



AC-OCAP
2023 – 2025 RFP
Frequently Asked Questions (FAQs)
(Page numbers refer to the RFP Instruction Packet)

Eligibility

1. Q: What if my client eligibility/intake procedure does not track CSBG eligibility information?

A: Household income eligibility verification is **required** if selected for CSBG funding. It is strongly recommended that as a best practice, agencies employ some system for verifying income eligibility.

All agencies must document that they serve low-income residents whose household income is at or below 100% of the **HHS** federal poverty guidelines (see <https://aspe.hhs.gov/poverty-guidelines>). Eligibility screening based on the U.S. Department of Housing & Urban Development, U.S. Department of Labor, etc. is **not** sufficient (page 5).

Client intake forms must include a signature line for clients with zero income to certify that they have no income. Agencies selected for funding will be required to submit program intake forms to AC-OCAP to verify income eligibility tracking.

2. Q: How is income level determined? For example, is it an average of the previous six months?

A: A household's income is determined at the time of entry into your proposed program. Household income may change over the course of a client's time in the program, but eligibility is based on program entry date. Income may be recorded as annual or monthly income and must fall at or below the federal poverty guidelines for their household size (<https://aspe.hhs.gov/poverty-guidelines>).

3. Q: Can CSBG funds be used to serve undocumented immigrants?

A: Yes. If the individual/household meets eligibility requirements (location and income level), they can receive CSBG services.

4. Q: Are there any considerations for college students re: residency or income? ie. students living here but from other places or students from here living other places and living in dorms etc.

A: CSBG dollars are federal formula dollars and are allocated based on the poverty numbers that are counted in the census for the City of Oakland and Alameda County (excluding Berkeley). If the college students your program is serving are Alameda County (excluding Berkeley) residents and their household income meets the requirement, then they would be eligible under the CSBG parameters.

5. Q: Can an organization qualify if they serve some students from families that fall under the income guidelines and some that do not or do 100% of student families have to qualify?

A: Yes, an organization can qualify for funding if they serve some families that meet the income requirements and some that do not meet the income requirements. However, the funding can only be applied to support the participants who meet the federal poverty household income guidelines and live



in Oakland or Alameda County (excluding Oakland and Berkeley). These funds cannot be used to support families or individuals who do not meet the income and residential requirements.

- 6. Q: The required federal income requirements appear very low. For example, if you just have 1 person working a full-time minimum wage job for a family of four, this disqualifies this person/family from attending job training for a much higher wage. Is there some type of consideration for the high cost of living in the Bay Area when it comes to this income amount requirement?**

A: AC-OCAP is funded by the Community Services Block Grant (CSBG) which is federally regulated by the U. S. Department of Health and Human Services. Eligibility should be determined by point of entry into the program. Household income may change over the course of a client's time in the program, but eligibility and continuation of services is based on what the household income is on program entry date.

- 7. AC-OCAP is using federal poverty levels as a benchmark for poverty. Services funded through this grant take place in Alameda County, where even those in extreme poverty often live above the federal poverty level, as Alameda County has one of the highest costs of living in the country. One who makes minimum wage in Alameda County lives well above the prescribed federal limit. Is there a reason this RFP uses the federal poverty guidelines and not local guidelines? Please advise.**

A: AC-OCAP is funded by the Community Services Block Grant (CSBG) which is a federal program that is regulated by the U. S. Department of Health and Human Services. AC-OCAP is bound to the federal poverty guidelines and is required to abide by them.

- 8. Q: Can public entities (i.e. city agencies) apply for this funding or do they need to apply through their supporting non-profits?**

A: Whether you apply under the city or under the non-profit, depends on who will receive the funding. If the city is going to be applying on behalf of the program, when we do our monitoring and audits, we would be monitoring and do an audit of the money in the city's coffers. If it's the non-profit that is going to be managing the program, then that nonprofit would submit the application. It all comes down to who will be fiscally responsible for the grant.

Application

- 9. Q: What are trauma-informed services?**

A: Trauma-informed services recognize the pervasiveness of trauma and its impacts on a survivor. It is a system of care that meets people where they are and asks not "what's wrong with you?"; but "what has happened to you?". Trauma Informed System (TIS) Core Principles & Suggested Competencies include:

1. Understanding Trauma & Stress
2. Compassion & Dependability

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3. Safety & Stability
4. Collaboration & Empowerment
5. Cultural Humility & Responsiveness
6. Resilience & Recovery

For additional information, please refer to the San Francisco Department of Public Health's two-page summary of TIS Core Principles & Suggested Competencies. (<https://www.sfdph.org/dph/hc/HCAgen/HCAgen2016/April%2019/TraumaInformedPrinciple%20Competencies3.pdf>). Agencies are encouraged to highlight how their system of service delivery aligns with this approach.

10. Q: How much funding is available? Is it common for agencies to be awarded \$50,000 per year? What percentage or number of applicants get funded?

A: AC-OCAP will provide approximately \$600,000 in total funding to 10-13 programs in amounts between \$25,000 – \$50,000, contingent on funding availability. Grants will be awarded for three consecutive twelve-month periods: January 1, 2023 – December 31, 2023; January 1, 2024–December 31, 2024; and January 1, 2025–December 31, 2025. *The second and third years of funding are contingent upon the program's prior year performance, City Council's approval, and the level of federal and state CSBG funding received.*

The maximum annual award amount is up to **\$50,000** for services provided to Oakland's low-income residents; and up to **\$50,000** for services provided to Alameda County's (excluding the City of Berkeley and Oakland) low-income residents. (page 5).

11. Q: Is funding separated to target specific regions? Approximately how many grants you anticipate awarding in Oakland, as distinguished from the rest of Alameda County, for the 09/02/22 deadline round of awards.

A: Yes. Approximately 60% of funding will go to Oakland programming and 40% will go to programming in Alameda County (excluding Oakland and Berkeley).

12. Q: What if my agency is located outside of my proposed service area, e.g. agency headquarters are in San Francisco but the program serves Oakland residents. Can I apply for Oakland funding?

A: Yes, *only if* the agency has a **physical service location** in the City of Oakland, or a signed contractual partnership/MOU agreement with an agency located in Oakland (page 5). If an agency proposes to serve Alameda County residents, they must have a **physical service location** in Alameda County, or a signed contractual partnership/MOU agreement with an agency located in Alameda County (excluding Oakland and Berkeley).

13. Q: My agency is located in Oakland, but our case manager meets with clients at a location of their choice throughout Alameda County; can we apply for Alameda County funding?



A: No. Agencies serving Alameda County low-income residents must have a **physical service location** in Alameda County, or a signed contractual partnership/MOU agreement with an agency located in Alameda County (excluding Oakland and Berkeley) (page 5).

14. Q: My Oakland-based organization has an existing partnership with an agency in Alameda County (outside of Oakland and Berkeley) to provide services at that location. We are in the process of putting together a formal MOU with them, but it will not be finalized for six weeks. Can we still apply for Alameda County funding?

A: Yes, you may apply for Alameda County funding; please include a signed letter of intent from the partner agency's Executive Director that includes the draft MOU language and estimated date the MOU will be signed.

15. Q: Why are MOU/Partnership agreements required?

A: MOU/Partnership agreements are required to ensure that collaborative services are delivered to the target population(s) and/or in the geographic regions included in the proposal.

16. Q: What percent of funds will be awarded for Entrepreneurship/Job Training with Employment Placement versus Low-Income Housing?

A: Final funding decisions are at the discretion of the AC-OCAP Administering Board.

17. Q: What if I provide housing and I want to apply for Entrepreneurship/Job Training with Employment Placement? What primary program focus area would I select?

A: Low-Income Housing, since it is the **primary focus area** of your program. Include the required outcome(s) for Low-Income Housing in the program narrative; you should also include additional relevant employment-related outcomes (pages 4 & 13-14).

18. Q: Can organizations apply for both Entrepreneurship/Job Training with Employment Placement and Low-Income Housing focus areas in a single geographic area?

A: No. Due to limited CSBG funding, agencies may apply in **one** of the program focus areas, either Entrepreneurship/Job Training with Employment Placement **or** Low-Income Housing (page 4).

19. Q: Can CSBG funds be used to improve or construct property, carry out fundraising activities, or for lobbying?

A: No, CSBG funds cannot be used for any of these activities (page 15).

20. Q: Why do I need a letter or resolution from my Board?

A: A letter or resolution from the agency's Board/Board Chair demonstrates authorization to apply for funding. The letter must be signed by the Board Chair or an authorized designee. In lieu of a letter, agencies can submit an authorizing Board resolution.



21. Q: My organization has several governing bodies that all have Board Chairs, Executive Directors, or other leaders. Who should sign the authorization letter?

A: The letter should be signed by the Chair or Director of whichever agency will authorize you to accept funding, if it is awarded.

22. Q: Is the RFP review process open to the public?

A: Yes, all Board Meetings are open to the public. The AC-OCAP Administering Board is scheduled to approve 2023 funding at the meeting on Monday, November 14, 2022. Please note that all dates are tentative. For up to date times and locations, please visit the AC-OCAP website, www.AC-OCAP.COM.

23. Q: Are all forms required to be submitted with my application?

A: Yes. If required forms are not uploaded or completed in the Cityspan system, you will not be able to submit your application.

24. Q: What is the character limit for the program narrative questions?

A: There is a 2,000-character limit for each narrative question.

25. Q: The City of Oakland is listed as a Service Area but then Oakland is excluded as a service area when it comes to the Alameda County service. Please provide more clarity.

A: For the purposes of this grant, Oakland is a standalone/separate service area. Agencies applying to serve Oakland's low-income residents can only serve Oakland residents. Agencies applying to serve the surrounding Alameda County can only serve Alameda County residents who do **NOT** reside in Oakland or Berkeley.

26. Q: If an organization is already registered with iSupplier and/or CitySpan, do we need to create a new/separate registration?

A: If your organization is already registered with iSupplier, you **do not** need to create a new account. For CitySpan, all applicants must create a new RFP account, even if your agency has applied for other funding using CitySpan in the past.

27. Q: Where can I find the links and information included the RFP?

A: You can find links and information on the RFP at <https://www.oaklandca.gov/services/find-out-about-the-ac-ocap-rfp>.

28. Q: In the RFP on page 13 under Step 3: Program Narrative, it says "Applicants are strongly urged to utilize the 2022 - 2023 Alameda County-Oakland Community Action Partnership Needs Assessment Plan located on the website at www.AC-OCAP.com as a reference tool" but I can't find anything with that title. Can you clarify which document we should refer to?

A: 2022-2023 Community Action Plan: [2022-2023 Community Action Plan Template \(cao-94612.s3.amazonaws.com\)](https://s3.amazonaws.com/cao-94612.s3.amazonaws.com)

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29. Q: Is there a specific form that needs to be uploaded for the Authorization Letter?

A: There is no specific form. However, the letter from the Executive Director or Board Chairperson must be on agency letterhead.

30. Q: If we are collaborating with another organization and we are the fiscal agent and lead agency, where would we enter the other organization's information?

A: Enter the other organization's name and location information in the Program Information section under 'Location(s)'. You will provide details about the partnership and program in the Program Narrative section.

Entrepreneurship/Job Training with Employment Placement

31. Q: Does college acceptance and part time work count as job placement for the entrepreneurship funding?

A: College acceptance can be considered an outcome, but it does not count as a job placement. Part time work may qualify as job placement depending on the focus of the program.

32. Q: We're based at a high school in Oakland and we've been teaching our students about entrepreneurship. Some of them started their own business but the majority of them have just went on to four-year institutions and received their masters and doctorate degrees and now they're working in a career, but they didn't necessarily stick to the business we helped them start. Would this program be eligible for the entrepreneurship funding?

A: If you're running a program that is helping your students start their business and you have formal things that are being done (i.e. training, curriculum, etc.) then yes as long as the students you're serving are meeting the household income and residential requirements.

33. Q: We run a social enterprise program that offers paid job training to unhoused single mothers. Would the placement into these paid positions be considered placement or post program placement?

A: It would be considered placement.

34. Q: For an educational program based at a high school that offers job training and internship placement, must 100% of students served fit the income guidelines, or can the org seek funding "just" for the percentage of students that DO qualify for the income guidelines?

A: The students that would be enrolled in the program that would count towards AC-OCAP must fit the household income requirement (at or below 100% of the [federal poverty level](#)) and residential requirements (either living in Oakland if it's an Oakland program or living in Alameda County – not in Oakland or Berkeley).

35. Q: Our Entrepreneurship program is focused on empowering marginalized women to utilize their innate talents and interests to gain skills and start their own business (although we also

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place women in jobs if that is their goal). Would starting their own business count as job-placement?

A: Yes.

36. Q: Can the funds be used to pay for student stipends or scholarships for students who are participating in job training programs/events/workshops/etc.?

A: Yes, if the students receiving the stipend or scholarship meet the household income and residential requirements.

37. Q: Does the Entrepreneurship requirement still apply if we are serving youth 14-18 years old who are attending school and unable to take on a full-time job?

A: Yes, if your program is providing entrepreneurship training and educating them on how to start a small business. Due to the age of the participants, the outcomes would be related to keeping them in school as we wouldn't require or expect a 14- to 18-year-old who is still in school to have a full-time job.

38. Q: Do internships count for "employment placement" or does it need to be permanent employment?

A: Yes, internships count for employment placement because that's a step toward permanent employment.

39. Q: We work with underserved and low-income youth in Oakland aged 14 to 18. We provide industry training and internship placement, but we can't do direct job placements due to their age and state labor laws. Would the internships count as placement outcomes?

A: Yes

40. Q: Is there a minimum number of entrepreneur trainees to meet eligibility?

A: No, we do not have a minimum number. However, we do expect you to have a program that's impactful.

41. Q: Our program is for youth leadership and skills training grades 6-12. This program provides a pipeline for the high school students (16+) to apply for employment with us during our summer programs. Does this qualify as "placement"? (applying with us is optional and not mandatory) What about middle school youth receiving job/college skill training with the intention of employment once they are of age?

A: If the students are getting placed in an internship or job once they are of age or during the summer then yes it would count as placement. Middle school youth (aged 13 and below) would not be eligible as youth must be at least 14 years old to qualify for this funding.

Low-Income Housing

42. Q: Can the CSBG housing related funds be used to provide rehabilitation or health and safety services for senior, veteran, disabled homeowners to prevent displacement from their homes?

A: In terms of rehabilitation, funds cannot be used to support physical construction projects of homes. However, if a client meets the low income and residential requirements and needs financial support to stay housed to maintain their health and safety, then funds can be used to support the client with maintaining their housing.

43. Q: Under "Low Income Housing" on page 4 of RFP, is "priority given to families with children and seniors 55+" applicable to safe temporary shelters, etc. or only to home ownership opportunities? And for programs that do NOT primarily serve families with children and seniors 55+, would you recommend applying or suggest waiting for another funding opportunity?

A: Priority for families with children and seniors aged 55+ is applicable to all low income housing programs. **Programs that do NOT primarily serve families children and/or seniors aged 55+ are still encouraged to apply for this funding.**

44. Q: Does this funding apply to homeless individuals who receive transitional housing? or just families?

A: Yes, programs that serve homeless individuals are encouraged to apply. Families with children are given priority but we will consider other programs for funding.

45. Q: There is a great need in our community for financial literacy and home ownership education. All our clients are at risk of homelessness, but not all are homeless already. Would this fit in the grant's scope of work?

A: Yes, the Low-Income Housing focus area intends to support programs that are not only providing temporary shelter to unhoused populations but also supporting low-income residents to maintain safe and affordable housing (including permanent or stable housing) or home ownership opportunities.

46. Q: We provide emergency hotel rooms for low-income women with children experiencing domestic violence and would like to expand to providing rental assistance to these families once they transition to permanent housing. Could we do both or do we have to do one or the other?

A: Yes, you can do both depending on your programming, staffing, and budget.

Measurable Program Outcomes

47. Q: My program works with job seekers who are *underemployed* rather than *unemployed*. Can I include underemployed people who obtain higher paying and/or full-time work and/or jobs with benefits in my outcomes chart?

A: Yes, individuals who are underemployed may be counted as long as they meet the residency requirement and qualify according to the poverty charts on the date of entry.

48. Q: Are client/customer satisfaction surveys required? What if the agency does not administer one?



A: Yes. Agencies receiving CSBG funding are required to administer a client/customer satisfaction survey. Agencies selected for funding will be required to implement one (if they do not already have one in place) prior to contract execution with the City of Oakland (page 15).

49. Q: For entrepreneurship training: how will that be measured? What metrics should we capture?

A: Programs that provide entrepreneurship training should include the number unemployed youth or adults who start a business as having obtained a job. Additional outcome measures may include the number of new businesses created, number of individuals who enroll in a training program, number of individuals earning at or above a living wage, etc. (page AA).

50. Q: What types of home ownership opportunities are you looking for?

A: AC-OCAP is looking for the number of individuals/households that are placed in housing using the “*Number of individuals/households who obtained safe and affordable housing*” required outcome. Note that attending a home ownership workshop is considered an **additional** outcome, but would not be considered to be a sufficient **required** program outcome (page AA).

51. Q: Are more points awarded to applications that include several of the required Measurable Program Outcomes?

A: No. The number of required Measurable Program Outcomes that your agency includes will depend on the type of program and population you are proposing to serve. AC-OCAP anticipates that you will report on multiple outcomes, including at least one of those that are required.

52. Q: For Program Outcomes, can we create our own outcomes? Or do we have to choose from the outcomes provided?

A: Yes, we encourage you to create your own outcomes. If funded, we will work with you to ensure the outcomes are aligned with CSBG National Performance Indicators (NPI) outcome requirements.

Program Budget

53. Q: Is a match required to receive CSBG Funding?

A: No explicit match is required, but the purpose of CSBG funding is to leverage funds, community collaborations and resources to maximize the impact to low-income residents throughout Alameda County (page 5-6).

54. Q: Is the budget submitted for the application for one year or the full three years?

A: The budget submitted should be for **year one** of the program (page 15).

55. Q: If we want to apply for a program in which about a third of participants are income-eligible, how should we reflect that in the budget template?



A: Provide the **full** program budget in the “Total Program Budget” column. The amount(s) in the “Oakland/Alameda County Funds Requested” column(s) should be in alignment with the percentage of the population served that will meet the household income and residency requirements. You are encouraged to use your budget narrative to address how line items will be allocated.

56. Q: 50% of the clients our case manager works with are AC-OCAP eligible, could we allocate their salary to this grant?

A: You would be able to allocate up to 50% of the case manager’s salary to this grant. Agencies may only charge CSBG for services rendered to eligible clients.

57. Q: If we’re applying for funding for only a percentage of students who come from families who meet the eligibility requirements, could our program budget be prorated? For example, 50% of those students meet the eligibility criteria, are you more interested in seeing the full program budget or just the budget that would be applied to the qualified students?

A: We would like to see the full program budget and the funds requested should show that the percentage that you’re looking for us to fund only accounts for those that qualify for CSBG funding.

City of Oakland’s Contracting and Compliance

58. Q: Am I required to submit an Oakland Business Tax Certificate? Who should I contact to obtain the Oakland Business Tax Certificate?

A: You are not required to submit a 2022 Oakland Business Tax Certificate with your proposal, however, if chosen, you will be required to obtain a 2023 Oakland Business Tax Certificate. All agencies (including non-profit organizations and organizations based outside of Oakland) conducting business with the City of Oakland are required to register with the Oakland Business Tax Office and pay the registration fee, *except for public agencies*. You will also be required to submit a copy of your letter of determination from the Internal Revenue Service and from the California Franchise Tax Board confirming the exemption from income tax.

A sample Oakland Tax Certificate can be viewed on the AC-OCAP RFP website. For questions or to obtain an Oakland Tax Certificate, please contact:

City of Oakland, Finance & Management Agency, Business Tax Office
250 Frank H. Ogawa Plaza, Suite 1320

Call (510) 238-3704 Monday, Tuesday, Thursday, Friday from 8:00 AM to 4:30 PM Wednesdays
9:00 AM to 4:30 PM (excluding holidays)

Email: BtWebSupport@oaklandca.gov

Walk-in services available Monday and Wednesday 10am-2pm. Other times only available by appointment. Face coverings must be worn.



Additional information can be found on the Finance and Management Agency's Revenue website at <https://www.oaklandca.gov/departments/finance-department>. You can apply for a business license online [here](#), or download an application form to apply in person or by mail [here](#).

59. Q: Where should the City of Oakland Business Tax Certificate be uploaded?

A: You are not required to upload a 2022 City of Oakland Business Tax Certificate. Your 2023 Oakland Business Tax Certificate will be required during contracting if your agency is selected to be funded.
Note: this is a correction to the information shared during the Bidder's Conference.

60. Q: What is considered a living wage?

A: For the purposes of AC-OCAP reporting, the City of Oakland's living wage rate as of July 2022 is **\$16.14 with health benefits** and **\$18.53 without health benefits** (includes \$2.39/hour for health benefits). This rate is updated annually on July 1. Please see the [2022 Living Wage Bulletin](#) for more information (page EE).

61. Q: Are insurance documents submitted with the RFP or in contracting process?

A: No. Insurance documents will only be submitted during the contracting process if your agency is selected for funding. Please review the insurance requirements on Schedule Q.

62. Q: How does my agency become Local and Small Local Business Enterprise Program (L/SLBE) certified? Is L/SLBE certification required?

A: The City's current L/SLBE Program guidelines may be accessed via the following link: [CITY OF OAKLAND \(cao-94612.s3.amazonaws.com\)](http://CITY OF OAKLAND (cao-94612.s3.amazonaws.com)).

L/SLBE certification is **not** required but it is used for preference points.

If you have any questions, please contact Vivian Inman at vinman@oaklandca.gov.

63. Q: How does my agency become Equal Benefits Ordinance (EBO) certified?

A: The Equal Benefits Ordinance requires among other things, submission of Schedule N-1, Equal Benefits-Declaration of Nondiscrimination form.

For more information, see

http://library.municode.com/HTML/16308/level2/TIT2ADPE_CH2.32EQBEOR.html#TOPTITLE
and contact Vivian Inman at vinman@oaklandca.gov for any questions.

64. Q: Where are Schedule E2 and other supporting documents to be submitted? Are we supposed to wait 4 days after the application is submitted to submit the E-2?

A: The Schedule E-2 should be uploaded into Cityspan with the other documents. AC-OCAP will collect all the city schedules and submit them to the contract compliance team on the agency's behalf.

Miscellaneous Questions

65. Q: Will the November 14, 2022 meeting be a time when applicants are encouraged to come to speak on behalf of their application?

A: All applicants are encouraged to attend all board meetings. Agencies who have been recommended for funding will be invited and encouraged to attend the November 14th board meeting. The board may have questions, and this would be a time for recommended agencies to answer questions and speak about their program

66. Q: How many agencies participated in the Bidder's Conference on August 16, 2022?

A: Approximately, 64 agencies attended the Bidder's Conference.

End of Questions