FY20 Contract Renewal Application Process

Frequently Asked Questions

1. **How do we determine the Outcome category and Measurable Progress Indicator for the narrative in *Attachment B*?**

- Think about the most significant impacts your program provides to improve well-being and for which progress can be tracked.
- Best practice program models often include measurement tools to measure the impact and progress – please identify the program model and attach an example of the measurement tool to the contract renewal application packet.
- Many City contracts involve programs that provide comprehensive services that cover a number of domains. In that case, please divide up the activities and outcomes on differet lines in the table.
- The City recognizes that community agencies do tremendous work to improve well-being in many domains. For this narrative and work plan, please limit your descriptions to the activities funded by the City that play a significant role in achieving the outcomes.
- Pre- and Post-testing: The best way to tell the story of how your program is making an impact on well-being is to provide a *before* and *after* picture. FCS encourages you to collect and report data at intake, at 90-day intervals and upon exit from the program.

Example 1: Provide case management for people experiencing homelessness and behavioral health challenges.

- Does the City fund a coordinator to help clients attain and retain housing? The outcome, "Increased Housing Stability" matches this activity.
  - To select a measurable progress indicator, think about how you know if clients experience an increase in housing stability as a result of the services you provided. Sometimes it is an obvious indicators such as *remaining housed.* Another indicator could be that clients do not return to homeless shelters as measured in the HMIS database.
- Does the City fund a case manager's time to focus on behavioral health? The outcome "Increase Behavioral Health Stability" matches this activity.
  - To select a measurable progress indicator, determine whether your program model provides status updates or how you currently monitor progress through quality control measures. This could, for instance, involve 90-day updates of individual service plans by the case manager

Sample Table for the Narrative describing the above Example 1:

Outcome	Measureable Progress Indicator
Increased Housing Stability	Remains housed during the contract period
Increased Behavioral Health Stability	Client makes progress on key behavioral health stability goals in their plan.

2. How do we translate this into the Work Program Summary in *Attachment C*?

It may be helpful to fill out this table in a logical order (not necessarily left-to-right)

1st – Outcomes: Please start with the Outcomes listed in the Narrative.
2nd – Outcome Indicator: Align with the indicator listed in the Narrative.
      3rd – Activities/Services: List the most critical City-funded activity that is known to result in the desired impact.
4th – Timeframe: List the quarters in which this activity will take place during FY20.
5th – Outputs: List the unduplicated number of people/units of service funded by the City in this contract for FY20.
6th – List the measurement tool that will be used to measure the OUTCOME, (not the output). Program staff may request to review measurement tools. Please attach with this renewal application, a copy of any surveys you intend to use.

- Referring to Example 1 (on page 1) Break up the activities into different lines and clarify that the unduplicated number that is referenced in different line items

- If the same City-funded case manager provides services that impact different outcomes, please describe on a separate line.
    - o If the case manager provides numerous wraparound skills, please summarize – it is not necessary to list each one.

3rd	4th	5th	1st	2nd	6th
Major Project Activities and Services	**Time-frame**	**Outputs from Requested City Funds**	**Outcomes**	**Outcome Progress Indicator**	**Measurement Tool(s)**
Best Practice case management service for families	Q1, Q2, Q3, Q4	Serve XX families	Increase Housing Stability	90% of families remain housed through end of contract period	Housing roster
Best Practice case management service for families	Q1, Q2, Q3, Q4	Serve XX families (of the XX listed in the line above)	Increase Behavioral Health Stability	80% will report improvement of a stability factor identified in their Individual Treatment Plan	90-day progress updates of Individual Treatment Plan

- Please contact your program staff as needed to discuss your individual case.

3. How do we proceed with services when waiting for a contract to be executed?

The FCS team is working toward executing FY20 contracts by July 1, 2019. In the event that by July 1st, a contract has not been executed, the FCS team will work with the contractor on an individual basis to ensure continuity of service to clients and reimbursement for work that has been part of the contract in the previous fiscal year. Please note: contracts funded under federal grants must comply with federal grant requirements regarding reimbursement processes. Program staff will work with the contractor in each situation.

4. What is the role of the work plan in relation to the scopes of work and quarterly report?

The work plan will be the basis for developing scopes of work and quarterly reports. Therefore, the activities and outputs (units of service provided to clients) should match the requested budget.

5. Can I insert rows or change formulas in the Excel spreadsheets to make it work for our project?

If you insert rows, please check that the formulas have been pasted into the cell and are included in sums and other bulk formulas.

Changing formulas is not encouraged, but if you think you have a better formula, please highlight the cells that have an altered formula and annotate the change at the bottom of the spreadsheet.

The final result will be approved on paper by FCS fiscal staff. The number that shows on the excel table is what counts when it is printed. Fiscal staff will not check formulas.

6. Do we need to mail in or walk in a hard copy of the contract renewal packet?

Please provide a paper copy with original signatures for all forms in the packet. A paper copy is also needed for the fiscal forms, even if you have created them using *Excel*. You may hand deliver or mail in the copy so it arrives at our office by 4:00 p.m. on Friday, March 29, 2019.

> **One hard copy with original signatures must be delivered in person or through mail – to the Attention of your Program Specialist**
>
> In-person Delivery:
> Department of Family and Community Services
> Old City Hall – 400 Marquette, Room – 5th Floor Room 504
>
> Mail Delivery:
> Department of Family and Community Services
> P.O. Box 1293
> Albuquerque, NM 87103

In addition, please email a copy of all the materials to your program staff. If you do not have facilities to scan in the signed copies, please make arrangements with program staff. If you choose to fill out the budget documents using the *Excel* files, you may attach a separate document from the remainder of the package written in *Word*.

ALL FORMS CAN BE FOUND AT:
http://www.cabq.gov/family/our-department/request-for-proposals/administrative-requirements

7. **How do I format the work plan in landscape orientation with the rest of the document in portrait orientation?**
   - In Word, Toolbar at top, Select "Layout"
   - Select "Breaks"
   - In "Section Breaks" select "Next Page"
   - On the next page, Select "Layout", "Orientation" "Landscape"
   - To return to portrait, Select "Layout" "Breaks" Section Breaks, "Next Page" on the Next Page, select "Layout", "Orientation" "Portrait."
   - If all else fails, there are great tips available online.

8. **How do we itemize direct assistance to beneficiaries?**

   Sum Total:
   Please provide the total amount of direct assistance to beneficiaries in
   Appendix #2: *Expense Summary Form*

   Detail:
   Please provide detailed line items (adding lines as necessary to the form) in
   Appendix #5: *Program Budget Detail Form – Operating Expenses*.