



STRENGTHENING LA'S HOMELESS SECTOR WORKFORCE: WORKFORCE RESTRUCTURING & RETENTION

FREQUENTLY ASKED QUESTIONS

The following is a supplemental Frequently Asked Questions document. 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 or join a planned informational session.

GENERAL 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 Thursday, April 30, 2026

2. Are applicants required to attend the applicant webinars? 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. The applicant webinar will be recorded and posted on the [Grantseekers](#) website afterwards.

3. We have so many needs right now as a service organization facing cuts. This funding opportunity addresses some of them, but there are so many others. Will UWGLA be providing other types of funding in the future.

Just as we have for the past 15 years, UWGLA is working to come alongside the sector in this moment to support where we can through leadership and investment. This RFP represents one important piece of response that aligns to what we are hearing and learning both from data analysis and on-the-ground leaders. At the same time, UWGLA and the Funders Collaborative are working to frame out a series of targeted investments to support providers and reimagine specific system components that are being impacted by the budget. More information on these other areas of effort will be shared when finalized in the coming months.

4. Our workforce is changing a lot right now, I don't even know where to start and what would be most useful.

As a core system partner, we recognize the significant challenges facing organizations and our system in this moment. We know that it is overwhelming and that for many organizations they are still sitting with the shifts and trying to understand them. While we may not know everything, this RFP creates space to invest in some solutions that can support both the short-term planning and soften shift shocks, but also is intended to be a resource over the course of this year as we manage through the implementation of change and potentially additional shifts. If you are an organization that is impacted by cuts but truly does not know where to start we

encourage you to look to Funding Category #1 where you can request support to bring on a consultant to help guide you through the planning and restructuring process.

ADDITIONAL QUESTIONS ADDED AS OF 4/24/2026

5. Can funds be used to backfill or sustain existing services?

This opportunity is not intended to backfill operating losses or sustain existing programs. Proposals should focus on staff stabilization, transition, adaptation, or capacity-building strategies. We have provided the opportunity for up to 20% of your request to be flexible for organizational and operational costs, including salary, recognizing that there are costs for planning and implementation of the requested projects.

ELIGIBILITY

1. Can you provide more clarity on what “an organization that provides homeless services as a central component of their mission work” means for this funding opportunity in terms of eligibility?

While we recognize that there is a large ecosystem of services provided to unhoused residents, this funding opportunity will focus on those providing a meaningful level of services that are aimed at supporting unhoused residents in coming inside to interim and permanent housing solutions. Some service examples include directly assisting unhoused clients in accessing housing services by providing outreach, case management, or housing navigation support.

2. What do you mean by public funding for homelessness?

There are many federal, state, and local sources that support local organizations and services related to homelessness in LA County. The most well-known is Measure A, which is deployed primarily through the County and the new LA County Affordable Housing Solutions Agency, but other sources include HUD Continuum of Care, State Homeless Housing Assistance and Prevention – HHAP, and many more than we can list here. The key for eligibility in this category is that the funds are from a federal, state, or local public entity, focused on supporting homelessness services and solutions, and are being applied locally within LA County through your organization directly.

ADDITIONAL QUESTIONS ADDED AS OF 4/24/2026

3. What does it mean to be a “Los Angeles-based nonprofit”?

A Los Angeles-based nonprofit is one that operates programs or services within Los Angeles County. Organizations may be headquartered outside LA County, as long as the proposed activities and use of funds are clearly focused on Los Angeles County sites. That said, prioritization will be given to organization with deep and rooted operations in LA County.

4. If our organization provides services nationally, can we apply using this funding only for our Los Angeles County programs?

Yes. Organizations with regional or national reach may apply specifically for their Los Angeles County sites, provided this is clearly stated and reflected in the proposed proposal narrative and budget. Prioritization will be given to organization with deep and rooted operations in LA County.

5. Are newer or grassroots organizations eligible to apply?

Yes. Newer and grassroots organizations are eligible to apply as long as the organization also meets the basic eligibility requirements listed on page 2 of the RFP.

6. If we have a public contract (e.g., Medi-Cal, CalAIM) but have not yet begun receiving payments, are we eligible to apply?

No. Only organizations/agencies that are currently receiving and providing publicly funded homeless services are eligible to apply.

7. Does Medi-Cal count as public funding under this opportunity?

Yes. Medi-Cal is considered a form of public funding for eligibility purposes.

8. What if we offer services without any public funding – are we still eligible to apply?

No. Organizations that do not receive and provide publicly funded services are not eligible to apply.

FUNDING CATEGORIES

1. If my project involves use of staff time to execute can I include that in the budget request?

All personnel and admin/indirect will be considered within the 20% we have allowed for within this application. Organizations may not request additional staffing or operational costs within each of the Funding Category components. All requests for funds within these other areas must cover program costs such as consulting, event/venue costs, staff support funds, etc.

Funding Category #1 Staff Restructuring Supports

2. We already worked with a consultant to build out a new staffing plan, could this help to pay for some of the costs we already incurred?

No, this funding is only for new costs that would be incurred through future planning/phase of the planning. It could include next step planning and implementation for those who already have started with a consultant but cannot be used to cover costs already incurred/paid to a consultant.

3. We already worked with a consultant to build out a new staffing plan, could we request support to instead hire a fundraising consultant to provide planning and prospecting to support our new staffing plan?

No, this funding is for planning around redesign and restructuring of staffing within your organization. It cannot be used to support fundraising planning or direct fundraising.

ADDITIONAL QUESTIONS ADDED AS OF 4/24/2026

4. Within restructuring support, can funds be used for technology or software upgrades?

Yes. infrastructure upgrades (e.g., modernizing software or systems) may be supported if they help organizations adapt, improve efficiency, and maximize staff capacity in a changing funding environment.

Funding Category #2 Training Staff in Adapting to New Needs

5. We have/want to create a mentorship program within our organization. Can we do that with this funding?

Funding through this category can be used to set up the infrastructure for an internal training and support program like a mentorship program. That said, funding cannot be used to pay staff either for the planning time or direct mentorship work.

6. We are lucky enough to have a training department/role within our organization. Can we use this funding to pay for their salary?

Salary is only able to be requested through the 20% portion of the grant request. Within the funding category you would not be able to request additional salary funds for your training team members.

7. Do we need to know the exact training/conference that we might be sending someone to?

We recognize that not all answers might be available as organizations are navigating staffing shifts. That said, the strongest proposals will be able to speak to the types of trainings needed related to impacted roles/responsibilities and how that has been determined. Additionally, we welcome ideas that are not just about sending staff out to trainings but about building out training programs/structures that have the potential to serve more staff, provide a variety of training topics/needs, and be available for a longer period of time.

ADDITIONAL QUESTIONS ADDED AS OF 4/24/2026

8. Does training support include staff salaries while attending training?

No. Funding may cover the cost of the training program itself, but not staff salaries, wages, or compensation for time spent attending training.

Funding Category #3 Staff Retention Supports

9. We are offering some staff bonuses to stay on through the end of funding contracts/time periods, after which their position will be eliminated. Is this an eligible funding use?

No, unfortunately this investment and work centers on staff retention. Staff that have already been notified/selected for position elimination would not be able to be retained and therefore costs associated with their exits are not eligible through this RFP.

10. We are trying to offer staff who we are exiting severance to support their transition from our organization. Is this an eligible funding use?

No, unfortunately this investment and work centers on staff retention. Staff that have already been notified/selected for position elimination would not be able to be retained and therefore costs associated with their exits are not eligible through this RFP.

11. Do we need to know the exact staff that the retention funds/work would support?

We recognize that not all answers might be available as organizations are navigating staffing shifts. That said, the strongest proposals will be able to speak to how retention funds will respond to identified staff needs and be structured to respond to those needs.

12. We are still actively in the process of staff restructuring and therefore we believe that there will likely be more staff position eliminations. Do we need to immediately start spending or could we wait until after the staffing structure settles to start spending any awarded funds?

We look to organizations to make the best possible decision on how and when any requested funds might be used, continuing to center the goal of staff retention in your design. Largely this will also depend on the approach organizations take for structuring their funding ask. For some organizations supporting staff in the short-term may make more sense as they are managing through the heart of the change, adding celebration and support, and for others the focus may be a longer term structure that focuses on staff remaining after shifts to support them as they take on more work with fewer resources. As a reminder you will likely have up to 12 months to spend any grant funds awarded.

ADDITIONAL QUESTIONS ADDED AS OF 4/24/2026

13. Can you provide some additional examples of allowable funding uses for staff retention and wellness?

Funds may be used for staff retention and wellness supports provided they are not direct compensation. Additionally, major physical improvements, renovations, space alterations, etc., are not allowable expenses. Allowable examples for staff retention and wellness include the following:

- Staff retreats and team-building activities
- Monthly outings or morale-building events
- Wellness or decompression activities

14. Can funds be used to purchase items that improve the staff work environment?

Yes. These items will be considered but you will also need to make a clear and compelling case for how the proposed items will directly center staff retention and be felt by staff versus items that are purchased for the organization more generally. Compelling requests will describe how requested items align with staff needs, strengthen retention impact, and contribute to sustained staff improvements. Examples may include:

- Ergonomic chairs or desks
- Kitchen or breakroom items (e.g., coffee makers, seating)
- Décor or furnishings that support staff comfort or morale

15. Are staff bonuses or stipends allowed?

No. Funds may not be used for salary bonuses, direct stipends, or incentive payments to staff.

16. Can funds be used for temporary salary support to retain staff?

No. Funds are not intended for direct salary support, even on a short-term or temporary basis.

17. Can funds be used for childcare or transportation for staff?

Yes. These types of staff-focused supports may be considered if clearly justified as part of a targeted retention tool. For example, setting up a targeted, time-delimited transportation emergency fund. This should not replace staff benefits for transportation nor should it operate on a reimbursement and/or direct staff payment basis for expenses that would otherwise be part of the organization’s general offerings (e.g., no mileage reimbursement).

REVIEW & SELECTION

1. How will public budget cuts be considered? What information are you using to determine cuts?

Within the application you will be asked to provide responses to various questions that help us understand the nature of funding cuts experienced/upcoming for your organization. We ask that you answer as accurately as possible so that we can understand the size, scale, and depth of cut impact on your operations and staffing. Additionally, UWGLA works closely with the County and other public partners and will be drawing on budget data provided to further validate and verify budget shifts within program types and at the provider level, which will further inform our decision-making.

AWARDS & CONTRACTING

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

Award announcements are anticipated by late May 2026.

2. What is the contracting process like?

All awarded organizations will contract directly with UWGLA. Depending on the nature and size of the commitment, a contract will be developed and signed electronically by UWGLA leadership and your organization’s authorized signatories. Additional organizational paperwork including IRS letter or W-9 Form and ACH banking information will be collected if your organization isn’t a recent contractor of UWGLA. After contract execution, organizations will be paid according to contract outlined payment schedule.

GRANTS PORTAL & 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 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](#) 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.