

NYC Care RFP Q&A for Brooklyn and Staten Island

Q1. Is a funding line assigned to a staff member?

A1. Not necessarily. Selected organizations may use the funding line toward one staff member or several. If they are using existing outreach staff, they may use the funds for other items that support the project. Regardless of how the selected organization uses the funding, each funding line is associated with a set of deliverables. One funding line equals a total of 3000 people reached and 300 people connected to an NYC Care screening appointment throughout the grant period. These breaks down to 500 people reached per month and 50 people connected to an appointment.

Q2. What constitutes a contact?

A2. A contact is someone spoken to in the course of the outreach work about the program. For example, at an event, in the field generally, walk-ins to the office, etc. Each one of these contacts will count toward the People Reached target.

Q3. When tracking appointments made, would screenings by an organization other than NYC H+H count toward the target?

A3. In some cases, yes. NYC H+H is partnering with specific organizations, including some selected outreach partners, on direct enrollment. Direct enrollment will allow specific organizations to screen people and then enroll them telephonically. If a chosen outreach partner secures a direct enrollment appointment internally or with other organizations, this will also count toward the appointment targets.

Q4. What is the level of documentation needed to prove a contact or screening appointment?

A4. The only information that should be submitted to MOIA in the data reports is the number of people reached and the number of people receiving appointments. Selected organizations should not be sending MOIA any identifying information. When collecting information for follow-up engagements, only list first names, last initials, phone numbers, and the name of the outreach event where you connected with the individual.

Q5. What happens if the majority of the outreach happens in the first few months of the contract?

A5. Selected organizations can pace their outreach in several ways. There is no requirement to stick to the monthly targets as long as the outreach partner is on track for the overall target.

Q6. Will organizations without navigators be able to participate in direct enrollment? If so, is there a tool that would be provided?

A6. Direct enrollment is currently limited to those organizations that have health navigators. However, having health navigators on staff or conducting direct enrollment

is **not** a requirement for potential outreach partners. Outreach partners without navigators on staff can refer individuals to financial counseling at H+H or with an NYC Care partner.

Q7. Is there a limit to how many funding lines an organization can apply for? For example, could an organization apply for seven funding lines? Will MOIA and H+H consider awarding part of a proposal?

A7. There is no limit to how many funding lines an organization can apply for. However, the selection committee must take several factors into account when awarding the number of lines per organization, including languages spoken and geography served. The selection committee may decide to offer selected organizations fewer funding lines than requested to ensure that each borough is being fully covered. Alternatively, the committee may choose to offer selected organizations more funding lines than requested based on the quality of their application.

Q8. Is the program targeting a specific part of Brooklyn?

A8. 27% of people living in Brooklyn may be eligible for NYC Care. MOIA and NYC H+H will provide direction on geographic priorities to selected organizations. It will be helpful to highlight the geographic areas of the borough that your organization will serve.

Q9. The monthly targets per funding line are 500 contact (people reached) and 50 appointments?

A9. Yes, for a total of 3000 people reached and 300 appointments made throughout the project.

Q10. Does a Public Charge screening count toward the appointment target?

A10. Only an appointment made through the NYC Care call center to get a financial counseling screening or care appointment, or a screening through the NY State of Health will count as an appointment.

Q11. What screenings count toward the 50 appointments per month?

A11. The following types of appointments count toward the appointment target:

- (i) A financial counseling or care appointment made through the NYC Care hotline.
- (ii) A direct enrollment where individuals are screened at your organization and then enrolled telephonically in partnership with the NYC Care hotline.

Q12. What is the funding line amount?

A12. A funding line is \$30,000, plus 5% of the total award for administrative costs, in addition to \$5,000 for organizational ramp-up regardless of the number of funding lines

10/22/19

awarded. An organization that is awarded one funding line will receive \$30,000 + \$1,500 + \$5000 i.e. \$36,500. An organization that is awarded two funding lines will receive \$60,000 + \$3000 + \$5000 i.e. \$68,000.

Q13. Do partners only report the number of appointments made with NYC H+H or information on who received the appointments?

A13. Partners should only be submitting the number of appointments and any feedback on the hotline calling experience.

Q14. Are selected partners able to collaborate with other selected organizations?

A14. Yes, selected partners can collaborate on events with other selected organizations. Contact MOIA and H+H staff to discuss how to avoid double counting towards targets.

Q15. Are you able to double-up on a funding line?

A15. Applicants can jointly apply for funding lines, but both organizations would be responsible for achieving the deliverables associated with those lines.

Q16. Should a community member be referred to the NYC Care hotline once it is established that they weren't eligible after the screening?

Q16. All community members can be referred to the 646-NYC-Care line. Individuals will be connected with a financial counselor who can screen them for insurance and other options.

Q17. How does the H+H fee scale compare to others?

A17. Individuals between 0-150% of the Federal Poverty Level can expect to pay between \$0-\$5 for an adult clinic visit. The complete fee scale can be found in the NYC Care member handbook, available [here](#).

Q18. After the 7 month period, will there be an opportunity for an extension?

A18. The current award period is seven months. If that changes, selected partners will be notified.

Q19. Are there any requirements for staff during navigation and outreach?

A19. No.