



REQUEST FOR PROPOSALS

EMERGENCY ASSISTANCE SERVICE PROVIDER

**City of Charlotte
Housing & Neighborhood Services
600 East Trade Street
Charlotte, NC 28202-2859**

July 31, 2026

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1 REQUEST FOR PROPOSALS (RFP) INSTRUCTIONS

1.1 Public Notice

The City of Charlotte (City), through the Housing & Neighborhood Services Department (HNS), plans to select one or more qualified agencies to provide an Emergency Assistance Services Provider services using local funds. The City is seeking agencies whose combination of experience, emergency response capacity, housing stabilization expertise, administrative controls, and cost effectiveness will provide timely and high-quality services to residents and to the City.

Information related to this solicitation, including any addenda, will be posted to the City's Housing website at:

<https://www.charlottenc.gov/Streets-and-Neighborhoods/Housing/Resources-for-Developers-and-Contractors/Request-for-Proposals>

For questions related to this RFP, contact:

Rebecca Pfeiffer
City of Charlotte, Housing & Neighborhood Services
600 East Trade Street, Charlotte, NC 28202
Email Rebecca.Pfeiffer@charlottenc.gov

1.2 Project Overview

The selected agency or agencies will provide operational support and resident-facing emergency stabilization services for staff-identified emergency housing cases. These cases may involve households that are displaced, at risk of displacement, or experiencing urgent housing instability. Emergency cases may originate from Code Enforcement, the Charlotte-Mecklenburg Police Department (CMPD), Neighborhood Stability programming, Housing Services staff, other City departments, designated community partners, or other urgent resident situations identified or approved by HNS staff.

The selected provider will support emergency response activities that may include resident outreach, intake and assessment, temporary lodging coordination, light case management, housing navigation, resource coordination, documentation, reporting, invoicing support, and case closeout. The city intends for services to stabilize households, reduce harm caused by displacement or housing crisis, support safe return to housing when feasible, and assist residents with transition to alternative housing when return is not feasible.

1.3 RFP Schedule and Proposal Submission

Provided below is the anticipated schedule of events. The City reserves the right to adjust the schedule and to add/remove specific events to meet the unique needs of this Project.

Advertisement of RFP:	July 31, 2026
Deadline for Questions:	August 14, 2026
DUE DATE & TIME FOR PROPOSALS:	August 31, 2026, 11:59pm

Submit proposals via the proposal portal at:
<https://charlottenc.seamlessdocs.com/f/housingsubmission>.

It is the sole responsibility of the proposer to ensure that the complete proposal package is received no later than the established due date and time at the proper location. Proposals received after the due date and time may not be considered.

1.4 **Evaluation Criteria & Process**

The City will review and rate each responsive proposal based on the criteria below. The City may appoint an evaluation committee to perform independent technical evaluations and make selection recommendations. Evaluations will focus on the relative strengths, weaknesses, deficiencies, and risks associated with each proposal.

Criteria		
Agency Experience	Experience serving residents facing displacement, unsafe housing conditions, housing instability, crisis response, relocation, or emergency stabilization needs.	20
Emergency Response Capacity	Ability to respond quickly to referrals, coordinate temporary lodging or urgent services, staff cases, and operate during time-sensitive or complex events.	20
Program Design and Service Approach	Quality of proposed approach to referrals, outreach, intake, assessment, case management, housing navigation, resource coordination, and case closeout.	20
Staffing and Partnerships	Qualifications, roles, availability, supervision, backup coverage, partner relationships, and subcontractor management where applicable.	15
Budget and Cost Effectiveness	Reasonableness of proposed costs, cost controls, local funds stewardship, proposed outcomes, and ability to document expenses.	15
Reporting, Compliance, and Internal Controls	Ability to maintain client files, protect confidential data, submit timely reports and invoices, comply with City requirements, and support monitoring or audit review.	10

The City reserves the sole right to select the most qualified agency or agencies on the basis of best overall value that is most advantageous to the City. The City may request clarifications, conduct interviews, negotiate scope or budget, make multiple awards, reject any or all proposals, or cancel and reissue the RFP. Final recommendation of any selected agency is subject to approval by City Council or authorized City officials, as applicable.

The City reserves the right to renew contracts awarded from this RFP for additional fiscal years, subject to funding availability, satisfactory performance, and City approval.

1.5 Proposal Format & Contents

Interested agencies must submit a complete proposal package that includes the required forms and documents listed below. The City may deem proposals incomplete if required forms or materials are missing.

- Organization's name, mailing address, email address, and telephone numbers.
- Execution of Proposal (Form 1)
- Commercial Non-Discrimination Certification (Form 2)
- A list of all the people (including the principal and any employees or subcontractors) to be involved in carrying out the proposed work, describing each person's qualifications and proposed involvement in specific tasks. Attach a resume for each person. (Form 3)
- E-Verify Certification (Form 4)
- Budget Work Sheet (Form 5)
- Certifications (Form 6)
- Current and prior-year agency audit or financial statements
Note: Agencies exempt from federal threshold requirements (as defined in 2 CFR Part 200) may submit financial statements in lieu of an annual audit. Financial Statements should include your agency's: balance sheet, income statement and cash flow statement.
- Form 990
Note: Nonprofit agencies only, if applicable
- Organization Policies including Conflict of interest, nondiscrimination, confidentiality/record retention, financial controls, procurement, and related policies as applicable.
- Proof of insurance or statement of ability to meet insurance requirements
Note: Certificate of Insurance will be required prior to contract execution (see section 2.7)

In addition to the above items, please include a narrative response that address each of the following items. The narrative can be no longer than 8 pages, have 1" margins, and Calibri 11 Font.

- The proposed approach and proposed approach schedule.
- The proposed contract amount and a proposed payment schedule.
- A list of all other work and projects to which the developer anticipates being committed during the period of performance, including the estimated period of the work and an estimated date of completion.
- Detailed information on similar projects completed within the last five years.
- Any additional information or materials relevant to the Organization's availability, qualifications, and capacity to do the work.
- A statement authorizing the City to verify references.
- Other documentation as may be requested in the section titled "Scope of Work".

END OF SECTION ONE

2 REPRESENTATIONS, CONDITIONS, AND OTHER REQUIREMENTS

2.1 Communications

All communication of any nature with respect to this RFP shall be addressed to the Contracts Administrator identified in this RFP. With the exception of communications with the Contracts Administrator and Charlotte Business INclusion Officer for this RFP, prospective agencies and their staffs are prohibited from communicating with elected City officials, City staff and any selection committee member regarding this RFP or submittals from the time the RFP was released until the selection results are publicly announced. Violation of this provision may lead to disqualification of the agency's proposal for consideration.

2.2 Duties and Obligations of Agencies in the RFP Process

Interested agencies are expected to fully inform themselves as to all conditions, requirements and specifications of this RFP before submitting a proposal. Agencies must perform their own evaluation and due diligence verification of all information and data provided by the City. The City makes no representations or warranties regarding any information or data provided by the City. Agencies are expected to promptly notify the City in writing to report any ambiguity, inconsistency or error in this RFP. Failure to notify the City accordingly will constitute a waiver of claim of ambiguity, inconsistency or error.

2.3 No Collusion, Bribery, Lobbying or Conflict of Interest

By responding to this RFP, the agency shall be deemed to have represented and warranted that the proposal is not made in connection with any competing agency submitting a separate response to this RFP and is in all respects fair and without collusion or fraud. Furthermore, the agency certifies that neither it, any of its affiliates or subcontractors, nor any employees of any of the foregoing has bribed or lobbied, or attempted to bribe or lobby, an officer or employee of the City in connection with this RFP.

2.4 Public Records

Upon receipt by the City, each proposal becomes the property of the City and is considered a public record except for material that qualifies as "trade secret" North Carolina General Statute 66-152 et seq. Proposals will be reviewed by the City's evaluation committee, as well as other City staff. To properly designate material as a trade secret under these circumstances, each agency must take the following precautions: (a) any trade secrets submitted by the agency should be submitted in a separate, sealed envelope marked "Trade Secret – Confidential and Proprietary Information – Do Not Disclose Except for the Purpose of Evaluating this Proposal," and (b) the same trade secret/confidentiality designation should be stamped on each page of the trade secret materials contained in the envelope.

In submitting a proposal, each agency agrees that the City may reveal any trade secret materials contained in such response to all City staff and City officials involved in the evaluation process and to any outside consultant or other third parties who serve on the evaluation committee or who are hired by the City to assist in the evaluation process. Furthermore, each agency agrees to indemnify and hold harmless the City and each of its officers, employees and agents from all costs, damages and expenses incurred in connection with refusing to disclose any material that the agency has designated as a trade secret. Any agency that designates its entire proposal as a trade secret may be disqualified from consideration.

2.5 Advertising

In submitting an RFP, proposer agrees not to use the results thereof as part of any commercial advertising without prior written approval of the City of Charlotte.

2.6 Vendor Registration with City of Charlotte and NC Secretary of State

The selected agency and subcontractors must be registered in the City's Vendor Registration System to receive payment for services and/or supplies provided under any City contract.

Any agency wishing to be considered for the Services must be properly registered with the Office of the Secretary of State at the time of submission. The agency selected under this RFP will be responsible for providing all professional, technical, managerial, and administrative staff with the appropriate skills and qualifications to perform the required services.

2.7 Financial Capacity; Insurance Requirements

The selected Agency must have the financial capacity to undertake the work and assume associated liability. The selected Agency will be required to provide certificates of insurance [COI] evidence coverage for the following:

- Automobile Liability: Bodily injury and property damage liability covering all owned, non-owned and hired automobiles for limits of not less than \$1,000,000 bodily injury for each person, each accident and \$1,000,000 property damage, or \$1,000,000 combined single limit each occurrence/aggregate.
- Commercial General Liability: Bodily injury and property damage liability as shall protect Subrecipient and any subcontractor performing work under this Contract from claims of bodily injury or property damage which arise from operation of this Contract whether such operations are performed by Company, any subcontractor or any person directly or indirectly employed by either. The amounts of such insurance shall not be less than \$1,000,000 bodily injury each occurrence/aggregate and \$1,000,000 property damage each occurrence/aggregate or \$1,000,000 bodily injury and property damage combined single limits each occurrence/aggregate. This insurance shall include coverage for products/completed operation, personal injury liability and contractual liability assumed under the indemnity provision of this Contract.
- Workers' Compensation Insurance: Meeting the statutory requirements of the State of North Carolina and Employers Liability - \$100,000 per accident limit, \$500,000 disease per policy limit, \$100,000 disease each employee limit, providing coverage for employees and owners.
- Directors & Officers Liability Insurance: Insurance with a limit of not less than \$1,000,000 per claim, to protect the contractor against negligent acts, errors, or omissions in performing services under this agreement.
- Fidelity Bond Insurance: Insurance with a limit of not less than \$50,000, to protect the contractor against a dishonest act by an employee.

2.8 Ownership of Work Products

The City shall have exclusive ownership of all intellectual property rights in all documents and other work product prepared by, for, or under the direction of the selected agency pursuant to any contract under this RFP (collectively, the “Intellectual Property”), including without limitation the right to copy, use, disclose, distribute, and make derivations of the Intellectual Property for any purpose or to assign such rights to any third party. The Intellectual Property shall be prepared in the City’s name and shall be the sole and exclusive property of the City, whether or not the work contemplated therein is performed. The City will grant the agency a royalty-free, non-exclusive license to use and copy the Intellectual Property to the extent necessary to perform the contract.

2.9 City Rights and Reservations

The City reserves the right, at the City’s sole discretion, to take action affecting this RFP, this RFP process, or the services or facilities subject to this RFP that would be in the best interests of the City, including:

- To supplement, amend, substitute, or otherwise modify this RFP, including the schedule, or to cancel this RFP, at any time;
- To require any Companies to supplement or clarify its Proposal or provide additional information relating to its Proposals;
- To investigate the qualifications, experience, capabilities, and financial standing of each Company submitting a Proposal;
- To reject any or all Proposals;
- To share the Proposals with City employees and contractors in addition to the Evaluation Committee as deemed necessary by the City;
- To award all, none, or any part of the Services and enter into Contracts with one or more of the responding Companies deemed by the City to be in the best interest of the City, which may be done with or without re-solicitation;
- To discuss and negotiate with any Company(-ies) their Proposal terms and conditions, including but not limited to financial terms; and
- To terminate discussions and negotiations with any Company at any time and for any reason.

2.10 Contract

The contents of this RFP and all provisions of the successful proposal deemed responsive by the City of Charlotte may be incorporated, either in whole or in part, into a contract and become legally binding when approved and executed by both parties. Contents of the contract may contain changes from the City of Charlotte’s perspective as a result of the RFP process and proposal(s) received. The final negotiated contract may include the scope of work as outlined in this RFP along with the successful agency’s submittal and any additions or deletions made at the discretion of the City as a result of the RFP process.

2.11 NC Prohibition on Contracts with Companies that Invest in Iran or Boycott Israel

Company certifies that: (i) it is not identified on the Final Divestment List or any other list of prohibited investments created by the NC State Treasurer pursuant to N.C.G.S. 147-86.58 (collectively, the “Treasurer’s IDA List”); (ii) it has not been designated by the NC State Treasurer pursuant to N.C.G.S. 147-86.81 as a company engaged in the boycott of Israel (such designation being referred to as the “Treasurer’s IB List”); and (iii) it will not take any action causing it to appear on the Treasurer’s IDA List or the Treasurer’s IB List during the term of this Contract. In

signing this Contract Company further agrees, as an independent obligation, separate and apart from this Contract, to reimburse the City for any and all damages, costs and attorneys' fees incurred by the City in connection with any claim that this Contract or any part thereof is void due to Company appearing on the treasurer's IDA List or the Treasurer's IB List at any time before or during the term of this Contract.

2.12 Addenda / Questions and Answers

Agencies may submit written questions concerning this RFP Ruth Ippolito via email at ruth.ippolito@charlottenc.gov. Questions received after the funding has been exhausted will not be answered. No oral statement of any person shall modify or otherwise change or affect the terms, conditions, or specifications stated in the RFP, and changes to the RFP, if any, shall be made in writing only and issued in the form of an Addendum to the RFP. Addenda and clarifications will be posted on Housing Services website at <https://charlottenc.gov/HNS/Housing/RFP/Pages/Requests%20For%20Proposals.aspx>.

2.13 Charlotte Business INclusion

Pursuant to Charlotte City Council's adoption of the Charlotte Business INclusion (CBI) Policy, the Charlotte Business INclusion program promotes diversity, inclusion, and local business opportunities in the City's contracting and procurement process for Minority, Women, and Small Business Enterprises (MWSBEs) headquartered in the Charlotte Combined Statistical Area (CSA). The CBI Policy is posted at: <https://www.charlottenc.gov/Growth-and-Development/CBI>

The City of Charlotte is committed to promoting opportunities for maximum participation of certified MWSBEs on City funded contracts at both the Prime and Subcontract level. In regard to this effort, SBE participation will be required in order to meet goal compliance. For SBE participation to count towards a Goal, SBEs must meet both the certification and geographic requirements as detailed throughout this solicitation and in the CBI Policy.

The **Charlotte CSA** refers to the Charlotte-Gastonia-Salisbury Combined Statistical Area in effect as of April 8, 2013 consisting of; (a) the North Carolina counties of Anson, Cabarrus, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, and Union; and (b) the South Carolina counties of Chester, Lancaster, and York. This is one criterion used by Charlotte Business INclusion to determine eligibility to participate in the program.

Agencies are highly encouraged to consider any and all possibilities for MWSBE participation. A complete list of City certified SBEs is available at www.charlottebusinessinclusion.com.

END OF SECTION TWO

Form 1 – Execution of Proposal

The person executing the Proposal, on behalf of the Company, being duly sworn, solemnly swears (or affirms) that neither he, nor any official, agent or employee of the Company has entered into any agreement, participated in any collusion, or otherwise taken any action which is in restraint of full and open competition in connection with any proposal or contract, that the Company has not been convicted of violating North Carolina General Statute 133-24 within the last three years, and that the Company intends to do the work with its own bona fide employees or subcontractors and is not proposing for the benefit of another company.

Submission of a response to this RFP constitutes certification that the Company and all proposed team members are not currently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Project by any State or Federal department or agency. Submission is also agreement that the City will be notified of any change in this status.

NC General Statute 133-32 and City Policy prohibit any gift from anyone with a contract with the City, or from any person seeking to do business with the City. By execution of this Proposal, you attest, for your organization and its employees or agents, that you are not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

The information contained in this Proposal, including its forms and other documents delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.

Type of Company:
(check 1 box)

☐ Sole Proprietor ☐ Partnership ☐ Joint Venture

☐ Corporation _____ (identify the State of incorporation)

(if joint venture, complete this "Proposal Submission" sheet for each joint venture company and identify the "Name of Joint Venture" on each sheet)

NAME OF JOINT VENTURE: _____

City of Charlotte Vendor Number: _____

ACKNOWLEDGEMENT OF ADDENDA:

The undersigned acknowledges receipt of the following addenda:

No: _____ Date: _____ No: _____ Date: _____ No: _____ Date: _____

Company Legal Name: _____

Mailing Address: _____

City/State/Zip: _____

Phone: _____ Email: _____

Signature of Authorized Representative (or Designee)

(Print Name)

(Title)

Date

Proposal is valid for one-hundred-eighty (180) days from the Proposal due date.

FORM 2 – COMMERCIAL NON-DISCRIMINATION CERTIFICATION

COMPANY NAME: _____

RFP NAME: Emergency Assistance Service Provider

The undersigned Company hereby certifies and agrees that the following information is correct:

1. In preparing its bid/proposal, the Company has considered all bids/proposals submitted from qualified, potential subcontractors and suppliers and has not engaged in discrimination as defined in Section 2 below.
2. For purposes of this section, *discrimination* means discrimination in the solicitation, selection, or treatment of any subcontractor, vendor, supplier or commercial customer on the basis of race, ethnicity, gender, age, religion, national origin, disability or other unlawful forms of discrimination. Without limiting the foregoing, *discrimination* also includes retaliating against any person or other entity for reporting any incident of discrimination.
3. Without limiting any other remedies that the City may have for a false certification, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid/proposal submitted with this certification and terminate any contract awarded based on such bid/proposal. It shall also constitute a violation of the City's Commercial Non-Discrimination Ordinance and shall subject the Company to any remedies allowed thereunder, including possible disqualification from participating in City contracts for up to two years.
4. As a condition of contracting with the City, the Company agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors and suppliers. Failure to maintain or failure to provide such information shall constitute grounds for the City to reject the bid/proposal and to terminate any contract awarded on such bid/proposal. It shall also constitute a violation of the City's Commercial Non-Discrimination Ordinance and shall subject the Company to any remedies that are allowed thereunder.
5. As part of its bid/proposal, the Company shall provide to the City a list of all instances within the past ten years where a complaint was filed or pending against the Company in a legal or administrative proceeding alleging that the Company discriminated against its subcontractor, vendors, suppliers, or commercial customers, and a description of the status or resolution of that complaint, including any remedial action taken.
6. As a condition of submitting a bid/proposal to the City, the Company agrees to comply with the City's Commercial Non-Discrimination Policy as described in Section 2, Article V of the Charlotte City Code, and consents to be bound by the award of any arbitration conducted thereunder.

Signature of Authorized Representative (or Designee)

(Print Name)

(Title)

(Date)

Form 3 - E-VERIFY CERTIFICATION

COMPANY NAME: _____

RFP NAME: Emergency Assistance Service Provider

This E-Verify Certification is provided to the City of Charlotte (the "City") by the company signing below ("Company") as a prerequisite to the City considering Company for award of a City contract (the "Contract").

1. Company understands that: a. E-Verify is the federal program operated by the United States Department of Homeland Security and other federal agencies to enable employers to verify the work authorization of newly hired employees pursuant to federal law, as modified from time to time.
b. Article 2 of Chapter 64 of the North Carolina General Statutes requires employers that transact business in this state and employ 25 or more employees in this state to: (i) verify the work authorization of newly hired employees who will be performing work in North Carolina through E-Verify; and (ii) maintain records of such verification (the "E-Verify Requirements"). Section 126-7.1 of the North Carolina General Statutes requires state agencies to verify their employees' work statuses through E-Verify.
c. North Carolina General Statute 160A-20.1(b) prohibits the City from entering into contracts unless the contractor and all subcontractors comply with the E-Verify Requirements.
2. As a condition of being considered for the Contract, Company certifies that: a. If Company has 25 or more employees working in North Carolina (whether now or at any time during the term of the Contract), Company has complied and will comply with the E-Verify Requirements with respect to Company employees working in North Carolina; and
b. Regardless of how many employees Company has working in North Carolina; Company will take appropriate steps to ensure that each subcontractor performing work on the Contract that has 25 or more employees working in North Carolina complies with the E-Verify Requirements.
3. Company acknowledges that the City will be relying on this Certification in entering into the Contract, and that the City may incur expenses and damages if the City enters into the Contract with Company and Company or any subcontractor fails to comply with the E-Verify Requirements. Only in the manner and to the extent permitted by the North Carolina Tort Claims Act, N.C.G.S. §143-291, et seq., and without waiver of its sovereign immunity, company agrees to indemnify and save the City harmless from and against all losses, damages, costs, expenses obligations, duties, fines and penalties (collectively "Losses") arising directly or indirectly from violation of the E-Verify Requirements by Company or any of its subcontractors, including without limitation any Losses incurred as a result of the Contract being deemed void.

Signature of Authorized Representative (or Designee)

(Print Name)

(Title)

(Date)

FORM 4 – Staffing

COMPANY NAME: _____

RFP NAME: Emergency Assistance Service Provider

List the full names of all **employees** whom you intend to assign to this program/ project. Describe their specific role/responsibility and availability. Add additional pages with résumés as necessary.

Employee Name & Title	Project Role	Availability	Education / Experience
John Smith, Counselor	Program eligibility client services & counseling	Full time staff assigned 50% to this program	MSW
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
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Scope of Work

Purpose

The Emergency Assistance Services Assistance Provider shall support HNS in responding to staff-identified emergency housing cases involving displacement, risk of displacement, unsafe housing conditions, or urgent resident stabilization needs. The provider shall deliver technical coordination of services and resident-facing support to stabilize households, reduce harm caused by displacement or housing crisis, connect residents to appropriate resources, and support timely housing outcomes.

Eligible Referral Sources

Services may be activated for emergency cases identified or approved by HNS staff. Referral sources may include, but are not limited to:

- Code Enforcement;
- Charlotte-Mecklenburg Police Department (CMPD) or other public safety partners;
- Neighborhood Stability programming;
- Housing Services staff;
- Other City departments or City-designated partners;
- Community partners acting through a City-approved process; and
- Other urgent resident situations identified or approved by HNS staff.

The provider shall not self-initiate services or commit to City funds without authorization from the City.

Eligible Households and Cases

Eligible households and cases will be determined by the City or through a City-approved referral process. Local funds may allow the City to address emergency situations flexibly, but services must be tied to an eligible, staff-identified emergency housing need.

Households displaced or at risk of displacement due to unsafe housing conditions, code violations, fire, condemnation, emergency repair needs, public safety concerns, or other urgent conditions;

- Households referred to for assistance through CMPD, Neighborhood Stability, Housing Services, Code Enforcement, or other approved City channels;

Individual household emergencies requiring rapid stabilization;

- Multi-household displacement events requiring coordinated response; and
- Other resident situations approved by HNS leadership or the designated contract manager.

Eligible Activities

Eligible activities may include the following services, subject to City authorization, budget availability, and final contract terms:

- Diversion Activities (these funds will be provided past through to the agency selected as noted in contract):
 - Referral Intake and Activation
 - Resident outreach and engagement;
 - Intake, assessment, and triage;
 - Transportation, move-related support, or other direct resident support if authorized by the City staff;
 - Temporary Lodging Coordination;
 - Resource coordination and referrals;
 - Return-to-Unit or Alternative Housing Transition
 - Communications and Coordination
 - Planning for Larger Displacement Events
- Emergency Response Activities:
 - Housing navigation and relocation planning;
 - Light case management and stabilization support;

Additional overhead costs will be eligible for reimbursement including but not limited to data collection, invoices submission, and payments to third-party vendors (storage, hotel, etc.). (Note: These costs are paid at a set rate as stated in executed in contract.)

Eligible Activities Core Service Requirements

- **Referral Intake and Activation**

Accept referrals from the City through the designated process; confirm receipt; identify immediate needs; assign a point of contact; and begin approved services within the response timeframe proposed by the agency and accepted by the City.

- **Resident Outreach and Engagement**

Contact referred households; explain available services and next steps; provide City-approved notices or resource information; identify vulnerable residents; and maintain a feedback loop between residents and the response team.

- **Intake, Assessment, and Triage**

Conduct a resident intake and assessment that captures household composition, contact information, address, emergency lodging needs, accessibility needs, language access needs, income or affordability information when needed, immediate stabilization needs, lease or tenancy information, and barriers to return or relocation.

- **Temporary Lodging Coordination**

When authorized by the City, coordinate hotel or other temporary lodging appropriate to household size and needs; confirm check-in/check-out information; monitor placements; obtain approval before extensions; and document costs, dates, and outcomes.

- **Resource Coordination and Direct Resident Support**

Coordinate services and, where authorized, administer direct resident support such as transportation, application fees, deposits, moving-related assistance, utility connections, or other emergency stabilization costs, if authorized by City staff. The provider must avoid duplication of assistance from other available sources.

- **Planning for Larger Displacement Events**

For multi-household or complex displacement events, contribute to an implementation plan that includes event summary, eligible households, entry points, assessment process, available resources, target dates, communication protocols, roles and responsibilities, and escalation procedures.

- **Communications and Coordination**

Coordinate with HNS, Code Enforcement, CMPD, Neighborhood Stability, Mecklenburg County, legal service providers, property management, community partners, hotel vendors, transportation providers, and other designated partners as directed by the City. Refer media inquiries and public information requests to the City unless expressly authorized otherwise.

- **Return-to-Unit or Alternative Housing Transition**

When a household is temporarily displaced, assist with hotel check-out, transportation needs, communication of move-back timing, return-to-unit documentation, or transition to alternative housing. The provider shall not independently determine whether a unit is safe for occupancy.

- **Housing Navigation and Relocation Planning**

For households requiring alternative housing, assess housing needs and barriers; develop individualized relocation or housing plans; identify rental options; assist with applications and documentation; communicate with landlords or property managers as appropriate; and track housing search progress and outcomes.

- **Light Case Management and Stabilization Support**

Provide short-term follow-up and stabilization support, including referrals to community resources, assistance obtaining documents, coordination with partners, escalation of urgent needs, and documentation of contacts and services.

Documentation and Client File Requirements

The provider shall maintain a complete file for each household served. Files must be sufficient for City review, reporting, monitoring, reimbursement, and audit purposes. Files may include:

- Referral documentation;
- Intake and assessment forms;
- Household demographic information;
- Lease or proof of tenancy, when applicable;
- Case notes and service contacts;
- Hotel statements, invoices, and proof of payment, if applicable;
- Documentation of direct resident support, if applicable;
- Housing navigation activity and referrals;
- Assistance provided and costs incurred;
- Return-to-unit or alternative housing outcome;
- Required consent or release forms;
- Language access or accommodation documentation, if applicable; and
- Any additional documentation required by the City.

Reporting Requirements

The provider shall track services consistently for each case and across displacement events. The City may require weekly status reports during active events, monthly household and expenditure reports, quarterly reports if applicable, and a final project closure report.

At minimum, reports should be able to include:

- Number of referrals received;
- Number of households contacted and served;
- Household address or case identifier;
- Household size;
- Referral source;
- Type of assistance provided;
- Hotel placement dates and cost, if applicable;

- Direct resident support provided, if applicable;
- Housing navigation status;
- Referrals made;
- Barriers or unmet needs;
- Return-to-unit outcomes;
- Alternative housing or permanent relocation outcomes;
- Total funds expended; and
- Cases closed or pending.

Invoicing and Payment Documentation

Invoices must be submitted in accordance with City requirements and the final contract. Invoices shall include sufficient backup documentation to support payment. Incomplete or unsupported invoices may be returned for correction prior to payment.

At minimum, invoicing and payment documentation should be able to include:

- Invoice number and contract or purchase order number, if applicable;
- Program or project name;
- Household or case identifier;
- Summary of reimbursement request;
- Description of services provided;
- Dates of service;
- Vendor invoices, receipts, or proof of payment, if applicable;
- Staff time or activity details, if billed hourly;
- Direct resident support documentation, if applicable; and
- Any other documentation required by the City.

Program Requirements

Because this program is anticipated to utilize various funding sources, eligible activities and documentation requirements will be established by the City and the final contract. The provider shall:

- Use funds only for City-approved emergency housing response and stabilization purposes;
- Obtain City authorization before incurring costs or committing funds;
- Avoid duplication of benefits or duplicated services that could reasonably be provided by another funded source;
- Maintain accurate financial records and source documentation;
- Comply with all applicable City policies and contract terms;
- Comply with nondiscrimination, language access, accessibility, confidentiality, and public records requirements;
- Cooperate with City monitoring, audits, file reviews, and corrective action requests; and
- Ensure subcontractors, if any, comply with applicable contract requirements.

Performance Measures

The City may evaluate provider's performance based on:

- Timeliness of response to referrals;
- Quality and timeliness of resident outreach;
- Appropriateness of temporary lodging coordination;
- Completeness and accuracy of intakes, assessments, and client files;
- Effectiveness of case management, resource coordination, and housing navigation;
- Responsiveness to HNS and response partners;
- Quality and timeliness of reports and invoices;
- Cost control and stewardship of local funds;
- Successful return-to-unit or alternative housing outcomes;
- Compliance with confidentiality, language access, accessibility, and nondiscrimination requirements; and
- Ability to identify and escalate risks, barriers, and unmet needs.

Form 6 – Budget Worksheet

Activity	Number of Households to be Served	Total Amount Requested
Diversion Activities	200	\$500,000
Emergency Response- Housing navigation and Relocation Planning	200	Click or tap here to enter text.
Emergency Response- Case Management and Stabilization Support	200	Click or tap here to enter text.

Form 6 – Certifications

Please acknowledge each statement and sign.

- ☐ Agency is a 501(c)(3) or unit of government.
- ☐ Agency has no overdue tax debts.
- ☐ I understand that contracts are for one (1) year and that if funds are awarded to my agency, we will be responsible for spending 100% of the funds within that contract period.
- ☐ I understand that I will be required to provide all policies and procedures required by state, local and federal requirements.
- ☐ I certify that my agency will complete the grant per the proposal provided and in accordance with the terms and conditions outlined in the RFP documents.
- ☐ To the best of my knowledge and belief, all information in this application is true and correct.

_____ Click or tap here to enter text. _____
Signature of Authorized Representative (or Designee)

_____ Click or tap here to enter text. _____
(Print Name)

_____ Click or tap here to enter text. _____
(Title)

_____ Click or tap here to enter text. _____
(Date)