprocurring current contracts for supportive services for the Encampment Resolution Program Permanent Supportive Housing. It is up to any applicant, current provider or otherwise, to determine if they are eligible and wish to apply.

Can you provide a services breakdown (or demographics)?

The scope of work includes a detailed list of services required as well as the population served.

The services are primarily for single adults exiting homelessness through the Encampment Resolution Program, including individuals residing in public rights-of-way. See pages six through twelve (6-12) of the RFP for the full details. The scope of work includes:

- Housing Placement & Leasing Operations
 - Leasing & move-in responsibilities
 - Coordinating participant referrals, unit matching, lease-up activities, and move-in scheduling.
 - Collaborating with KCRHA to ensure that all referred households are participants in or referrals from the Encampment Resolution Program, as determined by KCRHA.
 - Completing or coordinating required housing inspections (CHG Housing Habitability Standards form, or HUD Housing Quality Standards form).
 - Conducting rent reasonableness reviews, as applicable.



- Executing leases and occupancy agreements consistent with program and funding requirements.
- Managing lease renewals and ongoing occupancy documentation.
- Coordinating security deposits and move-in assistance.
- Monitoring vacancies and coordinating timely unit turnover and re-leasing activities.
- Supporting participants in obtaining required documentation to move into permanent housing.
- Ensuring participants meet all program eligibility requirements, including verifying eligibility documentation and supporting participants with obtaining required documentation.
- Financial Administration
 - Administer all housing-related financial transactions in accordance with KCRHA policies and Washington State Department of Commerce Consolidated Homeless Grant (CHG) requirements.
 - Administer all housing-related financial transactions for both master-leased and privately leased units in accordance with Washington State Department of Commerce Consolidated Homeless Grant (CHG) requirements, KCRHA policies, and applicable lease agreements.
 - Calculate, collect, document, and reconcile participant rent contributions, as applicable.
 - Supporting enrollment in utility discount programs, calculation of utility subsidies, and payment of utility bills.
 - Process and issue timely rental assistance or rent payments to landlords or property owners, as applicable.
 - Reconcile housing payments, resolve payment discrepancies, and maintain complete and accurate financial documentation supporting all participant rent collections and landlord payments.
 - Ensure timely rent payments to preserve housing stability and maintain positive landlord relationships.
- Compliance & Recordkeeping
 - Maintain complete, accurate, and audit-ready leasing and financial records.
 - Maintain documentation sufficient to support monitoring, invoicing, and fiscal audits.
 - Ensure compliance with all applicable federal, state, local, and funding requirements.
- Housing Stabilization and Tenancy Support



- Provide ongoing, housing-focused supportive services 24 hours per day and 7 days per week for the households served that is designed to promote housing stability, advance health and well-being, and prevent returns to homelessness.
- Individualized housing stabilization planning, occurring within 30 days of program enrollment and updated recurrently, at minimum, annually.
- 24-7 staff presence at locations master-leased by KCRHA.
- 24-7 on-call availability for scattered-site units.
- Home visits based on participant need and preference.
- Assertive engagement in services and ongoing case management, with a minimum monthly contact effort.
- Lease education and tenant rights and responsibilities.
- Lease compliance coaching.
- Mediation and conflict resolution between tenants, landlords, and property management, including property management or ownership for units master-leased by KCRHA.
- Eviction prevention and early intervention strategies.
- Safety planning.
- Coordination of transportation and connections to community resources.
- Re-engagement strategies for participants who disengage from services.
- Service intensity shall be based on participant needs and adjusted over time while promoting participant choice, self-determination, and long-term housing stability.
- Behavioral Health and Health Care Coordination
 - Assist participants in accessing and coordinating health and behavioral health services appropriate to their individual needs.
 - Preference will be given to Contractors that employ qualified behavioral health professionals to provide these services directly.
 - When direct service provision is not feasible or clinically appropriate, the Contractor shall coordinate access to services through qualified community behavioral health providers to ensure participants receive timely and appropriate care.
 - Maintain collaborative partnerships with community behavioral health providers, healthcare systems, and other service providers to ensure participants receive coordinated care.
 - Services include a combination of directly providing or offering coordination and referrals for:
 - Primary medical care.
 - Behavioral health treatment.



- Substance use disorder treatment and recovery supports.
- Psychiatric services and medication management.
- Crisis stabilization services.
- Hospital discharge planning.
- Peer support services, when available.
- Income and Benefits Assistance
 - Support participants in increasing income and financial stability through benefits acquisition and employment supports.
 - Enrollment and recertification for Medicaid and other public benefits.
 - Income verification and reporting.
 - Employment and vocational referrals.
 - Financial literacy education.
 - Budgeting assistance.
 - Connections to workforce development resources.
- Landlord and Property Management Coordination
 - Cultivate and maintain strong working relationships with participating landlords and property managers to support successful tenancies and preserve housing resources.
 - Serving as the primary liaison between landlords, property managers, and participants.
 - Responding to landlord and neighborhood concerns within one (1) business day.
 - Coordinating reasonable accommodation requests.
 - Assisting with lease renewals and unit turnover activities.
 - Addressing tenancy issues through mediation and problem-solving.
 - Promoting positive landlord engagement to support long-term housing partnerships.
- Crisis Response
 - Maintain the capacity to respond promptly to housing-related crises that may threaten housing stability.
 - Maintaining a 24-7 staff presence for approximately 160 units master-leased by KCRHA.
 - Maintaining an after-hours on-call response system for private market units where rent subsidies are provided.
 - Providing crisis de-escalation and safety planning.
 - Coordinating with mobile crisis response teams and emergency responders, as appropriate.
 - Responding to housing-threatening incidents in a timely manner.
 - Documenting critical incidents and coordinating appropriate follow-up services.



- Housing Retention
 - Implement proactive strategies that maximize housing retention and minimize returns to homelessness.
 - Early identification of tenancy risks.
 - Lease compliance coaching.
 - Mediation between tenants and landlords.
 - Behavioral intervention and stabilization planning.
 - Relapse prevention support.
 - Coordination of care following hospitalization, incarceration, or other significant life events.
 - Ongoing monitoring of housing stability and timely interventions to address barriers to successful tenancy.

