



# Governor's Office of Storm Recovery



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## NOFA for Disaster Case Management and Technical Assistance Services

### Frequently Asked Questions

1. When is the due date for submission of the Statements of Qualifications?  
**A. Statements of Qualifications must be delivered by email no later than Monday August 17, 2015 at 5:00 PM**
2. The assumption is that this NOFA is intended to cover only Long Island even though the NOFA states that all declared counties are eligible; is that correct?  
**A. No, the NOFA is intended to allow applicants to suggest the geographic service area they will cover anywhere within the declared counties.**
3. Is the expectation that respondents will provide all the services requested or can they bid on just one area of service?  
**A. Applicants can bid on one or more area of service.**
4. Is GOSR looking for agencies to go in together in order to provide the full range of services? Will agencies responding for only a single service area be disadvantaged?  
**A. Applicants can apply jointly or cooperatively. Applicants who respond to only one type of service will not be disadvantaged.**
5. Is it supposed to be 500 clients per service area at one time or 500 over the course of two years?  
**A. The client goals are cumulative over the course of the contract.**
6. How does GOSR anticipate working with the successful bidders on this contract? Would it look different from the way the current partner agencies are working with GOSR?  
**A. There will be some modifications in the way in which GOSR works with its partners since GOSR is now the direct funder. For instance, it is anticipated that GOSR will make direct referrals of cases for a contractor's workload.**
7. Will the PET program continue and run concurrently with the contracts for DCM, legal services, etc.?  
**A. Yes.**
8. Is there a ceiling on grant awards per applicant? Are there any budgetary guidelines beyond requesting a "reasonable" budget?  
**A. No, there is no specific ceiling, but awards will be based on reasonableness. There are no additional budget guidelines.**

9. Would it be appropriate to include in a response to this NOFA costs related to the operation of the Long Island Unmet Needs Roundtable, which will provide assistance to vulnerable clients in New York Rising to cover costs not eligible for reimbursement by NY Rising but related to recovery (i.e. replacing furniture and appliances damaged in the storm, moving costs, temporary housing costs after IMA is exhausted, etc.)?
- A. Such costs may be included in the response to the NOFA, but funding of such costs will be at the discretion of GOSR as part of the application review process.**
9. The NOFA language suggests: “DCM services will entail providing guidance and support in completing the NY Rising Repair / reconstruction activities.... “. Will it be allowable under this program to provide DCM services to NY Rising clients who may be looking at the buy out/ acquisition program?
- A. Yes, DCM services may be provided to applicants looking to transfer to the buyout program and in working within the buyout program.**
10. To what extent is this a performance-based contract? Will reimbursement under the contract be tied to achieving specific program deliverables? What are the target outcomes? Would 500 clients need to “fully complete” the repair / reconstruction, or have their cases closed in order to be counted in the 500 target, or would serving 500 clients with disaster case management services achieve the goal? How is this to be reported? Quarterly/ annually?
- A. The contract will not be performance based. Reporting will be quarterly.**
11. The current PET program has discretionary funds to assist NY Rising applicants in a crisis; would discretionary funds be available for these clients under this grant?
- A. The clients served through DCM services under this contract may also be assisted under the PET program and as such will be eligible for discretionary funds. Those discretionary funds will not be a part of this contract. The DCM providers will coordinate with the PET program.**
12. What is the expected client caseload for the Case Managers? What would be the expected ratio of Supervisors to Case Managers?
- A. Applicants are expected to suggest such ratios in their responses. GOSR is not setting these standards.**
13. How many agencies are expected to be funded under this grant? Will there be a preference for bidders who propose a consortium of agencies that addresses all the requested services? If a consortium is proposed, do you want to see linkage agreements as part of the proposal response? Are letters of support advisable/encouraged?
- A. There is no predetermined number of agencies to be funded. There will be no preference for consortiums over individual applicants. Linkage agreements are not required in the response to the NOFA. Letters of support are not encouraged, and there is a page limit to the responses.**
14. What is the total amount of funding available under the NOFA?
- A. No funding limit has been established.**
15. Will agencies need to use a NY Rising-identified database? If so, would agencies funded under this NOFA have direct access to NY Rising client information? Would communication designee forms still be needed?
- A. Agencies funded under the NOFA will be permitted to use the NY Rising-identified database and communication designee forms will not be needed after signing non-disclosure agreements.**

16. Will clients have to sign another consent form in order to access DCM or other services through this contract? For instance, if a client is already receiving DCM services with agency A and will be transitioned to be a client of the program funded with this NOFA, will that client have to sign new consents with agency A?  
**A. Agencies funded under the NOFA will be permitted to use the NY Rising-identified database and communication designee forms will not be needed after signing non-disclosure agreements.**
17. What kind of trainings will be provided to successful bidders?  
**A. Yes, trainings will be provided on such matters as program policies/procedures, and other trainings may be held although the specifics have not yet been developed.**
18. Is it expected that grantees provide specific trainings to staff under this contract? If so, what kind of trainings?  
**A. No specific staff trainings must be provided by grantees.**
19. Is it expected that outreach be done under this contract? How does GOSR see referring clients into the awarded agencies for services?  
**B. Outreach should be done by grantees. GOSR will contact an awardee when/if they identify a program applicant who appears to require additional support and/or social services.**
20. Can funding for the Sandy Referral Line, which is now the main conduit of clients into the DCMP, be covered under this NOFA assuming that referrals for all the covered services could be funneled through that service?  
**C. Funding for any activity which falls within a service area included in the NOFA may be included in the response to the NOFA, but funding of that activity will be at the discretion of GOSR as part of the application review process.**
21. How much money is available?  
**A. No funding limit has been established**
22. Is there a location preference for agencies to deliver services?  
**A. Agencies should provide services in locations convenient to program applicants.**
23. Is there a geographical area in which these 500 cases are intended to be located? (i.e. Long Island?)  
**A. Agencies may provide services to program applicants throughout the eligible counties, but because applicants are concentrated in Long Island counties it is anticipated that clients will also be concentrated there.**
24. Is there a preference for organizations with existing contract with GOSR?  
**B. No.**
25. Will training on the NY Rising Housing Program and all of its policies/procedures be provided for organizations that are awarded contracts?  
**A. Yes.**