



UNITED WAY OF  
GREATER LOS ANGELES



## STRENGTHENING LA'S HOMELESS SECTOR WORKFORCE: Back Office Stipends & Infrastructure Request for Proposals

### FREQUENTLY ASKED QUESTIONS - **UPDATED 2/5**

The following is a supplemental Frequently Asked Questions document for the Strengthening LA's Homeless Sector Workforce: Back Office Stipends & Infrastructure 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 "Back Office RFP" in the subject line or join UWGLA staff for any of the webinars and office hours listed in the RFP.

#### **GENERAL APPLICATION QUESTIONS**

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

All applications must be submitted into UWGLA's Grants Portal system by 11:59 p.m. PDT on Wednesday, Feb. 28, 2024.

**2. Are applicants required to attend the applicant webinars 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 three office hours. The applicant webinar will be recorded and posted on the [Grantseekers](#) website afterwards. Office hours will not be recorded as they are intended to be individual applicant support spaces.

**3. Where can I learn more about LA's homeless services workforce and the report mentioned in the RFP?**

KPMG recently released a [report](#) that provides an analysis of the local homeless services workforce. The report also includes recommendations and future considerations for how to support the network of providers and professionals working daily to support people experiencing homelessness. The Strengthening LA's Homeless Sector Workforce: Back Office Stipends & Infrastructure RFP is just one of the investments UWGLA has made in supporting the local workforce.

#### **GENERAL ELIGIBILITY**

**1. I am a current grantee of UWGLA. Am I still eligible to apply for this RFP?**

Yes, current and past UWGLA grantees are eligible to apply if they meet the other funding requirements outlined in the RFP, including being a nonprofit 501c3 organization, current homeless services provider in LA County, and receiving public funding to provide homeless services in LA County. Please visit the RFP for additional requirements.

**2. I am part of an organization that operates different branches across multiple counties, including LA County. Can I apply?**

If you are part of an organization that operates multiple sites, branches, or locations, but is connected through one central administrative office, your organization can only submit one application through this RFP. The application should reflect the back office staff that work across multiple sites and those primarily focused on uplifting your organization's homeless services work in LA County.

**3. My agency is a statewide homeless services organization, though a majority of our work is done in LA County. Since we have centralized administrative operations, we have a large number of back office staff. Will this negatively impact our application?**

No. We welcome groups that work across regions/communities to apply for this funding. That said, the resources we have available are only available to support back office staff who are supporting homeless services work in LA County. They do not need to be physically located in LA, but they need to be working in support of LA homelessness work.

**4. My organization has different areas of focus, including homeless services, but we also do many other things. How would that work for this application?**

We recognize that many organizations provide a variety of services and support to the community or may serve multiple populations, not just unhoused residents. The focus of this RFP is on back office staff and operations of homeless services organizations that provide services in LA County, so we ask that organizations with multiple service areas (i.e. immigration, education, etc.) or populations served focus their ask and application on back office operations with direct relationship and impact on homeless services.

**5. Are government or public entities eligible to apply?**

While UWGLA funds all types of agencies, including public agencies in other application processes, this RFP is limited to 501(c) 3 nonprofit organizations in active and good standing with the IRS (or a fiscal sponsor who meets that definition). Cities, county agencies, and other public entities are ineligible to apply.

**6. Does my organization need to be a recipient of public funding to be eligible?**

Yes, eligible organizations must currently be receiving some type of public funding for homeless services to provide services within LA County to qualify for this RFP. Your organization can either receive funding directly from a public entity or as a subcontractor of a public contract for homeless services. Examples of public funding sources include, but are not limited to, Los Angeles Homeless Services Authority, LA County Department of Health Services, LA County Department of Mental Health, LA County Homeless Initiative, local housing authorities, City of Los Angeles, and local Continuums of Care. If you have questions about your public funding sources, email [rfp@unitedwayla.org](mailto:rfp@unitedwayla.org).

**7. Can you please elaborate on the "Neighborhoods" themed question in the Organizational Information section?**

This question helps us understand if your organization is engaging in any targeted or specific work within any of the communities listed that goes above and beyond day-to-day services or general outreach you may provide as

part of a larger geographic approach. Please check off a neighborhood if you are providing specific and specialized services to a neighborhood, such as:

- Your organization has a service center located in a listed neighborhood.
- Your organization is funded for targeted outreach to that specific community (vs. part of a broader outreach strategy/coverage).
- Your organization offers special programs and services for residents of the listed neighborhood.

### ***The questions and answers below were added to this section as of 02/05.***

#### **8. My organization has a number of public contracts. Should I include all of them for the Public Funding questions. Or do you recommend I prioritize them?**

Please list all public contracts related to homelessness services in LA County. For most organizations there should be enough space to list (not describe) these contracts. If your list exceeds word count limits, list the largest and most applicable contracts.

#### **9. Can you please explain what you mean but current employees for your back office requirements related to the Request Eligibility? Do part time employees or contract employees count? What if I have staffing vacancies or haven't yet hired for a position but it is planned?**

For the purposes of overall organizational eligibility, we are asking organizations to calculate current back office staffing size based on budgeted back office. This includes directly paid part-time and full-time positions that are currently budgeted whether filled or vacant. This does not include outside contractors or vendors that may be brought on to do recruitment, payroll, accounting, audit, or other outsourced back office functions.

### **FUNDING TYPE - STIPENDS**

#### **1. Are all my back office staff eligible for stipends?**

Stipends are eligible for current back office full-time or part-time employees who make \$80,000 or less annually, as of the application deadline. These back office staff must directly support homeless services teams, contracts, and programming in LA County. Additionally stipends are not eligible for outside contractors who support back office functions.

#### **2. What types of positions are ineligible for stipends?**

The following types of roles are ineligible for stipends through this RFP:

- Frontline & direct services
- Policy & advocacy
- Maintenance, facilities, janitorial
- Development & fundraising staff & volunteer management
- External vendors or consultants that support your back-office operations
- Internal back office staff who do not directly support homeless services teams, contracts or programming in LA County. For example, if your organization has multiple distinct mission areas,

programming with population focuses that do not include unhoused people, or offices outside of LA County.

If you have any questions about whether a role qualifies for the stipends, email [rfp@unitedwayla.org](mailto:rfp@unitedwayla.org).

**3. My organization has additional focus areas beyond homelessness. Can I apply for stipends for all my back office employees?**

This investment opportunity is specifically focused on supporting the local homeless services sector and its workforce. This funding is targeted for homeless services providers in LA County and stipends are solely for back office employees working solely or primarily in support of your organization's homeless services programs, services, and contracts. If you have questions about staff eligibility, email [rfp@unitedwayla.org](mailto:rfp@unitedwayla.org).

**4. How much will each stipend be worth? Is there a chance we won't be funded for our full stipend amount?**

Given that UWGLA does not know the number of applications or the total amount of funding requests we will receive through this RFP, we cannot say for certain the exact amount of the staff stipends. However, we are planning for stipends to range in value from \$500 to \$1,500 per qualifying employee. If selected for an award, organizations will be notified of the stipend amount and any additional admin/indirect support UWGLA can provide to help with stipend distribution.

**5. How did you set the stipend range?**

We are planning for stipends to range in value from \$500 to \$1,500 per qualifying employee. This amount matches the stipend range that was utilized for previous investments in frontline worker stipends.

**6. How did you set the salary cap for eligibility?**

For this investment we worked with local providers and system leaders to explore an appropriate cut off for back office workers. This salary cap was set with intention in the same way as the frontline stipends previous funded. This cap is intended to allow us to prioritize day-to-day supporting back office workers and middle managers.

**7. How can I distribute the stipends? How quickly do we need to do that?**

Your organization is responsible for determining the best method to distribute the stipends. Funded organizations for stipends are required to deploy funds to eligible staff within six months of contracting with UWGLA.

**8. Is there anything else I should keep in mind with stipend distribution?**

Before submitting your application, we recommend your organization discusses the options and implications of distribution method options with your Human Resources team. There are many ways to distribute stipends/bonuses of this type and, ultimately, we will leave that to the organizations awarded to determine. We encourage organizations to investigate and understand any tax, benefits and/or other potential implications of their distribution method for both their organization and the employees. If your organization is awarded a grant for staff stipends, your organization will be wholly responsible for directly distributing them to qualifying staff and managing the legal and logistical requirements of their chosen distribution method.

***The questions and answers below were added to this section as of 02/05.***

**9. What is the maximum amount of funding my organization can request for stipends?**

There is currently no limit to the number of stipends that organizations can request. We are asking applicants to indicate how many eligible staff members they currently have in accordance with the eligibility stated in the RFP. Through the review process, we will determine the stipend dollar amounts which will fall between \$500 to \$1500 per eligible employee.

**10. Does my organization need to submit a project budget if I'm only requesting funding for Stipends?**

Organizations that are seeking only Stipends funding do not need to submit a project budget. If your organization is applying for Infrastructure funding, then yes you must submit a project budget using the template provided by UWGLA on the Grantseekers website.

**11. Can the staff stipend be used to offset existing salary commitments?**

No. This funding is to be treated as a stipend/bonus funding that is additional to existing salary commitments of an organization to its employees. This funding cannot be used to offset existing salary commitments or supplant existing sources supporting salary.

**FUNDING TYPE - INFRASTRUCTURE**

**1. What types of back office infrastructure projects can this funding support?**

The aim of this funding is to support LA County homeless services providers with one-time dollars to strengthen their back office operations. For those eligible to apply for Infrastructure requests, funding can be used towards the cost of technology, software, programs, IT, and other types of purchases that can help your back office staff streamline their operations. Of special interest is how this funding can help your organize better use and maximize public funding. For example, funding can be used to purchase an accounting software system so your organization can better track funding balances and commitments. Another example is the purchase of data management software, which would allow your data operations staff to better track funding impact and client information.

**2. Can this funding be used towards a larger, back office project that costs more than the request amount?  
Do we need to have all the funding secured for balance of cost or can we be actively fundraising?**

Yes, funding can support eligible costs embedded within a larger set of back office projects and longer-term capacity building projects within your organization, however, your request through UWGLA cannot exceed \$75,000.

Competitive applications will demonstrate organizational readiness for implementing the project, which includes the organization's demonstration of how any additional dollars have been or will be secured. Your organization will be able to note in the application any additional funding sources secured.

### **3. When does my Infrastructure project need to be completed?**

Our aim is for this investment to make an immediate impact on back office staff and operations, so we recommend organizations plan for their projects to be implemented within a year. That said, we recognize that some projects take longer especially if tied to a larger or longer-term organizational capacity project and that will be considered in determining a final grant term for anyone selected for funding. Please outline your project timeline as part of your application.

### ***Below questions and answers added to this section as of 02/05***

#### **4. Can I use my funding to purchase office space or a new building?**

No, Infrastructure funding is designed to support one-time costs associated with the purchase of items like technology and software that benefit your organization's back office operations at existing sites. Funding cannot be used to acquire/lease/rent land, office buildings, or office space.

#### **5. Does my organization need to have specific vendors or software programs identified before submitting my application?**

We ask applicants to provide as much information as they have to explain their project costs and plan, which may include planned/secured or prospective vendors/purchases. While not required, we will consider project readiness as a factor in review. Applications that demonstrate how their organizations has engaged in initial planning and vetting of vendors or programs, as well as the estimated costs of these requested items to include on the Project Budget. In addition, we encourage applicants to demonstrate the connection between the requested project line items to the broader Infrastructure project and its benefits on your organization's back office operations related to homeless services in LA County.

#### **6. Can my funding go towards ongoing subscriptions that recur on a monthly, annual, or regular basis?**

The Infrastructure funding is designed to cover new or expanded one-time purchases like software and technology. We are unable to provide funding to support ongoing subscriptions that are already in place or that your organization is planning to purchase.

#### **7. My organization's Infrastructure request will benefit the overall agency, not just homeless services teams. Is that okay?**

We recognize that multiple programs or areas of work may benefit from your Infrastructure project. Competitive applications will demonstrate how the improvement(s) will specifically support your homeless services back office, given that the core purpose of your requested improvement should center LA County homeless services management, contracting, etc. That said, that programming and management is not segmented in a way that you can only impact homeless services (if you have multiple service areas), so while your improvement should center homeless services in LA County we understand if there are larger impacts organizationally from your improvement.

**8. I have recently been working to upgrade my back office. Can I use this funding to cover eligible costs that I already paid for?**

No, we are only able to support new or in-process costs at the time of commitment, which is anticipated for Spring 2024.

**9. In the RFP it notes that organizations under 25 back office employees will be prioritized for Infrastructure requests. Can you help explain this more?**

UWGLA and its partners will consider various factors in determining funding and approving requests. One of the factors that we will likely consider is organizational size. Within the RFP, we note 25 budgeted back office staff or fewer as a proxy for smaller and mid-sized organizations for this purpose. This is not an eligibility factor, just a consideration for funding decisions.

**10. Will I need to submit a project budget with my Infrastructure request?**

Yes, applicants will be required to submit a project budget using the template provided by UWGLA. The template will ask your organization to indicate the personnel and non-personnel line items and individual expenses for the project. Please reference the RFP materials on the Grantseekers website (<https://unitedwayla.org/grantseekers>) for detailed instructions about how to complete the project budget.

## **AWARDS & CONTRACTING**

**1. When will I know if I am selected for funding?**

Award announcements are anticipated by end of March 2024.

**2. What is the contracting process like?**

All awarded organizations will contract directly with UWGLA using the DocuSign e-signature system. Organizations will also be paid directly by UWGLA using ACH electronic transfer.

## **SUBMISSION PROCESS**

**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](#) through the online portal.

**3. Is there a preferred type of staff or team members to be the primary user for your grants management system?**

If you are newly signing up for Survey Monkey Apply we encourage you to make an account that will be accessible long-term. That may mean using the email of a key staff leader or grants manager, but we also encourage use of shared inboxes for grants management wherever possible.

**4. Will the system save my work as I go? If I submit but need to fix something, can I reopen my application?**

There is the opportunity to save at the bottom of every application page. Please save your work as you go, particularly before you exit the system. Survey Monkey Apply will preserve all answers saved before moving pages and exiting for you to return to.

**5. If I submit but need to fix something, can I reopen my application?**

After submission you will not be able to reopen your application on your own. If you need to reopen your application, please contact [rfp@unitedwayla.org](mailto:rfp@unitedwayla.org).