



Task Order No:	CSRS-003 LERAP Transition and State ERA Program
Project Name:	State of Louisiana U.S. Treasury Emergency Rental Assistance (ERA): State Program - 2021
Contractor:	CSRS Disaster Recovery Management, LLC
Date:	February 1, 2021

On December 27, 2020, the Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (H.R. 133) became law. This relief package includes \$25 billion for emergency rental and utility assistance, of which \$309 million is allocated to Louisiana from the U.S. Department of the Treasury. The Louisiana allocation of funds was obligated to the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) with the State Program to be administered through the Louisiana Housing Corporation (LHC).

This Task Order shall be governed by the terms set forth in the Contract for Professional Services related to Disaster Recovery Grant Management and Administration, effective date of August 1, 2020 between the Louisiana Housing Corporation ("Corporation" or "LHC") and CSRS Disaster Recovery Management, LLC ("Contractor"). The effective Period of Performance (POP) for **Task Order CSRS-003** is:

Monday, February 1, 2021 and conclude on Friday, December 31, 2021

For CSRS to provide expeditious, continuous, and proactive support services, task order **CSRS-003** shall be executed no later than **Monday, February 15, 2021**. If budget remains, all parties agree, and at the formal written approval and direction from LHC, this Task Order POP may be extended.

Assumptions

Based on a letter received from the Louisiana Housing Corporation on **February 5, 2021** and subsequent conversations, the following assumptions serve as basis of this task order. Deviations to these assumptions may result in changes to costs, staff and timelines.

- CSRS and its subcontractors to administer approximately \$160 million dollars through the state emergency rental assistance (ERA) program.
- The State's ERA Program budget will only serve applicants in the fifty-seven (57) parishes that are not within the seven (7) LGU's. Budget consideration will be included for the subset of those already in the pipeline as "funded by LERAP" and served under the State ERA Program who are eligible for additional month's rent.
- CSRS will transition the LERAP applicants (57 parishes) into the ERA program and complete funding for those already funded by LERAP and now eligible to receive additional month's rent.
- LHC to provide payment funding for initial disbursements up to \$20,000, until the transfer from GOHSEP of U.S. Treasury funds is finalized.
- Young Williams task order to be terminated by Monday, February 15, 2021.
- Six (6) Franklin FTE's are available through June 30, 2021 through a separate LHC contract.
- All equipment to remain with Westaff staff at no cost.
- CSRS will manage Westaff and LHC WAE transition by February 22, 2021.
- CSRS will stand up PMO/Off-site office transition by February 22, 2021.
- Month to month lease terms require no more than a thirty (30) day notice.
- FTE's may perform virtual services due to COVID-19 restrictions.

- Emergent Method to develop and finalize initial external communications program materials, coordinating DOA, OCD, LHC and Governor's Office approvals through a separate contract.
- U.S. Treasury to provide new requirements by Friday, February 19, 2021. These projected levels of effort and associated costs are based on application volume estimates and are subject to change based on actual volume and the corresponding time and materials required to support actual administration of the program.
- Projected levels of effort and associated costs are based on application volume estimates and are subject to change based on actual volume and the corresponding time and materials required to support actual administration of the program.

Other Direct Cost

Based on the tasks outlined within the Scope of Work, the following items estimates and shall be billed subject to actual cost to LHC under the terms agreed upon within this contract amendment:

- \$125,000 for call center space rental and COVID safety measures
- \$157,000 for communications, printing, internet, and other office related needs
- \$117,500 for system related costs (back end and front end)
- \$30,000 for monthly system and user fee, the payment processing fee for each EFT and check, the postage for each check, any bank fees and estimated fees for any returns, void/reissue and stop payments. This cost assumes no more than 20,000 payments with half being paper checks and half being EFT.

**No physical space rented for intake effort due to COVID-19 restrictions*

Scope of Work

The following **Scope of Work** outlines major categories intended to follow the logical timeline of the project. Please refer to **Attachment A** for the exact duration of each category. In addition, an itemized matrix of the responsible parties can be found within **Attachment C**.

A. Contract & Task Administration

Management of the approval process with LHC for Task Orders, pricing and task administration. Reporting on status of tasks.

B. Program Inventories, Pipeline & Process Improvements

Management of transitioned and new applicants. Development of the workflow and pipeline for movement of applicants from intake, through eligibility, verification of benefits, determination of award to approval of rental contract. Matching up of inventories of renters and landlords to ensure no duplication. Pipeline management to ensure timely disposition of applicants through the process. Identification of process improvements based on best practices and experience of similar programs throughout the state and nationwide.

C. Technology Support Requirements

Development of the applicant management system in the Quickbase platform to track renter and landlord information and processing through the program. Workflows created in the management system to include queues to prompt outstanding tasks and trigger exceptions identifications and resolution.

D. PMO Facility and Mobile Workstations

Program Management Office in Baton Rouge. Establish the virtual work room for file management as well as mobile workstations to support outreach and case management.

E. Financing/Invoicing

Manage CSRS invoicing to LHC monthly and management and processing of subcontractor invoices and billing requirements.

F. LERAP Operation Transition

Management of workflow and prioritization of LERAP applicants in key phases depending on current status. Validate eligibility, confirm document collection and review. Determine award amounts. Transition of LERAP data into the new State-managed ERA program. Compilation and transition of data on LERAP applicants to the seven (7) jurisdictions for the Local-managed ERA programs. Coordinate with LHC on needs for data sharing agreements with local jurisdictions.

G. Funds Management

Support development of the CEA with GOHSEP to determine process of Treasury ERA funds to LHC, replenishment and process of transfer of funds to the CSRS team and financial banking system.

H. Outreach

Determine and implement contact to applicants and landlords by prioritization. Determine effective modes of outreach to contact the targeted population in the 57 parishes. Undertake regional and specific outreach on program information, documentation requirements and possible rent benefits including arrears and going forward based on need. Ensure outreach provides meaningful access across the jurisdictions and populations to account for multi-language access, disability access and using various modes of communication to ensure effective coverage.

I. Call Center

Stand up and operate Call Center capability to accept incoming calls for those inquiring about or needing assistance with the ERA program. Streamline messaging and outbound calls through the Call Center as needed to communicate critical program information or urgent needs related to program operations. Direct calls to Business Analysts/Case Managers for detailed responses and applicant processing of issues.

J. Application Intake

Development of new Intake requirements to meet the Treasury ERA funds rules and guidance. Development and utilization of the Applicant Management (Quickbase) system to provide an on-line site for applicant Intake. Prompt notification to applicants (tenants and landlords) of the status of the application entry and movement on processing. Ensure capacity to handle a high initial response and monitor continual intake. Treat transitioned LERAP applicants as “intake” to the new ERA system and track as part of the new funding.

K. Application Determination

Review for eligibility and key qualifying criteria for each rental applicant. Analyze information provided and determine outcome through workflow and standard operating processes of the program.

L. Benefit Determination/Verification and QA/QC

Review possible duplication of benefits through self-reporting, third party verification, recertification and contract with local jurisdiction and community action agencies. Verify other benefits to be subtracted as duplication to ERA assistance. Determine ERA award amount verifying rental arrears information provided and eligibility for program benefits according to

program policies in effect at the time of award determination. Analysis of Fair Market Rents and comparison as determined by program policies.

M. Funds Disbursement

Develop payment file to go to program Financial Management for payment. Development of financial workflow for payments, invoicing, and validation of ERA rent payments delivery. Issuance of EFT and check payments.

N. Compliance and Monitoring

Implement process to validate information provided and verify eligibility steps. Implement Quality Assurance/Quality Control protocol of file sampling at critical program processing points to detect any irregularities in workflow process or SOPs and confirm a high success/pass rate. Daily, weekly and monthly reporting on compliance and monitoring results.

O. Anti-Fraud, Waste, and Abuse

Implement protocols to detect and report possible incidents of fraud, waste and abuse. Develop and implement a reporting protocol to engage designated State authorities of suspected cases of fraud. Monitor program operations to streamline processes and eliminate waste or opportunities for abuse of funding within the program.

P. Document Management and Records Retention

Maintenance of program records in line with federal requirements as well as state guidelines as issued by GOHSEP and LHC. Ensure availability of electronic file access as well as physical files as appropriate for review by funding agencies, Legislative Auditor, OIG or other state and federal entities or LHC.

Q. Accounting and Reporting

Management of program accounting based on standard accounting practices and require certifications of accounting processes. Maintain compliance to meet all reporting requirements as specified by the U.S. Treasury for the ERA funds and in line with FAQs as issued by Treasury throughout the program. Based on information housed in the Applicant Management system, develop and keep current the program Dashboards that provide a realtime snapshot of information to include but not limited to number and geographic location of applications, funding disbursements, number of months, average amount per month, remaining funds, spending projections.

R. Applicant Relations

Maintain tracking of communication and outreach with applicant base, develop protocols for client communication. Use of the Applicant Management system to communicate where each applicant is in the process beginning with intake through online system. Communicate status as needed through all effective means of communication to keep applicant and landlords informed.

S. Policy, Process, and Communication

Development of the ERA State Program Guide detailing program policies and procedures. Maintain public document to ensure communication and access to program details. Maintain update and version control of the Program Guide to reflect policy updates, operational changes and program rules. Development and update of Standard Operating Procedures (SOPs) to describe and align with program workflows and operations. Manage effective and timely communications about program policies and processes.

T. Funds Recapture Policy and Process

Manage policy and implement recapture process for determination if funds were disbursed as a duplication, in error, or based on incomplete information provided. Consult advisory of legal review to determine levels of recapture steps that ultimately may lead to judicial action.

U. Ramp Down and Program Closeout

Implement program close out protocols to account for all funds expended, compliance with recordkeeping, wrap up of program and issue Final Report.

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The **Timeline** for the above work shall be from **Monday, February 1, 2021 and conclude on Friday, December 31, 2021**

The labor categories, and hourly rates shall be tied to the Payment Terms stated in the Contract for Professional Services dated August 1, 2020. The Owner can terminate this task order at convenience, per contract terms. The total not to exceed value of this Task Order shall not exceed Eleven Million Four Hundred and Ninety-Nine Thousand Three Hundred and Forty-Five Dollars (\$11,499,345.00), with further amendments possible to increase scope and/or value. Please refer to **Attachment B** for a breakdown of Labor Categories and estimated hours.

LHC Point of Contact:

The contractor shall submit all reports, correspondence, invoices and all other communications to the attention of:

Mr. Bradly Sweazy

Recovery Housing

Mailing address:

Louisiana Housing Corporation

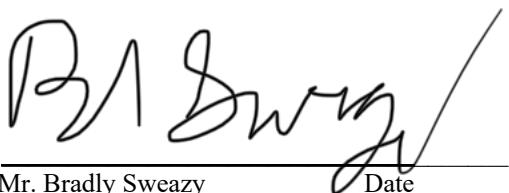
2415 Quail Drive

Baton Rouge, LA 70808

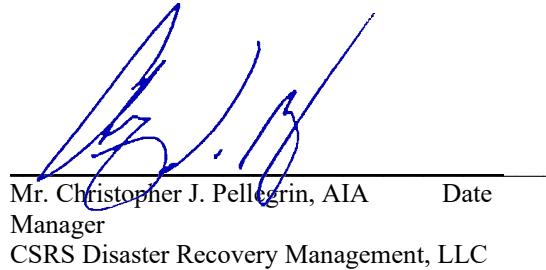
Office Phone: 225-763-8700

Cell Phone: 225-326-8896

Signatures below indicates acceptance of the terms of this task order in accordance with the **Contract for Professional Services** between LHC and the Contractor.



Mr. Bradly Sweazy Date
Chief Operations Officer
Louisiana Housing Corporation



Mr. Christopher J. Pellegrin, AIA Date
Manager
CSRS Disaster Recovery Management, LLC

ATTACHMENT A
Scope of Work Duration by Category

Categories	February 1, 2021 - July 31, 2021	August 1, 2021 - December 31, 2021
Contract & Task Order Administration		
Program Inventories, Pipeline & Process Improvements		
Technology Support Requirements		
PMO Facility and Mobile Work Stations		
Financing/Invoicing		
LERAP Operation Transition		
Funds Management		
Outreach		
Call Center		
Application In-take		
Application Determination		
Benefit Determination/Verification and QA/QC		
Funds Disbursement		
Compliance and Monitoring		
Anti-Fraud, Waste, and Abuse		
Document Management and Records Retention		
Accounting and Reporting		
Applicant Relations		
Policy, Process, and Communication		
Funds Recapture Policy and Process		
Ramp Down and Program Closeout		

ATTACHMENT B
Labor Categories and Estimated Hours

February 1, 2021 - July 31, 2021					
Labor Category	Level of Effort	Total Hours	FTE Count	Bill Rate	Total Billing
Project Executive/Agency Liaison	1.46%	1515.00	1.72	\$ 250.00	\$ 378,750.00
Grants Administration Director	1.76%	1826.50	2.08	\$ 200.00	\$ 365,300.00
Senior Federal Policy SME	1.46%	1520.00	1.73	\$ 200.00	\$ 304,000.00
Grants Administration Manager	2.22%	2305.00	2.62	\$ 175.00	\$ 403,375.00
Facilities/Assessment Lead	0.92%	960.00	1.09	\$ 190.00	\$ 182,400.00
Finance Lead	0.00%	0.00	0.00	\$ 100.00	\$ -
IT/Reporting Lead	0.61%	630.00	0.72	\$ 175.00	\$ 110,250.00
Compliance and Closeout Lead	0.00%	0.00	0.00	\$ 185.00	\$ -
Senior Compliance Manager	2.35%	2442.00	2.78	\$ 160.00	\$ 390,720.00
Compliance Grants Manager	0.81%	840.00	0.95	\$ 145.00	\$ 121,800.00
Reimbursement Specialist	1.66%	1720.00	1.95	\$ 145.00	\$ 249,400.00
Closeout Specialist	0.00%	0.00	0.00	\$ 130.00	\$ -
Accounting/Audit Support	0.66%	682.00	0.78	\$ 125.00	\$ 85,250.00
Business Analyst	39.87%	41400.00	47.05	\$ 100.00	\$ 4,140,000.00
Damage Assessor	0.00%	0.00	0.00	\$ 125.00	\$ -
Cost Estimator	0.00%	0.00	0.00	\$ 155.00	\$ -
Administrative Coordinator	46.22%	48000.00	54.55	\$ 70.00	\$ 3,360,000.00
ODCs					\$ 377,000.00
Totals	100.00%	103840.50	99.85		\$ 10,468,245.00

August 1, 2021 - December 31, 2021					
Labor Category	Level of Effort	Total Hours	FTE Count	Bill Rate	Total Billing
Project Executive/Agency Liaison	15.31%	980.00	1.11	\$ 250.00	\$ 245,000.00
Grants Administration Director	7.81%	500.00	0.57	\$ 200.00	\$ 100,000.00
Senior Federal Policy SME	7.50%	480.00	0.55	\$ 200.00	\$ 96,000.00
Grants Administration Manager	0.00%	0.00	0.00	\$ 175.00	\$ -
Facilities/Assessment Lead	7.50%	480.00	0.55	\$ 190.00	\$ 91,200.00
Finance Lead	0.00%	0.00	0.00	\$ 100.00	\$ -
IT/Reporting Lead	0.00%	0.00	0.00	\$ 175.00	\$ -
Compliance and Closeout Lead	0.00%	0.00	0.00	\$ 185.00	\$ -
Senior Compliance Manager	15.00%	960.00	1.09	\$ 160.00	\$ 153,600.00
Compliance Grants Manager	7.50%	480.00	0.55	\$ 145.00	\$ 69,600.00
Reimbursement Specialist	0.00%	0.00	0.00	\$ 145.00	\$ -
Closeout Specialist	0.00%	0.00	0.00	\$ 130.00	\$ -
Accounting/Audit Support	0.00%	0.00	0.00	\$ 125.00	\$ -
Business Analyst	24.38%	1560.00	1.77	\$ 100.00	\$ 156,000.00
Damage Assessor	0.00%	0.00	0.00	\$ 125.00	\$ -
Cost Estimator	0.00%	0.00	0.00	\$ 155.00	\$ -
Administrative Coordinator	15.00%	960.00	1.09	\$ 70.00	\$ 67,200.00
ODCs					\$ 52,500.00
Totals	100.00%	6400.00	7.27		\$ 1,031,100.00

ATTACHMENT C

Matrix of Responsible Parties

Categories	CSRS	Hagerty	P&N	Civix	Franklin Associates
Contract & Task Order Administration	Lead				
Program Inventories, Pipeline & Process Improvements	Lead				
Technology Support Requirements		Lead			
PMO Facility and Mobile Work Stations	Lead				
Financing/Invoicing	Lead				
LERAP Operation Transition	Lead				
Funds Management			Lead		
Outreach				Lead	
Call Center	Lead				
Application In-take		Lead			
Application Determination		Lead			
Benefit Determination/Verification and QA/QC		Lead			
Funds Disbursement			Lead		
Compliance and Monitoring		Lead			
Anti-Fraud, Waste, and Abuse		Lead			
Document Management and Records Retention		Lead			
Accounting and Reporting		Lead			
Applicant Relations	Lead				
Policy, Process, and Communication		Lead			
Funds Recapture Policy and Process	Lead				
Ramp Down and Program Closeout	Lead				