



UNITED WAY OF
GREATER LOS ANGELES

2023 SHELTER IMPROVEMENT REQUEST FOR PROPOSALS – FREQUENTLY ASKED QUESTIONS

The following is a supplemental Frequently Asked Questions document for the 2023 Shelter Improvement RFP.

Full application materials are available on the United Way of Greater LA (UWGLA) Grantseekers website (<https://unitedwayla.org/grantseekers>). If you have additional questions, email rfp@unitedwayla.org with “Shelter Improvement RFP” in the subject line or join UWGLA staff for Shelter Improvement office hours at 10 a.m. on Tuesday, March 21 via [Zoom](#).

SURVEY MONKEY APPLY

1. Do I already have an account on Survey Monkey Apply? How can I check?

We encourage all partners to verify if they have an organizational account in UWGLA’s Survey Monkey Apply system (<https://unitedwayla.smapply.io/>) before creating a new account. 1) Try to login or recover a password if you feel you already have an account; 2) Check internally with your staff and team members to see if anyone set up an account for a recent funding opportunity with UWGLA such as Emergency Food and Shelter Program; and 3) Email RFP@UnitedWayLA.org and our team can verify if an account exists.

2. Who should I contact if I have an issue using the online grant management system?

For RFP related questions, please contact rfp@unitedwayla.org. If you run into a technical problem with the online system, please reach out to Survey Monkey Apply directly.

APPLICATION INFORMATION

1. When is the deadline to submit an application?

All funding applications for Shelter Improvement must be submitted into Survey Monkey Apply by 11:59 p.m. on Thursday, March 23, 2023.

2. Will there be information sessions for applicants?

Shelter Improvement applicants are welcome to join an informational session at 10 a.m. on Tuesday, March 21, 2023 via Zoom (<https://us06web.zoom.us/j/84468088936?pwd=SURxWDJNQ0xpT2R4Y0MxYXFRTXJCZz09>). Applicants will be able to ask questions about the application and engage in conversations with UWGLA staff about the funding opportunity. No prior registration is required to join.

3. How much will be awarded through this investment? Who funds Shelter Improvement?

A total of \$2,500,000 in private philanthropic dollars will be granted through the Shelter Improvement RFP. Funding is made possible by the Conrad N. Hilton Foundation and the Home For Good Funders Collaborative. This investment does not include public dollars. All awarded organizations will contract directly with UWGLA.

ELIGIBILITY

1. Can I apply for both Shelter Improvement and Emergency Food and Shelter Program (EFSP) funding?

Yes, your organization can apply for one or both funding opportunities through UWGLA.

2. I operate shelter sites across California. Can I apply?

The shelter site your organization is seeking Shelter Improvement funding for must be physically located within Los Angeles County.

For shelter providers that serve multiple regions or counties, you are eligible to apply as long as your shelter site is physically located in LA County.

3. My organization is in the middle of building a new shelter site that will open later this year. Does this site qualify for funding?

No, shelter sites must currently be open and in operation year-round to qualify for Shelter Improvement funding.

4. Can I apply on behalf of a city? What's that process like?

Los Angeles County cities are able to apply for Shelter Improvement funding. In your application, indicate any partnerships with non-profit service providers who operate or manage your shelter site.

UWGLA is unable to grant funds directly to a city municipality, so if a city is selected, UWGLA will contract with a non-profit entity of the city or a service provider that operates the selected shelter site.

5. What if my shelter site operates multiple beds for different populations? Do I still qualify?

We recognize that one shelter site may serve multiple populations or have different types of beds that are tied to criteria set by the provider's funding sources. This itself does not disqualify a provider from applying. However, to qualify for funding, the primary population served through the shelter site must be unaccompanied, single adults.

For this RFP, primary is defined as the majority of beds at your shelter site. So, for example, if your shelter site serves only families and single women at the same site, then the number of beds for single women must be greater than those for families. If you have questions about this eligibility, please email rfp@unitedwayla.org.

6. Do shelter sites that serve special populations like TAY or DV survivors site qualify?

Yes, TAY shelter sites qualify for Shelter Improvement funding because of the 18-24 age range, which counts the individual as an adult.

Domestic violence shelters and houses qualify for funding. If your shelter or house serves both unaccompanied and accompanied clients (meaning both single women and women with children), then the number of beds for unaccompanied clients must be greater than those for accompanied clients to qualify.

7. What are some examples of interim housing that qualify?

Crisis housing, bridge housing, recovery bridge, recuperative care, stabilization housing, Safe Haven, tiny homes, A Bridge Home, and Homekey sites qualify for Shelter Improvement funding. If you are unsure if your organization's program qualifies, email rfp@unitedwayla.org.

8. What is the difference between a congregate and non-congregate shelter?

A congregate shelter brings unsheltered people together in shared spaces for activities like sleeping and access to restrooms and showers. A non-congregate shelter provides individuals or family units with their own private spaces.

9. I received funding through the initial phase of Shelter Improvement. Do I qualify for this RFP?

If you are a current Shelter Improvement grantee (meaning you have an active grant contract with UWGLA), then your organization may only apply for funding through Category #1 – Trauma Informed Enhancements and for a shelter site not currently under contract with UWGLA.

TRAUMA-INFORMED DESIGN & FUNDING CATEGORIES

1. What are some resources for me to better understand what trauma-informed design means?

The following online resources can help your organization better understand trauma-informed design and how it can positively impact your shelter by re-thinking your physical space.

- UWGLA, the Trauma and Resiliency Informed Care workgroup and interior designers from HOK developed the [Minimize Trauma & Support Resiliency Through Design](#) guidelines to support organizations that serve special populations in ways to re-think and re-design their client spaces.
- [ShopWorksArc](#) created a white paper, pamphlets, and a webinar for providers to learn about the concept of trauma-informed design, its impact on the populations we serve, and ways to integrate the design standards.
- The [Trauma-Informed Design Society](#) provides case studies and examples of trauma-informed design work in motion.
- [Design Resources for Homelessness](#) offers case studies, design reports, and additional learnings about trauma-informed design work.

2. Can you share some examples or ideas about a trauma-informed project that this RFP may fund?

One of main goals through this investment is to support shelter providers with creating physical spaces that will promote feelings of dignity and security for the clients who come inside. Our aim is for these investments to go beyond beautification efforts to create practical and functional indoor spaces that are heavily utilized by clients and connect to the programs, workshops, and services that your shelter offers.

For example, a provider may re-think their intake or reception area to factor in physical characteristics like lighting, furniture, plants, and colors. How would a client feel when they enter this space for the first time?

For common areas, case manager offices, or community rooms, a provider can think about room features like the comfort of furniture, use of lighting for security and comfort, and warmth that can come from colors, art, or plants. Would a client feel motivated to participate in a workshop or connect with staff in this space?

Upgrades to HVAC systems, fixing access to hot water, and renovating windows and doors are acceptable ways to create trauma-informed spaces. Competitive applications will demonstrate how these types of critical investments contribute to the overall well-being of clients and staff.

Below are photos taken from case studies shared by [Design Resources for Homelessness](#) that may help your organization think about how this investment can support your shelter sites.



Advocate Desk

The advocate's desk provides sightlines at a major corridor axis point for sense of security and availability to clients.



Sleeping Pod Bed

Wall heights are high enough for privacy yet low enough to promote the sense of nearby friends.



Community Gathering Room

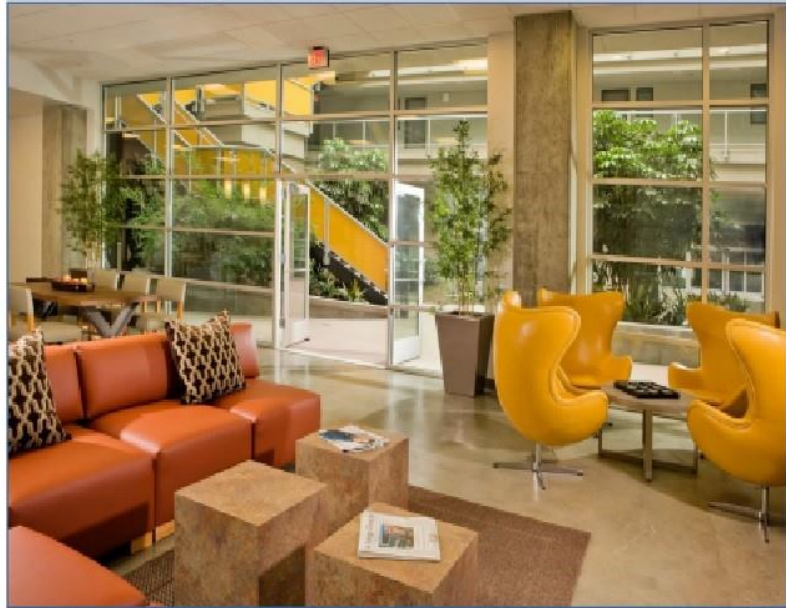
The activities space is situated to form a link to the middle courtyard and main elevator corridor public zone. Furnishings, finishes and art evoke residential form and textures, but are commercial in their durability.



Community kitchen and lounge

The community gathering room is flanked by natural light access on both sides.

Sightlines to the central atrium, color and textural interest give this space a visual prominence that prompts lingering.



Photography: Mary E. Nichols.



Entrance and Reception Desk

Clear sightlines characterize the entrance, lending residents peace of mind through the presence of 24/7 staff. Extensive walk-off mats minimize tracked-in dirt and moisture.



3. I'd like to apply for funding under the Trauma-Informed Enhancements category. How many of my shelter sites can I distribute funding to?

Funds can be distributed across multiple sites where relevant to the request, but we recommend not exceeding three shelter sites to ensure the investment is able to make a meaningful impact at target sites.

4. I'd like to apply for funding under the Trauma-Informed Physical Site Upgrades. How many of my shelter sites can I distribute funding to?

Funds can only be utilized for upgrades at a single shelter site. A reminder that this category also only applies to congregate shelter sites with a minimum of 25 year-round beds.

5. Are project costs related to salaries and staff time allowable expenses?

We want projects to be successful and that means making sure admin costs, staff time, and salaries are reflected in project budgets, so please include those types of line items and costs in your application and we will take it into consideration as part of the review process.

APPLICATION REVIEW

1. What is the review process for applications?

Complete and eligible applications will be reviewed and scored by a committee that represents individuals from UWGLA, systems partners, philanthropic partners, and construction/design field experts.

Finalists for Category #2 – Trauma-Informed Physical Site Upgrades will be contacted by UWGLA for an in-person visit prior to award decisions. These visits are anticipated to take place in April and will allow members from the review committee to visit your shelter site, learn more about the space, and the potential impact of the award.

2. When will my organization be notified about my application?

Shelter Improvement awards are anticipated to be announced in late April.

3. If selected, when would my organization receive funding?

UWGLA will immediately begin the contracting process with your organization if you are selected for an award. Award payments will be released upon contract execution, which is anticipated for May-June 2023.