

CITY OF COSTA MESA

Rental Assistance Program Administration Proposal



MERCY HOUSE

Proposal Contact:

Allison Davenport
Chief Strategy and Compliance Officer
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MERCY HOUSE

September 21, 2020

The City of Costa Mesa
77 Fair Dr.,
Costa Mesa, CA 92626

SUBJECT: RFP No. 21-02

Dear Partners at the City of Costa Mesa,

On behalf of Mercy House Living Centers, I am pleased to submit the following response to RFP No.21-02 for Rental Assistance Program Administrator.

Mercy House has operated a Rental Assistance/Homeless Prevention Program continuously since 1999 and in that span of time have prevented more than 5,700 people from entering the trauma of homelessness. We operated a successful rental assistance/homeless prevention program for the City of Costa Mesa between 2008-2020 utilizing federal HPRP funds and CDBG funding.

In addition to our direct experience administering a rental assistance program for the City of Costa Mesa, we also have histories of service with the Cities of Anaheim, Santa Ana, Garden Grove, Huntington Beach, Ontario and throughout Orange County as a more than 25 year Emergency Food and Shelter program grant recipient. We have been helping a number of these cities provide COVID-19 emergency response programs with CDBG and ESG funding.

This experience makes us well-poised to quickly deploy the COVID-19 Costa Mesa Rental Assistance Program, as we already have trained staff, processes and procedures, marketing channels and a dedicated hotline available.

Should we be fortunate enough to be selected as program administrator, Mercy House intends that the rental assistance program contracted through this submission shall operate under our current Homeless Prevention Program. Services will be provided to households at imminent risk of eviction who would otherwise become homeless. Rental assistance will be provided to such households in accordance with specifications provided within this application.

We have a long history of providing quality services for the City of Costa Mesa and believe we bring a number of keys to success to the program including but not limited to:

- 21 years experience, proven track record of providing rental assistance programs
- Experience for CDBG federal compliance standards
- Current operations that can easily scale to support the City of Costa Mesa
- Dedicated HPP hotline for those in need, will work with 2-1-1 and others to receive referrals
- Trained program managers with extensive knowledge of best practices
- Provide Gap Analysis assessment to serve as many as possible with limited resources

If awarded, Mercy House shall execute contracted activities from our administrative offices located at 203 N. Golden Circle, Santa Ana, CA 92701. These offices, located within five miles of Costa Mesa city limits, will be the location from which shall be officially managed. The general telephone number for these offices is (714) 836-7188. Parties relevant to this submission may be reached at their extension specified within this submission. We thank you again for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to be 'LH' or 'Larry Haynes', written in a cursive style.

Larry Haynes
Chief Executive Officer



**VENDOR APPLICATION FORM
FOR
RFP No. 21-02 for Rental Assistance Program Administrator**

TYPE OF APPLICANT: ☐ NEW ☒ CURRENT VENDOR

Legal Contractual Name of Corporation: Mercy House Living Centers

Contact Person for Agreement: Allison Davenport

Corporate Mailing Address: P.O. Box 1905

City, State and Zip Code: Santa Ana, CA 92701

E-Mail Address: allisond@mercyhouse.net

Phone: (714) 836-7188 x114 Fax: (714) 836-7901

Contact Person for Proposals: Allison Davenport

Title: Chief Strategy and Compliance Officer E-Mail Address: allisond@mercyhouse.net

Business Telephone: (714) 836-7188 x114 Business Fax: (714) 836-7901

Is your business: (check one)

☒ NON PROFIT CORPORATION ☐ FOR PROFIT CORPORATION

Is your business: (check one)

☒ CORPORATION ☐ LIMITED LIABILITY PARTNERSHIP

☐ INDIVIDUAL ☐ SOLE PROPRIETORSHIP

☐ PARTNERSHIP ☐ UNINCORPORATED ASSOCIATION

Names & Titles of Corporate Board Members

(Also list Names & Titles of persons with written authorization/resolution to sign contracts)

Names	Title	Phone
Larry Haynes	President	(714) 836-7188 x101
Patti Long	CFO	(714) 836-7188 x104
Jacob Mize	Secretary	(714) 836-7188 x142
Please reference Attachment A for a full list of Board Members		

Federal Tax Identification Number: 33-0315864

City of Costa Mesa Business License Number: N/A

(If none, you must obtain a Costa Mesa Business License upon award of contract.)

City of Costa Mesa Business License Expiration Date: N/A

Background and Project Summary

The Background and Project Summary Section should describe your understanding of the City, work to be done, and the objectives to be accomplished. Refer to Scope of Work, Appendix A of this RFP

Mercy House is seeking \$180,321.38 in funding to administer the *Community Development Block Grant COVID-19 Costa Mesa Rental Assistance Program* ("COVID-19 Costa Mesa Rental Assistance Program") to enable us to respond to the needs of low-income Costa Mesa residents who may find themselves in a housing crisis due to the economic effects of the COVID-19 crisis. Many low-income working class Costa Mesa residents living below the poverty line and already at-risk of homelessness are facing a loss of income due to the protective measures we are taking in our community to minimize the threat of outbreak. Once the eviction moratoriums in the City of Costa Mesa and in the State of California are lifted, the need is anticipated to come flooding in. During this public health crisis it is more critical than ever that those who have a home are able to keep their housing. The City of Costa Mesa nor the Orange County homeless system on the whole simply cannot support a large influx of people losing their housing; keeping residents housed should be a top priority for all cities. Establishing the *COVID-19 Costa Mesa Rental Assistance Program* will enable us to effectively reduce new entries into the homeless system for those financially impacted by the public health crisis.

Mercy House has operated a Rental Assistance/Homeless Prevention Program continuously since 1999 and in that span of time have prevented more than 5,700 people from entering the trauma of homelessness. We operated a successful rental assistance/homeless prevention program for the City of Costa Mesa between 2008-2020 utilizing federal HPRP funds and CDBG funding. We discontinued our operation of the program not out of desire but to enable limited CDBG funds to support our operations of the Costa Mesa Bridge Shelter instead. Due to our long history of providing rental assistance services in the City, we are administratively versed with screening eligible applicants based on residency requirements and have a word-of-mouth presence in the City for residents in need.

In addition to our direct experience administering a rental assistance program for the City of Costa Mesa, we also have histories of service with the Cities of Anaheim, Santa Ana, Garden Grove, Huntington Beach, Ontario and throughout Orange County as a more than 25 year Emergency Food and Shelter program grant recipient. This experience makes us well-poised to quickly deploy the *COVID-19 Costa Mesa Rental Assistance Program*, as we already have trained staff, processes and procedures, marketing channels and a dedicated hotline available.

The *COVID-19 Costa Mesa Rental Assistance Program* will provide financial assistance to low-to-moderate income (80%AMI) residents of Costa Mesa who are experiencing a housing crisis due temporary financial hardship brought on by the COVID-19 pandemic. Funding will be prioritized for those who have lost their primary/only income. All requests will be examined on a first-come, first-serve basis as funding allows. We anticipate serving 20 households or more depending on household need, equating to approximately 60 Costa Mesa residents, with

this funding.

Mercy House will work with the City of Costa Mesa, community resource centers within the City, 2-1-1 Orange County and other agency partners to market the program to Costa Mesa residents.

Method of Approach

Provide a detailed description of the approach and methodology that will be used to fulfill each requirement listed in the Scope of Work of this RFP. The section should include:

1. An implementation plan that describes in detail (i) the methods, including controls by which your firm manages projects of the type sought by this RFP; (ii) methodology for soliciting and documenting views of internal and external stakeholders; (iii) and any other project management or implementation strategies or techniques that the respondent intends to employ in carrying out the work.

The proposed *COVID-19 Costa Mesa Rental Assistance Program* will be incorporated into our existing Homeless Prevention Program which is estimated to serve more than 100 households this next year. The program will be managed by our Homeless Prevention and Rapid Rehousing Program Manager, Nancy Gonzalez who will be charged with overseeing the Housing Stability Specialist staff member. Nancy has been with Mercy House for nearly 6 years and has direct experience as a manager and case worker. She has been promoted to manager of various housing programs with us ever since due to her outstanding leadership and program success. Amanda Sanchez, will serve as the Housing Solutions Administrative Manager tracking checks written, spending towards the budget and ensuring that the program adheres to budget, compliance and scope of service requirements. She has served in a similar capacity for the agency in our Homeless Prevention and Rapid Rehousing programs for over 6 years. A dedicated Housing Stability Specialist will be charged with implementing the program. This position will process incoming applicants, determine eligibility and client need, and coordinate the delivery of rental assistance to Homeless Prevention Households.

Marketing Plan

The program will be marketed through 2-1-1, other service providers, family resource centers, the City of Costa Mesa and to low-income apartment communities within the City of Costa Mesa. Clients may also self-refer themselves and we will have a dedicated hotline specifically for rental assistance inquires.

Applicants

A dedicated hotline will be made available to those in need. The Housing Stability Specialist will follow-up with clients in the order in which calls are received in order to ensure fairness for the limited resource. Staff will conduct an initial eligibility screening with the household to determine if they meet the eligibility criteria. If the applicant does not meet eligibility, they will be

notified and connected to 2-1-1 for additional resource support. If eligibility is met, the client will be asked to complete an HMIS intake and provide supporting documentation including income, need and housing related documents. A Gap Analysis will be conducted to determine if there is any portion of rent the applicant can pay on their own and how many months of assistance may be needed up to a maximum of \$6,000 per household, or up to three months of past due, partial or full rent, whichever is lesser. The Housing Stability Specialist will also make a connection with landlord to establish a contract and ability to accept third party payment. Mercy House will issue payments to the landlords directly.

Management of Funds

The Housing Stability Specialist will track all applicants on a Program Roster Report, noting their eligibility determination, when determination was issued to the applicants and documents that have been successfully received. The Administrative Manager will write all checks for the program and manage spending on the grant.

This program management and tracking will enable Mercy House to report out at any time 1) how many applications were received, 2) how many were approved or denied, 3) how much funding has been dispersed to landlords, 4) how much is left for direct assistance, and the average amount of assistance provided to household. We will also track the number of total households and individuals served by the program as well as CDBG required demographic information in the HMIS system.

2. Detailed description of efforts your firm will undertake to achieve client satisfaction and to satisfy the requirements of the "Scope of Work" section.

Mercy House recognizes that low-income households in need of rental assistance are often times those who are experiencing a housing crisis for the first time or are new to navigating housing services. They are most often desperate and fearful by the time they connect to us. Knowing this, we take customer support and customer satisfaction very seriously when implementing our rental assistance/homeless prevention programs and consider the end user experience.

With this in mind, we aim to provide a rental assistance program for the City of Costa Mesa that ensures the following:

- 1) The program will be marketed to a wide-range of avenues so that those most in need are able to access the services available to them.
- 2) The program will have a dedicated hotline where those in need may directly access the Housing Stability Specialist operating the program. This hotline will include important information for those who may need to leave a message.
- 3) We have bilingual capabilities within our staff for those in need of assistance.
- 4) We return calls to clients within 48-72 hour timeline.

- 5) We provide clear information in terms of eligibility requirements and any documentation that we may need from each household to avoid confusion or frustration.
- 6) We provide assistance on a first come, first serve basis in the order received to provide fair and equitable treatment of the limited households we can serve.
- 7) We communicate effectively with landlords on behalf the households we serve and make timely rental payments once approved for assistance.
- 8) We employ social work best practices in our communication with households in need understanding the emotional and psychological impact of their current financial/housing crisis.
- 9) We have policies and procedures that enable households to file informal and formal grievances with our agency if they feel their needs have not been met by the program or our services.

3. Detailed project schedule, identifying all tasks and deliverables to be performed, durations for each task, and overall time of completion.

Due to the fact that Mercy House has an existing Homeless Prevention programs makes us well prepared to quickly begin program operations. Upon contract execution, we will use first 30 days to recruit, train and hire Housing Stability Specialist for the program. Mercy House intends to implement project activities, the services thereof to be offered until the end of the grant term on June 30, 2021 or until funds for this project have been depleted. Rental assistance provided through the project will continue for a duration of up to three months or less, depending on the individual household's capacity to stabilize in a shorter amount of time. Reports for this project shall be made to the City of Costa Mesa in compliance with performance reporting standards and shall be submitted on or before October 15, January 15, April 15, and July 15 to provide performance measures which reflect the preceding quarter.

4. Detailed description of specific tasks you will require from City staff. Explain what the respective roles of City staff and your staff would be to complete the tasks specified in the Scope of Work.

Mercy House anticipates that it will rely on city staff in order to:

- Send referrals to the program from inquiries received by the City
- Help market the program through whatever channels the City may have available
- Specify information to be included in quarterly reports
- Receive reports and invoices for this project

Mercy House does not anticipate that it will require city staff to perform duties in relation to the scope of work other than those outlined above.

5. Proposers are encouraged to provide additional innovative and/or creative approaches for providing the service that will maximize efficient, safe, and cost-effective operations or increased performance capabilities.

Our marketing plan for the program is creative in that it attempts to utilize a number of existing platforms that are well known in the community including but not limited to 2-1-1 Orange County to ensure the maximum reach to those in need.

Other creative approaches include using a dedicated hotline to receive referrals to the program ensuring that those in need do not have to navigate a difficult web of extensions through our agency. Like with our other Homeless Prevention programs we operate, we will use also a Gap Analysis Tool to see if there is any amount of rent that the client is able to pay on their own in order to attempt to stretch the CDBG funding and serve as many households as possible with the limited funds.

Lastly, we will use the Homeless Management System (HMIS) to track all clients served by the program. Standard and adhoc reporting capabilities from the system will enable us to meet CDBG requirements and produce timely reports to the City. The HMIS system will also enable us to look at longer term results of the program including whether or not program participants became homeless after our assistance ended or were able to maintain their housing.

6. Firms, individuals and entities wishing to be considered shall include in their submissions the steps they will, if selected, implement and adhere to for the recruitment, hiring and retention of former employees of the City who have been displaced due to layoff or outsourcing of functions and services formerly provided by the City.

A .50FTE Housing Stability Specialist will be hired for the program. We will share the job description with the Human Resources or other identified department of the City of Costa Mesa to make the position known to former employees of the City. We will also post the job through traditional outlets including but not limited to Indeed.

Qualifications & Experience of the Firm

Describe the qualifications and experience of the organization or entity performing services/projects within the past eight years that are similar in size and scope to demonstrate competence to perform these services. Information shall include:

1. If the owner is a corporation please provide: Name of corporation, corporate office street address, city, state, and zip code, state where incorporated, date of incorporation, first and last name of officers, local office address, city, state & zip, and the date local office opened its doors for business.

Mercy House Living Centers is a 501(c)3 non-profit entity operating out of administrative offices located at 203 N Golden Circle, Santa Ana, CA 92701. Mercy House Living Centers was incorporated under the name Mercy House Transitional Living Centers on July 1, 1988 in the state of California. Our local office is the same as our administrative headquarters and first opened in September 2019. Officers of Mercy House include: Larry Haynes (CEO), Patti Long

(COO), Timothy Huynh (Chief Program Officer), Linda Wilson (Chief Housing Officer), Allison Davenport (Chief Strategy and Compliance Officer), and Mary Ellen Gross (Controller).

2. If the owner is a partnership or joint venture, please provide: Name of partnership or joint venture, principal office street address, city, state, and zip code, state of organization, date of organization, first and last name of general partner(s), local office address, city, state, and zip code, and date local office opened its doors for.

This question is not applicable to Mercy House.

3. List all businesses owned or controlled by yourself (applicant) or business manager doing similar business in California under another name. List business name and address and specify who owns or controls the business (e.g., self, business manager, etc.).

Mercy House CHDO, Inc. is the housing development arm of Mercy House Living Centers. It's employees Executive Director, Larry Haynes and Housing Director, Linda Wilson are also employees of Mercy House Living Centers. Mercy House CHDO, Inc. is a separate 501(c)(3) organization with a Board of Directors separate from the Board of Directors of Mercy House Living Centers.

4. List all businesses for which you or your business manager is or was an officer, director, or partner doing similar business in California under another name. List business name and address, title, date(s) in position; specify who was in position (e.g., self, business manager, etc.).

Mercy House CHDO, Inc. is the housing development arm of Mercy House Living Centers. It's employees Executive Director, Larry Haynes and Housing Director, Linda Wilson are also employees of Mercy House Living Centers. Mercy House CHDO, Inc. is a separate 501(c)(3) organization with a Board of Directors separate from the Board of Directors of Mercy House Living Centers.

5. How many years have you been in business under your present business name?

Since our official change of name in 2009, Mercy House Living Centers has provided services under its current name for 11 years. Prior to that Mercy House Transitional Living Centers was providing services starting 1990.

6. Provide a list of current and previous contracts similar to the requirements for Costa Mesa, including all public agencies served (if any). For each, provide a brief description of the scope of work performed, the length of time you have been providing services, and the name, title, and telephone number of the person who may be contacted regarding your organization's service record. Provide a sample of each background investigation for each contract.

Mercy House has been providing Homeless Prevention services for 21 years and in that time has held numerous contracts to provide such services. As a small sample of work we have done in this regard, please see the five contracts and their details listed below:

1. City of Ontario

Timeline: 2007-current

Contact, Title, and Phone: Katryna Gonzalez, Housing Director, (909)-395-2322

Scope of Work: Mercy House has provided a variety of homeless service programs for the City of Ontario continuously since 2007. These programs include Street Outreach, an Access Center, Homeless Prevention, Interim Housing, Tenant-Based Rental Assistance Program, Permanent Housing with Supportive Services, and Housing Management services.

2. City of Costa Mesa

Timeline: 2008-2019

Contact, Title, and Phone: Mike Linares, CDBG/HOME Coordinator, (714) 754-5678

Scope of Work: Mercy House operated a Homeless Prevention and Rapid Rehousing Program for the City of Costa Mesa continuously since 2008.

3. City of Santa Ana

Timeline: 2008-current

Contact, Title, and Phone: Terri Eggers, Homeless Services Manager (714) 647-5378

Scope of Work: Mercy House has provided a Homeless Prevention Program for the City since 2008. Additionally, we provide Rapid Rehousing and Emergency Shelter in partnership with the City.

4. City of Anaheim

Timeline: 2008-current

Contact, Title, and Phone: Albert Ramirez, Project Manager (714) 765-4300 X 4826

Scope of Work: Mercy House has provided a Homeless Prevention Program for the City since 2008. We recently expanded to include a COVID-response Homeless Prevention Program. Additionally, we provide a HOME funded Tenant Based Rental Assistance Program for the City.

5. City of Garden Grove

Timeline: 2016-current

Contact, Title, and Phone: Nate Robbins, Senior Program Specialist (714)741-5206

Scope of Work: Mercy House has provided a Homeless Prevention Program for the City since 2016. e recently expanded to include a COVID-response Homeless Prevention Program. Additionally, we provide a HOME funded Tenant Based Rental Assistance Program for the City.

7. Submit a description of the organization's qualifications, experience and abilities that make it uniquely capable to provide the services specified in the Scope of Work.

We have continuously operated a Homeless Prevention program since 1999 and in that time have served more than 2,100 households including 5,625 individuals. In FY2019-2020, Mercy House prevented 87 households including 246 individuals from entering homelessness. This is a 6% increase from the year prior. As a testament to our Housing Prevention Program success effectiveness, during the 5 year period of July 1, 2014 – June 30, 2019, we served 401 individuals through our Orange County-based Homeless Prevention Programs. Of those served, only 29 individuals fell into homelessness during that period of time and 92.7% remain stably housed to date

The main sources of funding for this program are CDBG, ESG, EFSP, TBRA, private grants and general funds. We work closely with funding cities, 2-1-1, other EFSP-funded agencies as well as low-income apartment complexes throughout Orange County to receive referrals to the program. Participants in the program receive short-term rental assistance and housing stabilization case management. We utilize a progressive engagement approach to these services to best utilize limited resources. A gap analysis tool is used to compare the household's income versus expenses. This helps us determine the length of assistance that may be needed as well as any portion of rent that the client may contribute to. Traditionally, clients are recertified for additional assistance every 3 months based on continued need.

We have extensive experience in administering and utilizing federal housing and homeless service funds including ESG, CoC, CDBG, HPRP, NSP, EFSP, HOME, HOPWA grants and various state and local funds. This includes managing more than \$45M in public funds in the last three years alone. To ensure that we maintain adequate controls in our accounting systems and compliance to all applicable federal regulations, we complete an annual financial audit by an outside firm. We have a demonstrated ability and history of satisfactory capacity and timely drawdowns and single A- 133 audits. Our finance and compliance teams regularly attend trainings, seminars, and workshops to stay up to date on regulations for managing the public funds that support our various programs. In addition to our regular annual audit, Mercy House also undergoes several monitoring visits by local jurisdictions that fund our programs and/or by HUD representatives. We have never had any major findings against our agency or programs. When concerns arise, we make modifications to our internal controls to make necessary corrections in a timeline manner and within the timeframe requested by the monitor. We are in good standing with all our federal and private funders. The staff who will be overseeing all of the CDBG funded programs have more than 100 years of combined experience working with homeless and at-risk populations and serve in a number of leadership roles throughout Orange County.

8. The City of Costa Mesa is interested in knowing how Proposers support the communities that they serve. Please provide information on your organization's participation in local community, charitable and civic organizations and events, including membership in the Costa Mesa Chamber of Commerce, charitable contributions made by your organization, etc.

Mercy House has a strong history of working in and with the City of Costa Mesa. Through these efforts we have been recognized by City staff and officials for our service to the homeless in the community.

Our presence and history with the City of Costa Mesa includes:

- Our Executive Director is a long-time resident of Costa Mesa and has extensive knowledge of the needs of not only the homeless in the City but also that of home owners, businesses and other city stakeholders;
- We have been a subrecipient of Costa Mesa CDBG Public Service grants for more than 15 years to operate transitional shelter, homeless prevention and rapid rehousing programs with a history of meeting spending and reporting deadlines and scope of services;
- In 2009, Mercy House was chosen as one of the only two agencies to partner with the City of Costa Mesa to operate a homeless prevention and rapid rehousing program exclusively to Costa Mesa residents;
- We have secured more than \$500,000 in California State Emergency Shelter funding, which the City would not otherwise be entitled to, to exclusively provide Costa Mesa homeless residents with Rapid Rehousing services;
- We have worked as a consultant to help the City create the Costa Mesa Homeless Task Force spawning the current Network for Homeless Solutions;
- We partnered with Vanguard University to conduct a homeless enumeration study for the City;
- We worked with City staff to create a transportation program to bus homeless residents to the Santa Ana Armory Shelter facility;
- We provided housing relocation assistance to guests of the Costa Mesa Motor Inn after its shut down;
- We have provided City staff and Council support in planning efforts and community town hall discussions around permanent supportive housing opportunities within the city;
- We are active members of the Network for Homeless Solutions and have a working relationship with the Lighthouse Church.
- We contracted for over 6 years with the City to provide homeless street outreach in conjunction with the City's community outreach workers and together have created a seamless outreach service delivery model.

- In 2019, through a competitive process we became operators of the Costa Mesa Bridge Shelter.

This long-standing, cooperative, working relationship between Mercy House and the City of Costa Mesa, is unmatched by any other competitive rental assistance administrator and will be the catalyst for successful program operations.

Financial Capacity

The City is concerned about bidders' financial capability to perform, therefore, may ask you to provide sufficient data to allow an evaluation of firm's financial capabilities.

Mercy House welcomes any and all inquiries regarding its financial health and capacity.

Key Personnel

It is essential that the Proposer provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Proposer must agree to assign specific individuals to the key positions.

- **Identify the members of the staff who would be assigned to act for Proposer's firm in key management and filed positions providing the services described in the Proposal, and the functions to be performed by each.**
- **Include resumes or curriculum vitae of each such staff member, including name, position, telephone number, email address, education, and years and type of experience. Describe for each such person, the relevant transactions on which they have worked.**

Timothy Huynh, Chief Program Officer – Timothy graduated with a Master's degree in Mathematics, which makes him well-versed in analytics and systems-level thinking. Prior to his current role with Mercy House which began in January 2020, Timothy was a former employee with Mercy House's Development Team for 4 years rising to the ranks of Director of Grant Compliance and Data and overseeing the agency's public grants and compliance program. As Chief Program Officer, Timothy oversees a significant portfolio of program and development activities as well as serves as a critical member of the executive management team. He directly supervises six directors working to build their skills and confidence so that they can mentor, encourage, and motivate other staff. The portfolio includes: 1) Strategic Leadership and Special Initiatives; 2) Program Oversight including Emergency Shelter and Services, Housing Strategies, Permanent Supportive and Rapid Rehousing Programs; and 3) Development Activities. He may be reached at timothyh@mercyhouse.net or by phone at 714-836-7188 x 132

Allison Davenport, Chief Strategy and Compliance Officer – Allison has been with Mercy House for over 10 years. She holds a Bachelor of Arts in Anthropology from Cal

State Fullerton. Allison is responsible for ensuring effective and compliant service delivery of existing and expansion projects. She manages the agency's public and private grants including procurement, compliance, contracts and reporting. She also manages and oversees the agency data and program evaluation. She may be reached at allisond@mercyhouse.net or by phone at 714-836-7188 x 114

John Paul Bryan, Grants and Data Manager – Serving as Mercy House's Grants and Data Manager, John Paul has been with our agency for two years, serving first as a full-time Grant Writer before assuming his current role. He holds a Bachelor of Arts in History from Columbia University and multiple years of data and personnel management experience across the fields of education, housing, and homeless services. This experience includes familiarity with Learning Management Systems employed by the New York City Department of Education and Homeless Management Information Systems across five counties in California. He may be reached at johnpaulb@mercyhouse.net or by phone at 714-836-7188 x179

Amanda Sanchez, Housing Solutions Administrator –Amanda has seven years of experience working with homeless and at-risk populations at Mercy House and holds a Bachelor of Arts. As the Director of Housing Strategies, Amanda's primary responsibilities include program management, program development, and community relations. She is responsible for leading the team to meet our program goals, increase their professional development, and assure quality control of our services. She may be reached at amandas@mercyhouse.net or by phone at 714-836-7188 x 120.

Nancy Gonzalez, Housing Solutions Manager – Nancy has several years of experience working with homeless and at-risk populations at Mercy House and holds a Bachelor of Arts degree from Cal State Fullerton. As the Program Manager, she is responsible for supervising the Housing Stabilization Case Managers, ensuring quality and compliant service delivery, overseeing quality control of case files, and providing support and guidance to case managers when necessary. She may be reached at nancyg@mercyhouse.net or by phone at 714-836-7188 x 118.

TBD, Housing Stability Specialist –This position will process incoming applicants, determine eligibility and client need, and coordinate the delivery of rental assistance to Homeless Prevention Households. Services provided by this position will include: marketing the program to identified channels, conducting an initial needs assessment and determining household rent burden; collaborating with landlords to develop payment schedules and determine arrears, if appropriate; coordinating with the City to process incoming referrals; connecting program invoices to appropriate accounting staff; and communicating with appropriate data personnel for household enrollment into the HMIS system. This individual will report directly to the Housing Solutions Manager, Nancy Gonzalez, who may be reached at nancyg@mercyhouse.net or by phone at 714-836-7188 x118.

Cost Proposal

Provide a fee schedule/pricing information for the project as referenced in the attached in Appendix C. Proposals shall be valid for a minimum of 180 days following submission.

Please see the cost proposal included as a separate file.

Disclosure

Please disclose any and all past or current business and personal relationships with any current Costa Mesa elected official, appointed official, City employee, or family member of any current Costa Mesa elected official, appointed official, or City employee. Any past or current business relationship may not disqualify the firm from consideration.

Mercy House is not aware of any past or ongoing business relationships between itself and affiliates of the City, their family members, or their businesses.

COMPANY PROFILE & REFERENCES

Company Legal Name: Mercy House Living Centers

Company Legal Status (corporation, partnership, sole proprietor etc.): **Corporation**

Active licenses issued by the California State Contractor's License Board: **Business, Non-profit**

Business Address: **807 N. Garfield Street Santa Ana, CA 92702**

Website Address: **www.mercyhouse.net**

Telephone Number: **(714) 836-7188**

Facsimile Number: **(714) 836-7901**

Email Address: **allisond@mercymhouse.net**

Length of time the firm has been in business: **31 years**

Length of time at current location: **13 years at business address listed, 31 years in Santa Ana**

Is your firm a sole proprietorship doing business under a different name: ___Yes **X**No

If yes, please indicate sole proprietor's name and the name you are doing business under:

Federal Taxpayer ID Number: **33-0315864**

Regular Business Hours: **9AM-5PM, Monday through Friday**

Regular holidays and hours when business is closed: **All other times, including legal holidays**

Contact person in reference to this solicitation: Allison Davenport

Telephone Number: **(714) 836-7188 x114**

Facsimile Number: **(714) 836-7901**

Email Address: **allisond@mercymhouse.net**

Contact person for accounts payable: Mary Ellen Gross

Telephone Number: **(714) 836-7188 x125**

Facsimile Number: **(714) 836-7901**

Email Address: **maryelleng@mercymhouse.net**

Name of Project Manager: Nancy Gonzalez

Telephone Number: **(714) 836-7188 x118**

Facsimile Number: **(714) 836-7901**

Email Address: **nancyg@mercymhouse.net**

COMPANY PROFILE & REFERENCES (Continued)

Submit the company names, addresses, telephone numbers, email, contact names, and brief contract descriptions of at least three clients, preferably other municipalities for whom comparable projects have been completed or submit letters from your references which include the requested information.

Company Name: City of Ontario, Housing and Neighborhood Preservation Agency

Contact Name: **Katryna Gonzalez, Housing Director**

Contract Amount: **\$1,500,000 annually**

Email: **kgonzalez@ontarioca.gov**

Address: **208 West Emporia Street, Ontario CA 91762**

Brief Contract Description: **Mercy House has provided a variety of homeless service programs for the City of Ontario continuously since 2007. These programs include Street Outreach, an Access Center, Homeless Prevention, Interim Housing, Tenant-Based Rental Assistance Program Permanent Housing with Supportive Services, and Housing Management services.**

Company Name: City of Costa Mesa, Housing and Community Development

Telephone Number: **(714) 754-5678**

Contact Name: **Mike Linares, CDBG/HOME Coordinator**

Contract Amount: **\$135,000 over time**

Email: **MIKE.LINARES@costamesaca.gov**

Address: **77 Fair Dr, Costa Mesa, CA 92626**

Brief Contract Description: **Mercy House operated a Homeless Prevention and Rapid Rehousing Program for the City of Costa Mesa between 2008-2019.**

Company Name: City of Santa Ana

Telephone Number: **(714) 647-5378**

Contact Name: **Terri Eggers, Homeless Services Manager**

Contract Amount: **\$90,000-\$130,000 annually**

Email: **teggers@santa-ana.org**

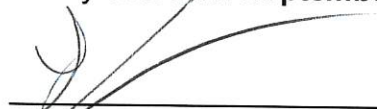
Address: **20 Civic Center Plaza M-25, Santa Ana, CA 92701**

Brief Contract Description: **Mercy House has provided a Homeless Prevention Program and Rapid Rehousing Program for the City continuously since 2008.**

EX PARTE COMMUNICATIONS CERTIFICATION

Please indicate by signing below one of the following two statements. **Only sign one statement.**

I certify that Proposer and Proposer's representatives have not had any communication with a City Councilmember concerning informal **RFP No. 21-02 FOR Rental Assistance Program Administrator** at any time after **September 9, 2020**.



Signature

Date: 9-21-2020

Larry Haines

Print

OR

I certify that Proposer or Proposer's representatives have communicated after **September 9, 2020** with a City Councilmember concerning informal **RFP No. 21-02 FOR Rental Assistance Program Administrator**. A copy of all such communications is attached to this form for public distribution.

Signature

Date: _____

Print

DISQUALIFICATION QUESTIONNAIRE

The Contractor shall complete the following questionnaire:

Has the Contractor, any officer of the Contractor, or any employee of the Contractor who has proprietary interest in the Contractor, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation?

Yes _____ No ✓

If the answer is yes, explain the circumstances in the following space.

DISCLOSURE OF GOVERNMENT POSITIONS

Each Proposer shall disclose below whether any owner or employee of Contractor currently hold positions as elected or appointed officials, directors, officers, or employees of a governmental entity or held such positions in the past twelve months. List below or state "None."

None




**BIDDER/APPLICANT/CONTRACTOR CAMPAIGN CONTRIBUTION
DISCLOSURE FORM**

Proposer/Consultant/Applicant is required to identify any campaign contribution or cumulative contributions greater than \$249 to any city council member in the twelve months prior to submitting an application, proposal, statement of qualifications or bid requiring approval by the City Council.

Date	Name of Donor	Company/Business Affiliation	Name of Recipient	Amount

Except as described above, I/we have not made any campaign contribution in the amount of \$250 or more to any Costa Mesa City Council Member in the twelve months preceding this Application/Proposal.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.



Bidder/Applicant/Proposer

9-21-2020

Date

MERCY HOUSE

ATTACHMENT A

BOARD ROSTER

MERCY HOUSE

BOARD OF DIRECTORS

Father Jerome T. Karcher, Chair

St. Vincent de Paul Church
8345 Talbert Avenue
Huntington Beach, CA 92646
714-307-1113 Cell
714-842-6780 Fax
jerometk@svdphb.org
Affiliation: Catholic Priest
Term: 31 Years

William E. Baker, Jr., Assistant Secretary

18301 Hillcrest Avenue
Villa Park, CA 92861
714-998-1232 Home
714-558-4832 Office
714-558-7547 Fax
wbaker@lawbaker.com
Affiliation: Attorney
Term: 31 Years

Gary R. Belz

11 Mallard
Irvine, CA 92604
949-551-2783 Home
714-978-1300 Office
714-795-5350 Fax
gbelz@whitenelson.com
Affiliation: Certified Public Accountant
Term: 31 Years

James Brooks

PO Box 1905
Santa Ana, CA 92702
714-836-7188 x107 Office
jamesb@ymercyhouse.net
Affiliation: Homeless Advocate and formerly homeless individual
Term: 4 Years

Raymond M. Bukaty

1 Corona
Irvine, CA. 92603
949-854-4241 Home
949-636-0939 Cell
ray.bukaty@gmail.com
Affiliation: Attorney
Term: 16 Years

Mladen Buntich

Mladen Buntich Const. Co., INC
18831 Rockinghorse Lane
Huntington Beach, CA 92648
818-370-2583 Cell
909-920-9977 Home
Mbjr@buntich.com
Affiliation: Contractor
Term: 3 Years

Tim Clyde

Katzkin Automotive Leather
2 Hermosa
Irvine, CA 92620
714-544-7371 Home
714-813-9119 Mobile
timclyde63@gmail.com
affiliation: CEO
Term: 10 Years

Daryl A. Cole, CFP

Cole & Company Wealth Management, Inc.
1835 W. Orangewood Ave #102
Orange 92868
714-750-3090 x101 Office
714-740-5021 Fax
714-743-2220 Cell
darylcole@aol.com
Affiliation: Business Owner
Term: 11 years

Thomas J. Conway

263 S. Del Giorgio Road
Anaheim Hills, CA 92808
714-281-5141 Home
714-974-4500 Office
714-974-7943 Fax
714-267-9979 Cell
tconway@disinc.net
Affiliation: Wealth Management
Term: 24 Years

Jeremy Elkins

St. Joseph Heritage Healthcare
200 W. Center Street
Anahiem, CA 92805
Affiliation: Executive Director, Government Programs
714-937-6149 Office
Jeremy.Elkins@stjoe.org
Term: 1 year

Danielle Farias
The Capital Group Companies
6445 Irvine Center Drive
Irvine, CA 92618
949-705-1845 Office
714-313-4573 Cell
drfh@capgroup.com
Affiliation: Business Analyst
Term: 2 Years

Phillip R. Kaplan
Manatt, Phelps & Phillips, LLP
Park Tower
Costa Mesa, CA 92626
714-371-2535 Office
pkaplan@manatt.com
Affiliation: Attorney
Term: 7 Years

Richard Lopez
The Boeing Company
Senior Counsel, Labor & Employment
2201 Seal Beach Blvd.
MC 110-SB25
Seal Beach, CA 90740-1515
(562) 797-1294 (Office)
(714) 262-8811 (Cell)
Richard.Lopez@boeing.com
Affiliation: Attorney
Term: 3 Years

Lisa Marcus
240 Nice Lane #304
Newport Beach, CA 92663
949-494-9701 x131 Office
949-642-3440 Home
949-378-7958 Cell
lisa.marcus@roadrunner.com
Affiliation: Parish Administrator, St. Catherine of Siena Church
Laguna Beach
Term: 13 Years

Richard K. Masterson
2 Corona
Irvine, CA 92603
949-679-4122 Home
949-394-9916 Cell
rkmasterson759@gmail.com
Affiliation: Business Development
Term: 6 Years

Linda Nguyen
Wells Fargo
2030 Main Street, Suite 900
Irvine, CA 92614
949-251-6089 Office
949-405-9295 Cell
linda.nguyen@wellsfargo.com
Affiliation: Community Relations
Term: 1 Year

12/20/2019

Christie Pettus
Creative Design Consultants, LLC
2915 Redhill Ave. G-201
Costa Mesa, CA 92626
714-641-4868 Office
714-915-5454 Cell
714-755-3501 Fax
christiep@cdcdesigns.com
Affiliation: Principle/Director
Term: 11 Years

Michael Ray
Western Digital
6228 Pacific Pointe Dr.
Huntington Beach, CA 92648
714-960-8743 Home
michael.ray@wdc.com
Affiliation: Attorney
Term: 17 Years

Jim Righeimer
Arbor Capital Partners
4040 MacArthur Blvd, ste 250
Newport Beach, CA 92660
714-404-7567 (Home)
Jim@RFComsites.com
Affiliation: Real Estate Investor/Developer
Term: 1 Year

Lisa Rumbaugh
Arnold and Mabel Beckman Foundation
17 Serna
Rancho Santa Margarita, CA 92688
949-459-7450 Home
949-270-3633 Office
949-280-9401 Cell
Rumbaugh@Cox.net
lisa.rumbaugh@att.net
Affiliation: Foundation Controller
Term: 13 Years

MERCYHOUSE

RENTAL ASSISTANCE ADMINISTRATION

COST PROPOSAL

		Cost (per unit or hour)	Volume (FTE)	Annual	TOTAL
Direct Service Costs	Description of Services				
Direct Rental Assistance	Up to \$6,000 per household	\$6,000/unit	20		\$120,000.00
Housing Stability Specialist	Charged with marketing, applicant screening, determining eligibility and duration of rental assistance	\$17.50/hr	0.5	\$36,400.00	\$18,200.00
Housing Solutions Supervisor	Charged with direct supervision and training of Housing Stability Specialist, ensuring compliant and effective program operations	\$19.50/hr	0.15	\$40,560.00	\$6,084.00
Accounting Staff	Charged with management of all financial activities related to the program including payments to landlords; produces reimbursement requests to City	\$17.50/hr	0.1	\$36,400.00	\$3,640.00
Taxes and Benefits		0.3/hr			\$8,377.20
Program Supplies	Printing, postage, case files supplies, etc.			\$500.00	\$500.00
Total Program Costs (87%)					\$ 156,801.20
Administrative Costs					
Data Specialist	Charged with entering all program participants in HMIS; ensuring data quality and supporting reporting requirements to City	\$17.50/hr	0.1	\$36,400.00	\$3,640.00
Housing Solutions Manager	Charged with training and supporting program and supervisor staff to ensure that program operates in compliance with regulations and meets spending and scope of service milestones	\$22.00/hr	0.1	\$45,760.00	\$4,576.00
Office Space	Rent paid toward office space used to operate the program out of (Santa Ana location)			\$2,000.00	\$2,000.00
Human Resources Staff	Charged with recruitment, hiring and training of new staff for the program; ongoing support of existing staff managing the program	\$17.50/hr	0.1	\$36,400.00	\$5,000.00
IT and phones	Computers, internet and telephone support to operate effective program				\$3,000.00
Housing Solutions Administrator	Charged with managing program budget, tracking program budget and payments to landlords	\$25.00/hr	0.05	\$52,000.00	\$2,600.00
Audit Fees	Expenses related to annual audit required by professional services contract				\$1,704.18
Insurance	Insurance expenses required to operate the program as contractor with the City of Costa Mesa				\$1,000.00
Total Admin Costs (13%)					\$ 23,520.18
Grand Total					\$ 180,321.38