

## NYCBenefits: Q&A Addendum Issued on August 23, 2022

*Please see answers to questions submitted between August 9 up until 11:59 EST on August 19, 2022. Please note we are no longer accepting questions.*

### **Geography and Demography:**

1. Does NYC/CUNY RFP committee have a data breakdown of underutilization rates by benefit, by geography, by demography? When would you all be able to share any underutilization data, as we are working to develop our proposals?

**The RFP (page 3) provides examples of key benefits opportunities, although this is by no means an exhaustive list. This initiative relies on the knowledge and experience that Community-Based Organizations have from their years of on-the-ground work and intimate knowledge of the communities that they serve and of which they are a part. We encourage proposals based on experiential knowledge of gaps in service delivery, and scopes of work that show how an organization can help to close these gaps.**

2. For the application question regarding the geographic locations (borough, TRIE neighborhood, etc.) that we are to indicate we've done work in, would we be accountable to reaching deliverables in each of those neighborhoods that we check off should we receive the award? Or is that question just intended to be reflective of the reach we've had comprehensively and we should indicate in the application where our reach is the strongest?

**As mentioned during the pre-proposal webinar, this question is intended to be reflective of a CBO's comprehensive reach. Just because a CBO indicates a geographic location in their application does not mean they will be accountable for reaching deliverables in each of those neighborhoods. We will work with CBO partners to co-design outcome targets as a part of the first deliverable of the contract, the planning document. Please propose outcome targets that you believe are achievable for the grant award you seek.**

3. If our application focuses on a TRIE and we also provide services citywide to a similarly high need population (referred through the healthcare system), could we provide the program services to people who live outside of the TRIE?

**While the [33 TRIE neighborhoods](#) are priority neighborhoods for this initiative, we welcome CBOs who serve other neighborhoods with communities in need of benefits to apply. Please specify which neighborhoods you serve in the scope of work section of your application.**

4. Are awardees allowed to cover multiple TRIE neighborhoods?

**Yes awardees are allowed to cover multiple TRIE neighborhoods and we will work with CBO partners to identify target neighborhoods as a part of the first deliverable of the**

**contract, the Planning Document, and in coordination with other CBO awardees to ensure maximum reach and minimal duplication.**

5. The “Race/Ethnicity” question does not list the option to select Arab, Middle Eastern, or North African, and also lacks an “Other” option that would allow providers to elaborate further on the race/ethnicity of the populations they serve. Could the RFP be modified to include “Arab, Middle Eastern, or North African” as an option, or a free-response “Other” category?

**Thanks for flagging. These options were identified based off of the responses provided for federal questionnaires like the census and HR equity and diversity questionnaires, but we recognize this list isn’t perfect. Please feel free to indicate additional ethnicities and populations served in the question right before “Other populations served.”**

6. Is Brighton Beach, which is part of the Coney Island peninsula, included in the TRIE neighborhood?

**All TRIE zip codes and neighborhoods are listed on the Taskforce for Racial Inclusion and Equity website and can be found [HERE](#).**

### **Goals/Deliverables/Scope of Work**

7. How specific would you like proposers to get with our anticipated outcomes/deliverables? E.g., number of people screened, enrolled, specific benefits accessed?

**Please share whatever level of detail and nuance you are comfortable with and note that there is no one way for CBOs to successfully complete benefits access work through this RFP. All CBOs selected will work closely with CUNY, the Deputy Mayor’s Office for Strategic Initiatives, and HRA to develop a proposed work plan (planning document) as the first deliverable of this project. There are multiple factors such as contact and reach, value to communities served, capacity, and quality of the proposal, described in depth on pages 13 and 14 of the RFP that will be used to determine selection.**

8. What are the expectations around contract deliverables and activities? Are they co-developed after an award is made or are there specific expectations orgs are required to meet?

**They are co-developed. Please refer to the answers given in questions 2 and 7 for more details.**

9. Is outreach the primary objective or getting the benefits for the client?

**The primary objective of the program is to ensure that all New Yorkers get - and keep - the benefits they need and for which they are eligible. This includes outreach, screening, application support, and case management. An application that only focuses on public messaging will not be successful. That said, a strong case for a team approach – an organization that focuses mostly on outreach that works closely with organization/s that enroll and case manage beneficiaries - will be considered.**

10. In terms of Benefits and Services Currently Provided, if we refer clients for specific benefits programs, but don't service them directly, is this still considered "benefits provided"?  
**Please describe your benefits work in full – including referrals – to give us a complete picture of the work you do to support your community.**
11. Our nonprofit addresses DV in NYC's Muslim community and we have a youth program as well as a seniors program. Does this RFP require us to serve beyond our own clients/constituents?  
**We anticipate that these grants will be used for organizations to expand their work – to deeper levels with existing clients, to an expanded client base, or to a combination of the two. Therefore, while it is not required for organizations to serve beyond their existing client population, we would expect a successful proposal to involve an expansion of work in some way. Please make the case for your proposal by drawing on what you are seeing, how unmet needs will be best served, and how this funding will support your work.**
12. Our organization is already supporting clients with benefits enrollment and we conduct outreach for our existing programs (DV services, youth services, ESL classes, and more) and we are hoping to use these funds to expand on the work we are already doing. Would this program require us to do targeted outreach for benefits enrollment specifically, separate from our existing outreach activities?  
**Please refer to the answer given in question 11 for more clarity.**
13. Is the use of the AccessHRA system a requirement for this grant? May we count other forms of enrollment (I.e. by phone (IVRS), in person (MARU), fax, etc.)? In our experience, many of our older adults would prefer to use the phone for recertifications.  
**The ACCESS HRA system is not a requirement of this grant and you can count on other forms of enrollment through the NYC Benefits program.**
14. Are staff funded by the grant required/ preferred to assist with all of the "preferred benefits" listed in the RFP?  
**There is no minimum number of benefits or cases that case managers should carry. Final reporting guidelines will be finalized and released during the contracting period. All CBOs selected will work closely with CUNY, the Deputy Mayor's Office for Strategic Initiatives, and HRA to develop a proposed work plan (Planning Document) as the first deliverable of the contract. There are multiple factors such as contact and reach, value to communities served, capacity, and quality of the proposal, described in depth on pages 13 and 14 of the RFP that will be used to determine selection.**
15. Will an application be competitive if an organization has expertise in enrollment in some of the benefits program but not for all?

**Yes an application will still be competitive if they have expertise in some of the benefits but not all. Please refer to the answer given in question 14 for more clarification.**

16. Does the CBO have to do direct enrollment or could it work on public messaging and connection to CBOs that do enrollment?

**Please refer to the answer given to question 9 for more clarification.**

17. Our organization has 3 community centers in 3 different boroughs. Can we submit 1 application, or must we submit 3 separate applications?

**Please submit one (1) application that calls out all of the places where you will focus your work and the communities with whom you will work in those places.**

18. Regarding number of people to be served under the proposed contract, would we be able to “count” someone we enroll in new benefits if that person is already receiving a different NYC-funded service from us (i.e. the person is a student in one of our NYC-funded ESOL classes)?

**Because we anticipate many organizations will be integrating benefits access work into existing service delivery, we would count someone as being enrolled in new benefits even if they're already receiving a different NYC-funded service. Final reporting guidelines will be shared during the contracting period, and all CBOs selected will work closely with CUNY, the Deputy Mayor's Office for Strategic Initiatives, and HRA to develop a proposed work plan (the Planning Document) as the first deliverable of the contract.**

19. Are you looking for a holistic picture of our entire agency benefits services, including those funded by other agencies, or are you hoping to fund specific slice of outcomes through this grant? We read the RFP as trying to get at the overall picture, but we also understand many public funders prefer non-duplicated outcomes especially if you are each independently reporting back to NYC on the resulting outcomes/impact. (As we report back to other city funders on our AccessHRA outcomes for example.

**The RFP includes opportunities to provide an overall picture of your current work. The proposal for additional benefits access work should include specific activities and deliverables that will be funded under this contract. The primary objective of the program is to ensure that all New Yorkers get - and keep - the benefits they need and for which they are eligible. We are looking to partner with CBOs who are committed to meeting that goal and will co-develop metrics of success along with CBO grantees. Final reporting guidelines will be released during the contracting period.**

20. What counts as a completed referral for evaluation? Can it include helping people through AccessHRA website to complete an account and program applications? Or do we need to refer

them to the appropriate government office in person and get confirmation from that office? How is this measured?

**The primary objective of the program is to ensure that all New Yorkers get - and keep - the benefits they need and for which they are eligible. We are looking to partner with CBOs who are committed to meeting that goal and will co-develop metrics of success along with CBO grantees.**

**Many public benefits do not require visiting a government office in person, including many HRA benefits (such as but not limited to Cash Assistance, Emergency Assistance, FHEPS, SNAP, HEAP, Fair Fares, etc.) and non-HRA benefits (such as but not limited to SCRIE/DRIE and the Affordable Connectivity Program). Applications for many of these benefits can be submitted through ACCESS HRA and/or by email, mail, or fax. NYCBenefits strongly encourages application submission online through ACCESS HRA or other government portals.**

**NYCBenefits seeks Service Providers who will provide direct assistance to facilitate benefits enrollment and/or maintenance of benefits (recertification). Providing referrals or conducting outreach may be included in this work, but should not be the sole activity under this initiative. An application focused exclusively on outreach or providing referrals will not be successful. While not required, proposals that include the ability to accept referrals from the City or from other community-based organizations will be viewed positively.**

21. What benefits are you expecting will need case management support?

**The universe of benefits we anticipate will need case management support are listed in the application under the question Benefit and Services Currently Provided. Pasting the question below for your benefit.**

**Benefit and Services Currently Provided \***

**Which benefits do you most commonly link your clients to? Check ALL that apply.**

- **Supplemental Nutrition Assistance Program (SNAP)**
- **Women, Infants, and Children federal assistance program (WIC)**
- **Medicare**
- **Medicaid**
- **Supplemental Security Income (SSI) survivor benefits**
- **Cash Assistance**
- **Housing benefits - SCRIE, DRIE, FHEPS, etc.**
- **Childcare benefits**
- **Utility Benefits**
- **Transit Benefits - Fair Fares**
- **Unemployment Insurance**
- **Earned Income Tax Credit (EITC)**
- **Child Tax Credit**

- **Other (please explain in next question)**

22. Are you recommending a particular model for related Case Management?

**No, we are not looking for a particular case management model. Please make the case for the model that you use and believe to be the most effective for the community you serve.**

23. How long and how many clients are expected to be engaged in Case Management?

**There are no predetermined benchmarks for how long and how many clients are engaged in case management. Please make the case for the number of clients and the length of time that you believe to be reasonable given the resources available.**

24. Is this program expected to look something like current HRA Case Management support?

**Clarifying that HRA doesn't currently contract with any CBOs or external partners to provide case management and that the work done by HRA workers cannot be done by CBOs due to technology and systems clearance requirements. That being said, we are not looking for a particular case management model. Please make the case for the model that you use and believe to be the most effective for the community you serve.**

25. How many clients are workers expected to enroll per year?

**There is no minimum number of cases that case managers should carry. Final reporting guidelines will be finalized and released during the contracting period. All CBOs selected will work closely with the Deputy Mayor's Office for Strategic Initiatives and HRA to develop a proposed work plan as the first deliverable of the Planning Document. There are multiple factors such as contact and reach, value to communities served, capacity, and quality of the proposal, described in depth on pages 13 and 14 of the RFP that will be used to determine selection.**

26. We currently are certified to do health insurance enrollment thru NY State of Health. Will this funded work be focused on the NYC Cares or NYC Public Health Insurance coverage? If so, is there an NYC based portal/process we will be trained in?

**There are no predetermined plans for which insurance coverage the program will focus on. Please make the case for the program that you think is most effective for your community and for what kinds of support you need to ensure your success.**

27. Will Medicare be included in this? Will it be required?

**Medicare is included as one of the many benefits programs. It is not required.**

28. I work in a community school and we have a school-based dental clinic, which we are very invested in increasing enrollment for (it's open to all our students and accepts all insurances). Would we be able to count dental clinic enrollment as one of our benefits programs?

**Absolutely. Please make the case for the program that you think is most effective for your community and for what kinds of support you need to ensure your success.**

29. We have a great contact with an enrollment person at the NYC Care health insurance program. If we refer a client to that enrollment person and they get enrolled, can we count that towards our metrics (even though we're not the ones actually enrolling them ourselves)?

**Please refer to the answers provided to questions 19 and 20 for more clarification.**

30. Can we include 3K, pre-K and other education enrollments as benefits acquired, for our previous experience and/or as a proposed deliverable?

**Yes.**

31. I am writing to request additional information on the goals and deliverables of the contract. Are these co-developed once an award is made, or what are the expectations of our organizations as it pertains to contract deliverables?

**Yes the goals and deliverables of the contract are co-developed once an award is made.**

**Please refer to the answers given to question 7 for more details.**

32. Would we be able to use Health Home referrals/enrollments (and potentially benefits enrollments through the Health Home) to measure impact?

**Please refer to the answers provided to questions 19 and 20 for more clarification.**

33. Would ensuring people are actively engaged in primary care considered a benefit / outcome?

**While this is important work, you would need to connect it to a larger body of benefits work for it to fit within the umbrella of this program.**

34. For a CBO applying as a Service Provider, is it alright if their work is concentrated on providing benefits and services to their clients, or do they need to be open to the public as well?

**Yes, providing benefits and services to your clients fits within the parameters of the program.**

35. Local CBOs are using/exploring use of a nationally recognized evidence based care coordination model that has demonstrated improved outcomes by addressing SDOH and mitigating modifiable risks. This model, when applied in organized local service Networks, helps to advance financial sustainability for CBOs delivering services, local CHW workforce development and equity for improving outcomes in underserved areas. IT is designed to support collaborations with MCOs, Government, Healthcare and Social Service organizations to streamline the delivery of needed services.

- a. Can the tools of this work be deployed by awardees as part of their workplans?

- b. Is supporting the framework for this model something that funding for this RFP can be applied to?
- c. Can a small cohort of awardees pilot use of this model as a demonstration for funders?

**The stated goals (see page 4 of the RFP) of NYCBenefits are broad and focused on increasing utilization and direct enrollment in public benefits programs. We encourage all proposals that align with the goals, purpose, and parameters set out in the RFP. Proposals will be reviewed and scored based on their alignment with those stated goals. An application that proposes utilizing a specific model should provide a detailed description of that model and how it aligns with the stated goals and requirements of this proposal (with an emphasis, again, on direct benefits enrollment or maintenance) during the course of the grant.**

**Applications of this nature should include an explanation of how or why this model, specifically, would meet the goals of NYCBenefits. Note also that the NYCBenefits program team will co-design strategies, final scopes of work, and planning documents with Service Providers and Technical Assistance & Backbone Providers.**

**NYCBenefits seeks to build capacity among providers. Contractors will be encouraged and supported in the process of identifying and securing additional funding or sustainable funding sources to expand on their benefits access work where eligible and appropriate. We welcome Technical Assistance & Backbone Provider applicants to consider capacity-building in their proposals. We also welcome Service Provider applicants to include information about how their proposal may support accessing additional funding now or in the future.**

***Reporting & Convenings:***

36. What is the role of RFCUNY post-award?  
**CUNY is a key programmatic partner of NYCBenefits. In addition to supporting the creation of the NYCBenefits CBO award program, CUNY will be creating a Benefits Access Corps to engage multilingual students from Social Work, Public Health, Community Organizing, and other relevant majors as paid interns who will be trained in grassroots organizing and benefits access screening.**
37. How often will the DMSI team convene meetings with the awarded CBO's? Weekly? Quarterly? Monthly?  
**Each CBO will be assigned a grants manager who will conduct regular check-ins with and provide support to grantees. We will provide additional information during the contracting period.**

38. If already decided, can you expound on what the reporting requirements will be for this funding, how often and how detailed (ie: will we be required to report client level detail? or collect certain info)?

**Final reporting guidelines will be finalized with input from CBO grantees and released during the contracting period.**

### *Application and Portal Questions*

39. Is there a possibility of extending the deadline for submission in light of the fact that there are additional questions regarding scope of work?

**No, we will not extend the deadline beyond 11:59 EST on September 13, 2022.**

40. “Has your organization previously received funding support from the City? If yes, please describe the type, amount of funding, when it was received, and the outcomes you delivered.” Are you asking specifically about contracts with RFCUNY and/or HRA? Our organization has over 30 city contracts. Would you like us to list all of these contracts? Are we able to upload a spreadsheet of those contracts? Please advise how we should proceed. For the question that asks "Previous Funding - Has your organization previously received funding support from the City?" -- What is meant by "the City"? Do you want applicants to detail any previous City government funding? Or only City funding specific to benefits access?

**This question was intended to help the review and selection committee understand the landscape of benefits access or adjacent work the CBO may already have underway with The City. There is no need to list every city contract your CBO has had with the City. Please feel free to share information on any relevant contracts your CBO currently has underway or within the past 1-2 years. If a CBO does not have any previous or current contracts with the City, please feel free to respond “N/A”.**

41. For the last narrative question, “Please provide links to documents such as community needs statements, reports, or other products of community engagement that might be helpful in this review process. Please also feel free to upload any letters of support from neighborhood associations, community leaders, and other stakeholders.” There is no upload field here. Where can we upload these items? If we choose to include letters of support from community partners, where should we upload them? I do not see a place to upload letters.

**Please feel free to share hyperlinks for these documents. Alternatively, you can upload any statements, reports, or relevant documents along with your budget documents in the previous question.**

42. There is a question on the Service Provider application section of the PDF RFP that is not on the application site, and vice versa.

**We are unsure of which questions you are referring to. Please answer all of the questions on the application site. Also flagging that some questions are conditional and only pop up after answering the below question in the application.**

**Which type of funding are you applying for? \***

**Please note, you may apply for any dollar within this range when you submit your proposed budget at the end of this application.**

- **Service Provision Funding (awards from 100k-250k)**
- **Technical Assistance or Backbone Provider funding (awards from 250-350k)**

43. For the last narrative question, “Please provide links to documents such as community needs statements, reports, or other products of community engagement that might be helpful in this review process. Please also feel free to upload any letters of support from neighborhood associations, community leaders, and other stakeholders.” There is no upload field here. Where can we upload these items?

**Please refer to the answer provided to question 41.**

44. On page 18-19 of the RFP, it lists the portal questions of the Service Provision – Taskforce on Racial Inclusion and Equity (TRIE) in Manhattan, the Bronx, Queens, Brooklyn, and the last one seems to be for Staten Island, even though it’s not explicitly stated. However, in the portal itself, those TRIE questions are not there. Should we ignore answering those questions if it’s not in the portal?

**Correct the last one St. George, Stapleton, Port Richmond is a TRIE neighborhood in Staten Island. These questions also appear on the application, but are conditional, meaning the Staten Island TRIE neighborhood will only appear if you indicate that you serve TRIE neighborhoods in Staten Island in the previous question. All TRIE zip codes and neighborhoods are listed on the Taskforce for Racial Inclusion and Equity website and can be found [HERE](#).**

45. In your section “Previous Funding”, you ask “Has your organization previously received funding support from the City? If yes, please describe the type, amount of funding, when it was received, and the outcomes you delivered.” How far back do we go? One year, two years?

**Please do not go back more than two years and please see the answer given to question 40 for more clarification.**

46. We are confused by the language on page 23 where it says the following: “Provide links to docs such as community needs statements, reports, or other products of community engagement that might be helpful in this review process. Please also feel free to upload any letters of support from neighborhood associations, community leaders and other stakeholders. (This is OPTIONAL and at your discretion.)” We don’t understand what is optional—the provision of letters of support

ONLY or letters of support, needs statements, reports and other products of community engagement?

**Providing letters of support, community needs assessments, or reports are considered supplemental components of this application, are not required, and therefore are considered optional. Please refer to the answers provided to question 40 for more clarification.**

47. It's not clear to us where in the application we should enter proposed service goals. We see in the application the description of the TYPES of deliverables for service providers (pages 6-8) and the TYPES of deliverables for Technical Assistance and Backbone Providers (pages 8-9) but we don't see a question in the application asking us to say how many units of service we would provide for the requested funding. Thank you in advance for clarifying.

**CBOs selected will work closely with CUNY, the Deputy Mayor's Office for Strategic Initiatives, and HRA to develop a proposed work plan (the Planning Document) as the first deliverable of the contract. The proposed scope of work can be submitted under the questions titled "Benefits Access Proposed Scope of Work"**

**Please include a narrative on the proposed scope of work and contract deliverables you will commit to if you receive funding for this project.**

**Additionally, as relevant, address the below questions in your response.**

- 1. How will you expand your capacity and what specific activities will your organization undertake if you receive funding?**
  - 2. What are new needs in the communities you serve, new sub-populations that you do not currently serve and/or new benefits programs you would prioritize if you received funding through this RFP?**
  - 3. If you are new to benefits access work, describe the current work that you will build on to offer benefits access services to your community (type of work, staff, infrastructure, partnerships, etc.).**
  - 4. For Technical Assistance and Backbone Providers, what resources, materials, trainings, etc. will you produce to support the CBOs in your cohort?**
48. Is there a word limit or character limit on the application's narrative responses? Is there a word or character limit for the responses to the narrative questions in the RFP? If so, does such a word or character limit include spaces?

**Yes, there is a maximum word limit of 500 for each question (this does not include spaces or apply to the scope of work section). There is no minimum character or word requirement.**

49. Page 23 of the RFP states “Please provide links to documents such as community needs statements, reports, or other products of community engagement that might be helpful in this review process. Please also feel free to upload any letters of support from neighborhood associations, community leaders, and other stakeholders.” If we wish to include linkage agreements or Memorandum of Understandings (MOU) with other services providers as part of our application package, can we upload them as an attachment? Or do we need to post them on our website (or another externally facing platform) and include the link where they can be accessed?

**Please refer to the answer given to question 41.**

### ***Direct/Indirect Costs & Other Finance-Related Questions***

50. What is the original source of the \$26 million in RFP funds? Are they federal or NY state dollars? City tax levy money? Something else? And is the 10% indirect cap a regulation that is part of the original source of funds, or no?

**NYCBenefits is funded with 100% City tax dollars. There may be opportunities to leverage this funding to draw down State or Federal dollars, and NYCBenefits will provide information and support in accessing additional funds, where applicable. The 10% indirect cap is the de minimis rate. We strongly encourage applicants to submit a proposal that complies with the cap or to propose what they need to successfully deliver on the goals of NYCBenefits. Proposals with an indirect rate higher than 10% will be considered and should include a justification as to why a higher rate is necessary in order to support the stated goals of the initiative. It is also recommended that such a proposal includes whether or not the organization is still interested in pursuing a contract with a 10% cap, and whether or how that would impact the proposed activities.**

51. Is there a line item for indirect costs? The FAQ states indirect is capped at 10%. If organizations have a federally approved rate that’s higher, can we use that instead? If the budget submission is balanced with an indirect higher than 10%, will there be a scoring impact? In terms of the indirect rate, if you have a higher rate that has been approved by MOCS can you use that rate?

**Please refer to the answer given to question 50 for more clarification.**

52. According to the [NYC Indirect Cost Rate Initiative](#), as of February 2019, the City of New York adopted the Health and Human Services (HHS) Cost Policies and Procedures Manual (Cost Manual) to standardize cost allocation practices for HHS contracts and Indirect Cost Rate (ICR) calculations. According to the Manual, providers with an Accepted Indirect Cost Rate (ICR) may use their Accepted ICRs in RFP proposals. Consequently, unless there is written documentation that details why a 10% indirect cap is necessary, we strongly advocate that all applicants be allowed to use their Accepted ICR for this proposal.

**Please refer to the answers given to questions 50 and 53 for more clarification.**

53. The budget template linked on the RFP site (and attached here) appears to be missing certain formulas, such as the subtotals for OTPS and planning costs. Additionally, there are several cells that are blank and appear to require applicant input but are not highlighted in green.

**The budget template should now be updated, but please feel free to make any additional required edits in your budget as needed.**

54. Can we add more than 3 staffing positions on the budget template? Also, can we pay a supervisor more than \$60,000 listed on the template? Can we edit the budget template to include more than 3 staff members?

**Yes, please feel free to edit the budget template and salary amounts based on the needs of your proposed scope of work. There is no one way for CBOs to successfully complete benefits access work through this RFP. Successful proposals will respond to specific community needs, organizational structure, and strengths of your CBO and there is no one staffing pattern that we expect would best serve every CBO.**

55. The budget template seems to not allow for PT staff or consultants. Are either permissible for the program?

**Both are permissible. Please see the answer given to question 54 for more clarification.**

56. It looks like the budget template is for one year: is that correct? Would Years 2 and 3 budgets then be renewed based on deliverables, with new budgets? Or should we submit a three-year budget?

**Correct, the budget template is only for one year. We will review the budget for years two and three upon completion of year one and recalibrate based on lessons learned.**

57. Is there a minimum /maximum income requirement for non profits to apply?

**There are no minimum or maximum income requirements for non-profits who apply. The only eligibility requirement for this RFP is that an organization may only apply if it has 501(c)3 status or the fiscal sponsorship of a 501(c)3 organization.**

58. If RFCUNY is the 501c3 fiscal agent for an organization, are they eligible to apply for this funding?

**We clarified this question with CUNY and RFCUNY serves as the fiscal agent of CUNY schools only. RF can't serve as a fiscal agent of a non-CUNY organization.**

59. Can you speak to the payment schedule and the milestones reached? Will a submission of each milestone requirement (i.e., Planning Doc, Reports) suffice or will there be a voucher submission or more formal city payment process? Online portal, etc?

**As stated in the RFP, CUNY and The City of New York are committed to a contract structure and payment schedule that supports the financial health of contractors and**

**recognizes the challenges faced by organizations operating under a traditional cost-reimbursement model. As such:**

- a. Start of the contract period: 25% of total payment amount for milestone 1: Planning Document**
- b. March – April 2023: 50% of total payment amount, upon successful completion of milestone 2 Mid-Year Report including data on progress to date**
- c. October 2023: Remaining 25% of total payment amount, upon successful completion of milestone 3: Final Report Payment schedules for Year 2 and 3 will be decided upon completion of Year 1.**

**CBOs will submit completed required milestone/s for review and approval to the NYCBenefits Program Team by a specific date that will be determined during the contracting period. Submitted milestones must be accompanied by an invoice (we'll provide an invoice template) requesting payment for the first, second, or third and final payment. Payment will be issued within two weeks after the milestones and invoice have been approved.**

60. Are the budget award amounts connected to the deliverables?

**Yes, award amounts will be connected to deliverables, but please note there is no one way for CBOs to successfully complete benefits access work through this RFP. All CBOs selected will work closely with CUNY, the Deputy Mayor's Office for Strategic Initiatives, and HRA to develop a proposed work plan (Planning Document) as the first deliverable of this contract. Please make the case for your proposed scope of work based on what you know will be most effective for the community/communities you serve.**

61. Is there a ratio between the value of the award and the # of staff hired/working on the project?

**There is no ratio between the value of the award and the number of staff hired/working on the project. There is no one way for CBOs to successfully complete benefits access work through this RFP. Successful proposals will respond to specific community needs, organizational structure, and strengths of your CBO and there is no one staffing pattern that we expect would best serve every CBO.**

62. What kinds of services/support can subcontracts be directed towards?

**The expectation is that the core of the NYCBenefits contracted work will be completed by your organization, but in some cases, it is very reasonable for CBOs to subcontract. Approval of subcontracts will be subject to review by the RFP Review and Selection Committees. There is no one way for CBOs to successfully complete benefits access work through this RFP. Please make the case for your proposal and what you would need subcontracting support on by drawing on what you are seeing, how unmet needs will be best served, and how this funding will support your work.**

63. How much of the award can be used for subcontracting? Can awardees subcontract with community partners to facilitate specific elements of the workplan? If so, what types of work?

**Please refer to the answer given in question 62.**

64. Several CBOs work collaboratively in regions in volunteer informal networks/partnerships, akin to learning collaboratives, sharing best practices, collecting specific data tailored to informing work needs and that can inform local planning efforts, aiming to increase collective impact for MCH improvements. Would the Grantor approve a percentage of award funds to be shared/contributed to such efforts, supporting the convening roles these CBOs rely on those who already coordinate in this way and for others that may choose to join the group efforts?

**We welcome the CBOs that play the convening role in these informal networks to apply for Technical Assistance and Backbone (TA&B) provider roles. TA&B providers may choose to continue to support other informal networks during the grant period as long as they are able to show that the support they offer the NYC Benefits grantees meets expectations and other informal networks add to the program.**

65. Our organization is interested in applying for the NYCBenefits Proposals. We wanted to inquire since we would like to apply for both the \$250K and \$350K programs, may we use the same director for both programs in the budget? Or would we need to show to hire two separate directors for each program?

**Please make the case for whichever staffing scenario best supports the scope of work you are proposing. Refer to the answer given to question 61 for more clarifying language.**

66. If we are creating a new position, it says 50% of the role should be devoted to benefits work. Would you need a job description to explain what the other 50% of the role would look like? Are there any preferences as to what that would be?

**No, we do not require a job description nor do we have preferences about how the other 50% time of the new position is spent.**

### ***Technical Assistance and Backbone Providers***

67. May one organization apply for both the “Service Providers” funding AND the “Technical Assistance and Backbone Providers” funding? If so, must we submit separate applications for each?

**You must submit two separate applications if you are interested in applying for both the Service Delivery and Technical Assistance & Backbone scopes of work. Selection for either or both scopes of work will be at the discretion of the Review and Selection Committees.**

68. Will technical assistance & backbone grant recipients have any say over which CBOs will be included in their cohort, even though NYCBenefits will ultimately select said CBOs?

**Ultimately, NYC Benefits will select the CBOs in each cohort, but we will discuss the CBOs included in the Technical Assistance and Backbone (TA&B) provider's cohort with the TA&B provider, will take recommendations from the TA&B provider, and will take into consideration any pre-existing partnership.**

69. For those orgs considering the technical assistance component, will they work with the same cohort (of 10-15 CBOs) over the entire 3yr period or multiple? If the latter, is there an estimated # of cohorts per TA recipient?

**Yes the assumption is that the Technical Assistance & Backbone providers will work with the same cohort of 10-15 CBOs over the entire 3-year period.**

70. Will you be providing the Technical Assistance & Backbone Providers technology for the group to manage the Service Provider Engagement?

**There are no plans to provide TA providers with specific technology.**

71. For Technical Assistance & Backbone grantees, will CBOs in each cohort be required to provide data on their respective benefits outreach, screening and enrollment to grantees, so as to gauge impact?

**We will work together with Technical Assistance & Backbone and Service Provider grantees to determine the best methods to collect and track data, evaluate results, and keep each other accountable.**

72. May one organization apply for both the "Service Providers" funding AND the "Technical Assistance and Backbone Providers" funding? If so, must we submit separate applications for each? (PN note: My assumption would be that we WOULD have to submit separate applications.)

**Please look at the answer given to question 67 for more clarification.**

73. For Technical Assistance and Backbone Providers, what resources, materials, trainings, etc. will you produce to support the CBOs in your cohort?

**Please make the case for the kinds of resources, materials, and trainings that you plan to provide to CBOs, the kinds of materials that you would like to co-develop with CUNY/the City, and the kinds of support that you will need from CUNY/the City.**