



UNITED WAY OF  
GREATER LOS ANGELES



## 2023 DAYTIME SERVICES & SENIOR CENTERS REQUEST FOR PROPOSALS – FREQUENTLY ASKED QUESTIONS

The following is a supplemental Frequently Asked Questions document for the 2023 Daytime Services & Senior Centers 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](mailto:rfp@unitedwayla.org) with “Daytime Services & Senior Centers RFP” in the subject line or join UWGLA staff for any of the following information and office hours sessions:

RFP Applicant Webinar: Thursday, Sept. 21 from 1-2 p.m. – [RSVP](#).

Office Hours #1: Tuesday, Sept. 26 from 10-11 a.m. – [RSVP](#).

Office Hours #2: Thursday, Sept. 28 from 6-7 p.m. – [RSVP](#).

Office Hours #3: Saturday, Sept. 30 from 10:30-11:30 a.m. – [RSVP](#).

### 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 Shelter Improvement or Emergency Food and Shelter Program; and 3) Email [rfp@unitedwayla.org](mailto: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](mailto:rfp@unitedwayla.org). If you run into a technical problem with the online system, please reach out to Survey Monkey Apply [directly](#).

### GENERAL APPLICATION INFORMATION

#### 1. When is the deadline to submit an application?

All applications for the 2023 Daytime Services & Senior Centers RFP must be submitted into UWGLA’s Grants Portal system by 11:59 p.m. PDT on Tuesday, Oct. 3, 2023.

**2. Are applicants required to attend the applicant webinar and office hours? Will they be recorded and shared if I can't make it?**

While they are not mandatory, we encourage all applicants to register and attend the applicant webinar and/or one of the office hours. The Sept. 21 applicant webinar and deck are available on the [Grantseekers](#) website.

**3. How many grants will UWGLA provide through this investment? Who is funding this RFP?**

UWGLA anticipates granting 30-40 organizations through the Daytime Services & Senior Centers RFP. This investment is privately funded by the Conrad N. Hilton Foundation and Cedars-Sinai.

**4. Where can I learn more about daytime services in LA County?**

The RAND Corporation recently released a [report](#) that provides a landscape of the daytime services that centers and spaces across LA County currently offer to unhoused Angelenos. The report also includes recommendations and future considerations for how to support providers and operators of daytime service centers across LA.

## **ELIGIBILITY**

**1. I am a current grantee of UWGLA. Do I qualify for this RFP?**

Yes, all current and past UWGLA grantees are eligible to apply for the Daytime Services & Senior Centers RFP.

**2. What organizations are eligible to apply?**

Applicants are encouraged to read through the entire RFP, however, the following eligibility must be met to qualify for funding:

- Meet the definition of a Daytime Services Center or Senior Center as defined by UWGLA in the RFP.
- The identified center is operated by a nonprofit organization in active and good standing with the IRS (or a fiscal sponsor who meets that definition) OR a public entity such as the County of Los Angeles or a local city within LA County.
- The identified center must be physically located in Los Angeles County and primarily serve those living in LA County.
- The identified center must operate on a year-round basis.
- Applicants must demonstrate that they are intentionally serving people experiencing homelessness through their center and that the organization is motivated to expand/enhance services for the unhoused to further address the population's specific needs.

**3. What is a daytime services center? What is a senior center?**

**Daytime services centers** are operated by a community-based, faith-based, or government organizations/entities and offer at **least one of the following** for people experiencing homelessness: Core services to meet basic human needs such as food, bathrooms, showers, laundry, storage; Case management, i.e. the process of evaluating a person's needs and background to coordinate care; Direct services such as health care, employment, wellness programs, education, and legal support; Peer-led services such as therapeutic sessions guided by individuals with shared experiences.

**Senior centers** are operated by a community-based, faith-based, or government organization/entity and primarily serve older adults (age 55+), including older adults experiencing housing insecurity or homelessness, with enriching community programs and services.

If you have questions about either of these definitions, please email [rfp@unitedwayla.org](mailto:rfp@unitedwayla.org).

#### **4. How do you define “daytime”?**

Daytime services and senior centers must provide their services and programs during the period between sunrise and sunset.

#### **5. I operate a homeless shelter that provides services during the day. Does that site meet the eligibility for this RFP?**

For this RFP, daytime services centers must offer at least one of the following for people experiencing homelessness:

- Core services to meet basic human needs such as food, bathrooms, showers, laundry, storage.
- Case management i.e. the process of evaluating a person's needs and background to coordinate care.
- Direct services such as health care, employment, wellness programs, education, and legal support.
- Peer-led services such as therapeutic sessions guided by individuals with shared experiences.

For an interim housing provider, services must be offered to everyone, regardless of enrollment in a shelter program, and especially for those who walk in seeking support.

#### **6. Is there a difference between a daytime services center and a navigation/access center?**

While there are similarities between daytime services, navigation, and access centers, we recommend you refer to the definition of daytime service centers in the RFP. If you have questions about if your site qualifies for this RFP, email [rfp@unitedwayla.org](mailto:rfp@unitedwayla.org).

#### **7. I'm a mutual aid or community organization that provides services at a center. Do I qualify to apply?**

Organizations and community groups that do not operate their own daytime services or senior center and instead partner with a qualifying center to provide services on site can apply for funding with permission from the center's operator. A demonstration of this partnership and a letter from the site owner is required as part of the application process.

For example, if your organization provides daytime services at three centers each week on a rotating basis, your organization will need to select one specific center that you would like to seek funding for. Then as part of this application, you will need to upload a letter from the operator of that specific center indicating their support for any physical site and/or operational upgrades to be implemented in the space. This will help UWGLA better understand the partnership between your organization and the center and how this funding can help expand or enhance services for clients served, particularly for those who are unhoused.

**8. I operate multiple centers. Can I submit funding for all of them?**

No, each organization can apply for improvements at one specific daytime services or senior center that operates in LA County on a year-round basis.

**9. My organization will be opening a new center later this year. Can I apply for funding for that center?**

No, the daytime services or senior center you are seeking funding for must currently be in operation in LA County on a year-round basis.

**10. My organization is already raising money for a capital campaign and one of our planned projects meets these funding guidelines. Can I apply for funding to support that project?**

Yes, applicants can request funding for an existing or scheduled project at your daytime services or senior center, as long as the center meets the eligibility requirements, and the funds would be used for physical site and/or operational upgrades that would help expand and enhance the center's services for people experiencing homelessness.

## **FUNDING**

**1. How much can I receive from this grant?**

Each organization may request up to \$150,000 for physical site and/or operational upgrades at one existing center.

**2. Can you share more details of what this RFP can fund at my center?**

Yes, there are two types of funding that an applicant can request funding for.

The first category includes physical site upgrades, meaning existing spaces at the center where programs and services take place for clients, including people experiencing homelessness. Strong applications will demonstrate how making physical site changes will help expand or enhance the center's services, particularly for those who are unhoused.

The second category is for operational upgrades at the center, which can come in the form of IT, technology, and software purchases. Strong applications will demonstrate how these upgrades can help the center staff increase efficiency and effectiveness in serving people experiencing homelessness who access the center.

### **3. What are some examples of the two funding categories?**

Physical site upgrades can apply to any existing spaces at the center where programs and services are offered. Strong applications will have a well-thought-out plan for the funding and a clear demonstration of how the project will benefit unhoused Angelenos accessing the center.

These upgrades can come in many forms, however, below are some examples based on initial community engagement:

- A daytime services center that serves unhoused clients wants to convert an underused room into a space where clients can store belongings and access charging stations for their electronics. The funding request could reflect the physical site upgrades (i.e. electrical work, furniture, lockers), as well as operational upgrades for new technology like tablets and computers for clients and staff to access as part of their case management services.
- A senior center has been seeing an increase in the number of older adults experiencing housing insecurity and would like to convert an underused room into a space for workshops about housing support, legal rights, and public benefits specific to older adults. The funding request could reflect the physical site upgrades of renovating the space to be dignified and appropriate for client use, as well as operational upgrades for software and technology purchases that would allow staff to provide more efficient and streamlined referrals made through the workshops.
- A senior center would like to create a laundry room for unhoused and housing insecure older adults to be able to wash their clothes and their belongings during the day. The funding request could reflect the physical site upgrades needed to offer laundry services, as well as operational upgrades like new technology and software that can help staff with collecting data and demographical information of the clients accessing services like laundry.

### **4. Can my funding request reflect both the physical site and operational upgrades categories?**

Yes, each organization can request up to \$150,000 in funding through this application that draws on both types of funding categories. We encourage applicants to think about how their project and center's needs reflects both types of funding categories so that the project addresses the physical needs of the center, but also how operational upgrades can be connected to the ultimate purpose or anticipated services offered at the newly renovated space.

**5. Is my organization required to submit a line-item budget?**

A line-item budget is not required as part of your application. Applicants are required to submit a project description with estimated costs.

**6. If I apply for physical site upgrades at my center, do I have to adhere to any living wage or union work requirements?**

We encourage our partners to pay their vendors as fairly and equitably as possible, however, your organization is not required to adhere to a living wage or union work requirement commonly required by public funding.

**7. Can I use funding through this RFP to hire a consultant?**

A portion of your award may be used to hire consultants and/or vendors to help implement your project. Applications should make a clear connection between how the consultant or vendor will work with your organization for a specific period of time (not indefinitely) to successfully implement the project.

**8. Can I use my award to purchase supplies for my center's operations?**

No, this funding cannot fund your center's operating costs, service delivery, or staff salaries. The aim of this funding is to support one-time physical site and operational upgrades to the center that will help your organization expand and enhance services, especially for those experiencing homelessness. For example, if your center wants to fund upgrades to its bathrooms and showers, the purchase of towel racks is an allowable cost because towel racks are a feature of the physical upgrades. However, the purchase of towels is not eligible expenses because towels are service items.

**9. Can my organization's funding application include the purchase of furniture as part of physical site upgrades at my center?**

Yes, the purchase of furniture is an allowable expense through this RFP. Strong applications will demonstrate a connection between the purchase of furniture and physical site upgrades as a way to strengthen the services and programs offered to people experiencing homelessness served at the center.

**10. Can you define "homeless services system" in the Systems Engagement question of Section 4?**

The homelessness services system reflects the network and sector of homeless service providers, county and city departments and units, and public systems like the Los Angeles Homeless Services Authority (LAHSA) that are primarily or solely focused on addressing homelessness in LA County. For this question, we would like applicants

to share their level of participation and partnership with homeless services providers in their regions and if they hold any specific contracts related to programs and services for unhoused Angelenos.

Applicants are encouraged to note any shared data systems they currently use like the Homeless Management Information System (HMIS).

## **APPLICATION REVIEW**

### **1. When will my organization be notified about the outcome of my application?**

Award announcements are anticipated for November 2023.

### **2. If selected, when would my organization receive funding?**

All awarded organizations will contract directly with UWGLA. The contracting process would begin immediately after award announcements. Organizations will be paid once contracts are executed via DocuSign.