



CITY AND COUNTY OF SAN FRANCISCO

OFFICE OF CIVIC ENGAGEMENT & IMMIGRANT AFFAIRS

Edwin M. Lee, Mayor

Adrienne Pon, Executive Director

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FREQUENTLY ASKED QUESTIONS LANGUAGE ACCESS COMMUNITY GRANTS RFP#2012-01

APPLICATION

Q: Is Attachment A the application?

A: Yes, Attachment A is the application. OCEIA has streamlined the application and the selection process, so applicants must be clear and concise in their proposals.

Q: Is the application in Word format?

A: Yes, the application is in Word format and available online at www.sfgov.org/oceia

Q: Are there any forms in addition to what is posted on the OCEIA website that applicants must complete?

A: Not at this time. OCEIA has streamlined the application and the selection process. Applicants only need to submit what is requested in the RFP and application form. If selected, Grantees will be required to submit all requested documents.

Q: Is there an Applicant Registration No. assigned to applicants?

A: Yes, a confirmation and Grant Applicant Identification number will be sent via email within 24 hours of receipt of the proposal by OCEIA. All proposals must be received by 5:00 p.m. on Wednesday, December 19, 2012 to be considered.

Q: Do we need to submit our insurance documents along with our application?

A: No, not at this time. If selected, Grantees will be asked to submit all insurance verification and other documentation to OCEIA. The City reserves the right to not award grants if complete, accurate and timely documentation is not provided as requested.

Q: Can the Language Access grants be leveraged with other city grants (i.e., DCYF, DA's office). Is it an advantage to leverage other funding sources for this grant? Can we apply for your grant with the same grant application another city agency is offering?

A: OCEIA recommends that applicants read the RFP carefully and propose projects and activities that directly relate to the core purpose of the Language Access Community Grants Program and that are within the capacity and scope of services of the applicant organization. All funds from this grant program must be used to support activities that are directly related to the RFP and within the core purpose of advancing language access in the City and community. There is no restriction on the number of city grant programs that an organization may apply for, however, applicants must complete separate applications for different grant programs and may not combine an application for one department with that of another, nor simply attach another proposal to this program application. In other words, for the Language Access Community Grants Program, applicants must use the grant application form provided by OCEIA and respond directly to the questions and requirements as stated in the RFP. This is an extremely streamlined process- organizations who are not willing to perform due diligence and do what is required for this program application should not apply.

Q: Per RFP forms page 2 ORGANIZATIONAL CAPABILITY, would the attached organizational annual report be sufficient to address the bullets below?

- **Description of the organization**
- **Number of years the agency has been in business Number of years of experience the agency has in working and/or performing outreach in defined target community**

A: Yes.

Q: Per RFP forms page 2 ORGANIZATIONAL CAPABILITY, would contact information of references be sufficient for reference information, or are letters of recommendation required?

A: Yes, only reference information is required at this time. If selected, Grantees may be asked to submit other documents, including letters of recommendation.

Q: Per RFP and forms, there does not appear to be any requirements for signatures of applicant, are any required?

A: Not at this time. However, if selected, Grantees will be required to submit additional forms and documents that require the signatures and approvals of their Executive Officer and Board of Directors.

COLLABORATIVE CRITERIA

Q: As for the Collaborative, does OCEIA want to fund programs serving multi-language/diverse populations?

A: OCEIA is looking for a Collaborative with citywide reach and effectiveness, including one that can provide the leadership, broadest reach and ability to provide services in multiple languages to diverse targeted populations across the city. All applicants in this category must demonstrate the capacity to reach multiple communities in at least the eight hardest-to-reach neighborhoods outlined in the RFP.

Q: Is the hope that OCEIA can use the collaborative as an advisory committee around Language Access compliance or do grantees need to create an additional advisory body?

A: OCEIA will work with the Collaborative to develop an advisory body to the City that represents community interests and concerns. Applicants are not required to create an additional advisory body.

Q: As for the Collaborative criteria, do Grantees need an MOU upon submitting the application?

A: Applicants for the Collaborative Grant category must have an existing written agreement (MOU, contract, et cetera), or evidence of a prior coalition relationship with collaborative members (meeting minutes, documented joint initiatives, conference program, et cetera). OCEIA will require additional documentation and forms from each of the collaborative members if the application is awarded. The lead agency or fiscal sponsor will be responsible for collecting and providing any and all documents as requested by OCEIA.

Q: Under the Collaborative, do Grantees work with OCEIA to develop a complaint system or should they individually design an original complaint system?

A: If selected, the Collaborative Grantee will work with OCEIA to develop more effective complaint processes and documentation procedures. Applicants should include in their proposals a description of the process they are proposing, how this could be implemented, and how they plan to reach, or be accessible to, individuals who may need to file complaints.

Q: If you are applying for the Collaborative, you can apply for the Emerging but not the Emergency (category)?

A: Correct. Individual members of a proposed collaborative for Category One are not eligible to apply for Category Two which is intended to address underserved or emerging language access needs. Individual collaborative members may, however, also apply for Category Three- Crisis, Emergency and Public Safety Services.

ELIGIBILITY

Q: Are domestic violence organizations eligible to apply for this program?

A: Yes, domestic violence organizations that work directly with victims who face language barriers, are Limited-English Proficient (LEP), or for whom English is not a first language are eligible and encouraged to apply.

Q: How would a small organization without the full capacity participate in the Language Access community grants?

A: Applicants should not propose projects that are beyond their current capacity and scope of services. Small organizations may approach more established organizations or coalitions to jointly apply as part of a collaborative, or consider Category Two: Underserved or Emerging Communities, which was designed to address smaller communities and organizations. Applicants for this category must provide demographic information outlining the specific language access needs and barriers for the populations served and must currently serve those targeted populations. Applicants should also state clearly and concisely why the language access needs of these communities are urgent. OCEIA may also choose to have a larger grantee design a micro-grants program to address smaller or emerging community needs.

FINANCIAL DOCUMENTS

Q: We have a smaller budget so we did not do a fiscal audit, we did an independent review -- would that count as a fiscal audit under item 6?

A: Any applicant with an annual operating budget over \$250,000 is required to have an independent financial audit to be eligible for funding. Fiscal audits are

typically conducted by independent, accredited accounting firms with no conflict of interest with the organization they are auditing. OCEIA will only fund organizations that are City Compliant Vendors. If selected, Grantees may be asked to provide required documents and forms that validate the information submitted in their proposals. This may include but not be limited to monthly financial statements, audited financials, and annual 990 tax forms. Applicants should consult the San Francisco City and County Office of the Controller's Finance Guide for Nonprofit Organizations for information and guidelines on internal accounting controls and financial audits. The Controller's website <http://www.sfcontroller.org/index.aspx?page=420> also contains other resources for nonprofits

OBJECTIVES

Q: As for Objective Three, are there particular City Departments that OCEIA wants grantees to partner with or can we leverage existing relationships?

A: Applicants should propose projects that leverage existing relationships with City Departments and/or propose departments that have high levels of contact with the public (for example, MUNI/MTA, DPH, SFPD, SFFD, et cetera). Applicants should not approach individual city departments at this time. If selected, OCEIA will work with Grantees to identify specific department collaborations and processes.

PROPOSALS

Q: Is there room for proposing innovative or new type of services?

A: Yes, OCEIA encourages creative and innovative approaches, however proposals should remain core to the purpose of this grant program: to assist in building community and city capacity to serve monolingual, LEP, hard-to-reach, vulnerable and/or underserved populations for which English is not a first language. Proposed projects and activities must relate directly to the RFP and should not include language access as an afterthought.

Q. Per RFP page 8, LANGUAGE ACCESS PROGRAM PURPOSE AND PRIORITIES, if the applicant is only applying for Crisis, Emergency & Public Safety Language Services, must the applicant address the other 3 priorities in addition to focusing on priority 4: Planning for language access needs during crisis, emergency and public safety situations?

A: Applicants are encouraged to keep Priorities 1-3 in mind (especially 2 and 3) when proposing projects and activities for Crisis, Emergency & Public Safety situations, as these categories are inter-related.

PROJECT START DATE AND TERM

Q: When is the program start date?

A: Organizations must be ready to begin implementing their activities by mid-January 2013 after notification of grant approval. Projects will run from mid-January through December 2013.