



Community Engagement Ambassador (CEA) Application

Omicelo, in collaboration with the Urban Redevelopment Authority (URA) of Pittsburgh, is seeking applications from organizations who are interested in becoming a Community Engagement Ambassador Organization (CEAO) to assist City of Pittsburgh residents learn about and complete applications for Eviction Prevention and Rental Assistance Programs.

CEA GOALS: The goal of the CEA Program is to both reach community members who are likely eligible for Rental Assistance/Eviction Prevention Programs who traditionally have not known about/been able to access these programs and to provide Technical Assistance to applicants in need to complete applications for Rental Assistance/Eviction Prevention Programs.

CEA ROLE: CEO's are presumed to have ties with community members who are likely eligible for Rental Assistance/Eviction Prevention Programs. CEO's will engage, educate and provide technical assistance to prospective applicants in completing applications for Rental Assistance/Eviction Prevention Programs in-keeping with Program Guidelines. CEO's will provide these services both to community members they engage and applicants who are assigned to them.

INTERMEDIARY: The URA will be hiring Omicelo to act as an intermediary. In this role Omicelo will contract with the governmental agencies and will be responsible for training, coordinating, collecting application completion results and paying the CEO's in-keeping with CEA Program Guidelines.

PROGRAMS: Eviction Prevention and Rental Assistance programs include but are not limited to: URA Housing Opportunity Fund Housing Stabilization Program and the Housing Opportunity Fund Eviction Prevention Program. Other programs could be added at the discretion of the URA. CEA's will be authorized to assist with each program at the explicit direction of Omicelo, which will be authorized by the URA.

CLIENT ATTRIBUTION/ASSIGNMENT: CEO's are to track clients they assist and to instruct the applicants to attribute the CEO to their application. CEO's will get credit for applications and earn the fee-per-application by utilizing an applicant tracking spreadsheets or a SharePoint system designed by the URA, and per external verification that the applicant submitted an eligible and substantially complete application.

CEO's are also expected to not only conduct their own community outreach and engagement but also be available to be assigned applicants to work with who have been determined to need



assistance in completing applications. Geographic preferences and language skills will be taken into consideration when assigning applicants to CEO's.

COMPENSATION: CEO's will earn fees as follows:

Activity	Details	Compensation
Initial Training, Set-up and Outreach	Initial training; compensation for any needed materials; print, social media, hosting info sessions, phone lines, mileage, etc.	\$1,300 - \$2,500 depending on number of participants per CEO. Cap is 5 per CEO.
Monthly Coordination Fee	Participation in weekly meetings within Omicelo and URA as required. Client data tracking and invoice preparation.	\$300-750 based on number of participants. Minimum is 1, maximum is 5.
Per Application Fee	Assist prospective applicants complete applications	\$250 per complete application

PAYMENT: CEO's will invoice and be paid on a monthly basis upon verification of client attribution/assignment reports in-keeping with the Fee-For-Service Model outlined below. CEO's will need to prepare and submit invoices on organization letterhead to Omicelo. Omicelo will compensate the CEO's upon approving the invoice and then will invoice the URA and ACED for their respective reimbursements.

COVID-19 SAFETY: CEO's are expected to prioritize safety, especially as it related to the Coronavirus. Safety of CEO staff, sub-contractors and Applicants is always to be prioritized. CEO's will be required to sign a COVID waiver.

CEO ADMINISTRATIVE OBLIGATIONS:

1. **INSURANCE:** CEOs are expected to have current workers compensation, auto, and general liability insurance to cover their work under this program. If an CEO does not have current insurance, they will be required to sign an indemnity agreement.
2. Provide a valid and current W9 and 501c3 status for nonprofit organizations. For independent contractors, provide your business license.
3. Follow United States Generally Accepted Accounting Principles when paying sub-contractors or others being paid by this fund.



4. Applicant tracking: Follow the tracking system outlined above, or a different tracking system that may be put in place by the URA or Omicelo.
5. Invoicing: Submit timely, complete and accurate invoices to Omicelo for payment not more than once per month.

CEAO APPLICATION PROCESS:

1. Complete the CEAO Interest Form.
2. Attend CEAO Information Session on **Thursday, July 16th at 4:00PM**. Email Adrienne.Walnoha@omicelo.com for the Zoom link.
3. Submit CEAO Interest Form to Adrienne.Walnoha@omicelo.com by **Friday, July 24th by 12:00 PM**.

CEAO ON-BOARDING PROCESS:

Two initial orientation trainings will be provided by ACED and URA to equip CEAOs with the process and application knowledge for both City and County rental assistance programs.

1. Attend initial orientation & training on Thursday, July 30th at 1:00PM for administrative processes and **HOF HSP Application materials only**.
2. Attend initial orientation & training for administrative processes and **C-RRP Application materials only**.
3. Attend weekly meetings and other meetings as requested.

MEDIA: If the Media contacts a CEAO, that media inquiry is to be immediately emailed to jcarter@ura.org



**Community Engagement Ambassador Organization
APPLICATION**

CONTACT INFORMATION

Organization Name:

Address:

Phone:

Tax EIN:

Name and Title of Point of Contact:

Phone:

Email:

If you are an independent contractor, please list your other organization affiliations:

ORGANIZATION EXPERIENCE

1. Describe how this project relates to your organization's goals or current initiatives.
2. List the communities/neighborhoods/municipalities in which your organization wishes to be a CEAO:
3. Describe your organization's experience promoting and connecting residents to programs and services.

APPROACH TO OUTREACH

4. Describe how your organization will target recruitment of potential applicants, especially those least likely to apply for assistance:



5. Describe how your organization anticipates recruiting eligible applicants. Please describe the specific techniques you anticipate using (e.g. contacting current clients, events, social media, COVID-safe door-to-door, etc.).

6. How many families do you anticipate assisting in successful enrollment?

APPROACH TO INDIVIDUAL ASSISTANCE

7. Describe how your organization anticipates supporting applicants during the application process. Describe how your organization will assist and follow up with applicants who have begun applications but need to submit required documentation.

8. Please describe your organizational capacity to provide the services and who will perform the work.

9. Please provide any additional information which helps us understand why your organization should be a Community Engagement Ambassador.

DIVERSITY AND INCLUSION

Please provide a brief narrative on how you/your organization will include diversity and inclusion in your services:



CERTIFICATION

I certify that the information contained in this Proposal, including the written response to the questions are accurate, true, and complete to the best of my knowledge.

Authorized Signature: _____ Date: _____

Name and Title: _____

Company Name: _____

Send completed applications to Omicelo at Adrienne.Walnoha@omicelo.com

APPLICATIONS ARE DUE FRIDAY, JULY 24th BY 12:00 PM