



Heartland
HOUSED

Heartland Flexible Housing Pool Request for Proposals

Date of Issuance: October 10, 2025

Response Deadline: October 31, 2025

Anticipated Award Date: November 13, 2025

1. Introduction

Heartland HOUSED seeks proposals from qualified non-profit organizations to provide on-site case management services to adults in 22 individual units of Permanent Supportive Housing at the Mason Street Apartment complex. The Mason Street Apartments are under construction with an anticipated January 2026 opening. The complex will be owned by Mason Street Apartments, LLC. Rental subsidy for the units will be covered through Springfield Housing Authority project based vouchers. The organization selected through this RFP process will be responsible for the Scope of Services below with the expectation that staff will be hired, trained, and ready to assist clients to enter housing units upon the opening of the development.

2. Scope of Services

The selected non-profit partner organization "Organization" will provide on-site services to residents, ensuring individuals have the support needed to thrive, including:

- **Heartland Continuum of Care Collaboration:** Organization will fill all available units using the Heartland Continuum of Care Coordinated Entry System and participate in the Supportive Housing and Coordinated Entry Task Groups.
- **Intensive Case Management:** This includes tenancy support (rent and utilities), assistance with benefit access, individualized service planning, crisis intervention, and referrals to community resources. Case management services will be voluntary but should work to ensure access to primary, mental, and behavioral health care for clients as needed. Case management should align with Heartland Continuum of Care Permanent Supportive Housing Community Standards. Case management services should function in line with the Mason Street Apartments Supportive Service Plan (Attachment A).
- **Collaboration with Property Management:** Organization will work with clients and property management from referral through housing to ensure all documentation and processes necessary for tenancy are completed in a timely manner.
- **On-site services:** Case management services should be delivered on site and efforts should be made to bring other partners offering health care, work force development, and other services on-site as appropriate.

3. Program Specifics

- **Housing Type:** Permanent Supportive Housing
- **Number of Units:** 22 individual units
- **Location:** Mason Street Apartment complex, 229 W. Mason St Springfield, IL 62711.
- **Service Space:** A Service Space will be available on site for case management meetings and other services.
- **Client Referrals:** All client referrals will be made through the Heartland Continuum of Care Coordinated Entry list.

4. Term of Agreement and Disbursement of Funds

The term of the agreement will be 24 months from the date of agreement execution. 25% of Year 1 HFHP grant award funding will be released to the Organization upon executed contract with remaining grant funds reimbursed upon agreed to reimbursement schedules and approved invoices.

5. Eligibility for Non-Profit Partners

To be eligible for funding, non-profit organizations must meet the following criteria:

- **Legal Status:** Valid 501(c)(3) non-profit designation.
- **Experience:** A proven track record of at least two (2) years providing direct services to people experiencing homelessness, specifically demonstrating a Housing First approach.
- **Capacity:** Demonstrated organizational capacity to manage grant funds, deliver or coordinate comprehensive case management and supportive services, and effectively manage housing units/subsidies.
- **Financial Stability:** Sound financial management practices, including annual independent audits or financial reviews.
- **Sustainability Planning:** The HFHP is intended to work as an accelerator to help organizations grow capacity, organizations should have a plan for securing other grants to fund the program following the term of this agreement.
- **Coordinated Entry Participation:** Active and consistent participation in the Heartland Continuum of Care's (HCoC) Coordinated Entry System (CES) to ensure equitable access and avoid service duplication.
- **Data Reporting:** Demonstrated ability and commitment to utilize the HCoC Homeless Management Information System (HMIS) for client data entry, service tracking, and outcome reporting.

6. Proposal Submission Requirements

Organizations must submit a proposal by 5 PM on October 10, that includes the following:

- **Organizational Information:** A description of the organization's legal status, mission, and history.
- **Project Narrative:** A detailed description of how the organization will provide the specified services, including a staffing plan, a description of the intensive case management approach, staff training plan, and a plan for coordinating transportation and on-site health care access.
- **Experience:** Documentation demonstrating at least two years of experience providing services to people experiencing homelessness using a Housing Focused approach.
- **Organizational Capacity and Financial Stability:** Evidence of organizational capacity to manage grant funds and deliver services, as well as a description of financial management practices and a recent independent audit or financial review.
- **Coordinated Entry and Data Reporting:** A description of the organization's participation in the HCoC Coordinated Entry System and its experience with the HCoC Homeless Management Information System (HMIS).
- **Budget:** A detailed budget outlining how HFHP funds will be used for program components, including case management, administration, and supplies. Administrative support can be no more than 15% of the total HFHP funding allocation. A budget template is included as Appendix B.

7. Selection, Evaluation and Oversight

Proposals will be reviewed and scored by the Heartland HOUSED Housing Task Force, which has expertise in homelessness, housing, and non-profit management. Selected organization will enter into a formal grant agreement that outlines performance expectations, reporting requirements, and funding disbursement schedules. Grantees will be subject to ongoing monitoring, including site visits, desk reviews, and risk assessments to ensure compliance with grant agreements and program standards.

8. Performance Measurement

Successful applicants will be required to track and report on key performance indicators and consistently utilize the HCoC Homeless Management Information System (HMIS). Required reporting will include quarterly and annual programmatic and financial reports from all grantees.

9. Key Performance Indicators:

- Number of individuals/households housed and program vacancy rates.
- Length of time from when HCoC Coordinated Entry Referral is provided to the organization until the time a person enters housing, the project goal is to accomplish this within 30 days.
- Housing Retention Rates: Measured at 6 months, 12 months, 18 months, and 24 months post-housing.
- Increases in income and employment, health insurance access, and non-cash, non-health care benefits among participants.

The Heartland Flexible Housing Pool Policy is attached as Appendix C. A virtual technical assistance call will be held on Monday, October 20th at 1 PM to discuss project submission requirements and answer questions. For an invite to the technical assistance call and additional questions please contact Josh Sabo at josh@heartlandhoused.org.

Mason Street Apartments



Supportive Services Plan

IHDA Permanent Supportive Housing Round X

1/16/2024

Project Overview

Deerfield Reserve plans to develop Mason Street Apartments, a 23-unit permanent supportive housing project in Springfield, Illinois. The proposed site is located at 229 West Mason Street and will consist of three two-story buildings on a 1.46 acre site. Of the 23 units, Deerfield Reserve has secured 22 Section 8 project-based vouchers from the Springfield Housing Authority.

The proposed unit mix is as follows:

Bedroom Size	Total Units	Tenant AMI	2024 FMR HUD PBV Section 8 Voucher Rent	Utility Allowance	Net Rent	Length of Voucher
One Bedroom	22	30%	\$960	\$0	\$960	15 Years
One Bedroom	1 (Manager Unit)	N/A	N/A	N/A	N/A	N/A

Service Plan Overview

As the project's service provider, Heartland Housed will use a service model that invites community stakeholders to provide services and enhance the projects' service delivery structure. Officially known as Heartland Continuum of Care (HCoC) serves as the HUD-designated primary decision-making and oversight board of the Springfield/Sangamon County Continuum of Care designated to develop, coordinate, and implement long-range plans meeting the needs of people experiencing homelessness within the HCoC. The purpose of HCoC is:

1. Promote the goal of ending homelessness throughout Sangamon County;
2. Secure funding for HCoC nonprofit organizations from Federal, State, and Local governments to make the experience of homelessness rare, brief, and nonrecurring while minimizing the trauma and dislocation caused by homelessness and minimizing the trauma homelessness causes the individual, families and communities;
3. Promote the access and effective utilization of mainstream programs by people experiencing homelessness in Sangamon County to facilitate individual and family stability;

Heartland Housed serves as the coordinating organization tasked with developing strategy, supporting implementation activities, and facilitating the collaborative work of the Heartland Continuum of Care with the purpose of effectively addressing and ending homelessness in Springfield & Sangamon County, Illinois, as well as promoting the access and effective utilization of mainstream programs by people experiencing homelessness in Sangamon County to facilitate individual and family stability. These stakeholders focus on assisting people who were formally homeless achieve housing stability. All residents at Mason Street Apartments will go through extensive case management, have access to an array of tenancy support services, and be part of a community that uplifts those in need.

Case Management

Case Managers are trauma-informed, housing-first, and adhere to principles of harm reduction. Tenants will receive core care management services at Mason Street that include, but are not limited to: advocacy, health care navigation, employment/income assistance, daily life skills, transportation, budgeting, assistance with food/clothing/basic needs, and referrals for any other services or resources the client needs to achieve and maintain health and housing stability. Case managers are also responsible for

helping the client make appropriate community connections and build relationships to promote social-emotional wellness.

Tenants will be able to visit staff in the service area at Mason Street Apartments to go work with a case manager on a one-on-one basis. Case managers will be available on-site, Monday through Friday 9:00AM to 5:00PM

Tenancy Support Services

Beyond Case Management, tenants will be able to receive an array of support services from community organizations. Once a client is assessed they'll have the following support services available to them 24 hours a day, seven days a week.

- Upon verification, clients are moved into apartments as quickly as possible. Service organizations will assist with moving the client into their apartment and furnishing it. If clients have funds, they are encouraged to purchase what they are able to for their apartment.
- Mental Health Crisis support provided by Memorial Behavioral Health. Memorial Behavioral Health provides mobile crisis response via telehealth and in-person support. This service is available 24/7/365 to tenants at Mason Street Apartments.
- Re-Entry Guidance and Re-Entry programs. In collaboration with the Illinois Department of Corrections (IDOC) tenants who are in need of re-entry services can receive these resources to help with adjusting after imprisonment.
- Transportation Assistance. Support services staff will assist tenants with utilizing public transportation and setting up dial-a-ride services via Sangamon Mass Transit District (SMTD).

Access to Behavioral Health Services including Substance Use and Mental Health Services

Substance (dependence) affects millions of people every day, leading to significant problems, affecting not only their quality of life but their loved ones as well. Being able to recognize signs of addiction is the first step to getting help. Mason Street will have licensed staff available to provide evaluations, interventions, and treatment to both youth and adults alike experiencing these struggles and seek to guide them on the path to recovery.

Heartland Flexible Housing Pool Budget Template				
LINE ITEM	YEAR 1 COST	YEAR 2 COST	Description: Please provide thorough narrative either here or in a separate document that explains (1) What is included in cost, including number of staff and titles, details on furnishings and staff supplies, etc... (2) How budget costs were determined.	
HOUSING SUBSIDIES				
Rent Costs				
Utility Costs				
Security Deposit Costs				
CASE MANAGEMENT				
Personnel				
Fringe				
ADMINISTRATION				
Admin Request				
SUPPLIES				
Unit Furnishings				
Staff Supplies				
OTHER				



**HEARTLAND
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Heartland Flexible Housing Pool Policy

Approved by Heartland HOUSED Strategy Board on
September 18th, 2025

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Introduction

The Heartland Flexible Housing Pool (HFHP) serves as a tool for strategically directing resources to non-profit partners dedicated to moving individuals and families experiencing homelessness into permanent housing with the support they need to thrive. The HFHP aims to significantly reduce homelessness by empowering qualified non-profit organizations to deliver comprehensive case management, tailored supportive services, and crucial rental subsidies. Operating on a Housing First model and in accordance with the Heartland Continuum of Care Community Standards for Rapid Rehousing and Permanent Supportive Housing, the HFHP prioritizes access to supportive housing without preconditions, ensuring individuals access stable homes quickly. It emphasizes client-centered care, data-driven outcomes, and strong partnerships to maximize impact and foster long-term housing stability.

Core Principles

- **Housing First:** Immediate access to permanent housing is paramount, with voluntary services offered after housing is secured. There are no prerequisites like sobriety or treatment adherence.
- **Client-Centered and Trauma-Informed:** Services are individualized, voluntary, and rooted in an understanding of trauma's impact. They build on an individual's strengths and preferences.
- **Data-Driven Decisions:** We'll use robust data collection and analysis to inform policy, evaluate program effectiveness, and continuously improve outcomes.
- **Low Barrier Access:** Administrative hurdles and eligibility criteria will be minimized to ensure ease of access for those most in need.
- **Consistency with Community Standards:** Heartland Continuum of Care Community Standards create a foundation for quality services and HFHP investments will work to support organizations committed to creating quality programs in accordance with best practices.
- **Collaboration:** Effective supportive housing programs collaborate effectively with Street Outreach staff, Continuum partners, healthcare, work-force development, behavioral health, and other services necessary to achieve stability.
- **Efficiency and Maximizing Available Resources:** By braiding HFHP funding with other state, federal, and other funding, the HFHP will work to maximize supportive housing opportunities.

Program Components and Funding Allocation

The Heartland Flexible Housing Pool will grant funds to partner non-profits for four essential components:

1. Housing Subsidies

- **Purpose:** To provide direct, flexible financial assistance for rent, security deposits, and utilities.
- **Flexibility:** Rental subsidies can be tenant-based (following the individual) or project-based (tied to specific units), adapting to market conditions and individual needs. This can include Master Lease Agreements.
- **Duration:** Subsidy duration will be **needs-based**, assessed individually to ensure stability and progress toward self-sufficiency. Programs will utilize increased income and other programs to help clients achieve long-term stability.
- Rental payments will typically be made directly to landlords or property management by the HFHP funded organizations. Participants will contribute **30% of their adjusted gross income** towards rent, aligning with federal housing subsidy standards.

2. Case Management

- **Purpose:** To provide intensive, individualized support to help participants maintain housing stability and achieve personal goals.
- **Responsibilities:** Housing identification and placement, tenancy support, assistance with benefit access, individualized service planning, crisis intervention, and seamless referrals to community resources. Case management should adhere to Heartland Continuum of Care Rapid Rehousing and Permanent Supportive Housing Community Standards.
- **Caseloads:** To ensure effective and individualized support, organizations should ensure caseloads allow for quality delivery of services.

3. Administration

- **Purpose:** To support the important administrative work taken on by organizations to increase programming and services. Administrative support can be no more than 15% of HFHP funding allocation.

4. Supplies

- **Purpose:** To ensure households moving into supportive housing have necessary household items in their units, organizations may request funding for furnishings and household items. Additionally, organizations may request funding for staff including technology equipment, HMIS license, and other necessities.

Eligibility for Non-Profit Partners

To be eligible for HFHP funding, non-profit organizations must demonstrate:

- **Legal Status:** Valid 501(c)(3) non-profit designation in good standing with the state and federal government.
- **Experience:** A proven track record of at least two (2) years providing direct services to people experiencing homelessness, specifically demonstrating a Housing First approach. HFHP Request for Proposals designed for capacity building may waive this requirement.
- **Capacity:** Demonstrated organizational capacity to manage grant funds, deliver or coordinate comprehensive case management and supportive services, and effectively manage housing units/subsidies.
- **Financial Stability:** Sound financial management practices, including annual independent audits or financial reviews.
- **Coordinated Entry Participation:** Organizations must be committed to active and consistent participation in the Heartland Continuum of Care's (HCoC) Coordinated Entry System (CES) to ensure equitable access and avoid service duplication.
- **Data Reporting:** Demonstrated ability and commitment to utilize the HCoC Homeless Management Information System (HMIS) for client data entry, service tracking, and outcome reporting.

Client Eligibility and Prioritization

Client eligibility will be determined through the local Coordinated Entry System (CES) to ensure fair and equitable access to resources based on vulnerability and need.

- **Primary Eligibility:** Individuals and families experiencing literal homelessness as defined by the U.S. Department of Housing and Urban Development (HUD) and in accordance with HCoC Community Standards.

- HFHP Requests for Proposals may focus on specific populations to be referred from Coordinated Entry to align with strategic or funder designated goals.

Grant making, Accountability, and Oversight

- **Application Process:** The HFHP administering entity will issue a Request for Proposals (RFP). Applications will be reviewed by the Heartland HOUSED Housing Task Force with expertise in homelessness, housing, and non-profit management.
- **Funding Mechanisms:** The HFHP will intentionally seek to leverage and braid diverse funding streams, including local government appropriations, state and federal grants (e.g., HUD CoC, ESG, HOME, CDBG, Medicaid waivers), and private philanthropic investments. This layering ensures continuous rental assistance and service delivery even as funding sources shift.
- **Grant Agreements and Funding Disbursement:** Successful applicants will enter into formal grant agreements that outline clear performance expectations, reporting requirements, and funding disbursement schedules. 25% of Year 1 HFHP grant funding will be released upon executed contract with remaining grant funds reimbursed upon agreed to reimbursement schedules and approved invoices.
- **Financial Oversight:** Robust financial monitoring will include regular review of budgets, expenditures, and audited financial statements to ensure fiscal integrity and efficient use of funds.
- **Monitoring and Compliance:** Heartland HOUSED will conduct ongoing monitoring, including site visits, desk reviews, and risk assessments to ensure compliance with grant agreements, program standards, and HMIS data quality. Corrective action plans will be implemented as needed. Any corrective action needed must be addressed in order for grantees to continue receiving HFHP funding.
- **Technical Assistance:** Ongoing technical assistance and training will be provided to partner non-profits to support program implementation, data quality, and adherence to best practices.

Performance Measurement and Evaluation

Comprehensive data collection and evaluation are essential for demonstrating impact and fostering continuous improvement.

- **Key Performance Indicators (KPIs):**
 - Number of individuals/households housed and program vacancy rates.
 - Length of time from CES referral to housing placement.
 - Housing Retention Rates: Measured at 6 months, 12 months, 18 months, and 24 months post-housing.
 - Increases in income and employment, health insurance access, and non-cash, non-health care benefits among participants.
- **Data Collection:** Partner non-profits are required to consistently and accurately utilize the HCoC Homeless Management Information System (HMIS).
- **Reporting:** Quarterly and annual programmatic and financial reports will be required from all grantees.
- **Evaluation:** The HFHP will undergo periodic independent evaluations to assess its overall impact and cost-effectiveness. Findings will inform continuous quality improvement initiatives and future policy adjustments.

Administration and Governance

Heartland HOUSED will administer the HFHP and the Heartland HOUSED Housing Task Force will review RFPs and rate and rank proposals to make funding recommendations to the Heartland HOUSED Executive Committee.

The Executive Committee will make final decisions on funding recommendations, approve any grant contracts, and report on the HFHP at all Heartland HOUSED Strategy Board meetings. The Strategy Board will provide strategic guidance, review policy, and make recommendations and policy amendments as needed to ensure the HFHP remains responsive to community needs and evidence-based practices.

The Heartland Flexible Housing Policy was approved by the Heartland HOUSED Strategy Board on September 18, 2025.