

**REQUEST FOR PROPOSALS  
Health Advocacy Partners Program (HAPP)**

**Response to Questions**

1. Is there a specific geographic boundary for the neighborhoods? We have a physical location that's a 15-minute walk from the neighborhood in Table 1, and within the area in Appendix A. Does that meet the requirement?

**Response:** The focus is to support residents in disadvantaged communities, with a special focus on Bureaus of Neighborhood Health catchment areas. Organizations may be based outside of these geographic areas but must have a history of providing support to individuals within these communities, this would meet the requirement.

An amendment to the RFP will be issued to reflect this change in the requirement.

2. One question on the grant states: to demonstrate your orgs capacity in terms of experience and/or staff expertise to provide case management services to individuals and families. Question: Should we answer this question based on what our CHWs have accomplished in the past or by actual case managers on the organization?

**Response:** In their response, organizations should demonstrate the capacity to provide case management services, through prior organizational experience, current staff expertise, or both. However, the preference is for organizations to have CHWs who are currently providing these services or have this skill or training.

3. How does the training of staff factor into the starting of the program?

**Response:** After hiring, staff training will be integral for CHWs to properly provide the services defined in the Scope of Services (Section II, page 8 of the RFP). Organizations should look to appropriate time as early as possible for trainings to be completed. Due to the timeline of the contract, hiring and training, developing/strengthening relationships with the selected NYCHA development, developing an outreach strategy, and finalizing operational needs will need to be completed concurrently prior to being able to start coaching and enrollment.

HAPP Partners will receive support from the DOHMH in providing core trainings on health and safety, health coaching protocol, Salesforce database, and the roots of health inequities.

4. Is the contract for 6 months only?

**Response:** Currently, the contract is expected to end on June 30<sup>th</sup>, 2024, but DOHMH is currently pursuing additional funding to extend the program.

5. Is there a potential that the program period may be extended beyond the initial period listed in the RFP?

**Response:** Yes, there is potential for the program to be extended and will be contingent upon the availability of funding.

6. What's the expected timeframe for start-up/ramp-up of the program once the award is received?

**Response:** Organizations should be prepared to hire, begin training, and conduct outreach for enrollment immediately upon execution of the contract.

7. Could we hire consultants (contracted staff) rather than full time staff as the contractual period is short?

**Response:** Yes, organizations may hire consultants or temporary staff with the intent to bring them on as full-time staff should the program be extended for an additional 12 months. Consultants or temporary staff must be hired at salary levels or rates comparable to those specified in the RFP (pages 10-11) for each position.

8. What types of health programs has the department been promoting and where? Why did the department select Marcy, Butler, and Queensbridge (North and South)? What are the priority needs in these developments? Do you prefer a new program or expand what you already been doing for years? Are there any statistics that I can refer to? Any specific guidelines for this RFP? Do you have any set outcomes?

**Response:** Please refer to the Background and Need & Project Objectives sections of the RFP (pages 4-6). Further information can also be found at:

<https://www1.nyc.gov/assets/doh/downloads/pdf/dpho/neighborhood-based-chw-initiative.pdf>

Programmatic guidelines and requirements are specified in the Scope of Services section (pages 9-13) of the RFP.

9. Can the funding be used to cover office space rent in the neighborhood? If yes, would that be considered a direct or indirect cost?

**Response:** Yes, funding may be used to cover the costs of renting office space. Space that is secured specifically for HAPP can be budgeted as a direct cost. If the space will also be used to support other programs or services, the costs must be allocated using a reasonable and approved method.

10. If an organization only applies for a portion of the funding and is awarded a contract (funding gets split between a few CBOs in one geographic area), will the number total clients served per area be adjusted to cover the percentage of their share of the total funds available or will they be expected to collaborate with the other funded partners to meet the totals required?

**Response:** The collective work of all the organizations applying as part of the coalition should meet the requirements as stated in the RFP.

11. Can you please give more definition to the training that DOHMH will offer and the training contractors need to provide. Do you have a definition of core competency training; on pages 11 to 12 it appears that DOHMH supplies all Training for training modules under 1.b. Is that correct?

**Response:** The NYC Health Department will provide the following trainings for HAPP partners:

1. Understanding chronic disease (Asthma, Hypertension, Diabetes)
2. Salesforce database training
3. Health coaching protocols

**Selected organizations will be required to provide the following trainings for staff:**

1. Orientation (including organizational policies & procedures)
2. CHW Core Competency Training\*
2. Safety in the community

CHW Core Competency training should focus on the basic skills required for CHWs complete their work (i.e. motivation interviewing, outreach, communication, advocacy, interpersonal relationships, etc.).

12. Many people in public housing cannot take full-time jobs; they have other responsibilities, or they have income barriers for their entitlements. Can we break down some jobs into part-time FTEs---reaching the equivalent of 10FTEs?

**Response:** The project encourages hiring of staff who are local to the community where possible. NYCHA recently supported two cohorts of residents who completed CHW training at La Guardia College. This could be a source for expedited hires. Part time hires are not recommended given compressed timeline and training requirements.

13. In the Bronx area, only 12% of people have been to college so will have to depend more on experience.

**Response:** Experience is an acceptable alternative to education level.

14. The RFP says the Bronx Neighborhood is Morrisania/Claremont, but the application only includes Claremont (which is about 8 blocks). Assuming the former is correct and more in line with the neighborhood size of the other boroughs?

**Response:** The entire Morissania/Claremont neighborhood should be considered.

A revised HAPP Application Form will be posted with the corrected neighborhood information.