

FLORIDA HOUSING FINANCE CORPORATION
Board Meeting
December 10, 2021
Action Items



FISCAL

Action

I. FISCAL

A. 2022 Proposed Operating Budget

1. Background

- a) The Florida Housing Operating Budget is created with a conservative approach to both revenue and expenses.
- b) The 2022 budget was created using the following approach, as applicable:
 - a projection of fee revenue based on the current loan portfolio and a conservative estimate of 2022 activity;
 - a projection of revenue from the administration of federal programs;
 - a projection of investment earnings based on input from investment managers;
 - a zero-based budget model for operating expenses, exclusive of salaries and benefits; a 2022 projected work plan developed by each business unit supports the expense budget request from that unit;
 - employee benefits information based on final quotes for insurance.
- c) Upon implementation of the 2022 Operating Budget, Florida Housing will closely monitor all revenues and expenses. Florida Housing will pay special attention to discretionary line items, such as staff development travel and outreach travel, which will be controlled at the executive level. With these measures in place to control expenditures, Florida Housing expects to maintain a positive trend of revenues exceeding expenses.

2. Present Situation

- a) The Proposed Operating Budget for 2022 is provided to the Board as [Exhibit A](#).
- b) An Account Guide describing the budget categories is included with the Proposed 2022 Operating Budget.

3. Recommendation

- a) Staff recommends approval of the 2022 Operating Budget.

HOMEOWNERSHIP PROGRAMS

Action

I. HOMEOWNERSHIP PROGRAMS

A. Competitive Solicitation for the Homebuilders New Construction Pilot Program

1. Background

- a) At the July 29, 2021, Board Retreat, the Board directed staff to proceed with a new pilot program designed to encourage the new construction of affordable homes for purchase by low-to-moderate income homebuyers. The program will provide a revolving line of construction funding of up to \$1 million for up to three Applicants, who will construct a minimum of five homes on donated lots, eliminating the cost of acquiring the property and thereby reduce the sales price of the home. The home will then be sold to an income-qualified homebuyer at a sales price approved by Florida Housing.

2. Present Situation

- a) Staff held a public workshop on September 14, 2021, for interested stakeholders to ask questions and offer input. Based on the input received, staff published a draft of the competitive solicitation for stakeholders to review and provide further comments. After reviewing the comments submitted, staff has revised the competitive solicitation for the pilot program, a copy of which is attached as [Exhibit A](#).

3. Recommendation

- a) Staff recommends authorizing a competitive solicitation for the Homebuilders New Construction Pilot Program, to be issued in early 2022.

LEGAL

Action

I. LEGAL

A. Landings on Millenia Blvd. Partners, Ltd. v. Florida Housing Finance Corporation; FHFC Case No. 2021-029GA, DOAH Case No. 21-2423

Brentwood on Millenia Blvd. Partners, Ltd. v. Florida Housing Finance Corporation; FHFC Case No. 2021-030GA, DOAH Case No. 21-2424

Regatta Bay Partners, Ltd. v. Florida Housing Finance Corporation; FHFC Case No. 2021-031GA, DOAH Case No. 21-2423

1. Background

- a) This consolidated case regards written protests filed in response to Florida Housing's actions concerning the qualified contract process related to Landings on Millenia Blvd. Partners, Ltd. ("Landings"), Brentwood on Millenia Blvd. Partners ("Brentwood"), and Regatta Bay Partners, Ltd. ("Regatta Bay") (collectively referred to as "Petitioners") and their respective affordable housing Developments.
- b) Pursuant to Internal Revenue Code (I.R.C.) Section 42, low-income tax credit ("tax credit") properties are subject to a minimum 30-year affordability commitment comprised of a 15-year initial compliance period and a minimum of a 15-year extended use period. In Florida, that commitment is recorded in an Extended Low Income Housing Agreement ("ELIHA" also commonly referred to as an Extended Use Agreement or "EUA") which is executed by the owner of the property and Florida Housing. Section 42 of the I.R.C includes a provision which allows owners of affordable housing to be released from the extended 15-year affordability restrictions through a Qualified Contract process. In essence, the Qualified Contract process begins when an owner submits an application to Florida Housing any time after the 14th year of the initial 15-year compliance period. That application includes a purchase price for the property that is set using a formula outlined in Section 42 of the I.R.C. Florida Housing then has one year to present the owner with a Qualified Contract (also referred to as a bona fide contract) from a buyer willing to purchase the property at the set price and willing to maintain the affordability restrictions for the remainder of the extended use period. If Florida Housing presents the owner with such a Qualified Contract, then the owner can either agree to sell the property to the buyer or retain the property and keep the affordability restrictions in place for the remainder of the extended use period. If Florida Housing does not present the owner with a Qualified Contract within one year, then the owner is relieved of the affordability restrictions for the remainder of the extended use period and the EUA is terminated. Florida Housing adopted Rule 67-48.031, Fla. Admin. Code to implement the Qualified Contract process.
- c) Regatta Bay and Brentwood were awarded tax credit funding in 2002 and Landings was awarded tax credit funding in 2003. On April 22, 2020, Regatta Bay submitted a Qualified Contract Application package to Florida Housing. On June 12, 2020, Brentwood and Landings submitted Qualified Contract Application packages to Florida Housing. Florida Housing had until April 23, 2021 to present Regatta Bay with a Qualified Contract and until June 12, 2021 (subsequently tolled to June 15, 2021 to present Landings and Brentwood with a Qualified Contract. Within those time frames, Florida Housing presented

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multiple agreements as Qualified Contracts to Petitioners. At the conclusion of the one-year time frame, Florida Housing sent letters to Petitioners stating that the offers they were presented with constituted Qualified Contracts and that Florida Housing would not terminate the affordability restrictions for the extended use period on any of Petitioners' Developments. Petitioners filed this action to contest that agency action.

2. **Present Situation**

- a) The petitions were referred to the Division of Administrative Hearings and the parties began the discovery process. The parties held extensive settlement discussions to avoid the time, expense, and uncertainty of litigation. The parties have entered into a Settlement Agreement, attached as [Exhibit A](#). The Settlement Agreement results in Regatta Bay, Brentwood, and Landings collectively agreeing to a collective total of 8 years of affordability in the extended use period at the current set-asides. Once those agreed upon dates are reached, the parties agree to amend the ELIHAs for Petitioners to 25% of the total units at 80% Area Median Income ("AMI") with income and rent restrictions for the remainder of each Development's extended use period. Petitioners agree to repay all outstanding State Apartment Incentive Loan ("SAIL") principal amounts for eighteen (18) Developments that have been developed by the same controlling entity no later than July 31, 2022. Petitioners agree to waive the right to participate or from further participation in the Qualified Contract process for eleven (11) Developments that have been developed by the same controlling entity, resulting in those eleven (11) Developments remaining affordable for the entire extended use period. Petitioners have agreed to dismiss the Petitions with prejudice if the Settlement Agreement is adopted by the Board.

3. **Recommendation**

- a) Staff recommends that the Board adopt the Settlement Agreement and issue a Final Order in accordance with the Settlement Agreement.

MULTIFAMILY PROGRAMS

Action

I. MULTIFAMILY PROGRAMS

A. RFA 2021-211 Development Viability Loan Funding

1. Background

- a) On October 12, 2021, Florida Housing Finance Corporation (Florida Housing) issued RFA 2021-211 offering \$20,000,000 in loan funding to assist Applicants that have received a recent award since 2017 but have not yet started construction or rehabilitation of their proposed Development and are experiencing a financing gap for their Active Award.
- b) The deadline for receipt of Applications was 3:00 p.m., Eastern Time, November 2, 2021.

2. Present Situation

- a) Florida Housing received 5 Applications in response to this RFA. The Review Committee members, designated by the Executive Director, were Ryan McKinless, Policy Coordinator (Chair), Charles Jones, Multifamily Programs Manager, and Matt Jugenheimer, Development Finance Administrator. Each member of the Review Committee independently evaluated and scored their assigned portions of the submitted Applications, consulting with non-committee staff and legal counsel as necessary and appropriate.
- b) At its November 18, 2021 Review Committee meeting, the individual committee members presented their scores and the Committee carried out the funding selection process in accordance with Section Five, B. of the RFA. The individual scores are set forth on the RFA webpage and can be accessed [here](#).
- c) The RFA 2021-211 All Applications chart (provided as Exhibit A) lists the eligible and ineligible Applications. The eligible Applications (i.e., Applications that met all criteria to be eligible to be considered for funding) and the ineligible Applications are listed in assigned Application Number order.
- d) The Review Committee considered the following motions:
 - (1) A motion for the Review Committee to approve the scoring results as set out on [Exhibit A](#) and recommendations for funding as set out on [Exhibit B](#);
 - (2) A motion to recommend that the Board approve the scoring results as set out on Exhibit A and recommendations for funding as set out on Exhibit B.
- e) The motions passed unanimously.

MULTIFAMILY PROGRAMS

Action

3. **Recommendation**

- a) Approve the Committee's recommendations that the Board adopt the scoring results of the five Applications (set out on Exhibit A) and authorize the tentative selection of the five Applications (set out on Exhibit B) for funding.
- b) If no notice of protest or formal written protest is filed in accordance with Section 120.57(3), Fla. Stat., et. al., staff will proceed to issue an invitation to enter credit underwriting to the Application set out on the Exhibit B.
- c) If a notice of protest or formal written protest is filed in accordance with Section 120.57(3), Fla. Stat., et. al., then at the completion of all litigation, staff will present all Recommended Orders for Board approval prior to issuing invitations to enter credit underwriting to those Applicants in the funding range.
- d) There is \$10,787,000 in loan funding remaining. As provided in Section Five, B. of the RFA, any remaining funding will be distributed as approved by the Board.

MULTIFAMILY PROGRAMS

Action

B. RFA 2021-205 SAIL Financing Of Affordable Multifamily Housing Developments To Be Used In Conjunction With Tax-Exempt Bonds And Non-Competitive Housing Credits

1. Background

- a) On August 17, 2021, Florida Housing Finance Corporation (Florida Housing) issued RFA 2021-205 offering \$65,758,500 in State Apartment Incentive Loan (SAIL) funding as gap funding in conjunction with Tax-Exempt Bond financing, Non-Competitive Housing Credits and, if applicable, National Housing Trust Fund funding for Applicants proposing the development of affordable, multifamily housing for families and elderly demographics.
- b) The deadline for receipt of Applications was 3:00 p.m., Eastern Time, October 19, 2021.

2. Present Situation

- a) Florida Housing received 90 Applications in response to this RFA. The Review Committee members, designated by the Executive Director, were Jade Grubbs, Multifamily Programs Administrator, Charles Jones Multifamily Programs Manager, and Heather Strickland, Multifamily Programs Coordinator. Each member of the Review Committee independently evaluated and scored their assigned portions of the submitted Applications, consulting with non-committee staff and legal counsel as necessary and appropriate.
- b) At its November 18, 2021 Review Committee meeting, the individual committee members presented their scores and the Committee carried out the funding selection process in accordance with Section Five, B. of the RFA. The individual scores are set forth on the RFA webpage and can be accessed [here](#).
- c) The RFA 2021-205 All Applications chart (provided as Exhibit C) lists the eligible and ineligible Applications. The eligible Applications (i.e., Applications that met all criteria to be eligible to be considered for funding) and the ineligible Applications are listed in assigned Application Number order.
- d) The Review Committee considered the following motions:
- e) A motion for the Review Committee to approve the scoring results as set out on [Exhibit C](#) and recommendations for funding as set out on [Exhibit D](#).
- f) A motion to recommend that the Board approve the scoring results as set out on Exhibit C and recommendations for funding as set out on Exhibit D.
- g) The motions passed unanimously.

MULTIFAMILY PROGRAMS

Action

3. **Recommendation**

- a) Approve the Committee's recommendations that the Board adopt the scoring results of the 90 Applications (set out on Exhibit C) and authorize the tentative selection of the 14 Applications (set out on Exhibit D) for funding.
- b) If no notice of protest or formal written protest is filed in accordance with Section 120.57(3), Fla. Stat., et. al., staff will proceed to issue an invitation to enter credit underwriting to the Application set out on the Exhibit D.
- c) There is \$1,735,540 in SAIL funding remaining. As provided in Section Five, B. of the RFA, any remaining funding will be distributed as approved by the Board.
- d) If a notice of protest or formal written protest is filed in accordance with Section 120.57(3), Fla. Stat., et. al., then at the completion of all litigation, staff will present all Recommended Orders for Board approval prior to issuing invitations to enter credit underwriting to those Applicants in the funding range.

MULTIFAMILY PROGRAMS

Action

C. RFA 2021-202 Housing Credit Financing For Affordable Housing Developments Located In Broward, Duval, Hillsborough, Orange, Palm Beach, And Pinellas Counties

1. **Background**

- a) On July 20, 2021, Florida Housing Finance Corporation (Florida Housing) issued RFA 2021-202 offering \$18,791,580 in Housing Credits for award to proposed Developments located in Broward County, Duval County, Hillsborough County, Orange County, Palm Beach County, and Pinellas County.
- b) The deadline for receipt of Applications was 3:00 p.m., Eastern Time, August 31, 2021.

2. **Present Situation**

- a) Florida Housing received 21 Applications in response to this RFA. The Review Committee members, designated by the Executive Director, were Rebecca Sheffield, Multifamily Programs Coordinator (Chair), Tammy Bearden, Loan Closing Manager, and Rita Guzman, Multifamily Allocations Analyst. Each member of the Review Committee independently evaluated and scored their assigned portions of the submitted Applications, consulting with non-committee staff and legal counsel as necessary and appropriate.
- b) At its November 18, 2021 Review Committee meeting, the individual committee members presented their scores and the Committee carried out the funding selection process in accordance with Section Five, B. of the RFA. The individual scores are set forth on the RFA webpage and can be accessed [here](#).
- c) The RFA 2021-202 All Applications chart (provided as Exhibit E) lists the eligible and ineligible Applications. The eligible Applications (i.e., Applications that met all criteria to be eligible to be considered for funding) and the ineligible Applications are listed in assigned Application Number order.
- d) The Review Committee considered the following motions:
 - (1) A motion for the Review Committee to approve the scoring results as set out on [Exhibit E](#) and recommendations for funding as set out on [Exhibit F](#);
 - (2) A motion to recommend that the Board approve the scoring results as set out on Exhibit E and recommendations for funding as set out on Exhibit F.
- e) The motions passed unanimously.

MULTIFAMILY PROGRAMS

Action

3. **Recommendation**

- a) Approve the Committee's recommendations that the Board adopt the scoring results of the 21 Applications (set out on Exhibit E) and authorize the tentative selection of the 8 Applications (set out on Exhibit F) for funding.
- b) If no notice of protest or formal written protest is filed in accordance with Section 120.57(3), Fla. Stat., et. al., staff will proceed to issue an invitation to enter credit underwriting to the Application set out on the Exhibit F.
- c) If a notice of protest or formal written protest is filed in accordance with Section 120.57(3), Fla. Stat., et. al., then at the completion of all litigation, staff will present all Recommended Orders for Board approval prior to issuing invitations to enter credit underwriting to those Applicants in the funding range.
- d) There is no Housing Credits remaining. As provided in Section Five, B. of the RFA, any remaining funding will be distributed as approved by the Board.

MULTIFAMILY PROGRAMS

Action

D. RFA 2021-201 Housing Credit Financing For Affordable Housing Developments Located In Medium And Small Counties

1. Background

- a) On July 20, 2021, Florida Housing Finance Corporation (Florida Housing) issued RFA 2021-201 offering \$14,971,500 in Housing Credits for award to proposed Developments located in Medium counties and \$1,573,250 in Housing Credits for award to proposed Developments located in small counties.
- b) The deadline for receipt of Applications was 3:00 p.m., Eastern Time, August 26, 2021.

2. Present Situation

- a) Florida Housing received 21 Applications in response to this RFA. The Review Committee members, designated by the Executive Director, were Ryan McKinless, Policy Coordinator (Chair), Diane Breinholt, Multifamily Programs Coordinator, Liz Crane, Multifamily Programs Manager, and Lisa Nickerson, Multifamily Programs Administrator. Each member of the Review Committee independently evaluated and scored their assigned portions of the submitted Applications, consulting with non-committee staff and legal counsel as necessary and appropriate.
- b) At its November 18, 2021 Review Committee meeting, the individual committee members presented their scores and the Committee carried out the funding selection process in accordance with Section Five, B. of the RFA. The individual scores are set forth on the RFA webpage and can be accessed [here](#).
- c) The RFA 2021-212 All Applications chart (provided as Exhibit G) lists the eligible and ineligible Applications. The eligible Applications (i.e., Applications that met all criteria to be eligible to be considered for funding) and the ineligible Applications are listed in assigned Application Number order.
- d) The Review Committee considered the following motions:
 - (1) A motion for the Review Committee to approve the scoring results as set out on [Exhibit G](#) and recommendations for funding as set out on [Exhibit H](#);
 - (2) A motion to recommend that the Board approve the scoring results as set out on Exhibit G and recommendations for funding as set out on Exhibit H.
- e) The motions passed unanimously.

MULTIFAMILY PROGRAMS

Action

3. **Recommendation**

- a) Approve the Committee's recommendations that the Board adopt the scoring results of the 78 Applications (set out on Exhibit G) and authorize the tentative selection of the 10 Applications (set out on Exhibit H) for funding.
- b) If no notice of protest or formal written protest is filed in accordance with Section 120.57(3), Fla. Stat., et. al., staff will proceed to issue an invitation to enter credit underwriting to the Application set out on the Exhibit H.
- c) If a notice of protest or formal written protest is filed in accordance with Section 120.57(3), Fla. Stat., et. al., then at the completion of all litigation, staff will present all Recommended Orders for Board approval prior to issuing invitations to enter credit underwriting to those Applicants in the funding range.
- d) There is \$576,850 in Housing Credits remaining. As provided in Section Five, B. of the RFA, any remaining funding will be distributed as approved by the Board.

MULTIFAMILY PROGRAMS

Action

E. Request for Approval of the Development of an RFA for 9% Housing Credits for Developments located in Duval County

1. Background

- a) The Corporation has received a return of 9% Housing Credit funding in the amount of \$1,868,000 from Parkview Commons (RFA 2020-202 / App. No. 2021-022C) located in Duval County. With this returned funding, staff would like to develop an RFA to award a Development in Duval County.

2. Present Situation

- a) If approved, staff plans to hold a workshop, with an issue date and Application deadline regarding this RFA in early 2022, with Review Committee results being presented at the March Board meeting.

3. Recommendation

- a) Authorize staff to proceed with the development of an RFA for Duval County utilizing the returned 9% Housing Credits and authorize the Executive Director to establish a review committee for the RFA to make recommendations for award to the Board.

MULTIFAMILY PROGRAMS

Action

F. Request for Approval of the Development of an RFA for Smaller Permanent Supportive Housing Properties for Persons with Developmental Disabilities

1. Background

- a) At its June 18, 2021 Board meeting, the Board of Directors approved the 2021/2022 Funding Amounts and Timeline and authorized staff to proceed with the development of various RFAS utilizing State Apartment Incentive Loan funding, Low-Income Housing Tax Credits funding, and National Housing Trust Fund (NHTF). Staff would now like to request authorization to develop an RFA utilizing any remaining grant funding available.

2. Present Situation

- a) If approved, staff expects to hold a workshop regarding this RFA on February 17, 2022, with a tentative issue date of March 31, 2022.

3. Recommendation

- a) Authorize staff to proceed with the development of an RFA utilizing remaining grant funding and authorize the Executive Director to establish a review committee for the RFA to make recommendations for award to the Board.

MULTIFAMILY PROGRAMS

Action

G. Non-Competitive Application Package and Corporation Tax-Exempt Bond Allocation Authority

1. Background

- a) Pursuant to Rule 67-21.003(5), F.A.C., for Applications requesting FHFC Issued MMRB only or FHFC Issued MMRB and Non-Competitive Housing Credits, the Corporation will offer Applicants the opportunity to enter Credit Underwriting based on the availability of State Bond Allocation.
- b) Due to limited availability of State Bond Allocation, on July 1, 2021, staff placed a hold on the processing of all Non-Competitive Application Packages (NCAP) requesting FHFC issued Bond Allocation. Applications submitted for RFA 2021-205 SAIL Financing of Affordable Multifamily Housing Developments To Be Used in Conjunction With Tax Exempt Bonds and Non-Competitive Housing Credits, and RFA 2021-101 Elderly Housing Community Loan, are permitted to request FHFC Issued Bond Allocation.

2. Present Situation

- a) Staff would like to re-open the NCAP on January 2, 2022, for Applicants submitting a complete New Construction or Redevelopment NCAP with a rolling application period until there is a limited availability of allocation in accordance with Rule 67-21.003(5), F.A.C., and then re-open the NCAP for Applications submitting a complete Rehabilitation or Preservation NCAP on February 1, 2022 with a rolling application period until there is a limited availability of allocation, in accordance with Rule 67-21.003(5), F.A.C.

3. Recommendation

- a) Authorize staff to re-open the NCAP on January 1, 2022, for Applicants proposing New Construction or Redevelopment, and then re-open the NCAP for Applicants proposing Rehabilitation or Preservation on February 1, 2022.

PROFESSIONAL SERVICES SELECTION (PSS)

Action

I. PROFESSIONAL SERVICES SELECTION (PSS)

A. Single Source Procurement for the Affordable Housing Locator Subscription Services

1. Background

- a) In August 2005 and May 2008, Florida Housing's Board of Directors authorized staff to carry out a solicitation process to select an entity to develop and maintain a web-based housing Locator to help Floridians conduct searches for available rental housing financed by Florida Housing. The goal was to create an adaptable system to enable the eventual inclusion of any affordable rental unit statewide that met Florida Housing's inclusion standards (for example, units that serve households at or below 140% of area median income).
- b) At the conclusion of both solicitations, the Board authorized staff to enter into contract negotiations with SocialServe.com. The Locator services, including the web-based search engine (www.floridahousingsearch.org) and a staffed call center, launched in October 2006.
- c) At the December 2013 meeting, the Board authorized a single source procurement to purchase housing Locator services directly from Non-Profit Industries d/b/a SocialServe.com, with a contract term of up to three years.
- d) In August 2015, Emphasys Computer Solutions, Inc. acquired the technology assets of Non-Profit Industries d/b/a SocialServe.com. The Locator continues to be managed by the same staff in the same manner as it was before this transition.
- e) In annual meetings since 2016, the Board has authorized a single source procurement to purchase housing Locator services directly from Emphasys Computer Solutions, Inc., for a period of one year.
- f) In the last five years, Florida Housing has also utilized the Locator's on-line and call center services to assist households, displaced by hurricanes, find short and long-term rental housing.

2. Present Situation

- a) On March 24, 2022, the term for Florida Housing's current contract with Emphasys Computer Solutions, Inc., will expire.
- b) The Locator service has been very successful. It is well-respected for being a very user-friendly service that allows people to locate available housing that best fits their individual and family needs. Throughout the past decade, Florida Housing has never received a complaint about the Locator or attendant call center services.

PROFESSIONAL SERVICES SELECTION (PSS)

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- c) Florida Housing staff continues to be very satisfied with the Locator's growth in use by consumers and landlords, as well as the provision of services by Emphasys to consumers who may need help with the site, advocates for consumers, landlords and Florida Housing itself. With the end of the current contract approaching, the staff has been researching prospective vendors that may be qualified and interested in applying to manage the Locator services with the same capacity and quality as the current Locator service.
- d) The services are widely used by supportive services agencies, homeless services providers and legislators' staffs in their efforts to assist Floridians find affordable and available rental housing that meets their needs. The on-line and call center services are ADA certified for use by persons with disabilities. Individuals can access the information online, in many languages, 24 hours a day. In 2020, the Locator services platform was updated to better accommodate searches conducted on mobile devices, making this more user friendly as individuals can now better access this tool using cell phones. They can easily search for available rental housing using a wide variety of search criteria with special mapping features and receive apartment listings that provide a variety of important information about each unit. In addition, the site connects people to other housing and community resources through website links and provides helpful tools for renters such as an affordability calculator, rental checklist, and renter rights and responsibilities information.
- e) The toll-free call center is staffed by specialists who are trained to work with both the public and landlords, with bilingual capacity to assist Spanish-speaking persons. The call center vendor is a non-profit organization that strives to train and hire persons with disabilities, formerly homeless individuals, and those with other special needs. Many of the call center specialists have had experiences similar to the consumers they are now assisting to find housing. Florida Housing has not found any other rental housing locator businesses that provide the call center services. These call center services have been instrumental when households need additional assistance searching for a home. The call center's capacity to quickly identify available rental housing for displaced households has also been extremely useful after a disaster.
- f) There are nearly 235,000 units now registered in the Locator's database. The services listed below that Florida Housing obtains from Emphasys cannot be replicated by any other vendor in the market:
 - (1) Assisting landlords to manage listings by helping to register units, monitoring for accuracy and helping them keep the listings current. It is not an "inventory style" listings like other services; it is real-time availability that is typically not offered through other housing locators and is critical to State disaster response needs as well as for locating available properties in a time-sensitive/time-critical manner. Listings are required to be updated every 14 to 28 days;
 - (2) Screening properties for listing accuracy and Fair Housing violations and removing those in non-compliance;

PROFESSIONAL SERVICES SELECTION (PSS)

Action

- (3) Backing up its online services with a bilingual toll-free call center comprised of housing-specific trained customer service specialists who help tenants locate housing, help landlords initially register and regularly update listings, and support families displaced as a result of natural disasters and economic situations;
 - (4) Conducting rental housing searches for households that do not have access to the internet or need additional assistance;
 - (5) In addition to customer specialists at the call center, providing professionally trained case managers who assist households with special needs and/or are in crisis to search for temporary and permanent housing that meets their immediate and/or long-term needs;
 - (6) Contacting and working with households directly upon request by staff from Florida Housing, State agencies and Legislators' offices; and
 - (7) Assisting state and local emergency management systems in helping displaced households find housing local, regional and statewide. A component of disaster services is to update available housing stock in its database on a 24/7 basis and conduct ongoing searches for additional housing units and options.
- g) As a result of our research, and after consideration of the standards Florida Housing expects for a Housing Locator service and the available vendor options, Florida Housing's staff believes that Emphasys continues to be the only vendor with the capacity, qualifications and experience to maintain the level of service that Florida Housing and the State of Florida relies on and has come to expect for Locator services.

3. **Recommendation**

- a) Staff believes that it is in the best interest of Florida Housing to continue with these services and proceed with a new one-year contract. Staff requests authorization to enter negotiations for a single source contract with Emphasys Computer Solutions, Inc., for this purpose.

PROFESSIONAL SERVICES SELECTION (PSS)

Action

B. Contract Renewal for the 2019 Injured Veterans Housing Pilot Program

1. Background

- a) At the December 13, 2019 meeting, the Board authorized Florida Housing staff to enter into contract negotiations with Building Homes for Heroes, Inc., for the 2019 Injured Veterans Housing Pilot Program. The contract governing this initiative expires March 2, 2022.
- b) Contingent upon satisfactorily performing its obligations under the contract as determined by Florida Housing, this contract may be renewed for an additional one-year period.

2. Present Situation

- a) Building Homes for Heroes has been impacted by the same COVID-19 related delays that have affected developers in all of Florida Housing's development programs. To date, six homes have been completed and \$280,000 in funds expended on home projects totaling over \$1.75 million for injured veterans and/or their families. This is a leveraging ratio of 6.27:1 and exceeds the 4:1 ratio committed to in the application. There are seven additional homes at or near completion. Florida Housing staff supports using the one-year renewal option.

3. Recommendation

- a) Staff recommends the Board direct staff to proceed with the one-year renewal option.