

# Question and Answer

## Family Support RFP

*2018 Request for Proposal*

	<b>Program Area</b>	<b>Question</b>	<b>Answer</b>
1	Help Session	How do I sign up for a Help Session appointment?	Contact (206) 615-0744 to be scheduled for a 30-minute appointment with HSD staff at a specific time during one of the three help sessions. Attending a help session is not required, but you must sign up in advance for an appointment if you wish to attend. You do not have an appointment until you hear back from the scheduler. Organizations may sign up for one 30-minute appointment. (note: at the time of this posting, all help sessions have ended)
2	Help Session	Can we bring more than one person to the help session?	Yes.
3	Populations	Are African Americans in a separate RFP?	Priority populations for this RFP include families of color, which includes African Americans. See Guidelines and Application, Section III. Additional RFPs released this year will include a focus on various racial and ethnic populations that include but are not limited to African Americans.
4	Populations	Are East Africans included in Black/African American?	Yes, East Africans are included in the priority population, families of color. See Guidelines and Application, Section III.
5	Populations	Why is the population listed on the first line of the theory of change “youth ages 14-24”, instead of families?	The overall population HSD seeks to improve outcomes for is youth ages 14-24. By investing in families, it is expected that outcomes for that age range will improve.
6	Participant Eligibility	Can we serve unincorporated King County?	No. Agencies may use funding from this RFP for services located within Seattle City limits, and participants need to live within Seattle City limits.
7	Participant Eligibility	Do families who are experiencing homelessness need to be able to prove their last address was in Seattle?	Families who are homeless will be asked what their last address was, but are not required to provide documentation to prove this.
8	Strategies	Can you explain what you mean when you say the Systems Navigation Support strategy is not intended to be a referral service?	The Systems Navigation Support strategy is intended to help families learn how to access services and navigate systems on their own. While an organization may provide referrals to families as a part of their work, the focus of services proposed for this strategy should be on teaching and supporting families to be able to access services and navigate systems without assistance.
9	Rating	How will the interview be rated?	Interviews will receive a score that is separate from the score an organization will receive for their application. Both scores will be used to determine funding recommendations.

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10	Funding	How many organizations does HSD expect to fund through this RFP? Is there a minimum or maximum number of organizations?	HSD does not have a predetermined number of organizations it intends to fund, or a minimum or maximum.
11	Reporting	What will the reporting look like for the new contracts?	Please see “Section IV. Investment Area Background & Program Requirements” of the RFP Guidelines. Specific details regarding reporting will be discussed during contract negotiation.
12	Partnerships	A. How should we demonstrate our collaborations/key partnerships? B. Do we need to include information on cultural competency and other skills for our partner’s staff?	A. Applicants are asked to describe their program model. Include collaborations/key partnerships in the appropriate answers. In addition, partnering organizations will need to sign the cover page and submit signed letters of intent. B. Any information to strengthen your proposal is encouraged to be included, unless specifically excluded in Application, Section II.
13	On-line Application	Can we look at the on-line application before we submit it?	Yes. There is a small amount of information that needs to be completed in the on-line system. The system will not save this information for you. All other information (application, budget forms, etc.) must be uploaded.
14	Rating	Who is on the rating panel?	The rating committee is made up of staff from a variety of city departments, as well as community members and stakeholders.
15	Populations	Can you distinguish between the priority and focus populations?	Please see “Section IV. Investment Area Background & Program Requirements” of the RFP Guidelines. HSD will track outcomes for the focus population who show the greatest disproportionality for specific outcomes.
16	Rating	Is there a scoring advantage to serving the priority or focus populations?	Scoring will be determined by the strength of the application, as outlined by the application criteria. If an organization seeks to serve a population not included in the priority or focus populations, they will need to clearly demonstrate a significant need in their application.
17	Populations	What if we serve many different communities of color who are all deaf?	The priority population for this RFP includes families of color.
18	Strategies	If you apply to both strategies and one of the strategies receives a low score, does that mean you will not be funded for either strategy?	Each strategy will be considered on its own merit, and will be scored separately.

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19	Populations	Do organizations have to work with all families, or can they focus on one group, like kinship families?	Organizations may focus on one specific community or group. Please see “Section IV. Investment Area Background & Program Requirements” of the RFP Guidelines for a description of the priority and focus populations.
20	Program Model	Does the Family Support RFP reflect a move by HSD towards dispersing family services across Seattle, rather than having them located in Family Resource Centers? Is the City committed to the Family Resource Center model? Should currently funded Family Resource Centers highlight their experience in their proposals?	The RFP seeks applications from all qualified organizations. HSD is asking applicants to describe how they will meet the performance measures for their proposed population. All applicants are asked to include information about their experiences and strengths in their responses to the narrative questions. HSD seeks to fund the most competitive proposals and is not specifying a preferred model.
21	Budget	Do agencies need to indicate which staff are their partner's and which are theirs on the budget line item?	Yes.
22	Budget	Is industrial insurance listed on the Proposed Personnel Detail Budget under personnel benefits the same as L & I?	Yes.
23	Partners	Do partnering organizations need to submit their 501c3 documentation?	No. Only the organization that is submitting the application will need to submit documentation of their 501c3 status.
24	Eligibility	If an organization does not have their 501c3 status approved at the time the application is due, but has a fiscal sponsor who does have their 501c3 status, who should submit the application?	The fiscal agent with the 501c3 status should submit the application. If funding is awarded, the contract would be with the fiscal agent. Please see the HSD Agency Minimum Eligibility Requirements posted on the <a href="#">Funding Opportunities Webpage</a> for a full description of the eligibility requirements.
25	Theory of Change	Is there somewhere online where organizations can go to see HSD’s Results Based Accountability Plan?	Yes. It can be found on the <a href="#">Funding Opportunities Webpage</a> .
26	Populations	In the Racial Disparity Data section, do references to Black/African American populations include African immigrants/refugees?	Yes. See answer to question #4.
27	Populations	HSD’s priority and focus populations are stated as families of color and limited English speaking	See answer to question #17.

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		families with children up to age 24 and Native American/Alaska Native and Hispanic/Latino families with children up to age 24 respectively. Our agency serves primarily the developmental disabilities population, and our focus within that population are families of color, immigrants, and refugees, including Black/African American and Hispanic/Latino. Does this fall under HSD's priority population or focus population?	
28	Survey	Regarding client surveys: Is the survey already created? Is it available for us to look at? How will it be administered? Will HSD translate the survey into other languages? Which ones? If not, can we build said translation into our budget?	The survey and survey instructions will be available to review during contract negotiation. HSD will translate the survey into at least 12 languages: Amharic, Arabic, French, Khmer, Oromo, Russian, Somali, Spanish, Tagalog, Tigrigna, Traditional Chinese and Vietnamese. HSD will provide additional translations if needed.
29	Database	Regarding the database, what other databases are identified by HSD? We use Salesforce and want to know if we can use it for this project. If not, can we build staff training for the new database into our budget?	Organizations will be required to use the Efforts to Outcomes (ETO) database, or another database identified and paid for by HSD. If another database is selected, successful applicants will be informed during contract negotiation. All agencies will be required to use the same database. HSD will provide database training for staff.
30	On-line Submission System	Regarding electronic submittal: A. Is it an on-line document upload? I'm unable to get to subsequent pages on the form to look. B. Am I able to make changes if I submit before the deadline?	A. See answer to question #13. B. Once submitted, you are not able to go back in and alter your original application. You may resubmit a corrected application prior to the deadline. For assistance with the online submission system, please contact Susan McCallister at <a href="mailto:Susan.McCallister@seattle.gov">Susan.McCallister@seattle.gov</a> or (206) 233-0014. You may also visit the <a href="#">Online Submission System Help page</a> .
31	Partnerships	Regarding partnerships: A. To what degree is a partnership significant enough to require a letter of support? B. Also, in this section it says to include letters of support but at the beginning of the application it	A. A significant partnership would be one in which you could not implement your project, or the quality of the project would be diminished, without the services/resources the partner provides. B. Letters of support from participants, donors, or community members should not be included. Letters of intent from partners are required.

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		says not to. Where do I include these in order to have them be part of my application?	Letters of intent from partners do not count towards your page limit. They can be submitted as an attachment with your application.
32	Budget	Regarding the personnel detail budget: 7-8 staff with the same title will be working on this project. Can we omit their names and say “various staff” and include the total FTE for the project for that position?	No. Organizations should list the position title and name of each staff person who will be responsible for implementing or supervising the project.
33	Funding	I understand that this funding is currently ongoing—how many projects are currently funded by this investment? How many strategies do you plan to fund for this RFP? Is there a range of dollar amounts that would be appropriate to ask for? Knowing how much is appropriate to ask will help us determine our scope of work.	There are 14 contracts currently funded. For information on the number of contracts and the dollar amount, please see the answer to #10.
34	Data	Regarding the use of data in our proposal: would data from focus groups that we have conducted with the populations we serve be appropriate to use, or would HSD prefer data from other sources?	Data obtained from focus groups with the populations you intend to serve is appropriate to use in your application.
35	Budget	I am wondering if we need to fill out the budget twice: one for system navigation and one for family management? We are going to have two program staff persons who will provide both services/strategies so the costs are the same.	Yes. Organizations are required to fill out a budget for each strategy you are requesting funding to implement. If the same staff is used for both strategies, indicate their Full Time Equivalency (FTE) to demonstrate how their time will be allocated.
36	Budget	In the budget, do we need to list the names of funders that we will apply to or only those that we've secured?	Organizations should list other funding that has been secured.
37	Populations	Are services only to adults? Can we include youth, who are living at home with family, middle school and older, to be counted and surveyed?	Funding is intended for services for families with children/youth up to the age of 24. Services may include youth so long as their participation is related to Family Management and/or Systems Navigation Support. Funding is not intended to be used for youth development services such as afterschool

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			programs or tutoring. Children/youth under the age of 18 will not be surveyed, with the exception of teen parents.
38	Budget	Can we submit a consolidated budget for both strategies (Systems Navigation Support and Family Management)?	No. Please see the answer to question #35.
39	Budget and Strategy	<p>When reviewing the application and reflecting on services offered, it seemed that some services overlap both strategies. For example, a recreation event where families socialize with each other and the community (Family Management) but also learn the bus system and the park system (Systems Navigation) through the activity.</p> <p>Or a parent who comes to see a Parent Educator for a parenting issue (Family Management) and it develops from this meeting that they need assistance to navigate a meeting with their child's school personnel to create an IEP (Systems Navigation).</p> <p>So for the example of the Parent Educator, would salary and expenses for the Parent Educator be split between the two budgets (Family Management and Systems Navigation) and the service description narrative split under each strategy?</p>	<p>Strategy – Recreation Event example response One event can include activities from both strategies. However, each activity within the event needs to clearly be aligned within one strategy which identifies which performance measures you are collecting and how you are allocating in budget. If you intend to address both strategies through one event, then you will need to indicate how you plan to do this in your narrative response.</p> <p>Strategy – Parent Educator example Families may come into your organization to participate in a service/activity in one strategy and need additional services/activities that are in a different strategy. Either everything is allocated toward the initial strategy/result of the activity, or the time spent needs to be clearly separated between the two strategies and both performance measures will need to be captured.</p> <p>Budget: Please see the answer to question #35. The budget for each strategy should reflect what it will cost your organization to implement that strategy.</p>
40	Budget and Partners	Do we need to include our partners' staff in the budget if we are not subcontracting with them?	No. If your partner is providing staff without charging your organization, you do not need to include those staff in your budget.

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41	Budget	Which line item on budget do we put down for speakers fees? (for classes & workshops)	Fees paid to individuals or businesses on a one-time, non-recurring basis go under line item Expert and Consultant Services. Fees paid to individuals or businesses on a temporary or short-term basis go under line item Contractual Employment.
42	Budget	Do we put down interpreters and childcare costs under "Other/Misc expenses" or ?	Please see the answer to question #41. If your own staff are performing these services, then those positions should be included in the Proposed Personnel Detail Budget.  Non-staff related childcare expenses, such as snacks or supplies, may go under line item Miscellaneous Expenses in the Proposed Program Budget.
43	Budget	Is line item Automobile Expenses for staff travel mileage and/or gas stipend for participants?	The Automobile Expense line item is for car leases. Staff mileage should be listed under line item Convention & Travel. If you will offer participants gas cards or stipends, please include that under line item Other Miscellaneous Expenses.
44	Budget	What is Convention & Travel? Is that something we can use for staff to attend family support related trainings?	Line item Convention & Travel includes transportation, meals, and lodging expenses incurred by the employee in the performance of official duties.
45	Budget	"Education Expenses" what is that usually used for? Is that where we put down to purchase materials such as curriculum, etc?	Line item Education Expense includes tuition, travel, and living expenses of employees sent to educational programs or schools. Curriculum and other materials that will be used in programs for participants should be listed under line item Miscellaneous Expenses.
46	Budget	Could we use the funds for meals for participants? If so, is there a limit on per person?	If it is a necessary part of the program or service you are providing, then food for participants is an allowable expense. There is not a limit per person, but the cost should be reasonable and appropriate for the population you will be serving and the services you will be offering.
47	Population	Our organization works with Deaf, Deaf/Blind, and hard of hearing population. Our parenting program works with Deaf parents on positive parenting. Now with this RFP that expands to include families with youth up to 24 years old. We	Please see the answer to question #37. If you are requesting funding for a different model (e.g. funding support for youth/young adults up to the age of 24 still living at home who are supporting their parents), please explain this model in your narrative. Proposals that clearly describe a plan to address significant needs among other populations will also be considered.

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		<p>plan to continue work with Deaf parents that has child(ren)/youth but with this expansion, we do want to work with Deaf youth between ages 18-24. 90% of children have hearing parents, only 10% of Deaf child/youth have Deaf parents. Could we just work with Deaf youth who are still living at home with families but their parents who are hearing will not come to our program as we only work with Deaf parents, we just work with Deaf youth. Would that be allowable?</p>	