

RFGA Questions and Answers

Thank you to all who submitted questions and comments regarding the RFGA # DEC24-02. DEC has combined duplicative questions where appropriate.

Note: See acronym table in the Request for Grant Applications Summary for a complete list of all acronyms used in this document.

Topic: Qualifications to Apply/ Who Should Apply

Question: Our organization is not currently a recognized FRC. Would we still qualify for this funding opportunity? Is this an avenue that would allow them to be recognized as an FRC? What is the avenue to become recognized as an FRC?

DEC Response: This RFGA is open to all proposers, whether or not they are a currently funded FRC. All proposers must meet the Minimum Qualifications as listed in Table H on page 26 of the summary. If awarded, proposer agencies will then be recognized as a participating FRC in the San Francisco Family Resource Center Initiative. There is not a formal avenue to be recognized as an FRC in the general community, to the best of our knowledge. The California Family Resource Association (<https://californiafamilyresource.org/>) may be a good resource for you.

Question: Our organization was founded in 2020. The founders, however, have ample experience, beyond the required 5 years, between them providing the family services listed. Does the "5 years of experience" listed in the minimum qualifications apply only to the agency itself or can the collective experience of the founders fill this qualification?

DEC Response: The Minimum Qualifications Table H in section 26 has the qualifications. Proposers should answer to the best of their ability based on their understanding of the table. We cannot provide guidance whether specific entities should or should not submit an application.

Topic: Funding and Allocations related items

Question: How was the max budget amount allocated and is there any room for negotiation? With inflation, the funding is a cut. Will there be room for growth in funding in future years? Can you provide details on how the max amount of the funding amounts for each FRC was determined and is the total level of funding indicated in the RFGA an increase or decrease from current funding? Can you share that analysis on poverty, etc. you said for neighborhoods.

DEC Response: The maximum budget is the maximum budget for the entire category. Specific contract awards for individual FRCs within categories will be negotiated with successful applicants based on funding availability, number of awarded FRCs in the FRC Type category, neighborhood or population need, and proposed scope of work. As per the RFGA, funding amounts for the FRC Initiative may increase or decrease based upon funding availability.

DEC utilized a consultant agency to analyze current data for key indicators also used in funding allocations for previous FRC funding cycles. These indicators included: numbers/percent of children age 0-5; number/percent of children age 0-5 in poverty; number of children with substantiated child welfare allegations and number of public housing residents. Data sources included recent census data and published and internal data from DCYF and HSA. Based on this data, the current funding structure (i.e. neighborhood and population groupings and funding ranges for those groupings) was validated and remained aligned to previous funding cycles. The amounts shown in RFGA Table A fall within these groupings and funding ranges. Three specific changes were made for this funding cycle: Mission Bay was named as part of the SOMA neighborhood; Outer Parkside as part of the Sunset Neighborhood, and Treasure Island as part of the Tenderloin catchment areas. Please see the table at the end of this document for further information, including a year-to-year comparison of funding allocations for each neighborhood/population grouping.

Question: If two proposals are projected to be accepted for a specific neighborhood, should we assume, each will receive approximately half of those funds, or is it specific to the services provided?

DEC Response: Specific contract awards will be negotiated with successful applicants based on funding availability, number of awarded FRCs in the FRC Type category, neighborhood or population need, and proposed scope of work.

Question: How many awards will be funded under RFGA #DEC24-01?

DEC Response: We cannot respond to most questions regarding the DEC Early Intervention Specialized Services System of Care RFGA #DEC24-01 in this written response for FRC RFGA #DEC24-02. Interested entities for that RFGA should refer to our website for information on that RFGA. In case the question was about this FRC RFGA (RFGA #DEC24-02), the anticipated number of awards is: 7 population based FRCs and 18 neighborhood based FRCs depending on funding availability, need, and number of successful applications. There is one anticipated FRC to be awarded in the Early Intervention DEC RFGA #DEC24-01.

Question: What is the Department's estimate of the impact of the current city budget on these contracts and the proposed second phase? Is the Department still planning a second phase/procurement with this RFP? It is not mentioned in RFGA. We would love to confirm that there will be a Phase 2 (e.g. newer FRCs embedded in CDCs), as well as info on when Phase 2 will be released and what orgs would be best for Phase 2 vs. this RFP.

DEC Response: This is the only FRC related RFGA at this time. Phase 2 planning is in a very internal beginning stage, and no further information is available at this time. We cannot provide guidance whether specific entities should or should not submit an application.

Question: Will there be enhancements grants awarded to support basic needs?

DEC Response: The basic needs services described in the RFGA are resourced by the funds in this RFGA. We cannot make comments regarding other funding at this time.

Topic: FRC Type and Age Focus Related Items

Neighborhood/Population Items

Question: Are both FRCs serving homeless families required to provide one or both of DR and EV?

DEC Response: We expect that only one of the homeless families FRC types will be doing DR and EV. As stated in the RFGA, for situations such as this, all proposers should propose the child welfare services and the specific FRC(s) to conduct the services will be determined at time of negotiations.

Question: Did I understand correctly that there needs to be a separate application for each target population? Even if you are applying by neighborhood? If an agency proposes for two groups are we asked to combine?

DEC Response: There are two FRC Types – Neighborhood and Population. They are listed in Table A. You should submit a separate application for each of the FRC types you wish to apply for. All FRCs regardless of FRC type are expected to have outreach and retention strategies to serve some or all of the target populations listed in the Target Population section of the RFGA depending on Neighborhood or Population type served. Neighborhood FRCs serve all families in their neighborhood and do specific targeted outreach with a focus on parents/caregivers and children who experience disparate health, educational, or other social determinants of health outcomes. Citywide population FRCs are expected to serve their population throughout the whole city and not just the neighborhood the FRC is located within. They do specific targeted outreach to members of their population group who experience the most disparate health, educational, or other social determinants of health outcomes.

Question: If we are applying for a neighborhood and population, can we use the same letters of reference for both?

DEC Response: Yes, if you believe that it would work for your proposal benefit. However, you would want to include the letter of reference in both applications and named differently to include the FRC type in the filename. Please do not reference another application that has the same letter as you may not have the same reviewer looking at all the multiple applications you have submitted.

Question: In a neighborhood based FRC anyone that identifies with that neighborhood for whatever reason--even if they aren't residents of that neighborhood they are still eligible for services. Correct?

DEC Response: The only eligibility requirements for FRC participants are that the adult must be pregnant or a parent or caregiver of a child age 0-17 and either the parent/caregiver or the child has to be a San Francisco resident. Participants may or may not belong to the Neighborhood or Population type.

Question: Is the target population “young parents” a new population or existing as a currently funded target population?

DEC Response: Young parents are a current FRC population.

Age Focus Questions

Question: Will applicants be expected to focus on a particular age group in this new RFP and frame their services accordingly? For example, many FRC’s serve young families with services for ages 0-5 and their older siblings with After School programming. Should FRCs select one when they write their proposal? In application, we respond to both groups. The age focus will be determined during contracting. Correct? If we are writing a proposal with an aim to serve the early childhood population, can we also include the school-age population in the same proposal, and vice versa?

DEC Response: We expect all FRCs regardless of age focus to serve 0-17. The school-age focus FRCs would just offer a greater proportion of services (and especially cross sector or other referral partnerships and outreach strategies) for school-age families and Early Childhood focus FRCs will offer a greater proportion of services for early-childhood age families. Applicants are asked to state their preferred age focus. This information will not be scored but will be used by DEC to negotiate a final scope of work and budget with successful applicants. Applicants should propose a plan in accordance with the age focus selected. Reviewers will score the applications based on the quality of proposed services rather than on the quantity or proportion. If there is only one FRC for a neighborhood or population category, that FRC will do about an even split amongst the age categories.

Question: Is there a reason why Latinos were omitted in this RFGA?

DEC Response: Latinos are very much still included in the RFGA, see the immigrant population FRC category as well as in the section on Target Population.

Topic: Scope of Work, Evaluation, Reporting Related Items

Scope of Work

Question: On page 17 of the RFP, there is no information in columns B, C or D for the row titled “Support Groups and/or Workshops”. Can DEC confirm what is required for support groups/workshops for each proposal type? (Page 53 says, “Both FRC types will offer at least one (1) or more of these services.” under column B.)

DEC Response: Page 17 has an error. It should be “Required for both. May be age stratified” in column B. See corrections table. Both neighborhood and population based FRCs will offer at least one or more of support groups and/or workshop services as defined in the Activities guide and in accordance with the needs of their neighborhood or population.

Question: In Appendix 3, in the section on weekend hours, it says "at least 12 weekend hours year round" for agencies providing Enhanced Visitation and "at least 8 weekend hours year round" for agencies without Enhanced Visitation. Is that 12 or 8 hours per month? Per week? Per year?

DEC Response: This should be per month. See corrections table.

Question: Are closures for lunch allowed or must we be actively open for business from 9-5, Monday through Friday?

DEC Response: Closures for lunch are permitted.

Question:: Are closures for staff training during business hours allowable?

DEC Response: Generally speaking, we would want to know what the plans are in terms of frequency and what provisions are being made for families during closures.

Question: In Appendix 3 in the section on FFPSA Access Point and Navigation Services, it says that "Selected FRCs may provide Access Point and/or Navigation Services. . ." How will that selection process work and when will FRCs be alerted? What services will be included and will additional funding be available? Since awardees may be required to provide FFPSA services, should we include the FFPSA implementation services we are participating in now?

DEC Response: We are currently in Phase 1 of FFPSA implementation with approximately half of the DR serving FRCs participating. We are soon to begin phase 2 which will include the remainder of the DR serving agencies and which is starting in January of this year. The timing of and the selection process for phase 3, which could include additional FRC participation, is to be determined. FRCs will be notified once the selection process and the scope of services for phase 3 is determined. DEC cannot advise proposers on what content they should include in their applications. Proposer should include information they feel will support their application.

Question: In Appendix 3, in the Retention section, it indicates that a letter is required for follow-up with families who leave without notice. Would an email be an appropriate substitute? Many of the families we serve do not have stable addresses.

DEC Response: Applicants may propose different or additional services than what is stated in the RFGA. Submissions will be scored based on whether the activities proposed meet the vision, goals, objectives, and practices of the FRC Initiative and target populations served.

Question: In Appendix 3, in the Retention section, it says that home visits are indicated if a family who leaves without notice participated in case management. We don't currently have staffing to support home visits and many of our families don't have stable addresses. Are home visits a required service?

DEC Response: Applicants may propose different or additional services than what is stated in the RFGA. Submissions will be scored based on whether the activities proposed meet the vision, goals, objectives, and practices of the FRC Initiative and target populations served.

Question: Can you further define the type of mental health services that are acceptable in FRCs proposing to provide such services? Do you require EB models of intervention, licensed clinicians?

DEC Response: For mental health services we require licensed clinicians, supervised clinical interns, or other licensed or certificated professionals as would be required by the proposed services. Please propose mental health services that address the needs of the neighborhood/population type for which you are applying.

Question: The RFGA refers to "formal partnerships" what does this mean?

DEC Response: Partnership with other service providers means that the proposer has formal agreements with providers for purposes of collaboration, planning, policy-making, and/or making and coordinating of referrals. See the Activity Guide for more information.

Question: Can you explain what is meant by “basic needs” as an essential service?

DEC Response: Basic needs include food, diaper formula, clothing, food pantries, etc.

Question: Do promotor/a leadership development activities count as part of parent leadership?

DEC Response: Yes.

Question: Why do field trips “need to be pre-approved by DEC”? Why is it necessary for field trip participants to “arrive and leave together”. It says that field trips to paid sporting events/games and amusement parks are not permitted. What is the rationale for this? Is paying for entrance to the Academy of Sciences/Exploratorium/Zoo/Mexican Heritage/African Diaspora/Asian American museums also prohibited?

DEC Response: DEC already has a long-standing rule prohibiting amusement parks. Museum trips such as those listed here are often approved as they fit FRC fiscal policy. Field trips are intended to be a community building activity as well as an opportunity to introduce families to San Francisco and Bay Area resources such as museums, libraries, and parks. The policy to have families arrive and leave together is intended to support community building and reduce social isolation.

Question: Under Service Category 3: Parent Caregiver Capacity and School Readiness and Success Activities, for Parent-Child Interactive Groups 0-4years it notes that curriculums have to be approved by DEC. What is the process for approving an agency developed curriculum?

DEC Response: Curriculum approval happens during negotiations. Reviewers may include the quality/type of curricula proposed in their scoring decisions. DEC will negotiate with successful awardees regarding the specific curriculum to be used.

Question: Under Service Category 4: Formal Supports for Individual Families and Those At Risk of System Involvement it says that barrier removal services require families be enrolled in one or more services in section 3 and/or 4. Does that mean barrier removal cannot be provided to someone referred to the agency just for barrier removal?

DEC Response: Yes. Barrier removal is intended as a service for enrolled participants.

Question: Can you write about additional services available to clients NOT funded by this program; where should you put this description.

DEC Response: DEC cannot advise proposers on what content they should include in their applications. Proposer should include information they feel will support their application.

Reporting

Question: Page 21 of the RFP says, “For each component, applicants should proposal one to two performance metrics that align with the core service expectations in this Solicitation.” Where should these performance metrics be listed? We did not see a section in Form-F to provide this information.

DEC Response: The performance metrics are the individual cells within Form F (such as unduplicated participants or session numbers). The document should state “at least one to two performance metrics”. See corrections table.

Topic: Submission Requirements/Items to include in the application

Letters of Commitment and Reference

Question: Do we need letters of commitment from independent contractors (i.e. a person performing services like leading a workshop or a parent receiving a stipend for their role as a peer educator) or just from agencies listed as

subcontractors? Does the requirement around job descriptions and resumes include direct service staff from subcontractors?

DEC Response: Letters of commitment are needed only from subcontractors. You may include subcontractor resumes, but they count towards your page limit.

Question: Can reference letters be submitted in a language other than English to include participants whose preferred language is different than English? (Specifically, Spanish and/or traditional Chinese). Can one of the letters of recommendation be from staff of another city department that also funds our agency (for a different program)?

DEC Response: Yes, to both questions. Please provide a translated copy of letters in languages other than English. The translations will not count towards your page limit.

Other Attachments

Question: Should the submitted organization chart include independent contractors and/or agencies not receiving funding through this funding stream?

DEC Response: Only entities receiving RFGA funding should be included.

When to submit/how many to submit

Question: Due to the holiday break could collaboratives be given extra time to submit final responses so they can better coordinate with conflicting holiday schedules?

DEC Response: All applicants regardless of configuration are expected to meet the same deadline.

Question: Clarifying that a separate application is required for each neighborhood FRC for which one parent organization is applying.

DEC Response: Yes, a separate application is needed for each FRC type (neighborhood or population) proposed.

Letter of Intent

Question: What format and method should we use for the Letter of Intent? LOIs (letters of intent) instructions say to state "the neighborhood and population." Should it only state which the proposal is for? For example, a neighborhood-based application should state Chinatown and shouldn't include a description of the population they serve. Is that correct?

DEC Response: The letter of intent can be a Word Document or PDF following the format guidance. You need only to tell us the name of the neighborhood or population FRC type for which you are applying, and the organizations anticipated to receive the funds. Submit a separate LOI for each FRC type for which you anticipate submitting an application.

General Formatting Questions

Question: Since the submission is electronic why does the application say that a "wet" signature is required?

DEC Response: Wet signature is required. Please provide a scanned wet signature on the application.

Question: When adding additional tables, do they still need to fit into the page limitations?

DEC Response: Tables count towards the page limit.

Question: In completing Form F, should the instruction language be deleted and just the headings and question numbers be included? This would allow for more room to respond to the questions. For example, the RFGA instruction language for questions A.1., A.2., and A.3. takes up almost 1 page which is 50% of the allowed 2 page maximum.

DEC Response: Yes, you may delete the instructions, but be sure to retain the questions and make it readable for your panel reviewers. Questions should be left whole but may be reduced to 10pt font.

Question: Can you give an example of the file name for clarification in the slide and does the filename note the specific neighborhood or population?

DEC Response: There are example file names in the RFGA summary and PowerPoint. You would put the name of what you are applying for and the agency name. Please include the specific neighborhood or population name within the naming convention.

Topic: Budget/Submission of budget

Question: Budget Sheet: Should we allocate a specific amount for MCO?

DEC Response: No, MCO will be negotiated upon award.

Question: Parent leaders/promotoras should be allocated as part of program expenses or in the line for professional services/program expenses in the Subcontracts section?

DEC Response: Promotoras/ parent leaders/community health workers and the like receiving a volunteer stipend in an untaxable amount should be in the Program Expenses section. However, if they are receiving a salary, an amount which exceeds tax limitations, or they are being paid for work performed, they should be in Personnel and they should have the appropriate withholdings.

Topic: Miscellaneous and other Questions Regarding the Bidders' Conference

Question: Can we still attend the informational meeting on Friday, even if the answers to these questions mean that we are not eligible to apply?

DEC Response: The Bidder's Conference was open to any and all interested parties regardless of qualifying or other status.

Question: How can we access this recording after today? Will the powerpoint be available?

DEC Response: The recording is only for DEC internal purposes. The PPT will be uploaded to our website.

Question: If we feel an answer is unclear in the written response, will there is opportunity to ask for more information?

DEC Response: The responses to these questions are considered final. Following the Bidders' Conference we can only accept questions regarding potential errors in the RFGA summary or its forms or if there are technical questions regarding the submission of applications. The RFGA summary does include information on how to appeal decisions of DEC.

Question: What additional RFPs are planned, and when will they be released?

DEC Response: This is a bidders conference for the Family Resource Center RFGA. We can't respond at this time to questions regarding other RFGAs. We recommend that everyone continue checking our website for funding opportunities that has the most up to date information. Any RFPs and RFGAs that are coming out will be posted on our website.

Funding Allocation Table

Below is a comparison of the allocation methodology and funding allocations across FRC funding cycles. To preserve continuity of service and maintenance of effort within neighborhoods and populations, it has been important to keep the allocation methodology consistent across years, so as not to significantly shift or decrease funds across categories, or within categories, unless warranted by a significant shift in the data trends for key indicators; rather the aim has been to steadily increase funding over time for all categories, as available funds allow.

Total Annual Funding:
2012 NOFA: \$10,411,138;
2017 NOFA: \$12,400,000;
2024 RFGA: \$17,800,000

Indicators utilized 2009-2023	Neighborhood/Population Groupings 2009-2023	Justification per 2020-2021 Data	Data/Grouping Consistent with Prior Years	Per FRC Funding Range 2012	Per FRC Funding Range 2017	Per FRC Funding Range 2023
Numbers of children 0-5, child poverty levels, child welfare data, child welfare priority neighborhood, number of public housing residents.	OMI, Bayview, Mission, Vis Valley	High on all indicators	Yes	\$500,000-\$700,000	Up to \$840,000	\$800,000 - \$1,150,000
	Potrero Hill, Western Addition	Lower child numbers, higher child poverty, higher public housing, child welfare priority neighborhood	Yes	\$300,000 - \$500,000	Up to \$550,000*	\$800,000-\$980,000
	SOMA, Tenderloin, Sunset, Excelsior, Portal/Bernal Dwellings, Chinatown	Moderate-high child numbers, moderate child poverty levels, not priority child welfare neighborhoods	Yes	\$300,000 - \$500,000	Up to \$550,000	\$530,000 - \$650,000

	Tenderloin, Richmond	Mix of low child numbers but high child poverty or high child numbers with low child poverty	Yes	\$150,000 - \$300,000	Up to \$325,000	\$440,000 - \$475,000
Correlation with Kindergarten Readiness, numbers of children 0-5 impacted	Recent Immigrant, Homeless/Unstably Housed, Children Exposed to Violence	High correlation with K Readiness; high numbers of children 0-5 impacted	Yes	\$300,000 - \$500,000	Up to \$550,000	\$630,000 - \$840,000
	LGBTQ Families, Young Parents	High correlation with K Readiness; low numbers of children 0-5 impacted	Yes	\$100,000 - \$300,000	Up to \$325,000	\$380,000 - \$405,000

*Part-way through funding cycle HSA switched to 10 child welfare focused FRCs in priority neighborhoods, thereby increasing amounts to these neighborhoods.