



**CES Triage Tool Upgrade RFP
FREQUENTLY ASKED QUESTIONS**

Questions and responses will be added regularly. Below FAQs are updated as of 11/12/2019.

GENERAL RFP QUESTIONS

- 1) *Where can I access the application and required templates?***
Applications are available for download on the Grantseekers page of the Home For Good website at www.homeforgoodla.org/grantseekers.
- 2) *Who is eligible to apply for this RFP?***
Any qualified research institutions or teams may apply for this application. This may include academic institutions such as research centers and individual academic researchers at universities, as well as independent private and public research organizations.
- 3) *Does the application lead need to be local to LA County?***
No. The applicant lead does not need to be local to Los Angeles, but at least one member of the core research team must be a local organization to support project coordination and pilot implementation.
- 4) *How do I submit my application? What is the deadline? – UPDATED 11/12/2019***
Applicants may submit applications for by email to rfp@unitedwayla.org by Thursday November 14, as listed in the RFP. No hard copy proposals or proposals submitted after the close date will be accepted. All document should be submitted in their original format (i.e., Word, Excel) to support the review process.
- 5) *How many applications can we submit? Can a researcher be part of more than one application?***
Only one application will be allowed to be submitted per research team. An individual researcher or research organization can be included in multiple applications as part of different project teams.
- 6) *How do I ask questions related to this RFP?***
Applicants are encouraged to review all application materials and resources available on the Grantseekers webpage. Please bring additional question to the optional informational webinar on Monday, November 4, 2019 from 1:30-3pm PDT or email your question to rfp@unitedwayla.org before Tuesday, November 12 at 5pm PDT. Please allow up to 2 business days for response. Please note, questions and responses will be posted to the FAQ.

Below questions and responses added to section as of 11/08/2019

- 7) *Can the LA partner named be already involved in coordinated entry work?***
Yes, the partners named as part of the research team can already be local to LA and engaged in our coordinated entry system through research and evaluation. The main purpose of a local entity is for coordination of the project, so whichever group you consider would need to be able to fulfill that role. So, for example, a local nonprofit service provider whose main role in your project is as a test site, and would not be able to support overall project coordination, would not qualify to meet that requirement.

Below questions and responses added to section as of 11/12/2019

- 8) *What is the preferred format for submission? What margins and font is preferred?***
We have specified page limits but not page layout. We ask that applicants be reasonable in terms of margins and fonts to support review. Standard Microsoft Word margins and font size though not required, but recommended.

PROJECT GOALS & SCOPE

1) *How does this research project fit into the broader effort to upgrade LA's coordinated systems?*

The research team will be a vital partner in exploring current use and improvements of the CES survey tool, its administration and application of the information collected. This tool upgrade is a foundational part of a broader system-level effort to enhance our coordinated entry systems to advance equity, improve system flow and increase confidence in the system. The selected research team will work closely with system and community leaders throughout the project period to ensure continued connection of this research project to the larger system upgrade effort.

2) *How can I learn more about how the survey tools are currently used in Los Angeles?*

On the Grantseekers webpage several resources are provided to support better understanding the history and current use of the Coordinated Entry System and survey tools. Additionally, local and national articles and reports have been provided as additional supports for learning and shaping proposals.

ASSESSMENT

3) *Can you further describe the challenge of balancing specificity and standardization that is noted under the first bullet of this section of the RFP?*

As noted in the background the survey tool was selected to collect a common set of tools to allow for organizations to communicate and coordinate care. At the same time, recent reports and community reflections have raised the challenge that the tools may not be capturing the full vulnerability of specific populations. This questions really gets to the tension of balancing the need for comparability, while helping to address some of the potential disparities between populations that might be experienced.

Below questions and responses added to section as of 11/08/2019

4) *What do you mean by key community tables?*

Key community tables are system coordination tables that exist in our sector that support overall homeless service delivery and coordination efforts across cross-sectoral partners. For example, the Funders Collaborative is an example of this type of key community table, engaged in and directly involved in this project and its potential outcomes. As you consider what these tables may look like, please refer to the CES Triage Tool Upgrade Stakeholder Input Summary uploaded as a resource for this RFP as a reference point to several of these key community tables. Additionally, the core planning group will support researchers in identifying and accessing these tables as appropriate to the project design and results dissemination.

5) *Would you provide more information about the expectation for diversity equity inclusion? Is the focus on the organizations' commitment or on diversity within the research team?*

Diversity, equity and inclusion (DEI) is an important value for our work to end homelessness and this particular project. There is an optional tool for attachment to submissions that showcase your team's commitment and understanding of diversity, equity, and inclusion within your own team. Through this attachment and your narrative responses we ask that you share your team/organizations understanding, approach, and experience with DEI.

If you are a research team with multiple institutions coming together for one application, complete the questions for your research team specifically, otherwise we ask for a more macro view of your organization. If you are an academic institution, select a reasonable amount of people from your team that would be involved in this project to discuss DEI approaches.

6) *To what extent can applicants assume that some of the logistical aspects of communicating with these community tables and organizations can be something we can count on?*

We can say confidently that you can rely on the core planning group (LAHSA, United Way and the Homelessness Policy Research Institute) to provide access to key community tables and connections to critical system partners to support design and pilot implementation. We can commit to being an ally in agendizing this item, helping host those conversations and dedicating time to research partners within these standing meetings. Additionally, support will be provided in accessing data with the support of a new position dedicated to this project's goals located at LAHSA.

REQUIRED ATTACHEMENTS

1) *Why do you need a DEI worksheet filled out?*

At the heart of our work to end homelessness and upgrade our tool is the need to address racial discrimination and inequity. We ask that the research team reflect on their own team and organization's commitment to these values and how they are integrated into your research approach and this project specifically.

2) *The project timeline template is only 12 months. What happens after that?*

We have asked for a more specific look at the first 12 months to understand your initial approach and project/pilot plans. This will be an ongoing

3) *Is there a budget template you prefer we use?*

To allow applicants to build a budget that best reflects their specific approach, we have not provided a budget template. We ask applicants to submit a complete project budget that reflects their best estimates for allowable projects cost. We understand that budgets may shift and change over time, but ask that researcher provide as detailed a budget as possible.

Below questions and responses added to section as of 11/08/2019

4) *Is a budget justification required? If so, would you like it to be included in the same document or submitted separately?*

At minimum we ask that applicants include some description of line-items to provide clarity for reviewers. Though a separate justification is not required, applicants are more than welcome to provide a narrative (within the budget or separately) if they feel it would help provide reviewers with a better understand of the project budget.

5) *We are a company that budgets based on hourly consulting rates and therefore does not have a need for the indirect funding allowed.*

The indirect funding opportunity is optional. We recognize that not all organizations may approach budgeting in the same way, and in the case of hourly consulting rates may not have a need for an indirect funding allocation. Please feel free to use the allowance or exclude it from your budget if not needed.

6) *Do we have to build a budget based around the allowable activities?*

We do not require you to use activities we have listed or any particular line-items to be included. We ask applicants to submit whichever budget would best fit their project and organizational structure. We listed activities to provide guidance and ensure that all types of applicants were aware of allowable expense areas, but these are not categories that need to be directly reflected in your budget.

AWARD/USE OF FUNDS & IMPLEMENTATION

1) *What is the total funding available?*

Up to \$1.5M will be provided over 3 years to support research design, testing and evaluation. This funding is intended to cover all research related costs. Separately, the funding community will explore support for community-based organizations and system participants through pilot phase.

2) *If we are selected by the Funders Collaborative, how will the contract and funding be distributed?*

This project is funded by a group of philanthropic partners. The selected research will coordinate with United Way to connect to and be contracted with the appropriate funding partners for formal contracting and payment coordination. Funding will be distributed over the 3-year contract period.

3) *Who is the core planning team and what role will they play?*

The core planning team includes the LA Homeless Services Authority, United Way of Greater LA, Homelessness Policy Research Institute, and philanthropic supporters of this project. The research team will join this core planning team as an integrated part of the upgrade planning team. The core team will meet regularly with the selected researcher to help finalize design, support community input collection and management, project plan, coordinate implementation of pilots, and communication with the community.

Below questions and responses added to section as of 11/08/2019

4) *Is there a specific award type that will be provided? For example, Cost Plus Fixed Fee or Firm Fixed Price?*

The award contracts will be inclusive of all project costs related to research. Though there may be some aligned and complimentary investments in the project, such as the pilots and implementation, through additional philanthropic support all research, evaluation and design costs should be accounted for within the maximum award level. No additional funds are available at this time beyond the listed maximum award level to support the selected research partner.

5) *You mentioned that the funding may be distributed through aligned contracts from separate funding partners. For our budget and subcontracting planning, would you be able to share more about who the contracts would be directly with?*

The Funders Collaborative is the major organizer of this opportunity, but as a collection of funders we regularly jointly invested into this project that may involve separate contracting due to funder policies and practices. As of now, the majority of funds will come through a grant provided to the Homelessness Policy Research Institute, administered by the USC Center for Social Innovation, and directly through a contract from the Conrad N. Hilton Foundation that has been designated for this purpose. Throughout the multi-year project, if additional funding members of the Collaborative elect to support the project either through HPRI or directly to the selected researcher we will help coordinate those contract relationships as needed.

6) *Can a study deliverable be a peer-reviewed journal article?*

The goal of this project is implementation of systems changes that improve service delivery and outcomes for current and future homeless participants in Los Angeles' coordinated entry systems. As this is a continuous study with testing and evaluating throughout, most of the outcomes of the project will come from the promising practices and policy recommendations that the research partner will capture and share with local leaders. Researchers are welcome to share any specific deliverables they think best support these goals and are in alignment with their design, including report creation and dissemination and other publications. That being said, we remind potential applicants that the funding supporting this project and its underlying goals are local to Los Angeles, and though we believe that other communities may benefit from what is learned, our commitment and the funding included in the project is committed first and foremost to improving the lives of homeless residents of Los Angeles County.