

CORE 2022-25 Scope of Work Frequently Asked Questions

Q1. Can the information I use to complete the Scope of Work be different from the information I provided in my RFP application?

- Yes, minor changes are allowed to the Scope of Work table to reflect final funding.
- Significant changes from the RFP application require negotiation with HSD.

Q2. What information do I need to enter in the “Number and Type of Participants” section of the Scope of Work table?

Two pieces of information are required:

- Total number of unduplicated participants you will serve (note they are unduplicated).
- Percentages of populations you will serve by demographic categories, based on the percentages you provided in your application: **ethnicity, gender, language, age, and geographical location.**

This information can be found in the RFP Application Summary that was provided to you and may be copied and pasted directly into the scope of work. If you need a copy of your RFP Application Summary, please contact Berny Lazareno at

berny.lazareno@santacruzcounty.us.

Q3. Does our program need to use the quality measure provided in the guidance form to complete the Scope of Work?

- Yes, and it should be entered in the “How well did we provide services?” section of your Scope of Work.

“80% of CORE program participants will report being either “satisfied” or “very satisfied” with program services as measured by a one-question participant survey completed by June 30th of each fiscal year.”

Q4. Is our program required to use the HSD quality measure survey form?

- No, you can use your own methods so long as the question and response options are the same as HSD's quality measure survey form.
- All CORE vendors must complete the survey by June 30th of each fiscal year. The quality measure survey form is located [here](#).

Q5. Can I include other quality measures in my scope of work?

- Yes, but you are not required to do so. For support with how to capture additional quality measures please contact HSD.

Q6. Do I need to use the outcome measures categories provided in the guidance form (physical health, mental health, economic stability) to complete the "Is anyone better off?" section of the Scope of Work?

- No, you do not; however, vendors are encouraged to use the categories whenever possible and appropriate. Please use the RBA framework for any outcome measures, found [here](#).

Q7. What demographics information does our program need to collect?

- All CORE vendors are required to collect participant:
 - **ethnicity, gender, language, age, zip code and city of residence**
- Your program is required to submit this information in the annual report. This data will be used along with program goals to monitor progress of CORE funded programs.
- A sample demographics questionnaire that can be used to collect this information can be found [here](#).

Q8. Does our program need to collect participant income information?

- No, but if your program collects income information you may submit it to HSD and it will be accepted.

Q9. Does our program need to use the HSD demographics questionnaire to collect the required information?

- No, you do not need to use the HSD demographics questionnaire.

Q10. What if our program is unable to collect the required demographics information?

- Scope of Work negotiation will be required with HSD if a program is unable to collect the required demographics. Please consult with HSD for further guidance and support. Contact Berny Lazareno at berny.lazareno@santacruzcounty.us.

Q11. How will the demographics data be used?

The data collected will be used for three purposes:

- To better understand the collective impact of CORE Investments on equity in Santa Cruz County.
- For quality improvement purposes.
- To generate reports to the Santa Cruz County Board of Supervisors and the City of Santa Cruz City Council.

Q12. Should collaborative programs delineate all agencies receiving CORE funding in their budgets?

- No, only list the awarded lead agency in the budget.

Q13. What information do I need to enter to complete the budget template?

- You only need to enter personnel, non-personnel, and totals to complete the budget.

Q14. Can our program adjust to the 10% funding decrease by distributing funds differently between personnel and non-personnel?

- Yes, minor changes are allowed. Significant changes will require negotiation with HSD.

Q15. Can I select a CORE indicator if there is no data source available?

- Yes, however, HSD encourages vendors to select indicators that have available data.

Q16. Where do I find our program's final funding amount?

- Your program's final funding is in the RFP Application Summary under the heading "Approved Funding Amount."