

## Partnership Framework

The Local Partner Network will serve all counties across California that are part of the State's Emergency Rental Assistance Program. Below are some key questions related to this framework that were submitted during the recent webinar.

### Types of Engagement

Does every county need all three tiers or is only Tier 1 required?

LISC will identify partners in each geography that meet the specific needs of that county.

Can you please be specific on the dates, start and end, of contracts/applications.

Partner applications submitted by 3pm on February 22<sup>nd</sup> will be reviewed immediately, with initial notifications beginning immediately. Following this, applications will be reviewed on a rolling basis as they are received.

The beginning of the period of performance will depend on when an application is received and approved. It is anticipated that this effort will continue through November 15, 2021.

If our county is not on the list you presented, is there no need for us to apply?

The counties listed are those currently participating, and where services are needed immediately. This list may change based on updates from local jurisdictions, and if you apply for a jurisdiction that later joins the program your application will be considered at that time. For this reason, all California counties are listed in the application.

If a jurisdiction is receiving a state block grant through SB91 to administer funds locally separate from the state program, will LISC still be working with local partners in that area?

LISC has been engaged by the State to work with local partners in the counties that are part of the State program.

Are we expected to have in-person appointments even during the pandemic?

When in person assistance can be provided in a COVID appropriate way this may be possible. For example, you may be able to socially distance or use clear barriers when meeting with applicants. You might also consider having applicants place their documents in an area where they are then retrieved by your staff for uploading into the application portal.

If we are a non-profit CBO with cultural awareness and sensitivity, can we serve and outreach to a specific demographic in our community?

Yes. In the application you are asked to identify any specific demographics you serve as well as any in-language support you would be able to provide.

For Tier 3, would in-person TA be required or would remote support be acceptable.

Where remote support fully meets the needs of the applicants this may be acceptable. We would recommend you provide information in your application about how you would go about this.

What does "Conduct outreach programming in-language" mean?

LISC is seeking to identify partners that are able to provide programming in languages beyond English. This in-language support will allow for tenants and landlords to be communicated with in a language most familiar to them.

I am from a Housing Authority, if we are not able to be a partner would we still be able to obtain literature and promotional items from you?

A housing authority is an eligible Local Partner Network Partner. If you are not selected to be a LPN Partner, you will still have access to the full suite of literature and promotional materials to share with your community. We would be pleased to see non-contracted partners support the program and their community in this way.

We are a utility within a listed county. Are we supposed to be meeting this application deadline by tomorrow?

Utility companies are not eligible for the Local Partner Network. We would encourage you to reach out to the California Municipal Utilities Association for more information about how to support the program.

Does Tier 1 use the portal?

Tier 1 partners would be responsible for promoting the program and would not be working directly with applicants. For this reason, they would not have a need to use the application portal.

What is a circuit rider?

Under Tier 2, it is anticipated that there may be applicants that for a variety of reasons may not be able to come to a Partner site. In these instances, a circuit rider team member would travel to the applicant to assist them in completing their application submission.

Is subcontracting with other partners allowed?

Yes. While LISC will contract with one entity, it is allowable that the organization utilize additional partners. We would encourage you to explain this intent and expected impact in your application.

Since San Bernardino County is so geographically large, a few CBO's are looking at a collaborative approach to this application. Would you prefer one application with the partnership clearly explained, or would you prefer three separate applications pointing to the overall collaboration?

While LISC will contract with one entity, collaboration is allowable. We would encourage you to explain this intent and expected impact in your application.

Is Tier 2 outreach limited to in-person outreach, or can 1:1 virtual case management be considered an "outreach" opportunity?

Where remote support fully meets the needs of the applicants this may be acceptable. We would recommend you provide information in your application about how you would go about this.

Tier 2 outreach be conducted through inbound/outbound call center activities as well as textline outreach messaging?

Where remote support fully meets the needs of the applicants this may be acceptable. We would recommend you provide information in your application about how you would go about this.

We work with communities that do not have internet access or email, so we won't be able to do e-blasts, how does that work?

LISC understands that there are many applicants for whom an e-blast would be ineffective. We would suggest that you discuss the approach that you believe will be effective based on your experience in your community.

If our census tracts do not qualify, are you interested in our knowledge of neighborhood level demographics?

Applicant program eligibility is not determined by census track demographics but is instead connected to an applicants income level and household size. A Local Partner Network partner need not be located in a specific area to qualify as a partner.

Can we submit an application and then look to amend as we build better partnerships with others - given the short timeline?

Local Partner Network partners are encouraged to apply as soon as possible to be given full consideration. If your partnerships improve and you want to submit an additional application, you are welcomed to do so. From time to time, as the program progresses, we may put out a call for partners in specific markets where additional support is needed.

Can a CBO start with Tier 1 and apply for Tier 2 later?

Local Partner Network partners are encouraged to apply as soon as possible to be given full consideration. If you are able to expand capacity, you can come back to us with that information regarding your ability to support Tier 2 activities.

Can you provide information on how Tribes and Tribal Entities participate in this opportunity?

This information is forthcoming. To start a conversation regarding Tribal entity support, we encourage you to complete the application as soon as possible stating which tribes and/or tribal entities you would have the capacity to support.

Can a city be a lead fiscal agent for a collaborative application with several non-profits?

Yes. A City can be a lead fiscal agent and/or may even serve as Local Partner Network partner.

Counties that are very large w/very small populations: it may not be realistic to hold that many meetings per month. What is a reasonable expectation?

Applicants should suggest what they believe is appropriate and will be effective in the community they are interested in serving.

Are nonprofits eligible to apply for Tier 1?

Yes

Rural organizations may have limited database and eblast technology. Can they still participate?

Applicants should suggest what they believe is appropriate and will be effective in the community they are interested in serving.

One the counties we operate in has multiple overlapping jurisdictions - state, county and City. Can we help service residents regardless?

Residents that are eligible for the state administered program will be assisted under this effort.

LA County is a very large county, is the expectation that Tier 3 approved organizations have to be open for scheduling support to the whole county? Or is the plan to select a few organizations in the county that will help cover different cities in the county?

LISC intends to identify multiple partners in large populous counties. Applicants will be assigned to work with a partner based on geography, language needs and other targeting.

#### Role of Local Partners

Will Counties be grouped into regions and assigned to a LISC rep?

Each local partner will be assigned a network officer as their primary liaison and support. It is likely that in many instances these assignments may be grouped by geography.

Is the outreach for landlords or tenants?

Partners will support application by both tenants and landlords.

If several organizations apply in a specific county, how are you determining where clients are directed?

Applicants will be directed to a local partner based on their geographic and language needs and the availability of appointments with area providers.

We have language capacity but I am wondering if the literature will be provided by the you or are we expected to translate.

LISC will provide digital and electronic content in a variety of languages that will at a minimum reflect all languages spoken in a particular county by more than 5% of the population.

If we are assisting a tenant to apply will we be able to continue to access information about the application to assist the tenant with questions?

It is our understanding that once an application is submitted, the state's Fund Disbursement Partner will engage with the applicant for any needed follow up and to complete the process.

Will organizations be expected to disburse payments to landlords and tenants or will that be a separate partner contracted by the state?

It is our understanding that funds will be disbursed to landlords and tenants by the Fund Disbursement Partner. Therefore, payments will be made on a centralized basis.

To clarify, continuing case management to assist in helping family figure out how to make changes going forward is not part of this partnership?

The purpose of the Local Partner Network under LISCs agreement with the State is to assist tenants and landlords to successfully submit their application into the portal. Continuing case management is not part of this scope.

Will there be language requirements (like what information needs to be communicated) and specific materials provided for funded partners? Or will funded partners have flexibility to create the communication to the public?

The State has procured a marketing firm (Prozio) that will develop content for this program. LISC will provide this information through its Network Officers to partners, including materials that are in-language and social media oriented.

Will we have to set up a separate phone line?

It is not anticipated that this would be required. LISC will be operating an appointment center separately that will field calls and assist applicants with making appointments with local partners.

How will you know if an applicant has applied with more than one partner?

All applications will be submitted into one portal. It is our understanding that the system will conduct verification checks to guard against more than one application per tenant being processed.

If we have strong landlord relationships, will we be able to work with them en-mass?

Yes, we are very interested in identifying Local Partner Network partners with relationships with Landlords.

Can you clarify if the clients' documents need to be originals/wet signatures, or if they can be digital pdfs/scanned? That will significantly impact what our proposed services can be.

The program design details are still under development. But at this time, we do not anticipate the need to have a wet signature on any documents.

## **Compensation**

What compensation is available for Tier 1?

Tier 1 promotion partners will receive compensation ranging from \$1000 - \$5000.

What compensation is available for Tier 2?

Tier 2 applicants should submit a budget that reflects the level of effort they are prepared to provide for this effort. A budget template has been embedded in the application.

What compensation is available for Tier 3?

Tier 3 applicants should submit a budget that reflects the level of effort they are prepared to provide for this effort. A budget template has been embedded in the application.

Will material and supply expenses be eligible for reimbursement?

Yes, the cost of materials and supplies should be included in your budget submission.

Is the funding tied to the number of applications submitted?

No. Each application will be reviewed to determine how it addresses the needs in a specific geography based on services proposed and target populations.

Can the budget include consultants that assist the non profits with direct project delivery

Yes, they should be included under staffing.

What will be available for administrative costs?

Up to 10% may be requested to assist with reimbursable administrative costs. The most competitive applications will be in the range of 5% to 8%.

Are indirect costs, or indirect cost rates, allowed?

Under this funding only direct costs are allowed.

Will there be "upfront" funding available to contractors or will this be 100% reimbursement?

A percentage of funds will be available as an advance to assist partners with launching the efforts. The remainder will be provided based on reimbursement.

What period of time should the budget cover?

The budget should anticipate providing services from March 15, 2021 until November 15, 2021.

Will you pay for transportation costs for outreach circuit riders?

Yes, the cost of materials and supplies directly associated with service provision should be included in your budget submission.

Do we have to staff this effort with existing staff?

No, the personnel used for the effort may be new or existing, and may be salaried or contract staff.

## **Application**

Is the list of counties presented all those that went with Option A, or does it also include those that chose Option C?

The list of counties presented at the webinar on Thursday, February 18, 2021 includes all counties that have currently elected to participate, wholly or in part, in the State administered program.

What is the CFDA# for this funding?

The CFDA# for this funding is 21.023

Is there a word limit on narrative responses.

There are limited areas of the application requesting narrative. In those instances the word limit suggested is provided.

Can nonprofits that don't have 501c3 status but have a fiscal sponsor apply?

Nonprofits that are interested in serving their community should apply. All applicants will need to demonstrate capacity to administer federal funds.

If our organization works in different jurisdictions, do we have to submit different application for each jurisdiction?

No, you may submit one application that identifies all of the counties in which you are proposing to provide services.

Are most recent audits a must?

All organizations that are interested in serving their community should apply. All applicants will need to demonstrate capacity to administer federal funds.

Will Tier 3 partners be able to submit on behalf of tenants without tenant needing to create their own log-in and password?

A partner will assist the applicant with completing and submitting the application. This may include helping them create their individual account in the system, which will be required to proceed.

Will we have to print materials or will you be sending them out?

LISC anticipates providing digital and electronic materials to all partners.

Can we provide services to the specific communities and residents we have long established organizing and housing relationships with?

Any organization can provide assistance to a client in creating their account and submitting their application. Partners will be part of the LISC Local Partner Network, assigned to assist specific applicants and reimbursed for their efforts.

Will organizations that are not part of the local network be able to help their clients apply / access the portal?

Yes, any organization can provide assistance to a client in creating their account and submitting their application. Partners will be part of the LISC Local Partner Network, assigned to assist specific applicants and reimbursed for their efforts.

What exactly are the appointments for?

Appointments will be made for applicants that require assistance from a local partner in completing their application or uploading documentation.

Define "quasi-government"

Organizations that are not jurisdictions but are chartered, such as housing authorities, are often referred to as quasi-government.

If there are multiple organizations in an application, one org as the head, do we need to submit the documents for each organization that is subcontracting?

LISC will contract with one organization, and that organization will be responsible for the delivery of services as agreed to in the contract.

Does the program involve providing direct services?

No. This program involves assisting applicants to successfully submit their application into the system for review.

Will residents be required to work directly with a partner agency to apply for funds or is this added support.

This program is intended to support those requiring assistance to successfully complete the process. Applicants will be able to apply directly online if they desire.

Outside of weekly meetings, what are the written reporting requirements?

LISC will identify reporting requirements in the contract document. They should be expected to include metrics around appointments completed, applications submitted, outreach activities and other items delineated in the discussion around the role of local partners.

Will there be a roster of agencies approved so we can help folks get help even if we are not approved.

LISC will maintain an active roster of Local Partner Network partners to help applicants navigate accessing support.

How does this apply to Tribes, tribal entities or Community based organizations that do not meet the nonprofit requirements that you are asking for

Entities qualified to administer federal funds including tribes, tribal entities, quasi-governmental agencies and jurisdictions should complete as much of the application as reasonably possible. Community based organizations and nonprofits should have all the required underlying documentation available at time of application. If a nonprofit does not have one or more of the items, you can still apply but we may need to identify mitigating circumstances, such as fiscal sponsor.



If we applied for SAM Registration and can provide verification, but are the middle of process of completing the registration are we eligible?

Yes.

So should "local governments" apply by tomorrow or is this still be reviewed and considered

Yes. Local governments should apply as soon as possible.

#33 on the application asks how many of your census tracts meet 75% or above in the Urban Eviction Index. Nothing in our geographic area even reaches 50%. Does this affect negatively our application?

The State of California is prioritizing households whose income falls below the 50% of Area Median Income threshold. While a census tract is a strong indicator of the number and/or percentage of households would be at the 50% AMI level and below, it is the household itself that is our priority. Please share your plans to reach households at the 80% level of AMI (the maximum eligibility) and the 50% of AMI level (priority eligibility).

Can a collaborative application provide tier 3 in some counties and tier 1 in others?

Yes.

If an organization is applying under Tier 2, Do they have to complete each activity listed in Tier 2 (circuit drops, lit drops, and outreach programming) or could they choose to focus on two of those activities?

You are welcomed to share your strategy for focusing on two of the three key activities. An eligible and qualified organization that can outline how they will perform all three activities will be given the greatest consideration.