



Notice of Funding Opportunity for the Service Coordinator Program

February 2024



Slides and FAQs will be published
to the HUD.GOV website



Agenda

- Housekeeping Rules
- What is Service Coordination
 - Overview of the NOFO
 - Changes from Previous NOFO
- Eligible and Ineligible Applicants
 - Ineligible Cost
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 - Threshold Requirements
- Curable vs. Non-Curable Deficiencies
 - Expansion Applicants
- Service Coordinator Position
- New Service Coordinator Programs
 - Past Performance
 - Supportive Service Plan
 - Rating Factors
 - Application Selection
 - How to Apply
 - FAQs



Housekeeping Rules

- All attendees will be muted during the presentation
- If you have questions during the presentation, please place them in the chat. We will add the questions to the prewritten FAQs
- The webinar is being recorded and will be made available on HUD.GOV
- The Q&A's have been preselected and will also be made available on HUD.GOV



What is a Service Coordinator?



- Connect to supportive services
 - Advocates
- Provide case management services if needed
- Develop programs and resources



Overview of the NOFO

Overview

- NOFO will award up to \$40 million in funds to support service coordinator programs
- We expect to make 160 NOFO awards
- Due date for the NOFO is March 14, 2024 11:59:59pm
- The funds are intended to support:
 - Salaries
 - Fringe benefits
 - Quality Assurance
 - Training
 - Travel
 - Supplies
 - Startup cost

Changes From Previous NOFO

Changes from Previous NOFO

- In lieu of a national lottery HUD will now award applicants through a rating and regional lottery system.
- Applicants will be randomly selected for funding via a regional lottery. A regional lottery will be held for each Multifamily Region lottery pool (Northeast, Southeast, Midwest, Southwest, and West) plus Expansion Only.

Changes from Previous NOFO

- For purposes of this NOFO, applicants seeking an expansion to their existing program will be assigned to the Expansion Only lottery pool.
- Please review the Rating Factors and Threshold Requirements section carefully for more details on qualifying for this year's NOFO award.

Changes from Previous NOFO

- In this NOFO, past ALCP and SEH program grantees are eligible to apply
 - Will not receive priority over other applicants.
 - ALCP and SEH properties will receive the same review and consideration for funding as other applicants.

Changes Continued

- Properties are no longer required to have a minimum of 25% frail or at-risk residents to apply.
- You are required to provide an Advancing Racial Equity narrative.
- You must provide an Affirmative Marketing narrative

Changes Continued

- You must submit a narrative describing how your proposed NOFO activities are aligned with Affirmatively Furthering Fair Housing (AFFH) requirements.
- You must describe your experience promoting racial equity.

Changes Continued

- Federal Relay Service – The Federal Relay Service contract expired in February 2022. HUD no longer uses the service. The NOFO is updated to include the use of Federal Communications Commission (FCC) relay services for individuals who are deaf or hard of hearing or who have speech or communication disabilities.

Eligible and Ineligible Applicants

Eligible Applicants

You are assisted or financed through any of the following programs:

- **Section 202 Direct Loan**, 12 USC 1701q, as such section existed before the enactment of the Cranston-Gonzalez National Affordable Act
- **Project-based Section 8** (including Section 8 Moderate Rehabilitation), or
- **Section 221(d)(3)** below-market interest rate

Eligibility Continued

- Service Coordinator programs that were previously funded through other sources may apply and use these funds to continue their program.
 - However, that funding source must end.

Ineligibility

Ineligible Applicants

- Managing General Partners in a partnership owner corporation, property management companies, Area Agencies on Aging, and other like organizations
- Housing not designed or designated for the elderly, non-elderly persons with disabilities, or those no longer operating as such.
- Section 221(d)(4) and Section 515 housing without project-based Section 8 assistance.
- Section 202 Project Rental Assistance Contract (PRAC) properties.
- Section 811 PRAC and 811 Project Rental Assistance (PRA) properties.
- Conventional public housing

Ineligibility

- Applicants who fail to meet any of the threshold eligibility requirements are considered ineligible.
 - Resolution of Civil Rights Matters
 - Charges from HUD concerning a systemic violation of the Fair Housing Act
 - Status as a defendant in a Fair Housing Act lawsuit filed by the United States
 - Status as a defendant in any other lawsuit filed or joined by the DOJ
 - Receipt of a letter of findings identifying systemic non-compliance with Title VI of the Civil Rights Act
 - Submitting an application with a non curable deficiency

Ineligibility

QUICK NOTE:

If your property has available Section 8 operating funds, residual receipts, or excess income (i.e. “project funds”), not needed for critical project expenses, you must use these project funds prior to receiving grant funds.

Ineligible Cost

Ineligible Cost

Grant funds cannot be used to reimburse:

- Supervision performed by property management staff.
- Increasing management fees
- Usual audit and legal fees;
- Application preparation and submission;
- Food, beverage, eating utensils, plates, cups or condiments
- Gifts to residents/or staff
- Service Coordinator-related training courses for property management staff who do not directly provide Service Coordination. **Owners must use their management fees to pay this expense.**

Ineligible Cost Continued

- Pay PAC members for their services.
- Reconstruction and/or renovation of the interior or exterior of the building
- Cost overruns associated with creating a private office space for Service Coordinator use
- Any costs associated with parties or meals (even for residents)
- Application preparation and submission

Ineligible Cost Continued

- Computer hardware/software or other equipment not used/required by the Service Coordinator
- Entertainment/classes for residents
- Restaurant meals
- Travel not associated with an approved training and/or not included in the approved budget
- Or any other cost as defined by 2 CFR Part 200

Ineligible activities and program cost

- Replace currently available funding from other sources for a Service Coordinator or for some other staff person who performs service coordinator functions.
- Apply for the sole purpose of serving low-income elderly or disabled individuals who live in the vicinity of an eligible project.
- CHSP grantees may not use these funds to meet statutory program match requirements

Threshold Requirements

Threshold Requirements

- Meet all requirements in section 3 for the NOFO
- Submit your application by 11:59:59pm EST on March 14, 2024
- The applicant information on the 424 must be the owner of the eligible property information.
- Your UEI must be associated with the ownership entity
 - You must register with SAM.GOV and obtain a UEI to be eligible. We no longer consider DUNS numbers
- If you are using grant funds for startup cost that will include construction, you must abide by the environmental review requirements

Threshold Requirements Cont.

- Applicants must submit a copy of their property's supportive services plan
- All applicants must address racial equity
 - You are required to provide an Advancing Racial Equity narrative
 - You must describe your experience in promoting racial equity
 - All applications must address Affirmative Marketing
 - You must provide an Affirmative Marketing narrative
- Resolve all curable deficiencies

Curable vs Non-Curable Deficiencies

Curable vs Non-Curable Deficiencies

- **Curable Deficiencies-** Are those items that can be corrected and/or edited
- **Non-curable deficiencies-** Are those items that are not correctable and will likely disqualify you from being awarded within this NOFO round.

Curable

- Can be corrected by the applicant.
- Does not influence how the applicant is ranked or scored.
- Not a threshold requirement, except for documentation of applicant eligibility.
- The time allowed to correct deficiencies will be specified in the notification.

NON-Curable Deficiencies

- Cannot be corrected by the applicant.
- Correcting would change the applicant's score or rank.
- May result in an application being ineligible, or otherwise adversely affect an application's score
- Any items that are listed as part of the Rating Factors within this NOFO
- Any items that will be scored and/or ranked

Expansion Applicants

Expansion Only Overview

You are part of the expansion only process if you:

- Currently have an active service coordinator program that was set in place by a previous NOFO
- Requesting an increase in the total number of Service Coordinator hours by:
 - Requesting a change from a part-time Service Coordinator to a full-time Service Coordinator; or
 - Requesting an additional Service Coordinator Aide or a part-time Service Coordinator to programs that already have a full-time Service Coordinator.

Expansion Only Overview

- Expansion Only applicant will not be awarded by region but rather be placed in one lottery group to compete against one another.
- **Supportive Services Plan**
 - **You are required provide an analysis of the following in addition to the information within your Supportive Services Plan:**
 - a. Number of residents
 - b. Why you are requesting an aide, part-time, or full-time Service Coordinator
 - c. Number of resources available to the residents and their effectiveness

Service Coordinator Position

Service Coordinator Positions

Service Coordinator work hours are based on the number of property residents who are elderly persons or persons with disabilities.

- Properties with fewer than 40 units could justify a part-time service coordinator position of 20 hours per week.
- A property with between 80 and 120 units may justify 1.5 service coordinators.
- A property with 120 units or more may justify two full-time service coordinators.

A full-time Service Coordinator should serve an average of 50-60 elderly persons and/or persons with disabilities on a regular basis.

New Service Coordinator Programs

New Service Coordinator Programs

You may propose reasonable costs associated with setting up a confidential office space for the Service Coordinator. Such expenses must be **one-time only start-up** costs.

New Service Coordinator Programs

Such costs may involve the following:

- acquisition,
- leasing,
- rehabilitation,
- or conversion of space.

This does not include rehabilitation of live-in apartments, bathrooms, or restrooms.

New Service Coordinator Programs

Office space must be accessible to persons with disabilities and meet all applicable federal accessibility requirements.

- We recommend a minimum of 350 square feet of office space.
- Cost should not exceed \$105,000 for renovation and/or construction of an office for your service coordination needs.

New Service Coordinator Programs

Non construction and other start-up costs may include, but are not limited to:

- Costs for office furniture
- Tablets, Computers /Laptops

New Service Coordinator Programs

- If you are constructing an office space for your service coordination needs
 - You must submit 3 bids to HUD staff for approval.
 - Your newly constructed office must be accessible to persons with disabilities.
 - You must comply with all applicable federal accessibility requirements.

New Service Coordinator Programs

- You must submit an environmental review to HUD staff.
- HUD staff must approve both the proposed costs and activity and must perform an environmental review on such proposed work.

New Service Coordinator Programs

- If you are not submitting for construction and/or rehabilitation of an office, you must provide proof of quality office space for your Service Coordinator
 - that is a minimum of 350 square feet
 - accessible to persons with disabilities and
 - compliant with all applicable federal accessibility requirements.

Past Performance

Past Performance

- Properties must have a risk rating of a 6 through 10 at the time of application closing
- Properties with a risk rating of **5 or below** at the time of application closing will not be eligible for funding for this NOFO round

Past Performance

Properties must self-certify that:

- All properties included on their application have a REAC score above 60 (or equivalent score under the NSPIRE final rule)
- Are in compliance with the terms of all HUD agreements and contracts

By submitting your application for this NOFO you are self-certifying that your property has a REAC score of above 60 (or the equivalent score under the NSPIRE- final rule).

Supportive Services Plan

Supportive Services Plan

- All applicants must submit a copy of their supportive services plan.
- Your supportive services plan describes in detail your property's capacity to connect residents with services

Supportive Services Plan

- You must also provide a short narrative (1 page or less) describing the role of the service coordinator in implementing the supportive services plan.
- This narrative may be incorporated into the supportive services plan document or provided as a separate supporting document.

Supportive Services Plan

- The supportive services plan should cover, at a minimum, the following topics:
 - Nutrition support (such as meal programs or meal preparation help)
 - Shopping assistance
 - Housekeeping services
 - Transportation options
 - Healthcare resources
 - Mental/Behavioral health resources
 - Dental care resources
 - Telemarketing fraud for elderly persons.
 - Other services and supports that are relevant to your resident population.

Supportive Services Plan

- The plan must also include information on how the property identifies their resident's supportive services needs and develops strategies to connect residents with appropriate services and supports.

Supportive Services Plan

Your Supportive Services Plan will be evaluated on how well the plan demonstrates that you have researched you resident's supportive services needs and the resources available to meet them.

Rating Factors

Rating Factors

- Applicants can receive up to 30 total points.
- You must receive a minimum of 22 points to be considered for funding

Rating Factors

Rating Factor 1: Past performance - 10 Points

- 1. Sub-factor 1: Risk Rating- 5 points
- 2. Sub-factor 2: Timely response to communications and request for documentation -5 points
 - New applicants will be scored by their Account Executives.
 - Expansion program applicants will be scored by their Grant Specialist.

Rating Factors

Rating Factor 2: Continuing Education Plan for Service Coordinator - 10 Points

- You must submit a maximum 5-page narrative on how you plan to address continuing education. The narrative must include:
 - a. Who will perform the training
 - b. The content of the training provided
 - c. The goals/desired outcomes of the training
 - d. How many hours of training will be provided
 - e. A sample of how you will track continuing education

Rating Factors

Rating Factor 3: Supportive Services Plan - 10 Points

Creating a Supportive Service Plan is a requirement for applying to this NOFO. See III. D. for the minimum requirements of a supportive services plan.

Your Supportive Services Plan must not exceed 10 pages.

Rating Factors

Rating Factor 3: Supportive Services Plan - 10 Points

- Your Supportive Services Plan should also include the following:
 - How your property is meeting the needs of residents either through a Service Coordinator (full-time or part-time).
 - How your property assesses the supportive services needs of the individual residents and the resident community as a whole.
 - How your property assists individual residents to identify and access local, state, and federal benefits or community-based services that support independent living (such as personal care services).
 - How your property ensures that the resident community has access to supportive services essential for maintaining independent living.

Rating Factors

Rating Factor 3: Supportive Services Plan - 10 Points

- How your property conducts outreach and engages residents in the supportive services offered.
- Your properties compliance with physical accessibility requirements, program access requirements, and providing reasonable accommodations.
- Your plans for language assistance services, including translation and language interpretation to provide meaningful access to persons who are limited English Proficient (LEP)
- What community partnerships the property is using or plans to use to facilitate resident access to supportive services.

Rating Factors

Rating Factor 3: Supportive Services Plan - 10 Points

Service Coordinator program expansion Reminder:

You are required provide an analysis of the following in addition to the information listed above within your Supportive Services Plan:

- a. Number of residents
- b. Why you are requesting an aide, part-time, or full-time Service Coordinator
- c. Number of resources available to the residents and their effectiveness

Application Selection

- You must receive 22 out of the 30 possible maximum points in order to be considered for funding.
- Once applicants have received their rating, only those who obtained all 30 points will advance to the regional lottery process.
- After applicants have been rated applicants will then be divided by Multifamily Region as follows:
 - Northeast
 - Southeast
 - Midwest
 - Southwest
 - West
 - Expansion Only

Application Selection

- Lottery rankings will take into consideration an applicant's total score.
- Lower-scored applicants in the fundable range will only be considered after all higher-scoring applicants in their region have been funded.
- Applicants with the same overall score will be ranked based on the outcome of the lottery.

NOFO MULTIFAMILY MAP



Scoring Example

Midwest Region- \$100, 000

- Evergreen-30pts
- Shady Grove-30pts
- Pine Villa-30pts
- Happy Times-29pts
- Sunset Manor-29pts
- Shady Pines- 28pts

Scoring Example

Midwest Region- \$100, 000

Each property will be given a random number

- Evergreen-30pts 32
- Shady Grove-30pts 54
- Pine Villa-30pts 72
- Happy Times-29pts
- Sunset Manor-29pts
- Shady Pines- 28pts

Scoring Example

Midwest Region- \$100, 000

Properties with the same ranking will be placed in the lottery with one another

- Evergreen-30pts 32
- Shady Grove-30pts 54
- Pine Villa-30pts 72

Scoring Example

Midwest Region- \$100, 000

Placed onto an Excel Spreadsheet.

Excel will randomly rank each number

- 32
- 54
- 72

Scoring Example

Midwest Region- \$100, 000

Placed onto an Excel Spreadsheet.

Excel will randomly rank each number

- 72
- 54
- 32

Scoring Example

Midwest Region- \$100, 000

Placed onto an Excel Spreadsheet.

Excel will randomly rank each number

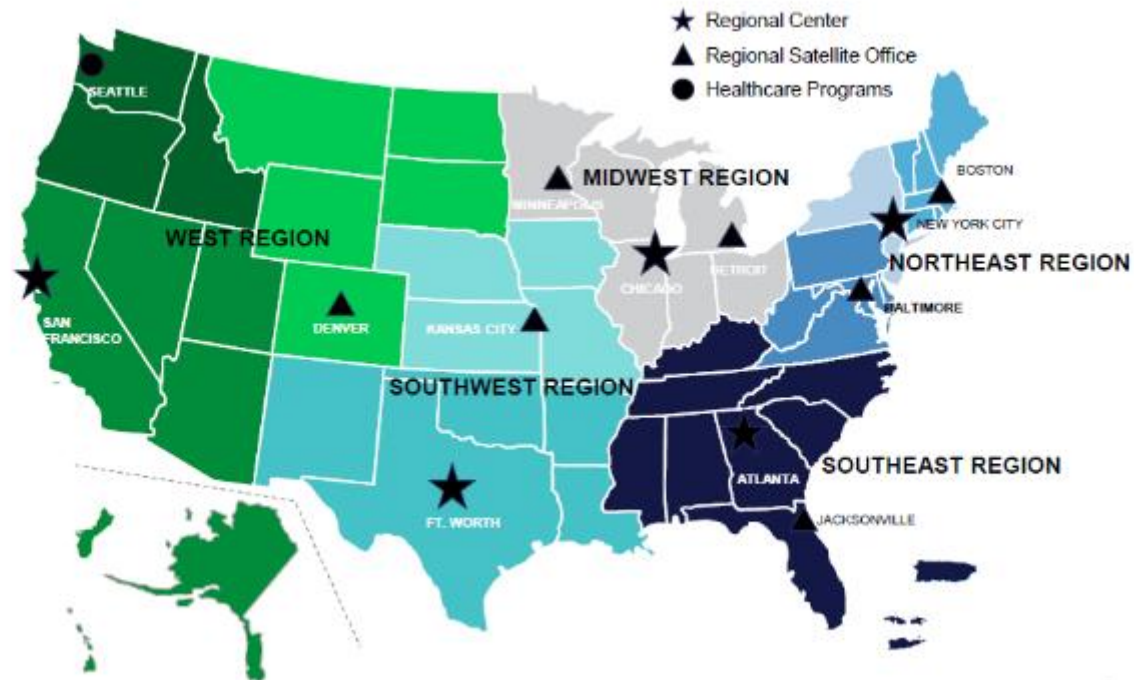
1. Pine Villa-30pts	72	\$50,000
2. Shady Grove-30pts	54	\$40,000
3. Evergreen-30pts	32	\$10,000

Scoring Example

Midwest Region- \$100, 000

- Evergreen-30pts 32
- Shady Grove-30pts 54
- Pine Villa-30pts 72
- Happy Times-29pts
- Sunset Manor-29pts
- Shady Pines- 28pts

Application Selection



How to Apply

- You may provide a single or joint application
- Applications can be found on [grants.gov](https://www.grants.gov)
- File names of all uploaded documents must include only the following UTF-8 characters: A-Z, a-z, 0-9, underscore (_), hyphen (-), space, or period. If you use any other characters when naming attachment files, your application will be rejected by Grants.gov.
- You cannot apply without a UEI
- To obtain an UEI please go to www.sam.gov

Single Applications

- You may submit one application that contains one or more assisted housing properties owned by the same owner. Submitting one application for each property you own will increase your chances of selection in the regional lottery. You may also submit one application that contains multiple properties you own, to reduce preparation time and resources. Each application must propose a stand-alone program at separate properties. The properties must all be located in the same field office jurisdiction.
- If you wish to apply on behalf of properties located in different field office jurisdictions, you must submit a separate application for each field office area.

Joint Applications

- You may join with one or more other owners to share a Service Coordinator and submit a joint application. Small properties often join together to hire and share a part or full-time Service Coordinator.
- If more than one owner is proposing to share a Service Coordinator, one agency must designate itself the “lead”.
- The lead applicant’s name, EIN/TIN, UEI number, and address must be provided in items 8a through 8d on the SF-424.
- When the legal signatory for the lead owner corporation signs the application, that owner agrees to administer grant funds for all the housing sites included in the application.
- The application must clearly identify each property that will be served by the Service Coordinator.

How to Apply

- Applications must be submitted by Thursday, March 14th, 2024, 11:59:59.
- You must receive a confirmation receipt and tracking number without errors to be considered submitted.
- Your application must be submitted through grants.gov. If you have issues with submission, please contact 800-518-GRANTS or email support@grants.gov

How to Apply

- Before the submission deadline, you may amend a validated application through Grants.gov by resubmitting a revised application containing the new or changed material.
- If your application is received by Grants.gov before the deadline, but is rejected with errors, you have a grace period of 24 hours after the application deadline to submit a corrected, received, and validated application through Grants.gov
- HUD will not consider information from applicants after the application deadline except for curable deficiencies.

Narratives

- 1 page response to Affirmative Marking Requirement
- 1 page response to Experience Promoting Racial Equity
- 1 page response to Advancing Racial Equity
- 1 page response to Affirmatively Furthering Fair Housing
- 1 page describing the role of the service coordinator
- 5 page narrative on continuing education
- 10 page Supportive Services Plan
- 5 page narrative describing how you will meet the office space requirement
- 25 page maximum for all narratives and supportive plan

Q&A

THANK YOU!!!