

## **Community Health Advocates 2018 RFP**

### **Questions and Answers**

**Q. We are a Community Health Center. Our primary services center around providing direct health care services. While we operate other human service programs, the direct health care services are integral to our operation- the other programs are incidental. Does this create a conflict of interest for a CHA grantee award?**

**A:** Not necessarily. Applicants must complete the Conflict of Interest attestation. In your statement, explain why your agency will be able to provide unbiased and conflict-free post-enrollment services. For example, if you also provide enrollment services, explain how your enrollers provide unbiased and conflict-free enrollment services.

**Q. How do you quantify performance measurement for service, looking specifically at high quality services and cost efficiency?**

**A:** Providing high quality services includes providing accurate and timely advice. Providing cost-effective services means serving an appropriate number of consumers given the agency's award amount, service area, and staffing capacity.

**Q. How many cases are typically expected for the \$45,000?**

**A:** The range of cases for a \$45,000 grant award is 30-35 cases per month.

**Q. Please clarify what is the management letter from the auditors?**

**A:** The auditor's management letter is part of an agency's audited financial report.