

REQUEST FOR PROPOSALS

Social Impact Design to Improve Service Delivery for Residents

Healthy Housing Innovation Cohort

Proposal Due:	July 31, 2024, by 11:59:00 PM ET
Selection Announcement:	Early August 2024
Project Dates:	August* 2024 – October 2025 <i>*Kick-off call will be August 14th, from 2-4 PM Eastern. Please hold this date for your team in anticipation of your selection.</i>
Submission Information:	Please submit completed applications online here .

OVERVIEW

Local leaders working in healthy housing are on the front lines of facilitating requests for help from residents and providing excellent service delivery. Too often, challenges arise when navigating different data systems across departments, resulting in a fragmented approach, and negatively impacting results.

- ◆ The goal of the Healthy Housing Innovation Cohort (HHIC) is to advance cross-sector collaboration and information sharing through new or existing data and technology platforms and systems, to allow new connections to be made, to ease existing barriers, and to better meet a range of community needs related to improving health through addressing housing hazards.

NLC is inviting your city, town, or village to apply to leverage technology for hands-on work to strengthen healthy housing efforts with the active support of NLC and a cohort of peer cities!

** Distinct from the [Healthy Housing Local Action Challenge \(HHLAC\)](#), the Innovation Cohort is an opportunity to tackle these challenges in a multi-sector, collaborative effort to improve the health and wellbeing of all. Work completed through the Innovation Cohort also qualifies to be submitted to the HHLAC.**

Questions? Reach out to Becky O'Meara, Program Manager, Health and Wellbeing, at omeara@NLC.org.

INTRODUCTION

Imagine a city where a resident could log a request for a healthy homes inspection and get an update about the status of that request, or could see a dashboard with data about where inspections have been carried out.

Or, imagine a town where referrals can be made from various departments to the healthy homes program, and the healthy homes team can update the status.

These types of solutions can increase transparency, streamline communication across departments, and improve the service delivery experience of residents—all with the goal of healthier, safer homes.

If these scenarios sound like goals of your community, consider applying to join the Healthy Housing Innovation Cohort (HHIC)!

WHAT IS HEALTHY HOUSING?

All residents deserve a safe, decent, healthy place to live and call home. *Healthy Housing* is a term that encompasses home based hazards such as lead-based paint, asthma triggers, mold and moisture issues, housing quality and stability, aging in place, and more. Too often, these issues have a disproportionate impact on children, vulnerable populations, underinvested neighborhoods, and the elderly. The good news is, there is a robust community of practitioners, subject matter experts, advocates, technical assistance providers, federal partners and funders, philanthropy, public health, and local leaders who are embracing these challenges and identifying and implementing innovative solutions. We invite you to join this community!

THE OPPORTUNITY

The Healthy Housing Innovation Cohort will provide up to eight municipalities with the opportunity to develop solutions in the face of challenges to providing healthy housing services.

For the municipalities selected through this RFP, the NLC Healthy Housing team will lead the cohort through the following process, starting in August 2024:

- A 3-month problem identification process, with a grounding in Results-based Accountability, a proven model used by NLC's Health and Wellbeing team across several initiatives with a broad range of focus areas.
- Then, the NLC team will facilitate the pairing of the local teams with technology providers to undergo a 12-month collaborative process to build or improve technology systems and provide solutions to challenges faced by the municipality.

The goal of this collaboration is to develop a concept and/or prototype of a solution based on local needs and capacity. Examples of use cases are provided in the following sections; however, in our desire to meet cities where they are, municipalities with project ideas beyond those listed are encouraged to apply and share detailed information about the potential project and/or solution needed.

- During this process, teams should expect to meet at least monthly via a virtual meeting platform with the technology provider. Teams may need to meet internally and/or work collaboratively in between those calls.
- The NLC team will also lead regularly scheduled check-ins to assess progress and strategize solutions for any barriers that may arise. Both the NLC team and collaborative partners will be available for subject matter and process advice as needed throughout the Healthy Housing Innovation Cohort.

While each team will move at their own pace, ideally, they will come away at the end of the 15-month process with a prototype of a technology solution, or at least a fully developed concept for future solutions, as well as a deeper understanding of their specific needs. The cohort also provides space for inter-departmental and cross-sector collaboration.

At the end of the cohort (October 2025), a full group convening will be held to celebrate the work achieved and feature presentations from each team. Presentations will be judged on innovation, feasibility, and completeness of concept and/or prototyping. The top municipal team will be **awarded a prize of \$50,000 to be used for scaling and sustainability.**

WHO SHOULD APPLY?

This RFP is open to all cities in the U.S. (including territories) that:

- Are committed to advancing healthy housing for all its residents.
- Have a vision for a way that technology can be used – a “use case” to strengthen its healthy housing efforts. *Examples of potential use cases are provided below.*
- Meet the selection criteria as described in a later section.

EXAMPLES OF USE CASES

The following is a non-exhaustive list of use cases that may be considered for submission. Some projects may fall under multiple categories. *If your municipality’s needs differ from those listed below, please share details about your unique use case in your application:*

- ◆ **Service Delivery:**
 - Referrals between departments
 - Complaints (mechanism for creating these from the resident side)
 - Status Updates for cases
 - Data Management (i.e., a Rental Registry database)
- ◆ **Cross-sector Data Sharing and Use**
 - Data integration (helping systems “talk” to each other); from the resident side, as well, to reduce duplicate data entry
 - Integrate housing code data with local health data (could be used for [social prescription](#) or mapping for hotspot identification)

- ◆ **Open Data (democratization of data):**

- Dashboards
- Evaluation
- Violations, Complaints, Inspections
- Health related data

For additional information and context, ***please be on the lookout for the post-event page (coming soon!)*** to view the materials from the Healthy Housing Data Symposium, hosted on April 16, 2023. Attendance at the Symposium is not a prerequisite to apply, but viewing the recording or selected excerpts may be helpful in providing background and context to the RFP.

SUPPORT PROVIDED TO SELECTED CITIES, TOWNS, AND VILLAGES

- ◆ **Peer exchange** with the other cities, towns, and villages in the Innovation Cohort through group events and small-group technical assistance determined by shared goals and mutual interests
- ◆ **Action planning** supported by a Results-based Accountability model and the Healthy Housing Local Action Challenge Framework
- ◆ **Technical assistance** and turn-key support including from technology providers, partner organizations and subject matter experts
- ◆ **Dissemination and communication** of your municipality’s work across the NLC network and with partner organizations

SELECTION CRITERIA

Proposals will be considered based on the following:

1. Demonstrated commitment by the mayor and/or city manager to address housing and health challenges.
2. Readiness and commitment to assemble an effective core team that includes a combination of top city executives (mayor, city manager) and/or cabinet-level city staff

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and senior departmental staff, a **representative from the city or town's IT Department and/or related office (i.e., Innovation)**, local health systems, community representatives, and leaders from other key partner organizations.

3. Commitment by the local project team to participate in all activities of the Healthy Housing Innovation Cohort.
4. Clear anticipated goals for this engagement.
5. Potential for innovation in one or more of the use case examples, or a unique use case.
6. Strong commitment to community and stakeholder engagement through partnerships, collaboration, and including the resident voice.
7. Centering health and racial equity in strategies to improve systems and programs related to healthy housing.

PROJECT TIMELINE

The technical assistance period will occur August 2024 – October 2025.

ACTIVITY	ESTIMATED DATES
Informational Session	June 25, 2024 11:30 AM ET
Proposal Due	July 31, 2024, 11:59:00 PM ET
Selection Announcement	Early August 2024
Innovation Cohort Kickoff (virtual)	August 14, 2024 2:00 – 4:00 PM ET <i>Please hold this date with your team in anticipation of your selection.</i>
All-city Cohort Session (virtual)	September 12, 2024 2:00 – 4:00 PM ET
In-Person Convening (2-3 days)	October 2024 (location and dates tbd)
Innovation Cohort Teamwork with Technology Partner	November 2024 – September 2025
Project Presentations and Jury	October 2025

PROPOSAL INSTRUCTIONS

To be considered for this initiative, the applicant must submit a fully completed online application.

REQUIRED PROPOSAL MATERIALS

- A. Proposal, with required fields completed, including the Cover Sheet
- B. Supplemental Materials
 - a. Statement of Mayoral support and engagement
 - b. Planned Team Composition
 - c. Supporting Information

APPLICATION PROCESS

Up to eight cities will be selected for this project. Only one application per municipality will be considered and must be submitted with the full support of the mayor and/or city manager. The narrative should respond to the prompts and questions in the following sections.

All proposals must be submitted online by 11:59:00 PM ET on Wednesday, July 31, 2024. If you don't have a Submittable account, please use the *Sign-up* tab to create one!

If you have questions or would like more information, please contact Becky O'Meara, Program Manager, Health and Wellbeing, at omeara@nlc.org.

Proposal

A. Cover Sheet

The following information will be collected via the online submission form, and is provided for your review here:

CITY:

SIZE OF POPULATION:

MAYOR/CITY MANAGER:

TERM DATES:

CITY STAFF LEAD FOR CITY TA COHORT
(Name/Title):

TEAM LEAD PHONE:

TEAM LEAD EMAIL:

TEAM LEAD ADDRESS:

OTHER CONTACT
(E.G., Assistant to Staff Lead; Name/Title):

CONTACT PHONE:

CONTACT EMAIL:

CONTACT ADDRESS

B. Other Requisite

For consideration in this competitive process, please complete the following prompts.

1. Does your application have the support of your city's top executive (mayor or city manager)?
2. Do you agree to commit to participate in all activities of the Healthy Housing Innovation Cohort (HHIC)?
3. Do you certify that your city, town, or village will assemble an effective core team that includes a combination of top city executives (mayor, city manager) and/or cabinet-level city staff and senior departmental staff, **a representative from the city or town's IT Department and/or related office (i.e., Innovation)**, local health systems, community representatives, and leaders from other key partner organizations? **Please provide a list of proposed team members in the Supplemental Materials section below.*
4. Briefly describe key strategies and mechanisms that have been effective in addressing housing and health outcomes in your community. What healthy housing services are currently provided?
5. Describe the initial proposed goal(s) for your municipality's work in the Healthy Housing Innovation Cohort. Please explain connections to the use cases outlined above (Service Delivery; Cross-Sector Data Sharing and Use; and/or Open Data), or any unique circumstances in your proposed project. *(Please note that you are not being asked to commit to the focus of your eventual solution now; the cohort will include a three-month problem identification process and we expect that process to raise additional or unanticipated issues).*
6. Describe some of the challenges and barriers you face in your current healthy housing programs and services that might be addressed by a technology solution. In other words, why do you need this support at this point in your healthy housing journey?
7. Describe how your city, town, or village centers health and racial equity in your housing and health work. How is resident voice included?
8. To what extent does your city, town, or village partner with other organizations working on healthy housing? What partners have you worked with in this space? Examples include health systems, tenant groups, schools, and community development organizations.

C. Supplemental Materials

- a) Statement of Mayoral/City Manager's support and engagement*
- b) Please share your planned team composition*
- c) If there are additional resources you would like to share in support of your application, please upload them here, or add links. (optional)

[**Click here to submit your proposal.**](#)