

Question and Answer

2026 Homelessness Prevention Request for Proposals

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#	Program Area	Question	Answer
1	Program	Will this PowerPoint be distributed after this meeting?	The Information Session PowerPoint and recording have been posted to the HSD Funding Opportunities webpage: 2026 Homelessness Prevention RFP .
2	Fiscal	Who is eligible to sign the required financial documents? Is a CEO's signature acceptable, or does it need to be someone from the finance team or board treasurer?	Financial documents must be signed by the organization's Chief Financial Officer (CFO), Finance Officer, or Board Treasurer, attesting to the accuracy of the reports. Please refer to the Required Financial Documents section on page 23 of the Guidelines and Application.
3	Program	How will the Centralized Front Door agency work in practice?	The Centralized Front Door agency serves as the central coordinator of the rental assistance system. Its primary functions are to manage the shared online application, assess urgency, coordinate referrals to Strategy 1 and 2 providers, facilitate case conferencing, and provide direct assistance when needed. In practice, most households will interact with the Centralized Front Door agency in one of two ways: either by submitting an application independently through the shared platform, in which case the Centralized Front Door agency reviews the application, assesses urgency, and connects the household to an appropriate provider; or by contacting the Centralized Front Door agency directly by phone or online, in which case the agency assists with intake and makes a referral based on household need and provider capacity. In cases where a household comes directly to a Strategy 1 or 2 provider, that provider can assist the household in completing the shared application and serve them directly without involvement from the Centralized Front Door agency. The shared platform serves as the documentation that the household was served and met eligibility criteria.

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4	Program	If a client fills out our intake form, will they still need to fill out the centralized application, or only the centralized application?	All funded agencies will be required to use the shared web-based rental assistance application for all client eligibility and prioritization assessments. Any existing intake forms your organization currently uses would not replace that requirement.
5	Program	Can a Strategy 1 or 2 provider request that a client's application be transferred to them?	The Centralized Front Door agency coordinates referrals to Strategy 1 and 2 providers based on household need and provider capacity. The mechanics of how providers communicate capacity and coordinate client connections (including any transfer requests) will be defined during the contracting and onboarding process. Funded agencies are expected to participate in ongoing case conferencing facilitated by the Centralized Front Door agency, which will serve as the primary forum for system-wide coordination.
6	Program	Is the expectation that all clients served must come through the rental assistance application system?	Yes.
7	Fiscal	When the Guidelines reference "current fiscal year" financial documents, does that mean our organization's fiscal year or the City's?	Your organization's fiscal year. Please refer to the Required Financial Documents section on page 23 of the Guidelines and Application for additional detail.
8	Eligibility	The Guidelines reference Seattle as the service area. Does that mean Seattle city limits or the Seattle metropolitan area?	Seattle city limits. Please refer to the Funding Information section on page 4 of the Guidelines and Application.
9	Program	Historically, the Seattle Department of Construction and Inspections (SDCI) has administered a tenant services RFP for work similar to Strategy 2. Will SDCI still be doing so, or does this RFP replace that?	This RFP largely consolidates that work under HSD. SDCI continues to administer some eviction defense funding, but much of that work has transitioned to HSD.

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10	Program	Can you describe what the rental assistance application will look like? Is it a form for data tracking or a database? How many systems will funded agencies be required to use?	The rental assistance application is a web-based platform hosted on a City of Seattle website. Agencies will use it to enter client information, document household circumstances, and complete eligibility and prioritization assessments. The platform is not integrated with agencies' internal databases or other systems, but data can be exported. Agencies will be able to update application statuses, which will be visible to other funded agencies in the system. Funded agencies will also be required to use the Homeless Management Information System (HMIS) for data collection and reporting. HSD will provide training on both systems. Please refer to Section I. Data, Background Checks, Fiscal Sponsorship, and Other Requirements on page 12 of the Guidelines and Application.
11	Fiscal	What is the allowable indirect cost rate for this funding opportunity?	Applicants with a federally negotiated indirect cost rate may apply that rate to their proposed budget. Please refer to Attachment 3. If the applicant does not have a federally negotiated indirect rate, please document and propose a rate as outlined on pages 30 - 31 of the Guidelines and Application.
12	Program	Is the rental assistance application currently available on the City of Seattle website?	The rental assistance application is not yet available. It is anticipated to be completed in late 2026.
13	Program	I represent an affordable housing organization. Are we required to accept referrals from the Centralized Front Door agency? We currently only serve residents in our buildings.	Funded agencies are expected to receive referrals from the Centralized Front Door agency as capacity allows. The Centralized Front Door agency will coordinate referrals based on each provider's capacity, program model, priority population, and other relevant criteria, so referrals should be appropriate to your organization's scope and current availability. It is each organization's responsibility to communicate their capacity accurately so that the Centralized Front Door agency can coordinate effectively across the system. Please note: funded agencies may not use HSD rental assistance funds to pay rental assistance on behalf of clients who are residents in buildings owned or managed by that same agency.

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14	Program	For Strategy 1, if we serve a specific priority population (e.g., seniors or immigrants and refugees), will the Centralized Front Door agency send us clients from that population? Are we expected to serve clients outside our area of focus?	It is HSD's expectation that the Centralized Front Door agency will become well-versed in each funded provider's population focus and service strengths and will make referrals accordingly. Funded agencies are not required to accept referrals outside of their area of focus but are expected to serve clients within their area of focus as capacity allows. Please refer to Section C. Strategies and Activities on page 8 of the Guidelines and Application.
15	Program	For Strategy 3, is this similar to the Centralized Diversion Fund?	No, Strategy 3 is not modeled after the Centralized Diversion Fund. The selected agency will be contracted directly with HSD and will have its own distinct budget. Please refer to Section C. Strategies and Activities on page 8 of the Guidelines and Application for a full description of Strategy 3.
16	Funding	Are there caps on rental assistance amounts per household?	There is no maximum cap on rental assistance per household. However, proposals anticipating rental assistance exceeding \$15,000 per household must provide clear justification for the proposed assistance level. Additional requirements may be established during the contracting process based on specific fund source requirements. Please refer to the rating criteria for Strategies 1 and 2 on pages 18-20 of the Guidelines and Application.
17	Program	Will the existing six-month limit on rental assistance still apply?	Yes. Rental assistance is limited to no more than six months of rent within a 12-month period, or no more than 18 months of rent within a 36-month period.
18	Application	Where can I find the application checklist?	The RFP Application Checklist is Attachment 1 on page 26 of the Guidelines and Application: 2026 Homelessness Prevention RFP Guidelines and Application .
19	Funding	Is there a maximum amount we can request?	There is no maximum funding request for Strategies 1 or 2. For Strategy 3, the maximum available amount of \$900,000 should be requested. Applicants should propose budgets that are sufficient to deliver meaningful and effective services at the scope and scale proposed. Please refer to the funding table on page 3 of the Guidelines and Application.

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20	Application	If we apply for both Strategies 1 and 2, can we combine the minimum request amounts into one budget?	No. Each strategy requires a separate application, including a separate strategy-specific narrative, cover sheet, and budget. Minimum request amounts apply independently to each strategy and cannot be combined. Please refer to the Applying for More than a Single Strategy section on page 3 of the Guidelines and Application.
21	Fiscal	We are a newly formed legal entity and have not yet completed our first fiscal year or reached our first IRS filing deadline. We do not yet have a Form 990, audit report, or full fiscal year financial statements. Would the following substitute documentation be acceptable: a signed explanation letter, IRS EIN confirmation, Washington UBI/business registration documentation, and a startup timeline?	The substitute documentation listed is not sufficient to meet the Required Financial Documents outlined on page 23 of the Guidelines and Application. Applications that do not include the required financial documents will be considered incomplete. Newly formed organizations that have not yet completed their first fiscal year or reached their first IRS filing deadline have the option to apply through a fiscal sponsor. A fiscal sponsor must meet all HSD Agency Minimum Eligibility Requirements, including having the capacity to maintain adequate accounting procedures and internal controls to safeguard funds. If utilizing a fiscal sponsor, applicants must include a signed letter of agreement from the fiscal sponsor with their application. For more information on fiscal sponsorship, please refer to the HSD Fiscal Sponsorship Requirements document available on the Funding Opportunities webpage.
22	Program	Can you explain how the Centralized Front Door (Strategy 3) differs from the Centralized Diversion Fund?	The King County Regional Homelessness Authority administers the Centralized Diversion Fund, which falls outside the scope of this RFP. The Centralized Front Door, as described in this RFP, is not a pooled or centralized fund. HSD will contract separately with each funded agency, including the Strategy 3 agency, and each agency will maintain its own distinct budget. The role of the Centralized Front Door agency is to manage the shared online rental assistance application, coordinate referrals across funded providers, and provide direct assistance when needed. It does not control or distribute funds on behalf of other funded agencies.

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			For more information on how the Centralized Front Door agency operates within the broader system, see Question #3. For a full description of Strategy 3 and its required functions, please refer to Section C. Strategies and Activities on page 8 of the Guidelines and Application.
23	Application	Can multiple programs within one agency apply as separate applicants?	The applicant is the organization, not an individual program within it. An organization may apply for any combination of strategies. Each strategy requires a separate application, including a separate cover sheet, strategy-specific narrative, and budget. An organization may not submit more than one application for the same strategy. Please refer to the Applying for More than a Single Strategy section on page 3 of the Guidelines and Application.
24	Program	Are there set-aside funds for gender-based violence survivors within this RFP? How does serving this population factor into the rating process?	There is no set-aside funds specifically designated for gender-based violence survivors. Survivors of gender-based violence (including domestic violence, sexual assault, human trafficking, and other crimes of coercive control) are identified as one of the priority populations for this investment. Applicants are not required to serve every priority population but are expected to clearly identify the populations they propose to serve and demonstrate their experience, outreach strategy, and service approach for those populations. This is reflected in the rating criteria, particularly under Organization Experience and Culturally Responsive Services, where applicants are evaluated on their demonstrated experience serving priority and focus populations and their ability to deliver culturally and linguistically responsive services. Please refer to the Application Questions on page 16 of the Guidelines and Application for the full rating criteria.
25	Application	If we apply for strategy 3, can we also apply for strategy 1?	Yes, organizations may apply for any combination of strategies, including both Strategy 1 and Strategy 3. However, if an applicant is awarded Strategy 3, they will not be eligible to

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			receive Strategy 1 or Strategy 2 funding. Applicants not selected for Strategy 3 may still be considered for Strategy 1 and/or Strategy 2. Please refer to the Applying for More than a Single Strategy section on page 3 of the Guidelines and Application.
26	Application	Can you provide an example of an application cover sheet? We are not able to locate attachment 2.	The Application Cover Sheet (Attachment 2) is included in the Guidelines and Application document on pages 28-29, which is available on the HSD Funding Opportunities webpage: 2026 Homelessness Prevention RFP - Human Services seattle.gov
27	Application	Can you also provide an example and clarification for signed partnership letters that need to be included?	There are three types of letters that may be required depending on your application: • Letter of Collaboration (<i>also referred to in the Guidelines & Application as a letter of intent</i>): Required if your application names a specific partner agency that provides key program elements. The letter must be signed by that agency's director or authorized representative and must clearly state the partner's roles and responsibilities. Applications that identify significant partnerships but do not include the required letters will be considered incomplete and will not be reviewed. • Memorandum of Agreement (MOA), <i>also referred to in the Guidelines & Application as a letter of commitment</i>: Required if you are proposing a formal subcontract with another agency. The MOA must be signed by that agency's director or authorized representative and must clearly state the subcontractor's responsibilities and expectations. • Letter of Agreement: Required if you have a fiscal sponsor. The letter must be signed by the fiscal sponsor's director or authorized representative. None of these letters count toward the application page limit. HSD does not provide templates for these letters, but they should be on the partner organization's letterhead, signed, and clearly describe the nature of the relationship and each party's roles and

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			responsibilities. Please refer to the Completed Application Requirements section on page 24 of the Guidelines and Application.
28	Application	Is there somewhere we can see the fields we need to complete in the online submission system?	The online submission system link in the Guidelines and Application - http://web6.seattle.gov/hsd/rfi/index.aspx - includes a help section which walks you through the steps and fields required to complete the submission process.
29	Application	Will HSD accept an electronic signature on the Application Cover Sheet, or is a wet signature required?	Electronic signatures are accepted.
30	Funding	Can you confirm whether the approximately \$8 million in available funding is per strategy or across all three strategies?	The \$8M is the total available funding across all three strategies combined. Please refer to the funding table on page 3 of the Guidelines and Application for the breakdown by strategy.
31	Program	Can you define what constitutes a "new" service for the purposes of this RFP?	An agency would be considered "new" to a service if it does not have prior experience delivering related services such as rental assistance, housing stabilization, case management, eviction defense, or similar housing-focused services. If an agency is not currently using all components of the proposed program model, such as common case conferencing or the City's rental assistance application, this would not in itself make an agency a "new" provider, as those are new system-wide requirements that will apply to all funded agencies regardless of prior experience. Please refer to the strategy-specific rating criteria in the Guidelines and Application for guidance on how experience is evaluated.
32	Program	Can you elaborate on what HSD envisions as short-term case management for Strategy 1? Are there minimum expectations regarding	HSD envisions short-term case management as individually tailored services focused on immediate financial relief and housing stabilization. Activities may include rental assistance coordination, arrears assistance, resource navigation, and completing required assessments. Providers may generally expect to serve participants for no more

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		duration, frequency of contact, or required service components?	than 90 days, with some variation based on population served and program model. Providers are expected to facilitate referrals to other services for participants who need more expansive case management beyond the scope of this program. HSD will provide additional guidance during the contracting process.
33	Program	Could you explain the requirement of operating as part of a coordinated homelessness prevention system? Are we expected to apply with specific partners named in the RFP, or are we describing how we work with providers generally?	The coordinated system requirement is a post-award expectation that all funded agencies will use the shared rental assistance platform and participate in case conferencing facilitated by the Centralized Front Door agency. Case conferencing will bring funded providers together on a regular basis to discuss client needs, share capacity, and coordinate service connections to ensure clients are connected to the most appropriate provider in a timely manner. In your application narrative, you should describe your general approach to partnering and collaborating with other organizations. If you have existing informal relationships with other providers, HSD encourages you to describe those. If your proposal includes a formal partnership or subcontract with a specific named organization that is providing key program elements, a signed letter of collaboration or Memorandum of Agreement is required. See Question #27 for more information on required partnership letters. Please refer to Section C. Partnerships and Collaborations on page 17 of the Guidelines and Application.
34	Program	Regarding impact measures such as the percentage of households remaining stably housed at 6, 12, and 24 months, will there be a funded collective evaluation model, or are providers expected to track that separately?	At this time, each funded agency will be responsible for tracking and reporting these outcomes separately. Please refer to Section G. Expected Performance Measures on page 11 of the Guidelines and Application for the full list of performance measures.
35	Program	For Strategy 2, how is HSD defining "formal eviction proceeding"? Does that mean a pay or vacate notice has been	Within the context of this RFP, a formal eviction proceeding generally refers to a court-filed eviction action in which a summons has been issued. However, HSD recognizes that early legal intervention is often most effective before a case reaches that stage. Strategy 2 providers are encouraged to engage clients as early in the eviction process as possible

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		issued, or that a summons has been issued?	and to coordinate with the Centralized Front Door agency and Strategy 1 providers to ensure clients receive timely support. Additional details regarding eligibility criteria for Strategy 2 will be addressed during the contracting process.
36	Eligibility	Could funding be used to assist domestic violence survivors currently residing in emergency shelter to move into permanent housing?	Individuals currently residing in emergency shelter would generally not meet the eligibility criteria for this program. This program is designed for households that are currently housed and at imminent risk of losing that housing. For questions specific to services and resources for domestic violence survivors, please contact the Mayor's Office for Domestic Violence and Sexual Assault at MODVSA@seattle.gov .
37	Program	Are we determining the number of clients to serve under Strategy 1, or does HSD set target goals?	There is no HSD-prescribed target number of clients per agency. Applicants determine the number of households they propose to serve based on their proposed budget and service model. The rating criteria evaluate whether the proposed number of households served is consistent with the proposed budget. Please refer to the rating criteria for Strategy 1 on page 18 of the Guidelines and Application.
38	Funding	For an application that includes both Strategy 1 and Strategy 2, does the 40% direct client financial assistance requirement apply to each strategy separately or to the overall application?	The 40% direct client financial assistance requirement applies separately to each strategy. Each strategy requires a separate application and budget; the 40% threshold is evaluated independently for each strategy application. Please refer to Section B. Program Requirements on page 7 of the Guidelines and Application.
39	Program	Has the technology solution for the centralized rental assistance application already been selected? Or will the Centralized Front Door agency determine and set up the system?	The technology solution is currently being developed by the City of Seattle and has not yet been publicly released. The selected Centralized Front Door agency will not be responsible for building or selecting the technology platform but will be expected to manage and coordinate within it. Please refer to Section A. Overview of Investment Area on page 6 of the Guidelines and Application.
40	Program	Will HSD assist agencies with obtaining HMIS access?	Yes. HSD will assist funded agencies with obtaining HMIS access and will support training and technical assistance as needed. Please refer to Section I. Data, Background Checks,

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			Fiscal Sponsorship, and Other Requirements on page 12 of the Guidelines and Application.
41	Program	Have you considered client privacy concerns related to HMIS and centralized rental assistance application, particularly regarding attorney-client privilege for legal aid organizations?	HSD acknowledges the importance of client privacy and attorney-client privilege, particularly for legal aid organizations operating under Strategy 2. HMIS security protocols are established and maintained through the King County HMIS Security Plan, administered by KCRHA and Bitfocus, Inc. as the Lead Security Officer. Funded agencies participating in HMIS will be required to comply with that Security Plan, which includes physical and technical safeguards, encryption standards, access controls, and semi-annual compliance audits. However, because the HMIS Security Plan does not specifically address attorney-client privilege considerations, HSD is actively consulting with the City Attorney's Office on how attorney-client privilege will be addressed in the context of HMIS participation for legal aid organizations. The centralized rental assistance application is used solely for intake and application submission and does not capture legal advice or case information and therefore does not implicate attorney-client privilege. HSD will share additional information on the HMIS question as decisions are made during the contracting process.
42	Program	Will the rental assistance application system direct new clients to our organization, or is it intended only for clients we are already working with?	The rental assistance application is available to any eligible household seeking assistance. Applicants can apply independently through the online platform and may indicate a preferred provider as part of their application. The Centralized Front Door agency will facilitate the connection to the preferred provider where possible, based on that provider's capacity. Providers are not required to accept a referral if they do not have capacity. Clients who come directly to your organization through existing pathways can also be assisted by your staff in completing the shared application and served directly without going through the Centralized Front Door agency.

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43	Program	Under Strategy 1, would it be allowable to require that clients participate in workforce development programming as a condition of receiving rental assistance?	No. Funded agencies may not require clients to participate in additional programming as a condition of receiving rental assistance. Participation in services beyond rental assistance must be voluntary.
44	Application	I am completing the program budget but do not see a line item for direct client financial assistance such as rent and utility payments. Where should this be included?	Direct client financial assistance, including rental assistance and utility payments, should be included under "Other Miscellaneous Expenses" line in the Proposed Program Budget (Attachment 3) and be clearly itemized. Please refer to the budget template on pages 30-31 of the Guidelines and Application and use the itemization fields to clearly describe what is included.
45	Fiscal	Our organization operates under a parent company that provides financial oversight. This is not a traditional fiscal sponsorship arrangement. Are there additional requirements given this relationship?	This depends on the nature of the relationship and whether the parent company functions as the legal contracting entity. HSD recommends reaching out to the Funding Process Coordinator at Asma.Ahmed@Seattle.gov for additional guidance on your specific situation, as requirements may vary depending on how the relationship is structured.
46	Fiscal	Is funding distributed as a reimbursement model or a flat-rate invoice?	Contracts awarded via this RFP are all cost reimbursement. Please refer to Section D. Fiscal Responsibility on page 18 of the Guidelines and Application, which evaluates applicants' capacity to meet program expenses in advance of reimbursement.
47	Funding	What is the duration of this funding? Is it envisioned as a multi-year contract?	The initial contract period is January 1, 2027 through December 31, 2027. It is the City's intention to renew contracts on an annual basis through December 31, 2030, contingent on performance and funding availability. Renewal is not guaranteed. Please refer to the Funding Information section on page 4 of the Guidelines and Application.
48	Program	To what extent can participating agencies set limits on the number of	Funded agencies are expected to serve clients as capacity allows and to communicate their capacity accurately to the Centralized Front Door agency so that referrals can be

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		clients they serve to avoid becoming overwhelmed?	coordinated effectively across the system. Agencies are not required to accept referrals beyond their capacity. Please refer to Section B. Program Requirements on page 7 and Question #13 for additional information.
49	Program	Does the City have a specific program or project name they want used for Strategy 3, or is that up to providers to decide?	The City does not have a prescribed program name for Strategy 3. Applicants may propose their own program name in their application.
50	Program	Does the City have guidance or expectations around staffing and supervision structure for Strategy 3?	No. Applicants should propose a staffing model that is sufficient to effectively manage a high-volume centralized intake and referral system and clearly describe key staff roles and responsibilities. Please refer to Section H. Description of Key Staff and Staffing Level on page 12 of the Guidelines and Application.
51	Program	What tracking and reporting systems will be required of the provider operating Strategy 3, beyond HMIS?	All funded agencies, including the Strategy 3 agency, will be required to use the City's centralized rental assistance application to support data collection, eligibility determination, and prioritization. Additional data collection and reporting requirements will be defined during the contracting process. Please refer to Section I. Data, Background Checks, Fiscal Sponsorship, and Other Requirements on page 12 of the Guidelines and Application.
52	Program	Would the provider selected under Strategy 3 be subcontracting with other Strategy 1 and 2 agencies, or only providing referrals to them?	The Strategy 3 provider will not be subcontracting with other funded agencies. Each funded agency will hold its own contract with HSD. The Strategy 3 provider's role is to coordinate referrals and facilitate case conferencing across the system, not to manage or oversee other agencies contractually. Please refer to Question #22 for additional context.
53	Program	Will the Strategy 3 provider be responsible for tracking data for referral partners as well as their own clients?	The Strategy 3 provider will be responsible for tracking data related to its own direct service activities, including application management, referrals made, and direct client assistance provided. Each Strategy 1 and 2 agency will be responsible for tracking and reporting their own data. System-wide data will be visible through the shared platform. Additional reporting requirements will be defined during the contracting process.

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54	Program	What resources will the City offer for language assistance, or is that the responsibility of the awarded agency?	Funded agencies are expected to provide culturally and linguistically responsive services to the populations they serve, including language access. Applicants should describe their language access approach in their application narrative. HSD does not currently offer centralized language assistance resources through this contract, though additional details may be addressed during the contracting process.
55	Program	Will the Centralized Front Door agency or individual Strategy 1 and 2 agencies be responsible for processing referrals, including collecting paperwork and meeting with clients?	Once a referral is made by the Centralized Front Door agency, the receiving Strategy 1 or 2 provider is responsible for processing the referral, collecting required documentation, and meeting with the client to complete intake and begin services. The Centralized Front Door agency's role is coordination and referral, not processing on behalf of other agencies.
56	Program	What is the City's expectation on referral processing time from the moment an application is completed to completion of referral?	Specific referral processing timelines have not been defined in the Guidelines and Application and will be established during the contracting process. Funded agencies are expected to process referrals in a timely manner consistent with the urgency of each household's situation.
57	Program	Will referrals need to be assigned by the Centralized Front Door agency, or can Strategy 1 and 2 providers claim them independently?	See Question #3. Referral coordination is a core function of the Centralized Front Door agency. Strategy 1 and 2 providers will receive referrals through the Centralized Front Door agency based on their capacity, program model, and population focus. The specific mechanics of how providers communicate availability and how referrals are assigned will be defined during the contracting and onboarding process.
58	Funding	How much of the \$900,000 under Strategy 3 would HSD ideally like set aside for emergency rental assistance?	The G&A does not specify a required percentage for direct client financial assistance under Strategy 3. Applicants have the discretion to propose an amount that is appropriate for their service model. Please refer to Section B. Program Requirements on page 7 of the Guidelines and Application.
59	Fiscal	Can indirect costs be included in the proposed budget for this RFP?	Yes, indirect costs are an allowable expense under this RFP and may be included in the proposed budget. Please refer to Attachment 3 on pages 30-31 of the Guidelines and Application for information on how to document indirect costs in your proposed budget.

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60	Program	Will the deliverables we are expected to report on be supported by the database used for this opportunity? Will we need to rely on more than one system to track required metrics?	Funded agencies will be required to use two systems: the City's centralized rental assistance application and HMIS. HSD anticipates that the required performance measures will be trackable across these two systems. Additional reporting requirements and system guidance will be provided during the contracting and onboarding process.
61	Program	What are the reporting requirements and how frequently will agencies be required to report?	Reimbursement reports for Homelessness Prevention are typically submitted on a monthly and quarterly basis, however exact reporting requirements and frequency will be defined during the contracting process.
62	Program	What is the anticipated number of clients this opportunity should serve, and what is the expected caseload per case manager under Strategy 1?	HSD does not prescribe a specific number of clients to be served or a caseload per case manager. Applicants should propose the anticipated number of households to be served that is realistic and consistent with their proposed budget and staffing model. The rating criteria evaluate whether the proposed number of households aligns with the budget. Please refer to the rating criteria for Strategy 1 on page 18 of the Guidelines and Application.
63	Program	What is the expected length of case management per client under Strategy 1, and what is the expected frequency and type of contact?	See Question #32. The Guidelines and Application do not prescribe specific minimums for frequency, type of contact, or duration beyond the general expectation of approximately 90 days of short-term case management. Applicants should propose the model they believe best supports housing stability for the population they intend to serve.
64	Program	What is the scope of work for case managers under Strategy 1? Does HSD expect case managers to conduct home visits or property surveys?	See Question #62. The Guidelines and Application do not require home visits or property surveys as part of case management under Strategy 1. Required service components are outlined in Section C. Strategies and Activities on page 8 of the Guidelines and Application. Applicants should propose a case management model appropriate to the population they intend to serve and make a clear case for how their approach supports housing stability outcomes.

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65	Program	How will direct payments to landlords and property managers work, and what are the reimbursement requirements?	Funded agencies will operate under a cost reimbursable contract, meaning agencies will incur costs and submit invoices for reimbursement. Specific payment processing protocols and landlord payment requirements will be defined during the contracting process. Additional requirements related to direct payments to landlords may vary by fund source and will be addressed during contracting.
66	Program	How does this opportunity work in conjunction with the KCRHA Coordinated Entry System?	This RFP establishes a City of Seattle homelessness prevention system that is separate from the KCRHA Coordinated Entry System. The two systems may have points of connection for clients who are navigating both, but the City's rental assistance application and referral process described in this RFP operates independently.
67	Program	If an existing client comes directly to our organization, can we refer them to the web-based application, and can clients specify a preferred organization on that application? Does all of our work come only when the Centralized Front Door agency refers to us?	See Question #3 and Question #42. Clients may continue to come to your organization through existing pathways. Your staff can assist them in completing the shared application directly. The system may include a field allowing clients to indicate a preferred provider. Not all of your clients will come through the Centralized Front Door agency. However, you are also expected to accept referrals from the Centralized Front Door agency as capacity allows.
68	Program	What is involved in screening for the Centralized Front Door agency? For example, does screening include only residency, income, and stated need, or does it also include obtaining lease documents, inspecting the unit, and completing a full application?	The specific screening protocols for the Centralized Front Door agency will be defined during the contracting and onboarding process. At minimum, screening will assess household eligibility based on residency, income, and imminent risk of homelessness as outlined in Section E. Participant Eligibility Criteria on page 10 of the Guidelines and Application. Additional documentation requirements will be established during contracting.
69	Program	What outreach is expected from Strategy 1 and 2 agencies?	The Guidelines and Application do not prescribe specific outreach activities for Strategy 1 and 2 agencies beyond the general expectation that funded agencies conduct outreach and engagement to reach priority and focus populations. Applicants should describe their outreach approach in their application narrative. The Centralized Front Door agency

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			will be primarily responsible for broad community awareness and outreach about the rental assistance application. Please refer to Section C. Strategies and Activities on page 8 and the rating criteria under Organization Experience on page 16 of the Guidelines and Application.
70	Program	Does HSD have standard assessment of need forms, service plan forms, or note expectations for housing case management services?	HSD does not have standard forms for case management documentation beyond the data entry requirements in HMIS and the shared rental assistance application. Funded agencies are expected to maintain adequate documentation of services provided and client outcomes. Additional documentation standards may be defined during the contracting process.
71	Program	How might this opportunity work in conjunction with the Housing Opportunities for Persons with AIDS (HOPWA) program, particularly with respect to reporting requirements?	HOPWA funding is administered separately by HSD's federal grants management team and is not part of this RFP. Agencies that receive both HOPWA funding and funding through this RFP would need to manage their reporting obligations separately under each funding source.
72	Application	If we include signed letters of collaboration from partner agencies, will we also need to include a Memorandum of Agreement (MOA)? Or is the MOA collected later if we are selected for funding?	It depends on the nature of the relationship. A signed Letter of Collaboration is required for any named partner agency that provides key program elements as part of your proposed program. A Memorandum of Agreement (MOA) is specifically required if you propose a formal subcontract with another agency. If your proposal includes a subcontract, the signed MOA must be included with your application at the time of submission. MOAs are not collected after award for partnerships that were identified in the application. Please refer to the Completed Application Requirements section on page 24 of the Guidelines and Application and Question #27 of this Q&A for additional information on required partnership letters.