HEAP Frequently Asked Questions

Regional Task Force on the Homeless
San Diego Continuum of Care – Homeless Emergency Aid Program (HEAP) RFP
Last Updated: 3/13/19

Topic Categories (hold Ctrl and click to jump to the topic heading)

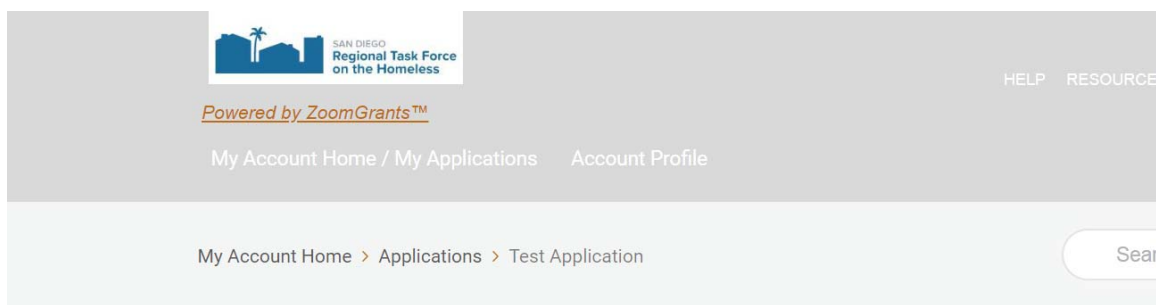# All Q&A, regardless of topic, that result in RFP Guidance Changes

1. Can a single organization apply as a lead applicant on two distinct collaborative applicant projects?

    a. Yes, a single organization can serve as the lead applicant for more than one collaborative. The lead agency must have the financial and staff capacity to oversee each distinct collaborative project.

    b. **NOTE CHANGE IN RFP GUIDANCE**: Submit a separate applications for each distinct Collaboration. (answer 2/7/2019)

2. Will RTFH considered an extension to the deadline of March 4, 2019? We are working on a collaborative application. Due to the complexities of coordinating amongst so many partners, we believe an extension is critical to developing comprehensive applications which include MOU's and sub-contracts.

    a. Yes. The new deadline for submission is **March 18, 2019**. The intention of RTFH is to move toward right-sizing the homeless service system. The RTFH, and community, desire comprehensive quality projects that are impactful and effective in providing immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness. (answer 2/14/2019)

3. ZoomGrants Question #6 does not allow for multiple selections as identified in the question. What do I do?

    a. The question is not functioning as anticipated. RTFH staff has updated the question and answer selection to a multiple choice question. Please review the updated question and answer again based on the new options.

    b. Any application submitted where #6 is not reflective of the updated question will be contacted by RTFH directly to update the answer, if needed. (answer 2/14/2019)

4. If this funding is for two years how can we be expected to spend 50% by Dec 31 2019?

    a. The contract award will be for one year with one year of funding. 50% of the one year of funding is expected to be spent no later than December 31, 2019 and 100% of the one year funding no later than May 31, 2020. This

date correction has been made to RFP.

    b. If an agency receives year two of funding the expectation is that 50% of the year two of funding is spent no later than December 31, 2020 and 100% of the funding no later than May 31, 2021. (answer 2/14/2019)

General Questions

1. We want to use HEAP for multiple programs, do we submit a single application or one for each program?

    a. Please see page 13 of the RFP. If an agency will be administering a single program or multiple programs and will not subcontract with a subrecipient to perform any portion of the program they will submit a "Single Use Applications." The applicant is expected to outline all programs that will be assisted with HEAP funding in a single application. (answer 2/14/2019)

2. How do I know when the FAQs are updated?

    a. RTFH staff is updated the FAQ document and posted to the website on a regular basis. Announcements are made within ZoomGrants. Once you have signed into the system and selected the RFP you will see tabs immediately under the title of the RFP. One of those tabs is titled "Announcements #". Click the tab and it will take you to all the announcements that have been made regarding the RFP. Please see the screenshot. (answer 2/14/2019)

3. We have several programs we will be submitting for HEAP funding in an application. Will the application be evaluated as a whole or will the review committee and RTFH review and approve/disprove individual programs and/or line-items? If so, how do we breakout individual program line-items in the budget portion of ZoomGrants?

    a. RTFH intent is to look at applications as a whole. However, programs will be approved on an individualized basis; e.g. program 1 & 3 is approved but program 2 is not approved. Any application that has a recommendation to approve less funding than requested will be contacted by RTFH to verify the agency's willingness and ability to move forward with the program/project with a reduction of funding.

    b. The application does not provide specific guidance of when/where/how to represent individual program costs. However, throughout the application in ZoomGrants there are numerous sections in which the applicant can state the cost for each individual program. Applicants may include other documents as information to further explain the proposed costs. Applicants shall include a budget narrative in which the individual program costs can be stated. Additionally the applicant can line-item costs within the budget section. All are acceptable ways to illustrate the individual programmatic costs. The decision is up to the applicant.

    c. As stated in the RFP on page 9, RTFH reserves the right to seek clarification and the right to contact the agency to clarify application content.

    d. It is the intent of RTFH to use contract negotiations to clarify any budgetary items that might be in question. (answer 3/4/2019)

4. The RFP states that "Agency may include up to a 5% indirect rate on HEAP funding with the exception of Direct Client Financial Assistance or any other expenditure when necessary to avoid a serious inequity in the distribution of indirect costs. Exclusions include, but are not limited to: rental assistance, client flex funds, relocation, subcontract amounts or subrecipient contract amounts." When reviewing the budget addendum form does that mean that only the following would be applicable to the 5% max?:

    • Personnel
    • HMIS

- Facility, Utilities & Maintenance
- Telephone, Fax and Internet
- Supplies
- Postage and Shipping
- Marketing
- Travel, Mileage & Training

a. The 5% Indirect Rate calculation is taken against any HEAP expenditure that does not cause a serious inequity to the indirect cost distribution or is a pass-through of funding. The line-item expense amount must generate a significant burden on the agency. Specific line-item exclusion from the Indirect Rate calculation varies based upon the specifics of a project, how the direct expense is incurred and the potential inequity. The following are some examples:

   i. Printing/cutting a check for the amount of rental assistance does not generate a significant burden on the agency. The significant burden on the agency is incurred as a result of personnel costs and processing of payroll of the program staff managing the on-going relationship with the participant and the initial relationship with the property to execute a lease. To charge a 5% Indirect Rate against a $1,000/monthly rental assistance amount would cause a serious inequity in the distribution of indirect costs; resulting in an indirect rate calculation amount of $600 for the printing of 12 checks a year.

   ii. HMIS user fees are a contractual relationship and should not be used in the indirect rate calculation. Adding additional staff to input data into HMIS would be an eligible direct expenditure under Personnel and of which the indirect rate calculation can be charged against.

   iii. Ifhe staff processing the orders and distribution of office and program supplies is **not** charging their time directly to the program/grant would generate a burden and the cost of the supplies would be eligible for the indirect rate calculation. Conversely, if staff processing the orders and distribution of office and program supplies is charging their time directly to the program/grant would **not** generate a burden and the cost of the supplies should not be used in

the indirect rate calculation. However, the personnel costs should be included in the indirect rate calculation.

    iv. If the staff documenting and processing mileage reimbursement is **<u>not</u>** charging their time directly to the program/grant would generate a burden and the cost of mileage reimbursement would be eligible for the indirect rate calculation. Conversely, if staff documenting and processing mileage reimbursement is charging their time directly to the program/grant would **<u>not</u>** generate a burden and the cost mileage reimbursement should not be used in the indirect rate calculation. However, the personnel costs should be included in the indirect rate calculation.

    v. Marketing of the program is dependent upon the nature of the expenditure. Again, it is dependent on how the direct cost is being incurred. Is it purchasing weekly advertisements in a local paper/magazine for $10,000 or is it creating, printing and distributing flyers/notices through-out the community?

b. As a reminder, HEAP funding must supplement, not supplant, funding. HEAP funding is to be used to expand a program or create new programs that will serve more individuals. As such a pro-rata share calculation of an existing expense is not eligible for HEAP funding. The expense must be new and is tied to the HEAP assisted program. For example:

    i. An agency incurs an internet expense that does not increase due to the program expansion resulting from the additional HEAP funding. The redistribution of the internet expense across all the programs, including HEAP, would not be an allowable expense.

    ii. Adding a new phone and internet line for a new HEAP assisted outreach worker would be an allowable expense.

c. A miscalculation of the Indirect Rate will not exclude an application.

d. As stated in the RFP on page 9, RTFH reserves the right to seek clarification and the right to contact the agency to clarify application content.

e. As stated in another answer, it is the intent of RTFH to use contract negotiations to clarify any budgetary items, including the Indirect Rate calculation, and amount that might be in question. (answer 3/12/2019)

Applicant Eligibility

1. Is an organization, including Sheriff Departments, eligible to apply to conduct a street outreach program within a jurisdiction that did not declare a Shelter Crisis?

   a. Yes. It is classified as a service. Services are eligible in all areas. (answer 2/1/2019)

2. I applied for 501 (c) 3 with the IRS in January and am waiting for a response. It can take up to 180 days to get a response. Can I still apply?

   a. Yes, you can apply. Include the application to the IRS for the 501 (c) 3 and any appropriate information regarding the application and status. Provide documentation that you are a legal entity to operate within the State of California. This could include Articles of Incorporation and Certificate of Status with the State of California Secretary of State. (answer 2/5/2019)

3. I'm currently enrolled in the PHD program for Public Health and specializing in community health. I'm currently filling out the IRB for approval through the school. Will this disqualify me from the grant requirements?

   a. No, you personally, or any staff, working on a PHD does not disqualify an organization from applying for funding to provide services to address the immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness. (answer 2/5/2019)

4. We are applying for a youth dedicated program. Do we request funding from the youth set-a-side?

   a. The youth set-a-side is a minimum amount of HEAP funds that must be used to address the immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness through youth dedicated programs. All agencies and collaborative applicants are encouraged to apply for what they need to facilitate the project, regardless of the youth set-a-side minimum.

5. I'm a for-profit organization, am I eligible to apply? If so, what documentation do you want in place of 501 (c) 3 letter?

    a. Yes, you can apply. Provide documentation that you are a legal entity to operate within the State of California. This could include Articles of Incorporation or Articles of Organization and Certificate of Status with the State of California Secretary of State. (answer 2/14/2019)

6. I'm a for-profit organization and have not had an audit. Am I eligible to apply and if so, what documentation do you want in place of an Independent Financial Audit?

    a. Yes, you can apply. Provide a copy of the most recent years completed company tax returns.

7. Is an agency that is not located in the San Diego region eligible to be a direct applicant or a collaborating agency?

    a. Yes, you can apply. The location of the administrative offices is not important. The beneficiaries of the program must be within San Diego County.

8. We are a new non-profit organization and have not had an audit. Are we eligible to apply and if so, what documentation do you want in place of an Independent Financial Audit?

    a. Yes, you can apply. Provide copies of the most recent years complete tax returns, if available and 12 months of financial statements. (answer 3/1/19)

Program/Project Questions & Eligibility

1. Can we apply for flex funding?

    a. Client flexible funds to address the immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness is an eligible activity. Flex funds to incentivize landlord engagement is not eligible under this RFP. (answer 2/1/2019)

2. Are innovated programs that are not explicitly identified in the RFP allowed?

a. Yes. Any program that provides immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness is an eligible activity. (answer 2/1/2019)

3. Are innovated programs that do not meet a priority allowed?

a. Yes. Any program that provides immediate emergency assistance to people experiencing homelessness or at imminent risk of homelessness is an eligible activity, regardless of addressing a listed priority. (answer 2/1/2019)

4. Our program policy is to drug test our clients? Can we still apply?

a. All programs funded with HEAP must align with the State of California Housing First Policy. If a program intended to be funded with HEAP requires drug testing of clients to be used as a screening tool to participate/enter into the program, the program does not align with Housing First Principles and is not eligible. HEAP rules do not require other, non-HEAP assisted, programs provided by an agency to align with the State of California Housing First Policy. Agencies should refer to the programmatic rules of other funding sources used for their programs about Housing First requirements. (answer 2/5/2019)

5. Are the definitions for Diversion and Prevention from the National Alliance to End Homelessness the current HUD definitions and/or do they align with that RTFH is using for HEAP applications?

a. Please refer to the definitions and associated links for Diversion and Prevention in the RFP Appendix B- Glossary of Terms. (answer 2/4/2019)

6. Can you define Housing Locators as mentioned on page 4 of the RFP?

a. A dedicated staff position that is responsible to work with landlords, owners, and property manager to identify housing opportunities and secure available housing inventory for homeless clients. This position is not a case manager and does not works with clients. (answer 2/11/2019)

7. If funding is for two years, and we are providing financial assistance for a family and the funding is not renewed, and family is not stable, what is the expectation? To refer/find other funding? Continue to provide case management?

a. If an agency is not funded in year two and clients need continued assistance the expectation is that the agency would develop a housing transition plan with the client and the client would be transferred, with the associated HEAP funding, to another service provider to continue the assistance. The intent of RTFH is that a client would have continued assistance and appropriate case management. (answer 2/14/2019)

8. Is the purchase of tablets for our Outreach Teams an eligible expense?

   a. Yes. Tablets are an eligible expense for Outreach Teams. (answer 2/14/2019)

9. The project we are proposing includes a specific technology license. The initial license to use the technology requires it to be at least a three year contract. Can HEAP funds cover a three-year period of service? Or, is the funding only for a certain period of time?

   a. HEAP funds must be fully liquidated by June 2021. If the license is an annual renewal then HEAP can be used only for the first two years. If the contract requires payment for all three years immediately then HEAP funding can cover all three years. (answer 2/28/19)

10. If we are contracting with an entity who won't be providing participant services i.e. evaluator for program evaluation or general contractor for minor renovations, is this a subrecipient relationship and therefore a collaborative application?

    a. No. This scenario describes a vendor relationship, not a subrecipient relationship. (answer 2/28/19)

    b. A subrecipient relationship occurs when the goods and services are purchased for the benefit of the program participants; when the subcontracted agency (answer 2/28/19):

        i. Determines who is eligible to receive the assistance;

        ii. Has its performance measured in relation to whether objectives of a program were met;

        iii. Has responsibility for programmatic decision making;

iv. Is responsible for adherence to applicable program requirements specified in the funding award; and

v. In accordance with its agreement, uses the funds to carry out a program for a public purpose, as opposed to providing goods or services for the benefit of the entity.

11. We do short term hotel vouchers, is the hotel consider as a sub-contractor?

   a. The hotel is a vendor not a subrecipient. See question #10 of this section for a description of a subrecipient relationship. (answer 2/28/19)

12. The services we provide are hotel vouchers, supportive services, housing navigation, and we want to acquire a building to provide transitional housing. We want to create a homeless system utilizing a portal of emergency housing that can lead to transitional housing as we find permanent housing with supportive services. Can we do this all on one application?

   a. Please see page 13 of the RFP for the definition of a single use application. (answer 2/28/19)

13. We want to provide services in multiple regions of San Diego County, do we submit one or two applications?

   a. Applicants must identify the service area but it does not impact the number of applications. Please see page 13 of the RFP for the definition of a single use application. (answer 2/28/19)

14. What is the difference between a CoC-Wide Priority and Other Jurisdictional Priority?

   a. Please see page 1-2 of the RFP for a listing of the CoC-Wide Priorities and the Jurisdictional Priorities. (answer 2/28/19)

Capital Improvement Projects (Minor & Major)

1. Is a repair to a roof or security upgrade needed at an existing PSH Property, in Escondido serving people who experienced homelessness is eligible?

   a. Capital Projects are eligible in Escondido. Repair to a roof of an existing PSH property is not eligible as the purpose of HEAP funding is to address

the needs of persons experiencing homelessness and those at imminent risk of homelessness. (answer 2/7/19)

2. On page 12 of the RFP under Capital Improvement the "timeline with key project benchmarks" identifies appraisals. Is an appraisal required to be submitted with capital improvement projects; specifically for rehabilitation projects in which we own the building? Or is appraisals only needed in acquisition projects?

    a. The items listed in the RFP are examples of project benchmarks that can be submitted for projects. What benchmarks are identified in the timeline is up to the applicant based on the project(s). The applicant needs to determine what documentation is necessary to prove project readiness. (answer 2/28/19)

3. What types of documents are required for Capital Improvement Projects?

    a. The items listed in the RFP are examples of documents that can be submitted for projects. The applicant needs to determine what documentation is necessary to prove project readiness for the exact nature of the capital improvement. Such documents could include evidence of completion of neighborhood notifications, site control, building permit applications, construction designs & specifications, received bids with State Prevailing Wage, (answer 2/28/19)

4. If we request HEAP funding to purchase a building to be used to house homeless individuals, do we have to begin offering services at that location within 60 days of contract execution? There will need to be renovations done once the building is acquired, but since HEAP funds wouldn't be used for the renovations, it's unclear if we have to begin offering services within 60 days, or if we just have to acquire the building within 60 days.

    a. Please see page 12 of the RFP, second bullet under Implementation/Sustainability Plan/Timeliness selection criteria. RTFH's expectation is that services will be implemented with 60 days of any capital improvement completion. (answer 2/28/19)

5. What length of time does a sustainability plan cover for minor capital improvement projects?

a. A sustainability plan should cover a minimum of 3 years after the end of HEAP funding in June 2021. (answer 2/28/19)

6. If the project is for minor capital improvements, will RTFH require that any deed restrictions be placed upon the building?

   a. No. (answer corrected 3/4/19)

7. Is there an established dollar threshold to differentiate between minor and major rehabilitation?

   a. Yes. Anything under $100,000 is considered minor rehabilitation. As a reminder, this dollar threshold does not apply to projects that include acquisition, reconstruction or new construction. (answer 3/1/19)

8. What is required for a sustainability plan for "Real Estate Applications" which "must cover a minimum of 15 years"?

   a. A sustainability plan is dependent upon the nature of the project assisted with HEAP funding and the agency that operates the real estate assisted. The plan must address the strategies the agency will implement to continue services and maintain the facility after the HEAP funding is fully expended. The plan for Real Estate Applications must cover a minimum of 15 years of operations (through June 2016). Examples of items that may appear in a sustainability plan include, but not limited to: capital and operational reserves, resource/fund development, maintenance, asset management, monitoring and continuous quality improvement. (answer 3/4/19)

9. We are the Lead applicant for a service collaborative but also want to do a minor rehabilitation (less than $100,000) to our own facility and the service collaborative is not tied to the minor rehabilitation project; can we submit the minor capital project within the collaborative application or do we need to submit a separate application?

   a. The collaborative application activities are not tied to the Lead Agency's capital project. As such, a separate application must be submitted. The **minor** capital improvement can be added to a Single Use Application. (answer 3/6/19)

10. We would like HEAP funding for Capital Improvements for a project that will be ready in year two of HEAP. Are we required to demonstrate our intent through the year one application, or will year two also be a competitive process?

   a. RTFH cannot guarantee that there will be a RFP for Year 2. It is up to any potential applicant to take all the below information into consideration in determining whether or not to submit an application at this time or to wait for a potential RFP for Year 2.

   b. Per page 2 of the RFP "Awards will be made for the period of May 1, 2019-April 31, 2020, with an option for renewal for an additional year." Please see Question 1 under the Funding Intent section of the FAQ. RTFH's intent is to execute the option for renewal for programs that are meeting the intent of the HEAP funding as outlined in the RFP, awardees application and negotiated and agreed upon in the RTFH contract. The need for an additional RFP for Year 2 is dependent upon the Year 1 awards, performance and monitoring of awarded projects.

   c. Per page 11 of the RFP any Capital Improvement project "should be shovel ready and demonstrate the ability to **fully expend funds** (emphasis added) before June of 2021." (answer 3/6/19)

11. For Minor Capital projects assisted with HEP is it a requirement that renovation contractors register with the Department of Industrial Relations?

   a. HCFC considers HEAP funds to be "public funds" as that term is used in Labor Code § 1720. It is recommended that applicants consult with an attorney and/or the Department of Industrial Relations to determine whether a planned building project will require the registration of construction contractors. Subgrantee must comply with all State and Federal laws, rules and regulations that pertain to construction, health and safety, labor, fair employment practices, environmental protection, equal opportunity, fair housing, and all other matters applicable and/or related to the HEAP program. https://www.dir.ca.gov/ (answer 03/13/19)

Collaborative Applications

1. What is the lead applicant's liability for the performance of a sub-recipient or sub-contractor in a collaborative application?

a. The lead applicant is responsible for collecting and submitting all appropriate information as necessary for a complete collaborative application. The Lead Applicant, in answering question 18 in ZoomGrants, must address how the recipient agency will ensure compliance to all agency, program and funding policies and procedures. (answer 2/7/2019)

2. What is the lead applicant's responsibility for the performance of a sub-recipient or sub-contractor in a collaborative application?

a. The lead applicant will hold the contract with RTFH and therefore is responsible for the performance of the project as outlined in the application and negotiated for the final contract, regardless as to which subrecipient or subcontractor is actually performing specific activities. The Lead Applicant, in answering question 18 in ZoomGrants, must address how the recipient agency will ensure compliance to all agency, program and funding policies and procedures. (answer 2/7/2019)

3. Who of the partners in a collaborative should be the Lead Applicant?

a. RTFH will not provide guidance as to who should be the Lead Applicant. The decision is to be made by the partnering agencies. As stated in another FAQ: The lead agency must have the financial and staff capacity to oversee each distinct collaborative project. (answer 2/8/2019)

4. We are in the process of selecting subrecipient agencies, but will not be done until mid-March, is that okay?

a. At stated in the RFP, all subrecipients must be identified within the application, including their budget for the program and the draft contract/MOU. (answer 2/8/2019)

5. If we plan on being the Lead under a collaborative application and expand current contracts with sub-recipients would it be acceptable to submit current executed contracts with a cover sheet explaining the addendum plans vs. "draft contracts/MOUS"?

a. Yes. Please submit copies of the current contract with a cover sheet explaining the addendum plan. (answer 2/14/2019)

6. If we are applying as a single-applicant providing six services and for one of those services we would like to subcontract with another agency to provide one part of that service, will we have to submit a separate collaborative application just for that one subcontracted service?

   a. Yes. The Program that will include a subrecipient must be submitted in a separate application from the programs that will not be subcontracted. (answer 2/28/19)

7. Our agency has the opportunity to collaborate with another organization that is in the process of purchasing a mobile shower. Originally, we were going to apply for a mobile shower within our application. Then we found out that this other organization was planning on purchasing a shower. They are also willing to offer showers at our location weekly. The collaborating partner is willing to provide an MOU, but they are not a member of the CoC, nor do they use the HMIS system. Do you think that this type of collaboration would be acceptable upon review?

   a. Please see page 13-14 of the RFP for the definition of a collaborative application.

   b. The description of the proposed project, as provided, does not show a subrecipient relationship with your agency as your agency is not receiving any HEAP funding through a contract with the applicant that will own and administer the mobile shower program. The other agency is running the program. (answer 2/28/19)

   c. All agencies that receive HEAP funding must be able to collect and report participant-level data, project services/activities, numbers of households assisted, and project outcomes utilizing HMIS as a condition of funding.

   d. Applicants do not need to be a member of the CoC to receive HEAP funding. (answer 2/28/19)

8. If we are expanding upon existing contracts with subrecipients do we need to provide documentation that the subrecipient is in agreement to proposed expansion? Do we need to submit a letter from the subrecipient that they are willing and able to expand upon existing contracts?

   a. It is up to the Lead Applicant to determine how they wish to demonstrate the subrecipient relationship. If the lead applicant has existing contracts

with a proposed subrecipient we require documentation that the subrecipient is in agreement with the proposed expansion of those contracts and proof that this is an expansion of services, etc. and addresses additional needs. (answer 3/6/19)

9. If, after award, a subrecipient does not preform as anticipated can the lead agency terminate the contract with the initial subrecipient and work with a new partner agency?

   a. Yes; see Question #2 of this section. Any changes to the executed RTFH contract and subrecipient contracts will require authorization and approval by RTFH and potentially the State of California, as applicable. Post award requirements and expectations will be outlined in the contract with RTFH and Post-Award workshop. The workshop will cover recipient's full responsibilities, including, but not limited to, monitoring of subrecipients, requesting amendments, performance measurements, submission of reports and reimbursement requests. (answer 3/6/19)

10. Is the signed Agency Certification only needed for the lead agency of a collaborative project application?

   a. Please see page 14 of the RFP.   "Signed Entity Certification form. **All agencies participating in a Collaborative Application** must include a signed Certification form. Includes commitment for each for each project's participation in the Homeless Management of Information System (HMIS) and the Coordinated Entry System (CES)." (answer 3/12/19)

ZoomGrant Question Clarifications

1. On question 16 in ZoomGrants under collaboration: I did not collaborate with other organizations to help me design this program; this program was designed by me based on experiences through current employment. Will this disqualify me from applying for the grant?

   a. No, lack of collaboration with other service providers in the design does not disqualify your agency from applying. Describe any collaborative efforts in the design of the program and implementation. As outlined in the RFP the responses to the Collaboration questions are to demonstrate a system approach to addressing the needs of persons experiencing homelessness and those at imminent risk of homelessness. (answer 2/5/2019)

2. On question 17 in ZoomGrants under collaboration: it's asking for partners that I proposed in the activity, regardless of sub-recipient status? How will you coordinate services with other providers? How I will coordinate care with other providers are through referrals there are no Partnerships. The referrals that will be made are to organizations that already provide services to the public and they're accessible. Will this disqualify me?

    a. No, lack of contractual partnerships does not disqualify your agency from applying. Partnerships are any relationship with other service providers, including referrals; they are not just partnerships outlined in MOUs or other agreements. Describe how you will coordinate with other service providers. As outlined in the RFP the responses to the Collaboration questions are to demonstrate a system approach to addressing the needs of persons experiencing homelessness and those at imminent risk of homelessness. (answer 2/5/2019)

3. The RFP required "Proof of Insurance", is there a particular type of insurance that the RTFH is looking for?

    a. Provide proof of liability insurance in an amount that is reasonable to compensate any person, firm or corporation who may be injured or damaged in performing the work or any part of it.(answer 2/11/2019)

4. On question 15 in ZoomGrants it references the Projected Outcomes Table. I do not see that section in the application, where is it located?

    a. Under the Personnel Detail & Projected Outcomes tab you will need to scroll down to the bottom of the screen where you will find the "Projected Outcomes per Program Type". Please see screenshots below.

Regional Task Force on the Homeless

San Diego Continuum of Care/RTFH - Homeless Emergency Aid Program (HEAP) Year 1

OPEN PROGRAMS | DESCRIPTION | REQUIREMENTS | RESTRICTIONS | CONTACT ADMIN | ANNOUNCEMENTS 3

RTFH Test

Test Application

$ 500,000.00 requested

Agency Summary | Application Questions | Budget | **Personnel Detail & Projected Outcomes** | Documents

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Personnel Detail & Projected Outcomes

Projected Outcomes per Program Type

Projected outcomes in Year 1 for each program type for the application. Edit the individual program types as applicable for the programs identified i

Year 1 Outcome/Goal	Unduplicated number of homeless persons assisted	Unduplicated number of at risk of homelessness persons assisted	Number of instances of services (encounters)	Number of unsheltered homeless persons being sheltered	Number homeless perso entering perman hous
Service Programs					
	#	#	#	#	
	#	#	#	#	
	#	#	#	#	

5. Can you define what you mean by number of instances of services (encounters) on the Personnel Detail and Projected Outcomes tab?

   a. Per the State NOFA, number of instances of services (encounters) means each encounter with a member of the target population where services are provided for each of the eligible grant activities. For example, one individual checks into a warming center operated by Provider X on Tuesday. The same individual checks into the same warming center the next night. This counts at two instances of service for this activity. (answer 2/28/19)

6. What Outcome/Goal do we use to project the number of individuals assisted with case management or Diversion services that are living in a vehicle?

a. Services to individuals living in a vehicle that also consider themselves homeless would be counted under the "number of unduplicated homeless persons being assisted". (answer 2/28/19)

7. What Outcome/Goal do we use to project the number of individuals assisted with rental assistance?

   a. Rental assistance provided to individuals experiencing homelessness would be counted under the "number of unduplicated homeless persons entering permanent housing". (answer 2/28/19)

8. What Outcome/Goal do we use to project the number of individuals <u>moving in to</u> an emergency shelter?

   a. Entering into an emergency shelter from unsheltered location would be counted under the "number of unsheltered homeless persons being sheltered". (answer 2/28/19)

   b. Entering into an emergency shelter from another shelter would be counted under the "number of unduplicated homeless persons being assisted". (answer 2/28/19)

9. We are submitting a capital project that will result in increased services; do we list the program outcomes under the Capital Improvements section or under Services section?

   a. Services, Rental Assistance and/or Emergency Shelter provided as a result of a capital project would be counted under in the Capital Improvement section. (answer 3/4/19)

10. Which expense columns do we used as a single use application in the Budget tab of ZoomGrants?

   a. For Single Applications: The agency should use the Agency 1 - HEAP for the expenses that will be charged to RTFH HEAP funding and the All Agencies - Other column to list the expenses that will be charged to non-RTFH HEAP funding. (answer 3/4/19)

11. How do we breakout individual program line-items in the budget portion of ZoomGrants?

a. Please see Question 3 under the General Question section of these FAQs. (answer 3/4/19)

12. We are a collaborative application, how should we list the project outcomes in the Projected Outcome Table? Should we lump them together for all collaborative agencies or list separately for each agency? Does it make a difference if we are providing different types of service, the same services, and/or target populations?

    a. It is up to the Lead Applicant to determine how they wish to illustrate the projected outcomes in the application. Requirements for reporting program outcomes will be outlined in the contract with RTFH and the Post-Award workshop.

    b. Client level project outcomes will be reported in HMIS and the Lead Applicant must keep this in mind in listing the proposed project outcomes in the application. Any other project outcomes not captured in HMIS will require the Lead Applicant to collect the information from all subrecipient and to report.

    c. HMIS program setup will require the Lead Applicant and each subrecipient in the collaboration to have their individual HEAP funded program listed under their individual agency and not combined under the Lead Applicant.

    d. As stated in #2 of the Collaborative Application section of the FAQ, the lead applicant is responsible for the performance of the project as outlined in the application and negotiated for the final contract, regardless as to which subrecipient is actually performing specific activities. (answer 3/6/19)

13. Should the applicant's estimate the number of persons to be served be "for the first year" – for example 25 per year, or should the number to be served be for the 2 year period?

    a. Input only Year 1 outcomes into the ZoomGrants Projected Outcomes table as stated. If the applicant wishes to describe the expected outcomes in Year 2, they may do so within the narrative. (answer 3/13/19

Funding Intent

1. Why is $8,000,000 of the HEAP funds being released with the RFP and not the total amount?

a. Approximately $8,000,000 is being released for Year 1 of a two year program operation cycle. Within the application, applicants identify not only the amount requested for Year 1 but also identify the amount of HEAP funds that will be required in Year 2 to continue the program(s). The total amount award can be adjusted up or down based on the quality of applications submitted and needs addressed. All agencies and collaborative applicants are encouraged to apply for what they need to facilitate the project. (answer 2/1/2019).

2. Why not release the entire HEAP amount in Year 1?

a. The intention of RTFH is to move toward right-sizing the homeless service system. This one-time only State funds is an investment in service support, addressing service gaps and enhancement improvements. Strategically prepare for program costs up to and including 2 year of operations. For example we want to make sure rental assistance programs are able to provide rent and on-going wrap around housing stability services for up to 24 months. (answer 2/1/2019)

3. If we spend the total amount in Year 1 won't it show the state that we need more money and they can give us more for Year 2?

a. The funding is only one-time. The state is looking for smart strategies and therefore only requiring that 50% of the funds to be obligated in the first year. We are following the state's best practice. (answer 2/1/2019)

4. What if the state provides additional HEAP funds (or other funds to address homelessness)?

a. If additional funds is provided to RTFH from the state the funds will be added to the existing RFP or run a second RFP, as appropriate. (answer 2/1/2019)

5. Is there going to be a % of the HEAP funding awarded to Capital vs. services vs. real estate, etc.?

a. There is no set percentage of HEAP funding that will be awarded to each category. All agencies and collaborative applicants are encouraged to apply for what they need to facilitate the project. (answer 2/7/2019)

6. Is there going to be a percentage of HEAP funding awarded based upon region/city?

   a. No, there is no set percentage of HEAP funding that will be awarded to each region or city. (answer 2/11/2019)