

2020 – 2022 RFP

Frequently Asked Questions (FAQs)

(Page numbers refer to the RFP Instructions & Application)

Eligibility

1. Q: What if my client eligibility/intake procedure does not track CSBG eligibility information?

A: Household income eligibility verification is **required** if selected for CSBG funding. It is strongly recommended that as a best practice, agencies employ some system for verifying income eligibility.

All agencies must document that they serve low-income residents whose household income is at or below 100% of the HHS federal poverty guidelines (see <https://aspe.hhs.gov/poverty-guidelines>). Eligibility screening based on the U.S. Department of Housing & Urban Development, U.S. Department of Labor, etc. is **not** sufficient (pages 6 and 11).

Client intake forms must include a signature line for clients with zero income to certify that they have no income. Agencies selected for funding will be required to submit program intake forms to AC-OCAP to verify income eligibility tracking.

2. Q: How is income level determined? For example, is it an average of the previous six months?

A: A household's income is determined at the time of entry into your proposed program. Household income may change over the course of a client's time in the program, but eligibility is based on program entry. Income may be recorded as annual or monthly income and must fall at or below the federal poverty guidelines for their household size (<https://aspe.hhs.gov/poverty-guidelines>).

3. Q: Can CSBG funds be used to serve undocumented immigrants?

A: Yes. If the individual or household meets eligibility requirements (location and income level), they can receive CSBG services.

Application

4. Q: What are trauma-informed services?

A: Trauma-informed services recognize the pervasiveness of trauma and its impacts on a survivor. It is a system of care that meets people where they are and asks not "what's wrong with you?"; but "what has happened to you?". Trauma Informed System (TIS) Core Principles & Suggested Competencies include:

1. Understanding Trauma & Stress
2. Compassion & Dependability
3. Safety & Stability
4. Collaboration & Empowerment
5. Cultural Humility & Responsiveness
6. Resilience & Recovery



For additional information, please refer to the San Francisco Department of Public Health's two-page summary of TIS Core Principles & Suggested Competencies. (<https://www.sfdph.org/dph/hc/HCAgen/HCAgen2016/April%2019/TraumaInformedPrinciple%20Competencies3.pdf>). Agencies are encouraged to highlight how their system of service delivery aligns with this approach.

5. Q: How much funding is available? Is it common for agencies to be awarded \$50,000 per year?

A: AC-OCAP will provide approximately \$600,000 in total funding to 10 programs in amounts between \$25,000 – \$50,000, contingent on funding availability.

The maximum annual award amount is up to **\$50,000** for services provided to Oakland's low-income residents; and up to **\$50,000** for services provided to Alameda County's (excluding the City of Berkeley and Oakland) low-income residents. **Therefore, if an applicant is providing services to both Oakland and Alameda County low-income residents, the total maximum grant award is up to \$100,000 per calendar year (page 5).**

6. Q: Is funding separated to target specific regions?

A: Yes. Approximately 60% of funding will go to Oakland programming and 40% will go to programming in Alameda County (excluding Oakland and Berkeley).

7. Q: What if my agency is located outside of my proposed service area, e.g. agency headquarters are in San Francisco but the program serves Oakland residents. Can I apply for Oakland funding?

A: Yes, *only if* the agency has a **physical service location** in the City of Oakland, or a signed contractual partnership/MOU agreement with an agency located in Oakland (page 5). If an agency proposes to serve Alameda County residents, they must have a **physical service location** in Alameda County, or a signed contractual partnership/MOU agreement with an agency located in the County (excluding Oakland and Berkeley). If an agency proposes to serve both Oakland *and* Alameda County, they must have one location in Oakland, and one in Alameda County (excluding Oakland and Berkeley) (page 5).

8. Q: My agency is located in Oakland, but our case manager meets with clients at a location of their choice throughout Alameda County; can we apply for Alameda County funding?

A: No. Agencies serving Alameda County low-income residents must have a **physical service location** in Alameda County, or a signed contractual partnership/MOU agreement with an agency located in the County (excluding Oakland and Berkeley) (page 5).

9. Q: Why are MOU/Partnership agreements required?

A: MOU/Partnership agreements are required to ensure that collaborative services are delivered to the target population(s) and/or in the geographic regions included in the proposal.



10. Q: What percent of funds will be awarded for Entrepreneurship/Job Training & Employment Placement versus Low-Income Housing?

A: Final funding decisions are at the discretion of the AC-OCAP Administering Board.

11. Q: What if I provide housing and I want to apply for Entrepreneurship/Job Training & Employment Placement? What primary program focus area would I select?

A: Low-Income Housing, since it is the **primary focus area** of your program. Include the required outcome(s) for Low-Income Housing in the program narrative; you should also include additional relevant employment-related outcomes (pages 4 & 12).

12. Q: Can organizations apply for both Entrepreneurship/Job Training & Employment Placement and Low-Income Housing focus areas in a single geographic area?

No. Due to limited CSBG funding, agencies may apply in **one** of the program focus areas, either Entrepreneurship/Job Training & Employment Placement **or** Low-Income Housing (page 4).

13. Q: I plan to apply for Oakland and Alameda County Funding under a single program focus area. Should I submit two applications, or combine them? How do I report on clients served?

A: Submit one application, but your narrative, outcome measures, and budget should address each population separately. Oakland numbers should be reported separately from your Alameda County numbers (pages B & D-E).

14. Q: Can CSBG funds be used to improve or construct property, carry out fundraising activities, or for lobbying?

A: No, CSBG funds cannot be used for any of these activities (page 13).

15. Q: Why do I need a letter or resolution from my Board?

A: A letter or resolution from the agency's Board/Board Chair demonstrates authorization to apply for funding. The letter must be signed by the Board Chair or an authorized designee. In lieu of a letter, agencies can submit an authorizing Board resolution (page 14).

16. Q: Am I required to submit an Oakland Business Tax Certificate?

A: Yes, all agencies (including non-profit organizations and organizations based outside of Oakland) conducting business with the City of Oakland are required to register with the Oakland Business Tax Office and pay the registration fee, *except for public agencies*. You will also be required to submit a copy of your letter of determination from the Internal Revenue Service or from the California Franchise Tax Board confirming the exemption from income tax.

A sample Oakland Tax Certificate can be viewed on the AC-OCAP RFP website. For questions or to obtain a current Oakland Tax Certificate, please contact:

City of Oakland, Finance & Management Agency, Business Tax Office
250 Frank H. Ogawa Plaza, Suite 1320
510-238-3704



Hours: Monday, Tuesday, Thursday, & Friday, 8:00am – 4:00pm, Wednesday 9:30am – 4:00pm

Additional information can be found on the Finance and Management Agency's Revenue website at <https://www.oaklandca.gov/departments/finance-department>. You can apply for a business license online [here](#), or download an application form to apply in person or by mail [here](#).

17. Q: Is the RFP review process open to the public?

A: Yes, all Board Meetings are open to the public. The AC-OCAP Administering Board is scheduled to approve 2020 funding at the meeting on Tuesday, November 12, 2019. Please note that all dates are tentative. For up to date times and locations, please visit the AC-OCAP website, www.AC-OCAP.COM.

18. Q: Are all forms required to be submitted with my application?

A: Yes, as your application may be considered incomplete and disqualified for funding. If a form does not apply, please put N/A and include in the application packet along with your completed Application Checklist (pages 9 and C).

19. Q: Can I use a digital signature on the original RFP coversheet and other original RFP support documentation (e.g. City Schedules)?

A: No, all RFP applications are required to submit one original application packet that must contain wet signature on the RFP coversheet and other RFP support documentation (e.g. City Schedules) or your RFP application may be disqualified (page 10). If the Executive Director or Agency Director is unavailable to sign, an official designee can sign if written authorization is provided.

Program Narrative

20. Q: For entrepreneurship training: how will that be measured? What metrics should we capture?

A: Programs that provide entrepreneurship training should include the number unemployed youth or adults who start a business as having obtained a job. Additional outcome measures may include the number of new businesses created, number of individuals who enroll in a training program, etc. (page 12).

21. What is considered a living wage?

A: For the purposes of AC-OCAP reporting, the City of Oakland's living wage rate without benefits is \$16.47/hour (includes \$2.12/hour for health benefits); and with benefits to \$14.35/hour. This rate is updated annually on July 1. Please visit <https://www.oaklandca.gov/documents/living-wage-bulletin> for more information (page 12).

22. My program works with job seekers who are *underemployed* rather than *unemployed*. Can I include underemployed people who obtain higher paying and/or full-time work and/or jobs with benefits in my outcomes chart?

A: Yes, individuals who are underemployed may be counted.

23. Q: What types of home ownership opportunities you are looking for?

A: AC-OCAP is looking for the number of individuals/households that are placed in housing using the “*Number of individuals/households who obtained safe and affordable housing*” required outcome. Note that attending a home ownership workshop is considered an **additional** outcome and would not be considered a sufficient **required** program outcome (page 12).

24. Q: Are client/customer satisfaction surveys required? What if the agency does not administer one?

A: Agencies receiving CSBG funding are **required** to administer a client/customer satisfaction survey. Agencies selected for funding will be required to implement one (if they do not already have one in place) prior to contract execution with the City of Oakland (page 12).

25. Q: Are more points awarded to applications that include several of the required Measurable Program Outcomes?

A: No. The number of required Measurable Program Outcomes that your agency includes will depend on the type of program and population you are proposing to serve. AC-OCAP anticipates that you will report on multiple outcomes, including at least one of those required.

Program Budget

26. Q: Is a match required to receive CSBG Funding?

A: No, although there is no explicit match required, the purpose of CSBG funding is to leverage funds, community collaborations and resources to maximize the impact to low-income residents throughout Alameda County (page 5).

27. Q: Is the budget submitted for the application for one year or the full three years?

A: The budget submitted should be for **year one** of the program (page 12).

28. Q: If we want to apply for a program in which about a third of participants are income-eligible, how should we reflect that in the budget template?

A: Provide the **full** program budget in the “Total Program Budget” column. The amount(s) in the “Oakland/Alameda County Funds Requested” column(s) should be in alignment with the population served. You are encouraged to use your budget narrative to address how line items will be allocated.

29. Q: 50% of the clients our case manager works with are AC-OCAP eligible, could we allocate their salary to this grant?

A: You would be able to allocate up to 50% of the case manager’s salary to this grant. Agencies may only charge CSBG for services rendered to eligible clients.