

RESOLUTION NO. \_\_\_\_\_

**AUTHORIZATION TO ENTER INTO CONTRACT WITH NAN MCKAY AND ASSOCIATES, INC TO PROVIDE HOUSING CHOICE VOUCHER PROGRAM REMOTE CASE MANAGEMENT SERVICES**

Item No. 5A

WHEREAS, Louisville Metro Housing Authority (LMHA) has need of Remote Case Management services for its Housing Choice Voucher Program; and

WHEREAS, INLIVIAN, a Public Housing Agency, entered into a contract for Remote Case Management Services with Nan McKay and Associates, Inc. on November 29, 2023; and

WHEREAS, LMHA is permitted to utilize pricing competitively procured by a government agency through a cooperative purchase agreement without issuing its own Request for Proposals, a practice often referred to as “piggybacking;” and

WHEREAS, staff reviewed and evaluated the pricing and found it to be reasonable; and

WHEREAS, staff recommends Nan McKay and Associates, Inc. to provide Remote Case Management services for a “not to exceed” amount of \$750,000; and

WHEREAS, the term of the contract will be for a one-year period with annual renewal options for up to an additional four years; and

WHEREAS, funding for this contract will be provided through the FY 2025 operating budget.

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NOW, THEREFORE, BE IT RESOLVED BY THE LOUISVILLE METRO HOUSING AUTHORITY BOARD OF COMMISSIONERS that the Executive Director and Contracting Officer, Elizabeth Strojan, is hereby authorized to execute documents necessary to utilize the services of Nan McKay and Associates, Inc. for a one-year period with a not-to-exceed amount of \$750,000.

## RESOLUTION BACKGROUND STATEMENT

### **AUTHORIZATION TO ENTER INTO CONTRACT WITH NAN MCKAY AND ASSOCIATES, INC TO PROVIDE HOUSING CHOICE VOUCHER PROGRAM REMOTE CASE MANAGEMENT SERVICES**

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#### **I. STATEMENT OF FACTS:**

The Louisville Metro Housing Authority (LMHA) serves more than 11,000 families in its Housing Choice Voucher (HCV) Program and is required to recertify the income and family composition of each of these households at least once every two years.

As a result of several issues, including staffing shortages and Yardi software conversion, the Authority currently has a backlog of approximately 3,500 late recertifications.

In addition, it is unlikely that staff will have the capacity to complete all 11,000-plus recertifications that will be required in calendar year 2025.

As a result, LMHA finds it necessary to procure a contractor to engage in remote case management services (including recertifications).

The Housing Authority is permitted to enter into cooperative purchasing agreements with local and state agencies when the initial procurement was done competitively.

INLIVIAN, a public housing authority in Charlotte, North Carolina, competitively procured Nan McKay and Associates, Inc. to provide remote case management services (including recertifications) through a Request for Proposals (RFP) issued on September 20, 2023. INLIVIAN received two responses to its request from Nan McKay and Associates, Inc. and Symmetry.

The RFP responses were evaluated by INLIVIAN, which selected Nan McKay as its contractor and entered into a contract on November 29, 2023.

As permitted through its procurement policy, LMHA wishes to enter into a cooperative purchase agreement to contract services with Nan McKay, a practice often referred to as “piggybacking” for a not-to-exceed amount of \$750,000 per year.

The per transaction fees proposed by Nan McKay are as follows:

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## REMOTE CASE MANAGEMENT SERVICES

Remote Service	Cost
Full case management <i>Includes annual reexaminations, interim reexaminations, contract rent increases, rent reasonableness, EIV reporting &amp; follow-up, and PIC corrections.</i>	\$185 per case <i>Monthly invoicing is based on the total number of cases divided by twelve (12).</i>
Annual reexamination*	\$110 per transaction
Annual reexamination – processing only	\$90 per transaction
Interim reexamination & rent increase*	\$145 per transaction
Portability in/out	\$145 per transaction
Eligibility determination	\$106 per transaction
New admissions leasing	\$110 per transaction
Contract rent increase* <i>Includes rent reasonableness.</i>	\$110 per transaction
Rent reasonableness*	\$38.50 per transaction
Call center <i>Includes inbound and outbound calls.</i>	<i>Call center invoicing is based on actual hours logged, not calls placed or received. Backup is provided in the form of staff timecards.</i>

*\*Included in full case management at no additional cost.*

Nan McKay is a Woman Business Enterprise (WBE).

As Nan McKay will not use subcontractors, MBE/WBE/DBE goals are not applicable.

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**II. ALTERNATIVES:**

- A. Approve entering into a contract with Nan McKay and Associates, Inc. to provide Remote Case Management services, with an annual cost not to exceed \$750,000.
- B. Do not approve entering into a contract with Nan McKay and Associates, Inc. to provide Remote Case Management services, with an annual cost not to exceed \$750,000.

**III. RECOMMENDATION:**

Staff recommends Alternative "A."

**IV. JUSTIFICATION:**

LMHA is currently out of compliance with the requirement to recertify household income and composition of all Housing Choice Voucher Program families at least once every two years. Approving the contract will allow the Housing Authority to return to compliance and maintain compliance going forward.

**V. BUDGET APPROVAL:**

Funding for this contract is provided from the FY 2025 Operating Budget.

\_\_\_\_\_  
Jeffrey Ralph, Director of Finance

\_\_\_\_\_  
Date

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**VI. PROCUREMENT CERTIFICATION:**

The procurement of this contract is in compliance with the Louisville Metro Housing Authority's procurement policies and procedures.

\_\_\_\_\_  
Steve Webb, Purchasing Agent

\_\_\_\_\_  
Date

Submitted by: Sarah Galloway  
Special Assistant to the Executive Director  
February 20, 2024