

**FAQ, Clarification & Correction Addendum to Notice of Funding Opportunity (NOFO):  
Warming Center and Warming Center Volunteer Coordination Services  
in Clackamas County 2019-2020 & 2020-2021**

**Includes questions received by email and at Mandatory NOFO meeting held on September 12, 2019**

**Section 1 & 5 Clarification:** HMIS data (forms & sign-in sheets), whether entered into the HMIS database or submitted through a County–approved secured method are due no later than the 10<sup>th</sup> of the month following the month services were provided. Invoices are due no later than the 15<sup>th</sup> of the month following the month the services were provided. Items submitted after these due dates will not be reimbursable to providers.

**Question:** Can faith-based providers pray before meals if they do not require warming center guests to participate in the prayer?

**Answer:** Providers cannot require religious compliance as a condition for receiving services, such as a meal or shelter. If the provider conducts a prayer before meals, but it is not a condition of receiving the meal or shelter, then it is allowable, since the provider is not compelling anyone to follow their religion. Providers awarded funds must follow all applicable non-discrimination laws.

**Question:** How often would the volunteer coordination position be in the ‘field’ or filling in at warming center sites?

**Answer:** Warming center volunteer coordinator duties are listed in Section 5. There will be an expectation of some filling in if volunteers cannot work shifts, but there is also a requirement that a minimum of 10 new volunteers per month, and that each of these volunteers will work at least one shift per month. Only one organization will be funded for volunteer coordination services.

**Clarification:** Day shelter services are not mandated.

**Clarification:** There will be a link provided in contracts to the National Weather Service website to check wind chill predictions.

**Question:** What is the amount of the HMIS fee and is there HMIS training available?

**Answer:** Selected providers may be eligible for reimbursement of HMIS costs, see ‘HMIS Data Entry and License Fees’. HMIS fees are charged direct to providers by Clackamas County Community Development, and are estimated at \$455/user in the first year and \$255/year/user for subsequent years. Providers will be required to enter into agreements with Community Development. Clackamas County will provide mandatory training in HMIS data entry at no cost to new and returning providers.

**Question:** How will agencies show staff working?

**Answer:** There needs to be a minimum of 2 staff or volunteers working at warming center sites from 6pm to 7am. Social Services may choose to update the sign-in sheet template and require that warming center staff and/or volunteers working during the shift sign in and out on the sheet. If agency is approved for the warming center volunteer coordination budget, backup documentation in the form of payroll records and/or timecards to verify staff time will be required.

**Section 4.**

**Question:** What do we need to submit under Section 4. Do you want to see policies?

**Answer:** Applicants must indicate their agreement to all of Section 4 and 5 requirements and submit Appendix A, signed. State of Oregon Registry information and proof of insurance must be submitted and in place at time of award. Policies do not need to be submitted with the application, however

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County may request policies at any time from agencies, and will conduct monitoring of agency to review policies and ensure they meet requirements.

**Section 6.2**

**Correction:** The following language is removed from Section 6.2 Narrative: *'Include information as to how organization will comply with all minimum qualifications outlined in Section 4. Applicant Eligibility of the NOFO.'*

**Clarification:** Applicants must have representative attend the Mandatory Applicant Information Meeting listed on page 2, to be eligible for first round funding consideration. Applications will be accepted on an ongoing basis and will be considered based on available funding until December 31, 2020.

**Question:** Will there be separate budget line items for bus passes, motel vouchers, or additional staff?

**Answer:** The bednight rate was raised significantly from \$26 last season to \$33 per confirmed individual guest per night for this NOFO to better reflect costs incurred by sites, in lieu of specific approved start up and close down costs that were time limited and required backup documentation/receipts. This will allow additional funds for warming centers to decide how to effectively use the nightly rate to cover costs needed to operate warming center services. Funding is also available for warming center volunteer coordinator services in which the coordinator duty is to provide volunteer staffing at contracted warming center sites. This would be at no charge to the warming centers. While reimbursement is by a nightly bed-night rate, a warming center may choose to offer other services to guests, but the minimum services are listed in Section 1 and Section 5.

**Question:** If a guest has to leave due to disruption, are agencies able to receive the bednight rate?

**Answer:** A warming center may establish rules as specified in #9 and #11 in Section 5, but they must be applied consistently and fairly to all guests, and follow Fair Housing Law pertaining to Warming Centers. Warming centers can consult with Social Services if this situation arises during the contract term. Regardless of the situation, no bednights will be reimbursable if the agency does not have complete and accurate HMIS data for the guest.

**Question:** Will there be funding for peer support provided this season.

**Answer:** Due to budget constraints, peer support is not funded at this time.

**Question:** Which method will be used to electronically transmit forms to Social Services?

**Answer:** We are working to provide a no-cost secure email transmission service which will be made available to all contracted sites to electronically submit nightly sign-in sheets and HMIS forms (if necessary) directly to Social Services. This service will likely only be available for use on a desktop/laptop system, and not accessible via mobile phones.

**Question:** Which HMIS forms are required?

**Answer:** All agencies are required to collect and retain copies of invoices, nightly sign-in sheets, and HMIS data entry and re-entry paper forms in a secure, locked location for required monitoring of agency. Template forms will be provided to the agencies by the County. All agencies will need to attend warming center forms training.

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HMIS electronic data entry by agencies will be discussed with successful applicants as part of the contract process.

Agencies not doing electronic HMIS data entry must submit invoices, nightly sign-in sheets, and HMIS data entry and re-entry paper forms to County electronically through County's secure email system.

Agencies entering HMIS data electronically must submit invoices and sign-in sheets electronically through County's secure email system. HMIS entry and re-entry forms do not need to be submitted electronically, but must be retained as noted above, and may be requested for additional verification by County.

**Question:** Do we need proof of warming center capacity and approval from the Fire Marshall?

**Answer:** Yes, this is required. If Fire Marshall permitting is not available, agencies must still submit proof of contacting the Fire Marshall and jurisdiction to show that there was an effort to start the process.

**Clarification:**

Agencies should verify that the person signing Appendix A, as well as the Application submittal, has signature authority.

**Budget**

**Clarification:** We still need a dollar amount submitted if an agency is applying for the Volunteer Coordination Services, whether as a stand alone service or in addition to an estimated number of bednights and capacity. The Volunteer Coordination Services budget should align with Volunteer Coordination duties. The budget for bednights should be based on the agency's permitted capacity and estimate of total bednights to be provided during the season, incorporating the capacity permitted and the \$33 bednight rate per individual in calculations.

**Clarification:** Authorized day shelter varies each season and is estimated from 8-15 days total.

**Announcement:** Oregon Department of Human Services (DHS), Self Sufficiency representatives were at the meeting and would like to coordinate with warming center efforts to promote self-sufficiency services, such as providing DHS brochures to sites, and to examine other possible ways to support, such as by providing cab vouchers, volunteers, or discussion of the possibility for DHS staff to conduct enrollment on site early in the morning. Social Services will add DHS representatives to the warming center email distribution list. Contact information for DHS was provided:

