Nutrition
Request for Proposals
Issued March 1, 2019

FAQ
March 11, 2019

Definitions

1) What is a central kitchen?

    A central kitchen is owned and operated by your own organization, but not located in the area where the meal will be provided. The food will be cooked in the central kitchen by your agency's staff or volunteers and will be transported to your program site.

2) What is the definition of collaboration (under application program plan and design)?

    Collaboration is working with other service providers so that clients can access services that your agency might not provide and/or to enhance a program that your agency currently provides.

Operational Questions

3) Why do some congregate meal providers only provide meals on certain days of the week and not all five days?

    Nutrition sites can choose the frequency of the meal services depending on the needs of the population and/or the capacity of the meal provider.

4) How will a Home Delivered Meal site know if a client is frail and needs HDMs?

    Clients who need HDMs will be evaluated and referred to the HDM service provider agency by the Managed Care Organization (MCO) or Care Coordination Unit (CCU).

5) How do HDM clients know about the availability of ethnic meal options?

    The Managed Care Organization (MCO) or Community Care Unit (CCU) will inform the client about the availability of ethnic meal options during the assessment process.

6) How does the restaurant voucher program work?

    Clients can obtain vouchers from the nutrition grantee (often at their office). The client can then redeem the vouchers at specific restaurants. The restaurant will then send the voucher back to the agency so that the agency can track the usage.

7) If an agency is proposing to operate two restaurant sites, are they allowed to operate each site on different schedules (for example, one site may be open 5 days per week while the other only 3 days per week)?

> Yes, as long as meal sites are far enough away from each other so that they each get different clients. This would be two separate applications.

8) Under what circumstances would agencies have more than one caterer?

> Agencies that have a HDM caterer who is not able to provide special diet meals will have one caterer for regular meals and one caterer for special meals. Another scenario is when a congregate meal site uses one caterer some days of the week and another caterer the remaining days of the week, for variety.

9) What are some examples of socialization?

> Some examples of socialization at congregate meal sites include playing bingo, karaoke, painting, educational programs, and/or wellness programs. For Home Delivered Meals participants, agencies may provide information about a "chat line" where participants can call-in to get information on various topics and to talk to other program participants.

10) Do agencies use food service aides/ volunteers?

> Yes.

11) For client donation requests, does the "ask" need to be for a specific amount?

> AgeOptions does not specify a donation amount; each nutrition site can set their own suggested donation amount. Per the program standards, clients must be provided with information on the full cost of the meal in addition to the suggested donation amount.

Application Questions

12) For applicants applying for multiple areas, will a new application need to be created for each service area?

> Yes.

13) For agencies submitting two applications, can the same information (application narrative) be used in both?

> There may be some similarities but it's up to the applicant to determine what

can be duplicated and what will need to be different.

14) What if the applicant agency is new and doesn't have any other funders who can provide a letter of recommendation?

The agency should write a statement explaining that. Note that the letter of recommendation may be from any funder; it does not need to be from a government funded program.

15) How can agencies identify other Congregate meal sites (not funded by AgeOptions) in the service area?

The applying agencies must do this research on their own. The applicant can talk to staff, research the area online and/or ask around to find out if there are other congregate sites in the proposed area.

16) Can Home Delivered Meals (HDM) agencies propose to serve only one city in a township?

No, when a HDM applicant selects a Township, that agency is committing to serve the entire Township.

17) Can agencies apply to provide services in specific townships?

For HDM applicants, they must apply to serve clients in a specific township. For congregant applicants, clients can't be limited to those who live in the township where the site is located.

Budget Questions

18) In the Client Demographics page of the Budget, do we enter the number of clients we're serving or the number of meals we will serve?

Enter the number of clients you will serve (unduplicated) throughout the entire year.

19) How will applicant agencies know how many clients they will serve during the fiscal year?

The applying nutrition site will need to do some research and may reference the "FY18 Productivity Trends" in the under Program Resources (on the Grants Portal). This information presents average daily meals served for the last three fiscal years by township.

20) Can a new applicant see the number of clients / meals served in an area by previous or

current meal provider in that area?

> Not by provider, but by township. Please see "FY18 Productivity Trends" in the application appendix under program information.

21) Is there an average amount of funding for each site?

> No. Funding levels will vary, based on volume of projected meals, level of Project Income (client donations) and/or level of Local Cash.

22) Is there an average salary rate for a site manager position?

> No. It varies by agency.

23) Can the 15% Match be made up only of in-kind?

> The 15% match can be local cash and in-kind, but the amount and source of each must be specified. Note that a scoring preference is given to Local Cash Match.

24) In the budget, is there an option for discretionary funds to purchase games?

> Purchasing games for a Congregate program is an allowable expense that can be added to the budget.

Caterer Questions

25) Will there be an opportunity to try out some of the new caterers that are listed in the RFP?

> AgeOptions is not arranging tasting sessions for applicants. You can arrange for tastings or meetings with any caterer on the list.
>
> It is recommended that you start the process of selecting a caterer, or caterers, early to feel comfortable with your choice(s) and make sure no conflicts develop.

26) Are the provided caterer rates (in the Eligible Caterer list) based on volume?

> Yes, the lower the number of meals, the higher the price per meal.

27) Can nutrition sites negotiate with the caterer on the price?

Yes, the nutrition site must contact caterers directly to negotiate price and other terms of service.

Grants Portal Questions

28) Does the person identified as the main contact in Grants Portal need to have a specific title?

No, it can be anyone the agency assigns as the main contact.

29) Will the Grants Portal save application information automatically?

Each page of the application has a "Save" button at the bottom of that page. While it is recommended that you save often, please note that you will be taken back to the top of any page you are working on when you save. When clicking between the tabs of an Application or Budget, the system autosaves.

30) Will agencies be able to print out the final proposal once it is done and submitted?

Yes. At any point while completing an application, you can click the "Preview" button to view all the portions of the application you have completed so far in one separate window, which can then be printed or saved as PDF. Please note that any attachments uploaded as part of the application will only appear in the preview if they have been uploaded as a PDF. Otherwise, the preview will simply list the name of the uploaded file.

CLARIFICATION

On the Grants Portal, under Program Information (for both C1 and C2), there has been a change to the document entitled, "FY18 Project Income and Unit Rates." We added an average unit rate.