ESG/CDBG HOMELESS SERVICES APPLICATION FREQUENTLY ASKED QUESTIONS

Specific CDBG Application question(s) received and the response(s) below.

QUESTION #7: We are in the process of properly preparing a response to ATTACHMENT II – MATCH REQUIREMENT. We clearly understand that it is intended to demonstrate that as grantee that we have a dedicated source of funds and will maintain that source of funds equal to the amount the grant request during the period of the grant. Will we be in compliance with the Match Requirement if we submit the following?

- **Provide copy of latest audited financial statements (with unqualified report) showing that the undesignated retained earnings of the non-profit are in excess the grant request.**
- **That we have approved a balanced budget for the organization for the current year.**
- **Provide a copy of a Board Resolution restricting an amount of retained earnings equal to the amount request. It will further state that this reserve cannot be released until the completion of the grant in 07/01/18.**
- **Provide documentation that in the operating budget that a budget is provided for our rainy day fund that is in excess of the amount of the grant request.**

ANSWER: If you provide the above information, it can be counted towards your match. Additionally, please see below from the instructions in Part 3: Attachments under Attachment II –in blue font is the documentation that is also acceptable for the match.

ATTACHMENT II - MATCH REQUIREMENT - INSTRUCTIONS:

The agency must submit commitment documentation of matching funds for each CDBG dollar requested. It must indicate the source of funds, amount, and period for which funds are committed. Documentation may include the following: an award letter from the funder, line of credit (documented on bank letterhead), soft letter of commitment (on funder letterhead), documented three-year history of receipt of funds (verified through audit documentation), developer fees, and/or a bank loan. **ANY SUBMISSION OF MATCH NOT DOCUMENTED WILL BE DISALLOWED.**

QUESTION #6 (new): I am seeking assisting in the proper classification of the major cost category's of direct costs and indirect costs in our Operating Budget. Our mission in plain English is to prepare meals and sell them. Regardless, the major cost is "Cost of Goods Sold" or expenses to be incurred directly for the preparation of meals for delivery to children. Based on the layout of the budget portion of the application if we simply put the cost of food in the food account and direct labor in the labor account it gives the appearance of an overhead, which it is clearly is not. Similarly, we also incur Operating Expenses which fall into two categories of direct overhead and indirect overhead. Being able to distinguish among these three categories of "cost of goods

sold", direct overhead, and indirect overhead would greatly aid a user to evaluate the effectiveness and efficiency as a user of grant funds. I am asking for advice in addressing this issue in the proper presentation of our budget.
ANSWER: We do not fund Indirect Costs thru the CDBG Grant. Please refer to the line items on the Budget Expense Form. The line items indicated on this form are the line items that are allowed for the CDBG Grant. If you have other operating expenditures that you would like to be considered for funding, space is available on the form for you to identify the nature of the expense.

QUESTION #5 (new): We will not be using any leveraging funds or cash match, however the document titled resources or cash match is a required document. How do you want us to fill this required document out? Are we able to fill in and enter not applicable.
ANSWER: Yes, you may enter not applicable on the document, save and upload into ZoomGrants.

QUESTION #1: Under the attachments for CDBG are two attachments that appear somewhat repetitive. One is the Key Staff Information/Staff Capacity Form. Since we have already uploaded resumes for all of our staff, can we just reference the resumes when completing this form, e.g. See resume.
ANSWER: No, the Key Staff Information/Staff Capacity Form must be completed in its entirety.

QUESTION #2: The other is Coordination and Collaboration. We have uploaded all MOUs with partner agencies. Can we reference these MOUs in the body of the form and submit?
ANSWER: No, the Coordination and Collaboration Form must be completed in its entirety.

QUESTION #3: To better help us prepare our application can we be provided a map of Toledo that shows the areas that meet one of the three criteria for block grant eligibility?
ANSWER: In Part 3: Attachments - the following Maps are required (see below). Attachment XI: Service Area Map – this map would be the service area that your Agency covers in the City of Toledo. If your Agency provides services to the whole City, then a map of Toledo would be sufficient. Attachment XII: Target Area Map – this map would be the target area of your proposed activity which may include certain zip codes or census tract areas. You will have to provide both maps.

QUESTION #4: On 1.3 Proposed work plan question 13 asks for our outcome indicator. We are in the business of serving meals to children. Is it acceptable to show as our outcome indicator the number of meals served?
ANSWER: Yes, that would be an acceptable outcome indicator.

ESG/CDBG HOMELESS SERVICES APPLICATION FREQUENTLY ASKED QUESTIONS

Specific ESG Application question(s) received and the response(s) below.

Attached are the community averages for 2016 based on 2015 standards. Are programs being measured on 2015 KPI's or 2016 KPI's?
All agencies are being measured against 2016 KPIs. The average KPI chart that was sent is the 2016 KPIs. That chart is the one that your agency's performance will be measured against.

I have 3 employees left, one is our Executive director who does NOT get paid out of CDBG funds, the second is our HMIS manager who also does NOT get paid out of those funds but the last is our facilities manager who does have part of his salary funded by CDBG funds… What do I do now????
Thanks to the intercession of Monica Brown (DON), ZoomGrants has added 4 additional lines to the salary and wage forms. Hopefully that will be sufficient. The only employee who is not projected to be paid with CDBG or ESG funds and should be listed on the Salary and Wage form is the executive director.

I don't see PSH on the Component Section of the Work Plan. Does that mean that Part 1 does not apply to PSH? If Part 1 DOES apply to PSH what should I do to indicate that on the form? While there is no box to check for PSH in Component Activity section, you should still complete the OBJECTIVE Section and indicate that this is a PSH project. You do not need to complete the Component Activity section, but you do need to provide a description of work, including the type of services provided, i.e., action steps, that will be undertaken to achieve the PSH objective.
and can you tell us the difference between part 1 and part 2 of the Work Plan?
Part 1 is a description of your specific objective and action plan to achieve your agency's objective. Part 2 is a question about how your agency will support the CoC to achieve and exceed its system's goals as identified by its annually established performance measures. Description of how your agency can assist the CoC in improving its performance measures may include your activities as they relate to the following areas:

- increasing the percentage of exits to permanent housing,
- reducing the length of emergency shelter/transitional housing stays,
- increasing percentage of those with employment and increased income,
- increasing the percentage of individuals receiving non-cash benefits including health insurance,
- decreasing the returns to homelessness at 6 month from program exit and at 2 years from program exit,
- increasing the percentage exiting the programs for positive or neutral reasons, and
- decreasing the average cost per service night and average cost per permanent housing outcome.

ESG/CDBG HOMELESS SERVICES APPLICATION FREQUENTLY ASKED QUESTIONS

The fundraising plan form is a protected sheet that needs a password. What password should I use?
You need to contact Monica as this question is a technical questions that I cannot answer.

Where do I find the KPI's for a program?
The actual 2016 indicators for the program can be found in the section A1 -Indicators of the final 2016 General Program Report Year End Report previously sent out. If you need another copy of the report, please email Richie Sutherland (csutherland@tlchb.org) and will sent out another.

The agency does not use a client/resident occupancy agreement since we do not own housing and this is a required document. Please advise.
If you do not have a client/resident occupancy agreement, please indicate that in a statement and upload as attachment.

Regarding KPI standards. There was the following question and answer: "Is any consideration made for points based on the explanation if projects do not meet the KPI's in certain categories? "
Question: how do we submit the explanation if the project doesn't meet the KPIs? Is this the same as the Performance Outcomes Narrative attachment?
You certainly may place your explanation in Performance Outcome narratives.

Following up with this answer: "For the CoC averages for 2016 Performance Outcomes, we can make it available", how can we have access to the CoC averages for 2016 Performance Outcomes?
TLCHB will be sending out the 2016 CoC averages for the Key Performance Indicators.

Housing First model. Specifically the 3rd component of housing first model which says: "Are residents able to be evicted or clients able to be terminated for not following through on their services and/or treatment plan?"
a. Does this apply to shelters? (it is hard to implement this rule at the shelter, some clients will stay here perpetually)
Yes, it does apply. According to 24 CFR 576.402, program participants may be terminated for violations of program requirements as long as the agency follows formal written policy and procedures and respects the individual's rights. Termination should take into account individual's extenuating circumstances and should only be terminated in the most severe cases. Further the same section explains that termination does bar the individual or household from assistance at a later date.
b. Will you need an explanation as to why this component is not applied here at our agency?
Certainly, you should explain why this component is a hardship to your shelter if you believe it does not apply.

Question 19 states 8 points will be awarded for meeting 2016 KPI, 6 points will be awarded for meeting or exceeding the CoC project average. Then it goes on to say

that if programs don't meet the 2016 KPI or the CoC project average, points will be awarded on a sliding scale from 3 to 0 points depending on the previous year's actual KPI project outcome. Is it 8 points per indicator?
Yes it is a maximum of 8 points per factor.
Do programs receive an extra 6 points per indicator for exceeding?
No, the program does not receive extra 6 points if the agency meets or exceeds the 2016 KPI and meets or exceeds the CoC project average
What does the last sentence mean?
If the project neither meets or exceeds 2016 KPI or does not meet or exceed the CoC project average, then the project will receive from 3 to 0 based upon the percentage or day ranges and respective awarded points identified in the instructions.
Can agencies obtain a copy of the community averages prior to project submission?
For the CoC averages for 2016 Performance Outcomes, we can make it available. For the Project Cost, we are unable to provide that information as it is based upon information submitted by the agencies at time of submission.
Is any consideration made for points based on the explanation if projects do not meet the KPI's in certain categories? IE, employment
Yes, CRC can make adjustments based upon written explanation in the application.
What is the 6 points referencing in question 19?
6 points are awarded if the project is below the 2016 KPI but the agency score is at or exceeds the CoC average score.

The work plan requires a one page narrative. Will the system allow us to upload the narrative as well as the Work Plan form?
The system will allow you to upload an unlimited number of files for each document request slot, so long as each individual file is less than 4 MB in size.

Is it possible to upload the salary and wage form as well as the project expense budget form, in place of completing in on line?
No, the Project Expense Budget and Salary and Wage form located in Part 3: Budget and Salary and Wage of ZoomGrants are the approved forms and must be completed online. It is not possible to upload them in place of completing them on line.

The instructions contained on the Beautification indicated ESG funded programs only need to participate. Is this correct information?
All applicants, whether applying for ESG or CDBG homeless service funds must submit a beautification plan.

If we are required to submit a beautification plan, does PIT count as one of the required activities?
The PIT count does not count as a beautification effort.

The narrative required in the work plan references the 2016 KPI's and how we will work collaboratively to meet these standards. As our CoC does not address the LOS, is this still something we are to address?
As the state required us to amend our own KPIs for LOS or they will default to a more restrictive (lower), TLCHB approved a higher LOS KPI for shelter and TH after consideration and recommendation by HCN. Yes agency should address the LOS in their narrative.

In reviewing the points awarded for performance outcomes, I noticed that the shorter the LOS the higher the points? Am I reading that correctly? What points are received if one falls below the LOS designated by the state?
With LOS, shorter is better. If your LOS is equal to or less to the LOS KPI, you will receive the maximum score for that factor.

Will KPI's cover calendar year 2016?
Yes, the KPIs will cover calendar year 2016.

TH Length of stay is based on balance of state; correct? Will the CRC take into consideration that the KPI's our community uses may be different than Balance of State?
The KPIs are based upon local experience as by the HCN and Q & P committee (after consultation with HCN). Some KPIs were changed as the ODSA statement was that the balance of state KPIs would be used if TLCHB did not provide the state with KPIS.

Under #24 – can we indicate homeless youth as well or does this reference those kids maxing out of the foster care system and runaways?
The homeless youth refers to any person 24 or under, which includes unaccompanied youth, those maxing out of foster care and runaways, but mutually exclusive to those groups.

Under the attachment section IV and V – what is the difference between client termination & grievance process and termination policy and grievance report. We have a policy but have had not grievances filed.
IV request the termination and grievance process which is inclusive of the policy (procedures flow from the policy). V awkwardly requests reports regarding the number of terminations (based upon the policy) and number of grievances. The termination policy report should include a numeric value for the various reasons for termination (i.e., number of persons who were terminated for collection of so many points, number of persons who were terminated for relapse on the first/second/third time, the number of persons terminated for actual violent behavior to staff/other residents. the number of people terminated who threatened staff/other persons, the number of persons who left the project and did not return in x amount of days, etc.). The reasons for termination is based upon the individual agency termination policy. If there had been grievances filed, we would like to know the outcome of the grievances -- number of grievances sustained, the number of grievances overturned or modified, etc.

Can you please tell me where I can find dates / Registrations for the Department of Neighborhoods Area Clean-ups so that we can sign up to participate.
The neighborhood beautification dates have not yet been set up yet. I checked with Department of Neighborhood and it is actually code enforcement, specifically Cindy Geronimo, who you can call to find out. I doubt that the dates will be determined prior to the due date for the grant application. You can call 419-245-1400 (main number for department of neighborhoods) and ask for Cindy to make sure that you are on the email list for notification if you want, but there's no rush at this time. If you are working on the grant application, you can just put "Citywide clean-ups at dates to be determined by Code Enforcement". In my experience, the clean-ups are generally in the Spring and Fall of the year.

There is a requirement to participate in a beautification projects (not on your property unfortunately) and/or neighborhoods clean up. The beautification and/or cleanup activities do not have to be initiated, organized, sponsored or led by the organization; an agency can tagged along on projects or clean ups sponsored or organized by agency, including City of Toledo or other non-profits, including events like Youth Day clean up. Staff, board members, members and/or program participants from the agency need to part of the event; those involved should sign in at the event on the sponsoring organizations sign in sheets (get copy of sign-in sheet with your organization's attendees of the event).

There are two places for an agency summary in the CDBG application. One is an actual question in the online application, and the other is an upload. Do you want those to be identical or do you want them to say different types of things?
They appear to repetitive, although the summary could be more expansive than just services provided.

You can handle this in one of two ways if you choose to have the same response to application question #3 and in the Attachment I: Agency Summary:

1. You can put the same response in both places, once in for question #3 -- "Describe what services your agency provides" and copy the same and upload into Attachment I: Agency Summary remembering to include more than just services in your response; or
2. Put the response in either question #3 -- "Describe what services your agency provides" or Attachment I: Agency Summary but in the other you could provide the following response (or something similar), "You will find my response to this question in Attachment I: Agency Summary" in question #3; or in Attachment I: Agency Summary state that the response to this is the same as in question #3 and refer them back to that response again making sure to include in your response more than just services.

Most importantly, you must enter a response in the Attachment I: Agency (either copy the same from question #3 or reference the answer as being the same as the answer in question 3). If you do not upload a response in Attachment I, you will be unable to submit the application. All those attachment identified as being required must have something uploaded or you will not be able to submit.