

Q&A Transcript of the Zoom Meeting

1. **Question:** Are LLCs allowed to apply?
 1. **Answer:** LLCs are allowed to apply; you do not need to be a 501 (c) (3) to apply.
2. **Question:** What is the scope of existing resources in NYC that will be coordinated and consolidated?
 1. **Answer:** We want the consultant to consolidate mental health resources that already exist to make it easier for shelter staff to access. Resources such as community behavioral health clinics funded by OMH, mobile teams, and other clinics with information such as phone numbers, emails, and contact information. NYC has a lot of resources, and currently, shelter staff are Googling to figure out these resources. We would like the consultant to consolidate all these resources to make them more accessible and centralized.
3. **Question:** What are the specific target populations being served at selected intervention centers?
 1. **Answer:** There are 25,000 single adults in the DHS shelter system who are homeless. At mental health shelters, these individuals are either diagnosed with mental health conditions or have come out of psychiatric hospitalization, and so on. The intervention shelters are part of the 3 of the 50 shelters that are providing shelter to homeless single adults with behavioral health conditions.
4. **Question:** Can you speak more about what you mean by creating mental health standardization?
 1. **Answer:** The 50 different mental health shelters are managed by different providers and have different staffing models. We have developed a staffing model that varies depending on shelter size and level of service, so we want to implement the standard. These shelters are going to need to work on meeting those standards, and that's going to require some ingenuity.

5. **Question:** What are the staff profiles of providers receiving technical assistance?
 1. **Answer:** The targeted staff receiving technical assistance will be the leadership. Such as the shelter director, director of social services, and social workers. It will mainly be focused on leadership so they can understand and implement what they are taught. And then, as part of the behavioral health model of practice, the shelter staff at all levels will need to be trained in the model. We are not trying to turn shelters into mental health hospitals, but instead are trying to standardize the support they provide to our clients to be able to access services in their community.

6. **Question:** Please elaborate on the governance and division of labor for evaluation work across the TA team, NYU, and DSS research partners. How will we measure development, data collection, analysis, reporting, and ongoing learning functions be allocated among the groups?
 1. **Answer:** We haven't completely figured out the division of labor for the evaluation process. NYU has experience with qualitative and quantitative evaluation. Qualitative evaluation will entail things like interviewing stakeholders and interviewing shelters at the end of the intervention. They also have access to Medicaid data, so they will be able to look at the pattern of health care before, during, and after the intervention. We will also look at clients at these intervention shelters compared to other shelters.
 2. **Answer:** DSS will be the coordinating body for the division of labor. The DSS Research and Evaluation Office will review the evaluation when we get there.
 3. **Answer:** Additionally, we will use data entered by shelter staff into the DHS case management of record system called CARES, including referrals and serious incidents reports. The Health Services Office is working to develop a system for extracting and monitoring the data each month. The CARES data will be the basis for the evaluation and for monitoring the performance and shelter sites. This will be part of the broader discussion with the TA consultant once they are selected.

7. **Question:** Is there an opportunity to provide the budget as deliverable-based rather than salary-based?
 1. **Answer:** Yes, what's needed is how you can utilize the award to meet your goals. So, we can accept a budget that's based on deliverables.

8. **Question:** Can you share an existing behavioral health model practice, guidance material, fidelity tool kit, KPI template, and implementation resources?

1. **Answer:** We will definitely share the behavioral health model of practice. We are doing some revisions right now. By the time we start this project, we hope to be finished with the revision. We do have our own data template that we've been working on, but in terms of the documentation guidance materials, fidelity tools, KPI templates, and implementation resources, we are looking at the consultant to provide the rest.

9. **Question:** The Doing Business Data link does not seem to be accessible. Can you resend the link?

1. **Answer:** Yes, we can. The new updated DBD form is now available on the form.

10. **Question:** Have you already selected the 3 intervention shelters? Is there anything you can share about those shelters?

1. **Answer:** Yes, we have. There are two males and one female shelters. They are about 200 beds each. They have the capacity to provide high-level mental health services, they have experienced providers, and they are in different parts of the city. That is about all the information we can share on this point.

11. **Question:** Will there be additional resources available so programs can bring staff up to standard?

1. **Answer:** A good proportion of shelters already have the required budget, or 80% of the required budget. The intervention shelters already have the budget that is needed. For the rest of the shelters that don't have the budget, it's up to us to work with the city government and the administration and request additional funds for the shelters.

12. **Question:** Where are the locations of the shelters?

1. **Answer:** They are in different parts of the city: the Bronx, Brooklyn, and Manhattan.

13. **Question:** Are subcontractors or partnerships allowed?

1. **Answer:** Yes, you can propose whatever model you want, but we prefer not to have the consultant applying for this grant be an intermediary who is subcontracting most of the work out. We are looking to work with someone who has direct experience in technical assistance and behavioral health.

14. **Question:** Do the shelters know they have been selected?

1. **Answer:** They have not yet been notified. We have worked with leadership and are confident that the shelters we are thinking of selecting will appreciate the intervention. We will be selecting providers who we know are generally good to work with, and they are all contractors.

15. **Question:** Will there be clinical quality indicators included in the evaluation of the pilot?

1. **Answer:** The main clinical indicators are things like incidents as a proxy. So, we have categories of serious incidents coded as mental health incidents or emergencies. So, we'll look at those. We'll also look at shelter processes such as making referrals, applications for mobile mental health teams, conducting assessments, conducting psychosocial evaluations, psychiatric evaluations, and rates of hospitalization.

Questions received from the Mayorsfundtoadvancenyc@mayorsfund.nyc.gov email.

1) **Question:** As an organization, we do not have an "Organizational Budget". We can provide an annual earnings statement. Our past experience and materials developed will further demonstrate our viability in operating this project. Does this suffice as indicated in the Q&A session?

Answer: Yes, this is fine.

2) **Question:** While we would be the main technical assistance providers, we would develop sub-recipient consulting agreements with targeted experts and enlist support in report writing and materials development. Please confirm this approach does not require sub-contracts as a condition for proposal submission.

Answer: Yes, this is fine.

3) **Question:** For the program evaluation component, based on the Q&A session, our expectation is that the selected applicant will provide information, support, and guidance to NYU, based on our work engaging and providing technical assistance and training to Shelter staff, to help guide and inform NYU's development and implementation of the evaluation plan. Can you confirm this is correct and/or clarify further?

Answer: This is correct, and the applicant will also need to participate in interviews as needed.

4) **Question:** It seems the available funding is fair and reasonable to support the proposed project. While price is not a rating criterion, is price a factor in selection?

Answer: Budgets submitted in the application are reviewed with consideration of the fair market value of the work and whether it is aligned with the narrative provided. Therefore, as long as the project is budgeted within the max value of the award and the prices within the budget reflect their FMV, there will be no points deducted or given based on whether you use the full amount or less.