

FISCAL QUESTIONS:
<p>Will invoices be due the 10th of the month or the 15th? Page 43 and page 57 have conflicting information. Response: there is a typo in the GRANT AGREEMENT FOR FY2023 BLANK – GOVERNMENTAL on page 57 it should say “within 15 days of the end of each month.”</p>
<p>Is rent/utilities still allowed as a Direct Cost for CE staff that remain in our current offices? Page 33 seems to indicate that only costs related to the storefronts can be counted as direct. We had hoped to keep some program staff in their current locations, rotating them in and out of the storefronts as needed. If we were to need to move the entire CE staff to the outreach center, it would limit our ability to provide the space for the types of partnerships and programs envisioned in the RFA. Response: No, rent/utilities that are not associated with storefronts must be in indirect costs.</p>
<p>There is a discrepancy in the RFA regarding indirect costs. It states 15% of total budget in some places and 15% of direct costs in another and 15% of invoiced amounts in yet another. See pages 12, 21 & 34. We ask for clarification. Response: Indirect costs must be billed as 15% of invoiced amounts.</p>
<p>The RFA seems to indicate that only the phone/internet/communications for Navigators is considered Direct Costs (Page 33). Phone and internet are also direct costs of the outreach center, so they should not have to come out of indirect expenses. Response: Phone/internet costs of outreach centers are billable as direct costs.</p>
<p>We need to hire non-navigator staff for us to carry out this program administratively. We feel that some administrative staff time such as HR/Finance is required and should be included with direct costs. Response: HR/Finance costs may only be billed as an indirect cost.</p>
<p>We view this RFA as calling for changes that will have significant startup costs in the first year of the new cycle vs the succeeding years. Can we use funds to remodel the outreach center? We need more clarification about what would be allowed to develop the outreach centers. What kind of expenses are allowed and considered direct? Response: Buildout costs for outreach center space is billable as direct cost but must still be within budget.</p>
<p>We ask that MHBE take into consideration the challenges relevant to the current economic environment. Specifically, gas prices and supply chain delays. Noted.</p>
<p>For invoicing backups, can any recurring charges only be sent once? For example, rent; if it's the same every month, can we just send the initial lease? This will save time on compiling the back up. Response: Yes, backup for recurring charges need only be sent once.</p>
<p>Will the separate budget amounts for enrollment and outreach need to be shown separately on the budget, invoices, or reports? We understand that funds can be transferred from the navigator side to outreach. Would that be by a budget modification request? Response: Separate budget amounts for enrollment and outreach personnel must be shown on the budget submission and reports, but do not need to be shown on invoices. Funds transferred from enrollment to outreach may be transferred without a modification request if less than \$10,000 amount (as with any mod). Mods over \$10,000 amount must be submitted to the program manager for approval.</p>
<p>Do the required salaries include fringe benefits or any portion of them (ex. Retirement, etc.)? The RFA states “Fringe benefits are allowable in proportion to the salary charged to the grant.” Can you elaborate on “allowable proportions”? Response: allowable proportion should be in the neighborhood of 15%</p>

PROGRAM QUESTIONS:

PERSONEL: In general, we notice that the RFA is very specific about salaries, position titles and number of FTE for each position. We would like clarification about any flexibility. The previously requested clarification about how to include fringe costs will help us here as well.

For example:

- Do the job titles need to be exactly as stated in the RFA? **Response: No, job titles need not be exact, but should follow duties. Certified Navigators must be identified as such.**
- It appears that the RFA calls for 14.5 FTE. Is that a hard requirement? **Response: You can hire more if budget will support; to hire less you'll need to show that you can do the job with less people.**
- The RFA calls for 3.5 Navigators and 1 Bilingual. Currently we have 3.5 navigators, one of whom is bilingual Spanish/English. Does that meet the requirement? **Response: If you can run the program successfully on 3.5 instead of 4.5 Navs you may do so,** If yes, does that give us another FTE that could cover some administrative work for the program? **but if you do not use funding to hire Navs you must transfer those funds to outreach.**
- We notice that Lower Shore can combine the Program Director and Outreach Coordinator positions. We wish to do the same. We intend to hire an Outreach Lead who will work with the Program Director. Our intention is for the Outreach Lead to be bilingual Spanish/English. **Response: You may use titles that make sense for your program.**

Considerations:

- We believe that Year 1 will have significant start up challenges not present in succeeding years. Most of the flexibility we are requesting is to accommodate that. **Noted.**
- We would appreciate guidance on how MHBE considers the relative importance for the CE to have a media-based marketing campaign (print, digital, OTT, TV Radio) vs. a social media/grassroots focused outreach effort. Given the expense of a media-based campaign, we are looking to strike a balance. While we have not yet developed our budget, we foresee the possibility that we may need to scale back our use of print/radio/TV. Just looking for a sense of how to strike the right balance. **Emphasis should be on grassroots outreach.**
- Outreach Lead: our hope is that we can have this position instead of a full-fledged Outreach Coordinator. We believe that any person hired will most likely come from outside the ACA world and will need significant time to become knowledgeable enough to fully embrace this scope of the effort. Our intention is also that this person be bilingual Spanish/English. We believe that allowing the Program Director serve as Outreach Coordinator will allow us to be fully operational with our new outreach efforts on July 1. It will also give us time to develop this position to the point that they would become ready to move into the Coordinator position at some point in the future. **You may use titles that make sense for your program.**