



**Los Angeles County Emergency Food and Shelter Program
Frequently Asked Questions Phase 40 RFP**

TOPIC: Survey Monkey System

Q: Do I already have an account? How can I check?

A: We encourage all partners to verify if they have an organizational account in UWGLA's Survey Monkey Apply system before launching a new account, which can cause long-term issues. 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 will help verify and give access if an account exists.

Q: If I run into an issue using the online grant management system, who should I contact?

A: 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.

TOPIC: General and Admin

Q: What time does the proposal close for applications on March 23, 2023?

A: The portal closes at 11:59 pm PST. If you encounter technical submission issues, please email rfp@unitedwayla.org.

Q: Is it possible to set up a call with UWGLA to ask questions about our proposal?

A: To promote equity and transparency, we are unable to take meetings or calls with applicants to address RFP questions. We request that all questions be submitted in writing to efsp@unitedwayla.org with the subject "EFSP RFP."

Q: Our organization does work in Los Angeles County but is not based there. Can I still apply?

A: Yes, organizations may apply for funding if they are "providing services and using other resources in the area in which they are applying" per National EFSP guidelines. Therefore, if your organization currently provides services in LA County, it may be eligible apply.

Q: Should I register for both RFP information sessions? Will the information be the same?

A: Both informational sessions will follow a similar format. The Q&A content will vary based on participants' questions. We will post recordings of each at [EFSP Program \(unitedwayla.org\)](https://www.unitedwayla.org/efsp-program).

Q: If awards are not announced until May 2022, can I attribute expenses to EFSP prior to that date?

A: So long as expenditures fall within the program rules outlined in the [EFSP Manual](#), organizations may attribute eligible expenditures within the spending period (November 1, 2021-December 31, 2023).

Q: What is an LRO? What is an LRO number?

A: An LRO is a “local recipient organization”, also known as a grantee. National EFSP (“National”), managed by United Way Worldwide, uses this term to refer to its EFSP grantees.

An LRO number is the unique number that identifies an organization as a grantee. All Los Angeles LRO numbers start with the numbers “069500” with at least 3 numbers after (e.g., 069500999). This also acts as an organization’s username to the portal where documentation and reports are submitted.

Q: What is “the portal”?

A: The portal (efsp.unitedway.org) is where LROs can find tools, review resources, and submit reports related to EFSP. This portal is not managed by United Way of Greater Los Angeles, but United Way Worldwide. However, United Way of Greater Los Angeles can assist your organization in accessing the portal.

Login with your organization’s LRO number at efsp.unitedway.org.

Q: What is the role of United Way Worldwide (“EFSP National”)?

A: United Way Worldwide is the designated fiscal sponsor for National. All grant funding for LA LROs go directly from United Way Worldwide (“UWW”) to the LROs. UWW and FEMA also set the rules and regulations for EFSP and advise the local boards.

Agencies may contact National at efsp@uww.unitedway.org.

Q: What is the role of United Way of Greater Los Angeles?

A: United Way of Greater Los Angeles (“UWGLA”) sits on the LA EFSP local board (“local board”) and is the local administrator for the program. UWGLA works with the local board to set priorities for each phase of funding, craft an RFP and application, and supports the local board in making funding decisions in Los Angeles County.

UWGLA supports LA LROs with technical assistance and training throughout the phases. For more assistance, contact efsp@unitedwayla.org.

Q: What defines a “new program” or an “existing program” with regards to EFSP funding?

A: National states that funds are to be used, “to supplement and extend food and shelter services, not as a substitute for other program funds or to start new programs...agencies must have a program in the category for which they are seeking funding.” -[EFSP Manual](#), Page 39

Q: Can EFSP services be provided to undocumented households?

A: EFSP does not require that grantees collect or report on the immigration status of households.

Q: What is the spending period for this grant?

A: The spending period for this grant is November 1, 2021-December 31, 2023. Eligible expenditures that fall between this period may be charged to EFSP.

Q: Can organizations prepay for services?

A: While organizations may backdate expenses to the beginning of the spending period, prepaid services are not eligible expenditures. For example, an organization cannot prepay for hotel assistance for a client or pay for a purchase prior to receiving a receipt or invoice. Organizations must pay for services at or after the invoice/receipt date. Funding for rent/mortgage assistance may be used for rent/mortgage payments in arrears.

Q: Can I pay an invoice more than 90 days after the due date with EFSP funds?

A: No. Expenditures charged to EFSP must be paid within 90 days of an invoice.

TOPIC: Rent/Mortgage Assistance, Other Shelter, Mass Shelter

Q: What are the reporting requirements for rent assistance?

A: Generally, organizations will need a landlord letter or rent verification letter (dated and sign by the landlord), with client's name and address, the specific month being covered, rent due date, and monthly rent amount or total rent amount outstanding at the time of payment. Payments must be made to the landlord, not to the client. See more information in this [Quick Reference Guide from National](#).

Q: Can my organization provide mortgage assistance for someone's second mortgage?

A: Only first mortgages on principal residences are eligible. Payments on 2nd mortgages and lines of credit are not eligible. Forbearance loans and loan modification fees are also ineligible. See more in this [Quick Reference Guide from National](#).

Q: What are the rules around rent/mortgage payments in arrears?

A: Organizations may pay rent/mortgage payments in arrears for clients for up to three months of rent per phase. Rent in arrears cannot be paid 90 days past the due date for the rent. (I.e., Rent cannot be paid in May 2023 for Rent due in November 2022).

Q: How many times can I provide rent/mortgage assistance to a household?

A: Rent/mortgage assistance may be provided to a client for up to three months per phase. Rent/mortgage assistance does not need to be for three consecutive months, it simply cannot exceed three months of rent/mortgage assistance total for a household per phase.

Organizations that received funding for both Phase 39 and ARPA-R may assist a family/individual for up to 6 months (3 months charged to EFSP per phase).

Q: For rental assistance, can our organization assist with a portion of rent for a client or does our organization need to pay full amount due?

A: Rent/mortgage assistance may be provided for up to three months per phase. Like most EFSP charges, an LRO can decide how much rent to charge to EFSP for a client. Partial rent is okay.

Q: How long does it take for our organization to receive funds after all forms have been signed and sent to National?

A: On average, once all documentation is sent to National, it takes up to 2 weeks for the payment to be initiated by National. If your organization has a larger award, funds may take a couple extra days to post to your account. If you have questions about a missing payment, feel free to contact National directly at efsp@uww.unitedway.org and cc UWGLA at efsp@unitedwayla.org.

Q: Are Other Shelter funds restricted to hotel/motel assistance?

A: While most organizations funded in the Other Shelter category typically use funds for hotel/motel assistance, there are other acceptable forms of emergency shelter outlined in this [Quick Reference Guide from National](#).

Q: Can Other Shelter funds be used for hostels?

A: Other Shelter funds can be used for hostels if it follows the basic guidelines of this category so long as your organization is only paying for the room for your clients, the hostel provides a **daily rate** (not weekly, not monthly) and can invoice with the client's name, length of stay, and charge per night.

Q: Are administrative or operating expenditures allowed to be attributed to shelter categories?

A: Generally, administrative or operating expenditures are not allowed, although some program staff salaries may be eligible expenditures in the Mass Shelter funding category. See more in the [EFSP Manual](#) or this [Quick Reference Guide from National](#).

[Q: Are interim shelters eligible for Mass Shelter funding?](#)

[A: Interim shelters are considered emergency shelters, so they may apply for Mass Shelter funding.](#)

TOPIC: Served Meals, Other Food

Q: What kind of grocery or restaurant gift cards can organizations use if they are awarded “Other Food” funding?

A: While grocery and restaurant cards are acceptable expenditures through EFSP, there are restrictions to the types of grocery and restaurant cards that are allowable. Gift cards must be for either a) vendors that do not sell alcohol or b) must be marked “food, diapers, and feminine products only.” Typically, large vendors such as Ralph’s, Food 4 Less, Albertson’s, Vons, and other chain stores do not have such gift cards or enter into such agreements and are therefore usually not eligible.

If your organization are planning to use gift cards as a part of your EFSP expenditures, your organization must notify UWGLA at efsp@unitedwayla.org.

Q: Is Served Meals funding restricted to only hot meal programs?

A: Cold or meal pick-up services are also eligible for Served Meals funding as well as hot meal programs.

Q: Are contracted services like Everytable eligible for Served Meals funding?

A: Yes, so long as the contractor is serving meals to clients and is not a current EFSP grantee.

Q: Can organizations use Instacart or UberEats for grocery delivery?

A: Yes, organizations have used Instacart or UberEats for grocery delivery for clients under the “Other Food” category. Your organization can charge the cost of the food and tax to EFSP but no service fees or tips.

TOPIC: Reporting

Q: What are the audit requirements for EFSP?

Organizations receiving \$50,000-\$99,999 must have at minimum an independent accountant’s review for their most recent year (ideally 2022) and organizations receiving more than \$100,000 in funding must have an audit prior to the June 2023 final report due date for UWGLA and the local board to review prior to submission. If your organization has findings from its audit, you must send a copy to United Way of Greater Los Angeles.

Q: What are the documentation and reporting requirements for this grant?

Generally, organizations need to have invoices/receipts and proof of payment (company debit/credit card or check) for all expenses charged to EFSP.

LROs need to submit a series of forms at the beginning of the program, including:

- For new LROs: On **April 4, 2022**, the unique entity identifier used across the federal government changed from the DUNS Number to the Unique Entity ID (UEI). To obtain a UEI, visit: sam.gov. DUNS numbers are no longer accepted for federal funding. Email your organization’s completed form to documentstoefsp@uww.unitedway.org. CC efsp@unitedwayla.org so that UWGLA can follow up with National in the case that there is an issue or a delay in processing paperwork.
- For new LROs and LROs with new bank information: **an EFT (Electronic Financial Transfer) form**, found at the efsp.unitedway.org portal under the “EFT Form” tab. Email the form to documentstoefsp@uww.unitedway.org.
- For all LROs for each phase funded: **An LRO Certification Form**, found under the tab “LRO Plan”. Be sure to select the phase.
- For all LROs receiving more than \$100k in a phase, for each phase funded: **A Lobbying Certificate**, found under the tab “LRO Plan”. Be sure to select the phase.

LROs must also submit an interim report detailing expenditures (under the tab “Interim Report and Second Payments”), a final report at the conclusion of the program (“Final Report” tab), and other materials or reports upon request of the program administrator (UWGLA) or the local board.

Q: Where can I find the full program rules for this funding?

A: Visit <https://www.efsp.unitedway.org/> or [view the program manual here](#). Note: While the manual states it’s for Phase 35, that is the most recent manual available from National. We encourage applicants to read through the program manual to best understand the requirements.

