

# CSH Coordinated Entry RFP Info Meeting Frequently Asked Questions

May 20, 2019

- I. Skilled Assessors FAQ
- II. Supporting Survivors of Domestic Violence FAQ
- III. Budget FAQ
- IV. General FAQ

## **I. Skilled Assessors FAQ**

- Will skilled assessors be giving information on what interventions people are eligible for?
  - o Skilled assessors will be trained to determine what programs/interventions households are prioritized for if any within Coordinated Entry
- Is the Catholic Charities call center set up to have remote assessors?
  - o The Catholic Charities call center is not set up to have remote assessors. The agency does not allow remote access at this time, largely due to the cost of technology upgrades necessary to expand capacity in this way.
- When will skilled assessors be available at all locations?
  - o The first goal is to have skilled assessors available at Access Points from Monday through Friday, 9am – 5pm, and either early or late hours at shelters to accommodate guests who do not stay during the day.
- Are any skilled assessors available outside of these hours?
  - o Covenant House is open on Saturdays and serves as a Youth Access Point, though in this phase our goal is to expand to be open during normal business hours at all Access Points.
- Are you looking for additional access points?
  - o We are open to input for new locations though we are not looking to expand the total number of Access Points so opening a new location would most likely involve closing a current location.
- Where will assessors be located?
  - o Skilled assessors are available in person at the specified access points, by phone at the Catholic Charities call center, at large shelters, and may be directed to other locations as needed.
- What makes a site an access point?
  - o Sites volunteered to be Access Points about two years ago. Locations are prioritized by where people experiencing homelessness are most likely to frequent and data of assessments completed at locations has helped narrow down the total number of Access Points to locations with higher traffic.

- Are staffing hours flexible for different kinds of access points?
  - o Yes, for example emergency centers would benefit from alternative hours that accommodate when people are coming through as opposed to traditional business hours.
- Will there be more intensive trainings for fewer assessors?
  - o There will be additional training for assessors. Dedicated Skilled Assessors will participate in an orientation together.
- What is the timeline for getting new skilled assessors?
  - o The grant becomes available August 1<sup>st</sup>.

## **II. Supporting Survivors of Domestic Violence FAQ**

- Can funding assist with moving truck rental costs?
  - o Funding can assist one time per household with moving truck rental costs.
- Is there a clear number of people for the DV application?
  - o There is not a set number of people who must be served
- Will housing recipients receive services?
  - o They may receive services separately, though the housing locator's main responsibility will be housing location and not extended case management.
- Is there a connection where people could be put on CHA through this, or does everyone have to be able to afford market rate housing?
  - o The Housing Locator will serve people who can afford non-subsidized housing.

## **III. Budget FAQ**

- Are there limits on where in-kind funds can come from?
  - o In-kind funds can't be from an existing COC source, but otherwise there are no restrictions
- What are the limitations to the 25% match funding?
  - o What you spend the match funds on has to be the same budget items as the award you are receiving
- Why couldn't office space be used for match funds?
  - o HUD requires match be used for the same budget items as the award
- Is the 10% overhead taken from the total grant?
  - o Apply the 10% overhead cost to staff's salary (refer to CSH rate sheet example)
- Do you need to document a request for the 10% overhead use?
  - o No, only put in an official request if it's over 10%
- What are the housing locating dollars for?
  - o Helping individuals find housing only, including application fees, as these funds will not pay rental costs

#### **IV. General FAQ**

- Would we be able to refuse the grant if awarded?
  - Yes. Please include information on whether the application is flexible such as if you are open to changing the total number of assessors who can employ or not.
- Who do we send questions to
  - General: Stephanie Sideman at [Stephanie.sideman@csh.org](mailto:Stephanie.sideman@csh.org)
  - Budget-specific: Brett Penner at [brett.penner@csh.org](mailto:brett.penner@csh.org)
- Could there be more than one agency collaborating to apply for the grant?
  - Yes, but in an unofficial partnership. Agencies are encouraged to apply for more than one assessor, but formal collaborations for grants are not required.
- Is there a template for writing the grants?
  - No, but the application includes a checklist of necessary information. You are encouraged to write answers in narrative form. Please limit responses to 5 pages
- What reporting requirements do you have?
  - There will be one annual reporting requirement through HMIS and one yearly monitoring visit that HUD requires, which has a program component and a financial component. If you have both grants there will be separate contracts and reports for each.
- What are the next steps after they are approved?
  - By June 7<sup>th</sup> CSH will confirm awards and contracts will be initiated Aug 1<sup>st</sup>.