

# Facilitated Enrollment Program

## Request for Applications

**FAU Number 1107010200**

### Questions and Answers

#### Letter of Interest:

**Q1.** Does an already established Lead Agency need to do a letter of interest or does the State assume they are going to re-apply?

**A1.** The Letter of Interest is not mandatory. Also, SDOH does not make assumptions on who is going to apply.

#### Coverage Area:

**Q2.** The current RFP states that only one application per county will be funded. Can an organization submit an application to serve portions of certain counties that are currently under-served by existing contracts? We can support this statement with data that will be included in our application. The areas we propose to serve are located in Health Professional Shortage Areas (HPSA) spanning portions of 2 counties that are 40-60 miles from the existing funded organizations.

**A2.** Outside of the 5 boroughs of New York City and Long Island, SDOH expects to fund only one application per county that is proposing to serve the entire county. However, once awards have been made so that the upstate region has facilitated enrollment services available in all counties, if there is additional money available in the upstate region, SDOH reserves the right to award more than one grant in an upstate county or a partial county. Applicants should clearly describe their proposed facilitated enrollment coverage area and the cost of providing that coverage. Applications will be evaluated on the reasonableness and cost-effectiveness of the proposed budget relative to the proposed coverage area.

**Q3.** On Page 41, “New York City Award Process:” For downstate applicants, should programs be designed to offer enrollment services to cover an entire borough, or would it be adequate for applicants to propose a program to offer services within specific communities of a borough?

How do awards work if an applicant proposes to cover part, but not all, of a borough of NYC, or part, but not all, or multiple boroughs of NYC?

- A3.** Once an award has been made in each borough, all remaining applications will be ranked by score. The remaining funds will be distributed by score until funding is exhausted, regardless of whether an organization serves a whole borough, part of a borough, or multiple boroughs. Part of the application's review is an evaluation of the reasonableness and cost-effectiveness of the proposed budget relative to the proposed coverage area. The applicant should clearly describe their proposed facilitated enrollment coverage area and the cost of providing that coverage.
- Q4.** Section VIII, #3 – Service Area and Statement of Need: Will the State consider an application that proposes to serve a NYC borough and a county outside of NYC if the agency has programs and services in these distinct locations and can justify how it will successfully implement a FE program?
- A4.** Such an arrangement is not precluded. However, specific activities and costs related solely to New York City and those related to the upstate county should be clearly identified.
- Q5.** Will the State consider an application that proposes to serve one entire NYC borough and several zip codes from another borough, if these zip codes are contiguous? If yes, how much funding is an applicant permitted to request for the second borough?
- A5.** Yes, an applicant can submit a proposal to serve an entire borough and several zip codes in an additional borough. The maximum funding that can be requested is \$100,000 for the additional borough. Please note, part of the proposal scoring criteria is based on the cost effectiveness and reasonableness of the budget.

### **Application Format:**

- Q6.** Does the one page program summary need to be double spaces 12-pitch type with one-inch margins on all sides?
- In reference to RFA Section VIII.A.2. (page 29, last paragraph) and VIII.B. (page 38, last paragraph): Does the one-page program summary have to be double-spaced?
- A6.** The program summary may be single-spaced.
- Q7.** On Page 38, Section B, “Application Format:” Regarding the identified narrative limit of 16-pages (double-spaced), please confirm that the limit pertains to the following sections only: Service Area and Statement of Need, Applicant Organization, Enrollment Strategies, Proposed locations and schedules, and Quality Assurance/Training/Outreach/Reporting.
- A7.** No, the Readiness/Workplan section of the RFA is also included. This Section states that applicants “should include a statement that, if awarded funding, the applicant will sign and submit the grant contract to SDOH within 30 days of contract receipt.”

**Q8.** On Page 38, “Prior to Contract Approval,” Please confirm which bulleted items listed must be submitted with the application by October 14th. Example: Vendor Responsibility Questionnaires may not need to be submitted with program proposals. However, Work Plans and proposed site schedules are identified in other sections of the RFA as part of the proposal to be submitted on October 14th.

**A8.** Per Amendment #1, submission is mandatory of Attachment 15A, Facilitated Enrollment Budget Form – FE Agency Only, and Attachment 15B, Facilitated Enrollment Budget Form – Subcontractor Only (if applicable), and the accompanying budget justification(s).

The attachments that should also be submitted with the application are as follows:

Attachment 9, Vendor Responsibility Attestation;  
Attachment 10, Grant Application Cover Sheet;  
Attachment 13, Facilitated Enrollment Locations and Schedules; and,  
Attachment 14, Workplan Form.

Once awards are made, attachments that will also be requested prior to contract approval are as follows:

Attachment 4, Standard Facilitated Enrollment Protocols;  
Attachment 6, Certification Regarding Confidentiality Requirements; and  
Attachment 7, Standard Grant Contract.

The remaining attachments were included for purposes of applicant information and reference only.

**Q9.** According to Section VIII, paragraph B, the application narrative should be double spaced and no more than 16 pages. In 2006, the RFA stipulated a single-space format and no more than 24 pages. This represents a significant reduction in the space available to applicants. Is the double-space format requirement a typo?

**A9.** No, this is not a typo.

**Q10.** Should we use the headings as set forth on pages 29-34 of the RFA or follow the headings as listed on Attachment 11, Application Checklist?

**A10.** Attachment 11 contains an error. The transmittal letter is not to be submitted. The RFA has been modified to reflect this change. Please see the information regarding modifications to this RFA preceding the Questions and Answers. A revised Attachment 11, has been posted on the Department of Health’s website at <http://www.health.state.ny.gov/funding/>

**Q11.** Regarding the FE narrative instructions on page 30 of the RFA, second bullet under question 4: can the applicant’s past and current experience as an SDOH contractor be presented in table format? If so, is it acceptable for the table to be single-spaced?

- A11.** Responses are not required to be in a narrative format. Other formats, including tables, are acceptable. However, if you choose to include a table, you should comply with the 12-pitch type font, one-inch margin, double-spaced format requirement, as well as the 16 page limit.
- Q12.** Is a flash drive an acceptable substitute for a CD for the submitted electronic application?
- A12.** No, a flash drive is not acceptable. A CD with copy/read permissions only should be submitted, as stated in the RFA.
- Q13.** Is a Table of Contents Required for the application? If yes, is it included in the page count?
- A13.** A Table of Contents is not required. If included, it is not part of the page count.
- Q14.** I do not see a place on the Application Cover Sheet for a signature of authorized official of the applicant, is there any designated form or letter that must be signed for application submission?
- A14.** Please see the information regarding modifications to this RFA preceding the Questions and Answers. An amended Attachment 10, Grant Application Cover Sheet, which now includes an authorized official's signature, has been posted on the Department of Health's website at <http://www.health.state.ny.gov/funding/>. A transmittal letter is not requested.

### **Application Content:**

- Q15.** [What is] the best way to demonstrate what is being requested in Section 4 Applicant Organization (page 30), the third bullet which reads "A statement demonstrating the support of the applicant's board of directors, if applicable, to the program's success and the organization's commitment to the community and target population"?
- A15.** Including a statement in the narrative indicating the Board of Directors is committed to the project is sufficient. An additional letter of support is not required.
- Q16.** On page 32 of the FE RFA, third bullet, we are asked to discuss "the availability of staff to provide original documentation certification services...to individuals applying through other than a FE agency". Could you clarify what is being asked? Does it refer to subcontracting?
- A16.** Some individuals applying for health insurance coverage may be required to produce original documentation to verify US citizenship. Facilitated enrollers can review and attest to the fact that they saw the original documents, even if they were not the agency who initiated the application.

**Q17.** Page 34 – QA, Training, Outreach & Reporting – Bullet #3: Does this paragraph refer to the HPN system or being able to electronically able to submit applications?

**A17.** The bullet in question refers to the Health Commerce System (HCS), formerly known as the Health Provider Network (HPN).

**Q18.** We are a Qualified Entity that provides presumptive eligibility for pregnant women and children. Can this information be included in our RFA?

**A18.** Such information can be included in the description of the applicant organization.

**Attachments:**

**Q19.** Are Letters of Support acceptable attachments?

Are letters of support allowed?

Section VIII, paragraph B advises applicants to not include attachments not requested in the RFA. Can we submit a letter of support?

Other than the check list, there is no other succinct documentation on other attachments to be included. It is customary to submit other information such as resumes, support letters and other documentation, are these types of documents being requested?

Are we able to provide letters of commitment as attachments to this application – either one letter on behalf of the entire Board or letters from its members?

I want to attach 2 organizational charts and 2 lists of past and current NYSDOH contracts. Is this allowed?

**A19.** Letters of Support are not required and will not be considered in a proposal's scoring. Your response narrative should contain a statement demonstrating the support of the Board, if appropriate. Attachments, other than those specifically requested, should not be included and will not be considered in a proposal's scoring. Items, such as organizational charts and lists, should be contained within the response narrative to be considered in the proposal's evaluation. Please note, for applicants proposing to include subcontractors, a Letter of Intent from each proposed subcontractor should be included.

**Q20.** Page 31 of the RFA; 5. Enrollment Strategy and Experience or Relationships with Enrollment Entities, 3rd bullet: It states: "A letter of intent from each subcontractor describing the proposed role it will play should be included with the application"; Where should this be included or is there a specific attachment number provided for this letter of intent? I ask because page 39, first paragraph states: "Please submit only requested information in attachments and do not add attachments that are not requested". Also in regard to the letter of intent from the subcontractor, should subcontractor costs be identified in this letter? Or just in the budget and budget justification?

**A20.** Applicants whose service delivery model includes subcontractors should include a letter of intent from each proposed subcontractor. While a specific format for this letter was not defined, it should clearly describe the role the subcontractor will perform, and how it will interact with the applicant agency. Such letters of intent are to be included as attachments, and will not be included in the 16-page limit. Subcontractor costs should be provided in the budget, using Attachment 15B, with an accompanying budget justification.

**Q21.** Pages 42 and 43 of the RFA, IX Attachments: Can you identify the attachments numbers that are required for submission of the grant application and those that are required for submission to SDOH prior to final SDOH contract approval, and those that are for referral only? We are not clear on submission requirements for insurance application, screening form, protocol, contract attachments, etc.

**A21.** Per Amendment #1, submission is mandatory of Attachment 15A, Facilitated Enrollment Budget Form – FE Agency Only, and Attachment 15B, Facilitated Enrollment Budget Form – Subcontractor Only (if applicable), and the accompanying budget justification(s).

The attachments that should also be submitted with the application are as follows:

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The remaining attachments were included for purposes of applicant information and reference only.

**Q22.** Attachment 1, Facilitated Enrollment Program Tasks by Responsible Party: Is this table set as is or is the applicant expected to modify in any way based on proposed program? Is this to be included in application submission?

**A22.** This table was included for applicant reference only and should not be included with the proposal submission.

**Awards:**

**Q23.** The RFA (section VII.C) mentions that one agency will be awarded per county – this applies only to upstate and not to NYC, correct?

**A23.** Outside of NYC, we anticipate there will be one award per county, with the exception of Long Island, where multiple awards may be made. Once awards have been made so that the upstate region has facilitated enrollment services available in all counties, if there is additional money available in the upstate region, SDOH reserves the right to award more than one grant in an upstate county or a partial county. In NYC, one award will initially be made in each borough, with remaining funds distributed by score until funding is exhausted.

**Q24.** In reference to RFA Section VIII. C. (page 41, fourth full paragraph): Regarding New York City, “Once one award has been made in each of the five boroughs, all remaining proposals will be ranked according to score, regardless of the borough to be served. Subsequent awards will be made according to score until available funding is exhausted.” It is our understanding that this means there is a theoretical (if unlikely) possibility that there might be one provider in each of four boroughs, and all other providers will be in the remaining borough. Please confirm.

**A24.** This is theoretically possible, but highly unlikely.

**Q25.** Section C Review and Award Process: New York City, page 41: The proposal reads that once one award has been made in each of the five boroughs, all remaining proposals will be ranked according to score regardless of the borough to be served. Subsequent awards will be made according to score until available funding is exhausted. Is it assumed that all other grants will be under \$500,000, despite their scoring?

**A25.** This should not be assumed. Remaining grants could total \$500,000 or more, depending on the coverage area.

**Q26.** Our county currently has 2 Facilitated Enrollers. Will they need to reapply via this RFA to continue providing services? Or might their contract continue and, supposing our agency is awarded FE funds, our new FE services would be in addition to what they are already offering? (Section II, paragraph 1)

**A26.** All current Facilitated Enrollment Program contracts are ending 12/31/11. In order to be eligible for an award, an agency must respond to this RFA.

### **Budget:**

**Q27.** Page 36, FE Budget and Justification, 1<sup>st</sup> paragraph: The proposed budget should only reflect the initial year contract amount, correct? It should not incorporate the possible 5 year budget?

Can you confirm that the application narrative and budget only address a one year contract period; even though the grant has the potential to be renewed up to four additional years?

**A27.** Yes, the proposed budget and narrative is for the initial year.

**Q28.** Section VI, paragraph two refers to coverage areas. We cover a partial county as secondary coverage. How should we represent that in the budget and narrative?

**A28.** Your narrative should describe the partial coverage area. The budget justification should segregate the costs associated with the partial county. Please note, part of the proposal evaluation is based on the cost effectiveness and reasonableness of the budget.

**Q29.** Does the FE budget need to include travel to Albany or New York City for training and/or conferences?

**A29.** Yes, all items for which a contractor expects reimbursement should be included in the line-item budget. Facilitated Enroller training is traditionally offered in NYC and upstate regions such as Albany, Buffalo and Syracuse. In general, FE meetings are held via conference call. Services provided as in-kind by the agency do not need to be itemized.

**Q30.** Does the State have any recommendations or preferences for the percentage of the budget that is allocated for facilitated enrollers through subcontracts versus enrollers that remain in-house the agency?

**A30.** No. It is up to the applicant to determine its proposed staffing model. Currently, both models exist.

**Q31.** Section VIII, A, 9: Facilitated Enrollment Budget and Justification: Is the 13% of budget sited for OTPS a hard cap on non-personal services, or a suggested amount?

Page 36 of the RFA, first bullet under Non-Personnel Services indicates that 13% of budgets have historically been allocated to non-personnel services. Does this mean that proposed budgets are required to meet 13% for non-personnel items?

How rigid is the 13% cap on OTPS? Will going over 13% OTPS reduce points in our application?

Page 9 of the RFA under Non-Personnel Services: The RFA states that "Past experience with facilitated enrollment grants reflect that approximately 13% of a grantee's total budget is allocated to non-personnel services"; is this only a suggested allocation percentage? Or is it a required maximum allocation percentage? Also, does this percentage apply to subcontractor budgets?

The RFA states, "Past experience with facilitated enrollment grantees reflects that approximately 13% of a grantee's total budget is allocated to non-personal services." Given the increase in gas prices and transportation expenses for travel to enrollment sites (mainly for upstate applicants), will the state take into consideration the increased expense for this budget line item?

Additionally, office space at fair market value throughout the state may increase non-personnel expenses to account for more than 13% of an entire budget. Will this be considered during review of budgets?

- A31.** Applicants do not have to adhere to this percentage as the reference to the 13% for Other than Personal Services (OTPS) was included as a guide based on historical information. This percentage was calculated using current budget information for existing grantees. Budgets will be evaluated on reasonableness and cost efficiency.
- Q32.** In calculating the 13% OTPS cap, does that include the expenditure for sub-contractors as part of the personnel Services or the OTPS?
- A32.** The 13% OTPS figure is not a cap, but a reference point to aid applicants in preparing their proposed budgets. The percentage was determined from all OTPS costs, including subcontractor services.
- Q33.** Are outreach expenses up to 10% of the agency budget considered part of the 13% OTPS budget?
- A33.** Yes, outreach expenses were included in this percentage.
- Q34.** Page 36 – Personnel Services – Fringe Benefits: Per this paragraph, the majority of funds should be allocated to personnel services. With the last contract, our fringe benefits could not exceed 17% of the total grant amount. Is this still the case for this contract?
- A34.** There is no cap on fringe benefits.
- Q35.** Page 36 – Non-personnel Services – Bullet #2: This bullet states that budget may not include an overhead/indirect rate. What kind of expenses does the State classify as overhead/indirect rates?
- A35.** All OTPS services, such as rent, utilities, bookkeeping, audit maintenance costs and travel should be included as separate line items rather than incorporating them into an overhead line.
- Q36.** Preferred Characteristics of Applicants (Section B)/Applicants should demonstrate that the administrative cost structure is cost effective and efficient (#10) (page 21): Is there any guidance on the maximum level of funding that can be allocated towards the administrative component of the program?
- A36.** There is no maximum administrative component. Budgets will be evaluated on reasonableness and cost efficiency.
- Q37.** In reference to RFA Section VIII. A. 9. (page 36, fourth paragraph/bullet from the bottom): “Budgets may not include an overhead/indirect rate.” Can we include indirect expenses if they are specifically itemized or broken out by type, rather than using a rate?

If so, is there a maximum percentage of our proposed budget that can be indirect expenses?

**A37.** Items generally classified as overhead, such as fiscal personnel, housekeeping, IT support and audit, are appropriate line items in the proposed budget. There is no maximum percentage for such lines. However, budgets will be evaluated based on reasonableness and cost efficiency.

**Q38.** We were supplied with the average salaries for FEs. Can we receive the same information for QA and Program Manager?

On Page 36, "Personnel Services": The RFA mentions the average salary (including fringe amount) for currently funded facilitated enrollment programs. Can some guidance be offered to direct applicants on how to budget for program managers, quality review staff, or other administrative support staff?

Can you share with us the average salary and fringe benefits for Program Managers? (Section VII (A)9, paragraph 8 bullet under personnel Services)

**A38.** Based on current grantees, the statewide average salary for 1.0 FTE Program Manager is \$60,956, with \$70,083 for NYC agencies and \$55,641 for the rest of the State. Quality Assurance staff average \$37,576 for 1.0 FTE, with \$37,770 in NYC and \$37,337 in the rest of the State.

**Q39.** Page 35, last paragraph: Regarding personnel expenditure; while requested budgets are for a one-year contract period, should salary increases over the next four years be specifically identified in the budget narrative? Or just an explanation of the anticipated annual percentage of increase?

**A39.** No. Budgets must be submitted and approved on an annual basis as part of the contract renewal process.

**Q40.** In reference to RFA Section VIII. A. 9. (page 35, chart below first full paragraph): The RFA states that if we apply for two counties in New York City, we would ask for a total of \$600,000, including \$500,000 for the first county and an additional \$100,000 for the second. Does this mean that grantees are expected to spend \$500,000 on one county and \$100,000 on the second county?

**A40.** No. If the applicant is awarded funding for both counties, funds may be distributed in a way that best serves both counties.

**Q41.** In reference to RFA Section VIII. A. 9. (page 35, chart below first full paragraph): If we are required to split the funding between two counties (for example, \$500,000 for one New York City county and \$100,000 for a second New York City county), how should we reflect this split on the "Lead Agency Budget" tab and in the budget justification, especially considering that some costs are shared between counties?

- A41.** We are not requesting a by county budget. Applicants should describe any costs that are specific to a particular county/borough, such as facilitated enroller personnel costs or site rental information in their budget justification. Costs that are “shared” between counties do not need to be itemized by county. For example, it is not necessary to say that one half of the QA reviewer will be allocated to each county.
- Q42.** In reference to RFA Section VIII. A. 3. (page 30, first paragraph) & RFA Section VIII. A. 9. (page 35, second to last paragraph): The RFA instructs, “Applicants proposing to serve multiple counties should submit one budget for the entire project, specifying how many facilitated enrollers will be dedicated to each county,” and, “The budget justification should identify the costs that are specific to a particular county/borough.” This is clear for expenses that are particular to one county, such as an FE who only works in one county. However, do expenses that are shared across counties (such as the program manager, QA staff person, or design of shared marketing materials) need to be broken out?
- A42.** Shared services between a borough/county do not need to be itemized. An allocation by each proposed county/borough for shared services is not required.
- Q43.** In reference to RFA Section VIII. A. 9. (page 36, first paragraph): The RFA states, “applicants proposing to serve more than one county/borough must identify the costs that are specific to a particular county/borough,” and, “In the event that an awardee does not receive funding for one or more counties they propose to serve, specific costs identified for those counties will be removed and the funding award reduced accordingly.” If we submit for more than one county and are only awarded one of the counties, how will the funding amount for shared expenses between the counties be determined?
- A43.** As noted above, costs specific to a particular county/borough will be removed from the budget if an applicant is not funded in that county/borough. We do not anticipate reducing shared expenses for the remaining funded county/borough if they are reasonable. Budgets may need to be negotiated if it is not reasonable for the one county that was funded.
- Q44.** The average salary and fringe benefits of an enroller is identified as approximately \$39,327 upstate and \$38,485 in New York City for an Average of \$38,645. Given an enroller's length of service and union membership, the salary and fringe may be significantly higher. Would a higher salary, i.e. \$46,000 plus fringe for upstate be acceptable?
- A44.** The information provided was intended to be a guide for proposal submissions based on current program personnel costs. Applicants are not required to pay their facilitated enrollers these salaries.
- Q45.** Is there a mechanism for showing in-kind costs in the application?
- A45.** Any in-kind costs should be included in the narrative budget justification.

**Q46.** Our current budget has been reduced to \$XX. My question is, since the Maximum Base Award per single borough is \$500,000, and we do applications for X, Y and Z, and the Maximum add-on for Y and Z is \$100,000 each, can I request a budget of \$700,000, which is more than our current budget? Or should I request what we are currently receiving?

**A46.** The maximum budget request for the scenario described above is \$700,000, \$500,000 for the initial borough and \$100,000 for each remaining borough. Applicants are not required to submit budgets for the maximum available award but should submit budgets based on anticipated costs.

### **Funding:**

**Q47.** Will level funding be expected for the full 5 years of the funding cycle?

**A47.** Program funding for each of the subsequent years will be determined by the available funding. It is impossible to predict if there will be level funding for subsequent years.

**Q48.** Can you define “maximum baseline”? The words seem to contradict one another as baseline indicates a starting point and maximum indicates an endpoint.

**A48.** The maximum base was meant to describe the maximum amount of funding available for one county/borough.

**Q49.** Is an FE organization allowed to submit a budget that exceeds the maximum baseline?

**A49.** The Department prefers that applicants submit a budget that reflects the maximum base. The maximum award will not exceed the maximum base. If an applicant submits a budget that exceeds the maximum, it will be reduced accordingly if the proposal is funded.

**Q50.** Facilitated Enrollment Budget and Justification (#9) (page 34): How were base awards determined?

Section VIII, A.9: Facilitated Enrollment Budget and Justification: What is the justification for funding caps by county?

**A50.** To maximize statewide coverage within current fiscal constraints, caps were developed based on historical cost of doing business by region, and population.

**Q51.** Is there any possibility of an amendment to the RFP to remove or increase the funding caps?

Starting on Page 39, Section C, “Review and Award Process:” Would the New York State Department of Health consider lifting the caps (maximum allowable amounts for

funding) on all boroughs/counties in the interest of preventing organizations who are currently funded at higher levels from significantly reducing their programs, thus resulting in reduced services to specific communities?

**A51.** The funding caps will not be adjusted.

**Q52.** Is there any flexibility in the maximum base award? If a proposal is submitted that exceeds the cap for our county, yet demonstrates a realistic, justified and cost conscious budget, will it be excluded from review and the competition?

**A52.** There is no flexibility in the maximum base award. The Department prefers that budgets be submitted that reflect the budget maximums. Budgets submitted that exceed the base amount will be evaluated, but reduced prior to the award process if the proposal is funded.

**Q53.** We understand that effective June 1, 2012 all applications will need to be sent to Albany. This will result in an increase in postage. Has this been taken into consideration when establishing the maximum bases?

**A53.** At this time, we do not anticipate that all applications will be sent to the Enrollment Center in Albany effective June 1, 2012.

**Q54.** In reference to RFA Section VIII. C. (page 41, second and fourth full paragraphs): The RFP states that the top applicant for each NYC borough will receive up to the maximum of \$500,000. Is there a maximum amount for other applicants selected within the same borough?

**A54.** The maximum amount for subsequent grantees in a borough is \$500,000. There is not a maximum number of grantees in a particular borough.

#### **Miscellaneous:**

**Q55.** The due date for the proposal (October 16, 2011) falls on a Jewish holiday (Sukkot). Can the deadline be extended to accommodate religious observances?

**A55.** The due date for Applications has been **extended** to **Monday, October 24, 2011 by 4:00 PM ET**. SDOH has extended the due date because the original due date was scheduled during the Jewish holiday Sukkot.

**Q56.** Page 9, #6 Bullet #3 – Process Applications: 1) As an already established Lead Agency is it necessary to redo protocol with the LDSS or can we use the ones already in place? If we can use the ones already in place – do they need to be re-signed and dated?

**A56.** Since this a reprocurement, new protocols must be submitted after awards have been made.

**Q57.** Page 34 – QA, Training, Outreach & Reporting – Bullet #4: Will the State require copies of the confidentiality statements that will be signed by Staff? If “Yes” – when will they be needed?

**A57.** New confidentiality statements signed by all staff will be required, as the form has been updated. These forms will be submitted after awards have been made.

**Q58.** Page 5 of the RFA, E. The Enrollment Center: What do you expect of grantees in regard to working with or promoting the recently established Enrollment Center?

**A58.** Grantees in a county where the Enrollment Center (EC) is operational are expected to mail renewal applications to the EC. In the future, this may be expanded to new applications.

**Q59.** Page 9 of the RFA, 6. Process Applications, 3rd bullet: What do you expect of grantees in regard to working with MAXIMUS if it is proposed for the targeted county for 2011 (as identified in Attachment 5). Also, is Attachment 5 a required attachment for application submission?

**A59.** We expect grantees to follow county-prescribed protocols for transmitting plan selection information to the Enrollment Broker or the LDSS, as appropriate. Attachment 5 should not be included as an attachment.

**Q60.** How can we obtain an updated census for the Far Rockaway area?

**A60.** The data included in the RFA is the data that we have available. We do not have county data broken down to a smaller geographic level.

**Q61.** Are we able to complete and submit Supplement A to HRA?

**A61.** Facilitated Enrollers are not required to complete and submit Supplement A as part of the Access NY Health Care application process. This part of the application is intended for specific populations, such as the chronically ill, certified blind, and disabled, who may need direct assistance from the LDSS. If awarded funding, a grantee that chooses to submit Supplement A will have to work with the particular county LDSS regarding the submission process.

**Q62.** Has the department established revised expectations for access and applications completed due to the significant decrease in the award for the next cycle vs. the current funding?

**A62.** Expectations are based upon the funding awarded for the proposed services, as it relates to this RFA.

**Q63.** Please explain difference between award vs. contract approval?

**A63.** Grant awards are made through an announcement letter sent by SDOH. Final contract approval is based on approval by the Office of the State Comptroller.

**Q64.** When will awards be announced? Reductions in staff positions will result with the current maximum base. Notice to staff involved is appreciated.

Review and Award Process (page 39): Is there a general timeframe for making awards?

**A64.** We anticipate awards will be announced in mid to late November.

**Q65.** Preferred Characteristics of Applicants (Section B)/Quality Review Staff (b) (page 18):  
a) Is there any guidance on preferred staffing structure and salary levels for quality review component of program? b) Is there a statewide ratio of quality review staff to 1) facilitated enrollers, and 2) applications/week?

**A65.** There is not a preferred staffing structure. QA strategies vary by agency, making it impossible to offer statewide ratios of current staffing structures.

**Q66.** In addition to one FTE Facilitated Enroller, could a dedicated, full-time Program Manager also assume some facilitated enrollment duties? (I.e., could the Program Manager be considered a part-time facilitated enroller?) [Section VI. (B) 2. (a), paragraph 1]

If so, could the Program Manager still conduct quality review on applications from other facilitated enrollers? (Which would mean that another staff member would perform quality review on the applications processed by the Program Manager.) [Section VI. (B) 2. (b), paragraph 1]

**A66.** A program manager may assume some FE and/or QA responsibilities. If the Program Manager has other responsibilities such as QA or FE, the program manager should not be reflected as full time but rather the percentage of time dedicated as Program Manager.

**Q67.** Will already existing programs be considered? What if you are providing enrollment services with MAP trained staff who are not technically considered facilitated enrollers?

**A67.** Such programs are eligible to apply as long as they meet the criteria for who is eligible. Experience, such as what was included in the question, should be included when describing program experience.

**Q68.** Is a reproductive health center eligible to apply for this grant?

**A68.** Yes, as long as they are a not-for-profit or government agency.

**Q69.** Can we get a list of current FE agency grantees?

**A69.** This information is available on the SDOH website at [http://www.health.state.ny.us/health\\_care/child\\_health\\_plus/where\\_do\\_i\\_apply.htm#comorg](http://www.health.state.ny.us/health_care/child_health_plus/where_do_i_apply.htm#comorg).

**Q70.** On Page 25, Section H, “Payment and Reporting Requirements of Grant Awardees:” In previous grant cycles, program and expenditure reports/vouchers were due quarterly. Under the current cycle, will grant recipients be required to submit these reports monthly?

**A70.** Yes. Expenditure and progress reports will be required monthly.

**Q71.** Would SDOH provide a list of the agencies from which it has received Letters of Intent to apply?

**A71.** A List of Respondents is provided below.

1. Access of WNY, Inc.
2. Action for a Better Community, Inc.
3. Adirondack Health Institute
4. AIM Independent Living Center
5. Alianza Dominicana, Inc.
6. Bassett Healthcare Network
7. Booker T. Washington Community Center, Inc.
8. Brooklyn Perinataalk Network, Inc.
9. Catholic Charities of Herkimer County
10. Chautauqua Opportunities, Inc.
11. Chenango Health Network
12. Coordinated Care Services, Inc.
13. Cortland County Health Department
14. County of Onondaga Health Dept
15. Diaspora Community Services
16. Elmy's Special Services, Inc.
17. Emerald Isle Immigration Center
18. Harlem United
19. Healthy Community Alliance, Inc.
20. Hebrew Educational Society
21. Hispanic Federation
22. JCC of Staten Island
23. Kaleida Health
24. Lake Plains Community Care Network
25. Make the Road New York
26. Maternal-Infant Services Network
27. Metropolitan Council of Jewish Poverty
28. Mohawk Valley Perinatal Network
29. Morris Heights Health Center

30. Mothers & Babies Perinatal Network
31. Nassau Suffolk Hospital Council, Inc.
32. New York Presbyterian Hospital
33. North Country Perinatal/Perinatal Council, Inc.
34. NYC Dept of Health & Mental Hygiene
35. Oswego County Opportunities, Inc.
36. Planned Parenthood of Rochester/Syracuse Region Inc.
37. Planned Parenthood of Western New York
38. Public Health Solutions
39. Putnam Family & Community Services
40. Ridgewood Bushick Senior Citizens Council, Inc.
41. Rockland County Health Department
42. S2AY Rural Health Network, Inc.
43. Safe Space
44. Saratoga Hospital
45. Schoharie County Community Action Program, Inc.
46. Seedco
47. Southern Tier Health Care System, Inc.
48. St. Luke's Cornwall Hospital
49. The Children's Aid Society
50. The Egyptian American Community Foundation
51. The Health & Welfare Council of LI
52. The Healthcare Consortium
53. The Institute for Family Health
54. Thompson Health
55. United Jewish Community Advocacy Relations and Enrichment
56. United Way of the Tonawandas
57. Westchester Department of Health