CHICAGO COOK WORKFORCE PARTNERSHIP
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QUESTION	ANSWER
I wanted to better understand if CCN is eligible for the Round 1 RFP, and about any other next steps.	The Round 1 RFP closed on July 30, 2020 and was open to (a) organizations currently contracted by The Partnership to provide Workforce Innovation and Opportunity Act (WIOA) services; and (b) organizations identified by the Chicago Department of Public Health (CDPH) through its Contact Tracing and Resource Coordination Lead Coordinating Organization (LCO) procurement (RFP #7475) as able to implement community hiring of Contact Tracers on the given timeline. Eligible respondents for Round 1 received an email invitation to apply.
In regards to contact tracing, will there be a need for contacting potentially infected community members in suburban Cook County? If not, is there a separate plan for the suburbs and suburban cook county?	The City of Chicago Contact Tracing Corps will not routinely engage contacts outside of the City of Chicago. CDPH directs cases outside of city limits to appropriate jurisdictions. However, Contact Tracers may occasionally engage individuals whose residency status is unknown prior to contact and may learn through contact that the individual is not a Chicago resident. Contact tracing efforts in suburban Cook County are beyond the scope of this RFP. Please seek information regarding these efforts from relevant Cook County authorities.
The high economic impact areas have been identified only as City of Chicago in particular neighborhoods. Would the hiring of contact tracers and supervisors from outside of these neighborhoods be allowable, particularly from suburban Cook County?	While the hiring of Contact Tracers and Supervising Contact Tracers from suburban Cook County is allowable, this RFP requests that respondents **strongly prioritize** hiring individuals who are City of Chicago residents, and furthermore, residents of high economic hardship community areas as defined in Section III of the RFP. Refer to RFP Section IV subpart “Recruitment of Contact Tracers” (p. 8) for hiring criteria for contact tracing staff.
Currently, the minimum ratio of supervisors to contact tracers is 1:15. Can we adjust this ratio to have more supervisors per contact tracer? Further, if we have multiple supervisors, is it allowable to hire a Director to monitor multiple supervisors for this program?	Respondents may adjust the ratio of Supervising Contact Tracers to Contact Tracers if able to do so without compromise to (a) the workforce’s ability to engage up to 150 contacts on a given day; (b) compensation requirements with respect to Contact Tracers and Supervising Contact Tracers; and (c) any other function or responsibility required by the requested scope of work.

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	The hiring of a director is an allowable personnel cost. Refer to Budget Instructions for entering associated costs on the Personnel Budget form. Respondents must provide a detailed explanation of their proposed staffing model in their proposal and total costs must fall within the budget guidelines.
HANA Center is a holistic social service agency, with wrap-around programs to support mental health, connect to public aid, and English, job readiness, and workers' rights programming and more. Would the hiring of a service coordinator be an allowable cost in the budget to connect the potentially infected community members to these critical social services?	No. The proposed function is beyond the requested scope of work.
During the city of Chicago pre-briefing in June, it was stated that for-profit companies could apply as well. Is this still correct?	For-profit companies are not eligible to respond to this RFP. Refer to RFP Section III for full eligibility criteria.
When will the first round decisions be announced? Will it be prior to the due date for the second round? Hypothetically, if a WIOA contractor is not selected in the first round, should they go ahead and prepare a proposal for the second round of funding and will they be eligible and able to be considered? Will non-selected proposals be automatically re-considered in the second round? Will those of quality but that simply were not selected due to a tight competition be encouraged to re-apply?	Respondents to the Round 1 RFP for this grant opportunity will be notified of award decisions prior to the proposal due date for the Round 2 RFP. **Eligible but unsuccessful respondents in Round 1 may and are encouraged to submit a Round 2 application**. Unsuccessful Round 1 applications will not be automatically reconsidered in Round 2.
I am wondering if two organizations are able to do a joint venture agreement when going after this RFP.	Yes. All co-applicants must meet all eligibility criteria set forth in Section III of the RFP. A lead applicant must be identified.
Are applicants allowed to include subcontracts that contain some of the Contact Tracer positions? If so, could you provide guidance on how to include funds for subcontractors into the budget form that you have provided?	Yes. Enter total Contact Tracer wages, fringe, and taxes across all employers (i.e. your organization and all subcontractors) in the Contact Tracer Wages budget form. Detail the cost breakdown between employers under A6. Description and Justification. Enter Programmatic and administrative costs of subcontractors in the Non-Personnel Budget form and describe the costs under A6. Description and Justification.

QUESTION	ANSWER
Per the RFP, I understand this will be a cost reimbursement contract. While my organization has a great deal of experience with such contracts I wanted to know what the specifics will be such as: • Backup documentation required • Will vouchers be required monthly? • Is there an online portal to submit vouchers, or will it be via email? • Expected turnaround time for payment	The Partnership is still in negotiations with the City of Chicago re: fiscal documentation and expedited payroll processing for contact tracers. The Partnership will provide documentation requirements to selected respondents when available.
Will a budget revision(s) be allowed during the course of the contract?	Yes.
I currently have a registered NON-FOR PROFIT but have been awaiting my 501C3 from the IRS. When reading through the RFP I didn't show that it was a requirement to have a 501C3 but I would like to have clarity before I move forward with writing my proposal.	Non-profit organizations are not required to have 501(c)(3) status to be eligible for this RFP. Your organization is eligible to apply provided that it also meets all other eligibility criteria outlined in Section III of the RFP.
Only CBOs are eligible to respond to this RFP. As defined by CDPH for the purpose of this RFP, a CBO is a non-clinical/medical, not-for-profit organization that has demonstrated service delivery to specific populations and/or community areas, wherein service delivery includes programming driven by an understanding of or direction of community voice. Catholic Charities requests clarification regarding the highlighted language. Does this mean a CBO must be considered non-clinical <u>and</u> non-medial or either non-clinical <u>or</u> medical or does the RFP mean non-medical? Catholic Charities is a social service not-for-profit organization and is not considered a medical provider. Would the Agency be considered eligible for this opportunity?	A non-medical organization that provides clinical services (e.g. clinical social work) is an eligible respondent to this RFP provided that it meets all eligibility criteria set forth in RFP Section III.
Can you tell me if Federally Qualified Health Centers qualify for this grant opportunity?	Federally Qualified Health Centers do not qualify for this grant opportunity. Medical organizations are not eligible respondents of this RFP.
I wanted to confirm that we are eligible as we are a network of charter schools. Please advise.	The eligibility criteria do not preclude a network of charter schools from applying. Your organization is eligible to apply if it meets all eligibility criteria set forth in Section III of the RFP.

QUESTION	ANSWER
In the RFP on page 15, the instructions say the subject line and body of email should have "Contact Tracing RFP Round 1," but should be “Round 2,” correct? And the attachments should be named “ContactTracing2…,” not “ContactTracing1…,” correct?	Yes, the submittal email and proposal attachments should refer to “Round 2.” The reference to “Round 1” is an error in the RFP. Thank you for bringing this to our attention.
Page 5 of the RFP says, “Selected CBOs will additionally participate in delivering earn-and-learn services.” What is expected of CBOs in order to fulfill that requirement?	Earn-and-learn programming will be provided by The Partnership and project partners. Selected respondents will not be required to deliver earn-and-learn programs. Selected respondents will be required to coordinate with The Partnership on work schedules to accommodate and support participation by Contact Tracers in available learning opportunities.
Do contact tracers have to have a set work schedule, like 9am-5pm or 10am-6pm, or can their 40 hours be flexible during the five days that they are assigned to work each week?	Work schedules are not restricted to set days or times. The Partnership will negotiate operating schedules with selected respondents.
The RFP says, “The Contact Tracing Corps as a whole will operate seven (7) days per week.” Within each selected CBO, is the expectation that contact tracers' five-day schedules be staggered so that there are several contact tracers working each day of the week? If that is the case, all contact tracers on the selected CBO’s team will not be working every day. Additionally, one of their five days of work each week will be reserved for paid earn-and-learn activities. Therefore, to meet the required 150 contacts per day, seven days a week, each contact tracer scheduled for that day who is not doing paid earn-and-learn activities that day, will be expected to complete 16-20 contacts per day, which is more than the 10 contacts per day outlined in the city’s original RFP. Is there any flexibility with this? Having already made these types of calls, we have found that some take 45 minutes to an hour, with contacts needing emotional support, wanting to share their story and discuss their needs, etc. How will the supervisor provide supervision for a team that is required to work all seven days of the week?	While the Contact Tracing Corps as a whole will operate seven days per week, individual (FT) Contact Tracers will work five days per week and selected respondents are not required to operate seven days per week. The Partnership will negotiate operating schedules with selected respondents. The Partnership anticipates an ebb and flow to the number of referrals assigned to the Contact Tracing Corps. CDPH provided a time estimate on number of contacts per day. Flexibility will be allowed to accommodate earn-and-learn activities.
What requirements are there with respect to the hiring process? Do we need to have an open process where we post the position publicly, or can we recruit and hire through our existing pipelines or using direct referrals from our staff?	Selected respondents are not required to post positions publicly. However, selected respondents are required to comply with all federal, state, and local hiring laws and rules.

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	Respondents are asked to identify existing recruitment pipelines which may be quickly mobilized for this program. See proposal questions in RFP Section III. B.
By when will contact tracers have to be hired? The city's original RFP said all needed to be hired by September 15, but if selected CBOs don't receive notification about funding decisions until September and are not permitted to start project activities until receiving notification, it will be difficult to meet that initial deadline. The budget instructions also say to include contact tracers in the budget for the first pay period of September but, again, it seems unlikely that any contact tracers will be hired during the first pay period of September.	Selected respondents to this RFP will receive notification of award in the first week of September and can begin program activities at that time. Selected respondents will be expected to begin hiring activities upon notification of award and make efforts to meet the City's September 15 hiring deadline. The reference in the Budget Instructions to the first pay period in September signifies the first pay period that falls in September, which does not necessarily begin on September 1.
If contact tracer candidates live in other community areas or in nearby suburbs, but have strong connections to the high hardship community areas that we serve, are we able to hire them? Or do they have to be residents of the high hardship community areas listed in the RFP? These types of residents in other areas or nearby suburbs meet the other criteria listed in the RFP and demonstrate barriers to employment (LEP, food and healthcare insecure, etc.).	The hiring of Contact Tracers from high economic hardship Chicago Community Areas will be prioritized but will not be required. Refer to RFP Section IV subpart "Recruitment of Contact Tracers" (p. 8) for hiring criteria for contact tracing staff. Additionally, refer to sample job descriptions posted on The Partnership's website together with this document at: https://chicookworks.org/request-for-proposal-community-hiring-of-chicago-covid-19-contact-tracing-corps-funding-round-2/
Will the selected CBOs have to pay for the data system licenses or user accounts?	No.
How much training will be offered related to navigating the data system?	Use of the CDPH contact tracing data system is a critical function of the Contact Tracer's role. Contact Tracers will receive the requisite training to become fully proficient in the data system.
How will computers and phones be protected in terms of security/confidentiality? Can they be centrally wiped if lost or stolen? What liability does the organization have regarding breach of confidentiality?	Sensitive information will not be stored on computer hard drives or mobile phones. All contact tracing data will remain in CDPH's centralized, web-based software system. Contact Tracers will engage contacts using the data system's VoIP function and will use mobile phones only for communicating with colleagues. CBOs and staff will be required to execute an acknowledgement that they will abide by all laws, regulations and direction from the Partnership regarding the privacy rights of all staff, contacts and program participants.
What is the permitted IDC rate for CBOs that do not have an Indirect Cost Determination Letter?	Entities that do not have an Indirect Cost Determination Letter may elect to charge a de minimis rate of up to 10%.

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What if, following the pay guidelines outlined in the RFP, the total cost of salaries, payroll taxes, and benefits for each full-time position equals an amount greater than the maximum amount permitted for salaries and fringe benefits?	The respondent's proposed budget must conform to the specified maximum amounts.
The RFP encourages CBOs to hire both full-time and part-time contact tracers for a total that is equivalent to 15 FTE contact tracers. The RFP seems to imply that each CBO can only hire one supervisor using these funds. If, for example, a CBO decided to hire 10 full-time contact tracers and 10 part-time contact tracers at 20 hours a week for a total of 20 staff, would they be able to request funding for more than one supervisor?	Respondents may not request additional funds for additional Supervising Contact Tracer positions but may adjust the ratio of Supervising Contact Tracers to Contact Tracers within the existing budget if able to do so without compromise to (a) the workforce's ability to engage up to 150 contacts on a given day; (b) compensation requirements with respect to Contact Tracers and Supervising Contact Tracers; and (c) any other function or responsibility required by the requested scope of work.
What kind of support system will each selected CBO receive from the Partnership and what types of technical assistance and training will the Partnership and its partners provide?	Selected respondents will receive the following from The Partnership and project partners: • General onboarding webinar • Training webinar on program budget • Training webinar on invoicing and payroll processing • Orientation on current state of COVID-19 in Chicago and introduction to contact tracing • Contact Tracing course for contact tracers and supervisors by Malcolm X College • Ongoing technical assistance by program field team (i.e. designated program managers) on general program operations, contact tracing efforts, fiscal matters, etc. • Opportunity to participate in ongoing community of practice and participate in workshops on contact tracing, COVID-19, community health, etc.
With which Partnership program staff will the CBOs be interacting throughout the grant term?	The Partnership is currently hiring program staff for the Contact Tracing Corps grant program.
Since contact tracers will most certainly be asked by contacts what they should do next, if testing is needed, and other clinically related questions, how will contact tracers and supervisors be trained to address these issues? What clinical support will CDPH or the Partnership provide to selected CBOs?	Contact Tracers will utilize a script, developed by CDPH, for engaging with contacts. The script includes responses to questions re: testing and other clinical issues. Contact Tracers and Supervising Contact Tracers will receive hands-on training to effectively use the script and address likely questions.

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	Project partner, Sinai Urban Health Institute, will provide ongoing support to the Contact Tracing Corps, including convening a community of practice.
The potential need for in-person engagement with contacts is mentioned on page 7 of the RFP. What will that process look like? For example, will PPE be provided by the Partnership or CDPH? Will contact tracers have easy access to testing afterwards? Are contact tracers permitted to opt out of those activities if they are not comfortable doing in-person work and/or if they are high risk?	If in-person engagement is required, The Partnership will negotiate its parameters with selected respondents, including opt-out accommodations. The Partnership will provide resources for PPE, testing, and other requirements of in-person engagement.
Communication channels need to be quick and efficient to ensure the effectiveness of these efforts. How quickly will information be communicated from CDPH to CBOs? Does an efficient channel of communication back to CDPH exist? How will the delays in testing that have been occurring be addressed?	All contact tracing information will be communicated in real time through CDPH's centralized data system. Addressing testing delays are beyond the scope of the current RFP.
Will contact tracers only receive lists of contacts who live in the CBO's community area? If not, how are they expected to work with contacts outside of their area?	Contact Tracers will engage contacts by telephone (VoIP), whether contacts are located in their own communities or located elsewhere.
What will happen if a contact tracer is assigned to someone they know or someone who works or is connected to a community hub (school, church, etc.) that they are connected to? This could put them in a difficult and uncomfortable situation.	Scenarios such as this will be addressed as part of the training each Contact Tracer will receive.
What will happen if someone does not follow the public health guidelines? Will contact tracers or resource coordinators be required to report that information in the CDPH system? This could damage their relationships in the community. Also, if those not following guidelines face negative consequences from the government (e.g., police or other government officials going to their homes and requiring them to self-isolate or self-quarantine), that would deepen the fear and mistrust of the government that our communities already hold.	No. The purpose of the Chicago COVID-19 Contact Tracing Corps is to prevent community transmission of COVID-19, not to enforce recommended public health behaviors.
What metrics will the city be using to evaluate the effectiveness of the program? Will CBOs have access to the contact tracing data of their own team so that they know what is going on in the community related to COVID and what additional support is needed?	The CPDH will be conducting an evaluation of the program. The Partnership has not yet received information on the level of data access available to entities outside of CDPH. The Partnership will

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	discuss data access with selected respondents once relevant information becomes available.
What follow-up with contacts will contact tracers be doing to ensure that they got testing and care if needed and that they got the resources that they needed?	Contacts will receive a daily check-in call from the Contact Tracing Corps during a specified monitoring period after the initial engagement.
How will CDPH handle a resurgence in the number of positive cases? Does the agency have the capacity to handle this quickly enough for contact tracing to be effective?	CDPH's capacity and policies is beyond the scope of this RFP. However, The Partnership anticipates an ebb and flow of workload based on the numbers of positive cases.
How will CDPH track outbreaks if the work is divided among CBOs?	All data resulting from contact tracing efforts across CBOs will be centralized in CDPH's web-based data system. Contact Tracers will enter information directly into this system.
Is the 1 page "Executive Summary" bound by the same narrative response formatting (One-inch margins, 12-point font, Double spacing)?	No.
Can an agency apply during the second round of the grant funding with an electronic receipt of tax exemption application, instead of an IRS opinion letter, if the agency is awaiting its approval letter from the IRS?	Yes. Non-profit organizations are not required to have 501(c)(3) status to be eligible for this RFP. An organization is eligible to apply provided that it also meets all other eligibility criteria outlined in Section III of the RFP.
100% of our funding is from DCFS and DHS. Our revenues for the past 5 years have been under $300,000. We were not required to submit audited financial statements to the state and the last time our revenues exceeded $300,000 was for fy2015 and fy2015 was the last year we have audited financial statements. We will exceed the $300,000 threshold for fy2020 but will not have audited financial statements ready at the time the application is due for submission. Will we be able to submit unaudited financial statements along with our federal 990 and IL-AG-990 for the past two years? We've also had to submit agreed upon procedures audits to the state in lieu of audited financial statements and we have those available for submission.	Yes, CBOs can submit unaudited financial statements and supporting documentation, if audited financial statements are not available.
Are only non-profits being considered for RFP?	Yes.
The South Shore community has been one of the communities with high COVID rate but is NOT listed as economic hardship. Looks like we would be penalized 20 points which is surprising.	South Shore is one of the communities identified for this initiative. Refer to p. 6 of the RFP. While not an economic hardship community, it is included as part of the city's INVEST South/West Initiative.

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Do contact tracers need to live in the communities mentioned in this RFP?	No. However, selected respondents should prioritize hiring residents of high economic hardship community areas referenced in Section III of the RFP. Refer to RFP Section IV subpart "Recruitment of Contact Tracers" (p. 8) for hiring criteria for contact tracing staff. Additionally, refer to sample job descriptions posted on The Partnership's website together with this document at: https://chicookworks.org/request-for-proposal-community-hiring-of-chicago-covid-19-contact-tracing-corps-funding-round-2/
Are only non-profits being considered for RFP?	Yes.
Will job descriptions be provided in Spanish as well, or will we have to translate them if selected if we want to hire Spanish-speakers?	The Partnership will provide selected respondents Spanish-language versions of job descriptions for Contact Tracers and Supervising Contact Tracers.
Can Contact Tracers work at different sites (i.e. some at home, some CBO, some at partner agency)?	Yes.
Can staff be brought on as independent contractors (1099) or do they have to become employees of the organization?	Contact tracing staff must be employees, not independent contractors.
Is The Partnership looking for organizations who serve suburban Cook County? Or is there a different plan for statewide?	Organizations serving suburban Cook County are not precluded from applying but must meet all eligibility criteria set forth in RFP Section III. This is a City of Chicago grant program and selection of respondents that serve the City's high economic hardship community areas will be prioritized.
Can you please explain earn to learn?	The "earn" component of earn and learn refers to the wages earned by Contact Tracers (including Supervisors) while they work under this program. The "learn" component refers to available education and training opportunities that Contact Tracers may elect to undertake concurrently with their contact tracing work. These learning opportunities will be funded by The Partnership and will comprise a menu of occupational training options (e.g., certificate programs, coursework towards a degree) for careers in healthcare and related fields.
Can the Tracer Supervisor be a current staff member?	Yes, provided that the staff meets the requested hiring criteria for contact tracing positions. Refer to RFP Section IV subpart "Recruitment of Contact Tracers" (p. 8) for hiring criteria for contact tracing staff. Additionally, refer to sample job descriptions posted on The Partnership's website together with this document at: https://chicookworks.org/request-

QUESTION	ANSWER
	for-proposal-community-hiring-of-chicago-covid-19-contact-tracing-corps-funding-round-2/
I saw the expectations for the CBO's. Are there metrics related to the success of the contact, or just the number of contacts per day (150 or more)?	The metrics relate to the number of attempted contacts, not the number of successful contacts. An individual Contact Tracer will be assigned a maximum of 10 contacts per day. The expectation is that Contact Tracers attempt to reach the number of daily assigned contacts, with the understanding that some contacts may be unreachable.
Please talk a little bit about third party administrator for payroll.	Respondents must demonstrate the capacity to ensure regular, timely, and accurate payment to all employees hired pursuant to this initiative. Using a third-party payroll processor for contact tracing positions is strongly encouraged. Under this method, selected CBOs would not be required to cover payroll and associated costs upfront. Under this method, enrollment in necessary online platforms will be required to facilitate payment and monitoring. Selected respondents will receive training on invoicing and payroll processing from The Partnership.
In the case of part-time contact tracers (say in scenario where you hire two part-time CTs to fill one position), how does the training day work. Would the part-time staff go to training for a 1/2 day or for a full day? That is, if a part-time CT works 4 hours a day, would the training day they got to be 8 hours.	The Partnership will negotiate operating schedules with selected respondents, including scheduling to accommodate earn-and-learn activities.
What is the estimate # of minutes call, duration per contact call?	CDPH estimates the average call length to be 30 minutes. Calls for which an interpretation service is used will take longer. The Partnership will provide further information re: language interpretation services to selected CBOs.
Can two organizations apply together?	Yes. All co-applicants must meet all eligibility criteria set forth in Section III of the RFP. A lead applicant must be identified.
What do the numbers next to the communities represent? Will all communities listed automatically receive 20 points?	In the table on RFP p. 6, the numbers next to community area names are community area numbers. Please refer to the attached website for more information community areas and maps: https://www.chicago.gov/city/en/depts/dgs/supp_info/citywide_maps.html Scoring of responses to Proposal Question 1 (RFP p. 11) is based on a combination of the following factors: • Location of worksite in high economic hardship community area

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	• Residency of service population in high economic hardship community areas • Percentage of service population that is Black and/or Latinx
If an organization serves the south and west side, including the communities on the high needs list, are we eligible to apply? We would be hiring people from the targeted South and West side communities.	Refer to applicant eligibility criteria in RFP Section III. Respondents may propose to have Contact Tracers working in different locations across community areas.
Hello, I am a start-up not-for-profit, awaiting my 501C3. Do I need to have three years of history under my non-for profit?	No, applicants are not required to have three years of history as a not-for-profit. While non-profit status is required for eligibility, 501(c)(3) status is not.
Re: Tracers who operate from their homes, is there a different stipend level taken in consideration of personal phone costs?	Contact Tracers will not be required to use personal phones for work. All engagement of contacts will be conducted through CDPH's contact tracing software platform using VoIP functionality. Per RFP Budget Instructions, respondents must provide mobile phones to Contact Tracers for communication with their Supervisor and colleagues.
If awarded the RFP and you find you can't comply with guidelines, can you rescind the offer?	Yes.
Our 501c3 is 30 years old is that acceptable or do we need a new one. It takes a few weeks to get a new letter of affirmation. Our current is good and State of IL is in good standing?	Yes, this is sufficient as it is not uncommon for organizations' IRS 501(c) letters to be dated. Non-profit organizations are not required to have 501(c)(3) status to be eligible for this RFP. An organization is eligible to apply provided that it also meets all other eligibility criteria outlined in Section III of the RFP.
Will the reimbursement for this contract align with the standard 90 days or is there an opportunity for reimbursement to occur sooner than 90 days?	The Partnership is still in negotiations with the City of Chicago re: reimbursement timelines, fiscal documentation, and expedited payroll processing for contact tracers. The Partnership will provide documentation requirements to selected respondents when available.
How is the award dollar amount determined or will all organizations receive the approximate $630K?	The maximum award amount available to each respondent is $784,450, with $639,450 designated for contact tracing wages and associated costs. The award amount will be determined based on the respondent's proposed budget.
Are audited financials required for submission?	Yes, if available. Refer to Section V of the RFP for a list of required Fiscal documents. CBOs can submit unaudited financial statements and supporting documentation, if audited financial statements are NOT

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	available. Refer to p. 10 of the RFP regarding the specific financial statement to submit in this scenario.
The Woodlawn Community Re/Reentry Project Chicago (WRP) is a non-profit reentry services providers organization. According to US Centers for Disease Control local jails, state/federal prisons are considered hotbeds for spread of COVID-19 risks. However, these corrections facilities do not provide COVID testing for those released and return to local communities. What if any funding is available to meet community reentry needs of those exiting corrections facilities.....????	COVID testing for individuals reentering communities after incarceration is beyond the scope of the current contact tracing grant program.
If the expectation is to have contact tracers hired by September 1, when do you anticipate announcing the grantees for Round 2?	The Partnership anticipates notifying selected respondents of award during the first week of September. It is anticipated that Contact Tracers will be hired in mid-September.
Am I to understand we are supposed to provide fringe for 16 people, over 10 months and only have $17,370 to spend? And are we supposed to purchase the equipment for the contact tracers to use?	Selected respondents will employ Contact Tracers for 9 – 9.5 months based on the program implementation timeline. Yes, respondents must include equipment costs in their budget. Refer to Budget Instructions.
Will new organizations be considered, i.e. with 501c3 applied for and small volunteer staff?	Yes, provided that they meet all eligibility criteria set forth in RFP Section III. 501(c)(3) status is not an eligibility requirement.
What financials are you looking for i.e. balance sheet, P&L, etc.? Please advise.	Please refer to Section V of the RFP: Proposal Questions and Required Attachments for a list of Fiscal Attachments.
Our organization is located on the outskirt of one of the communities hit hard economically. While not in the community we definitely serve individuals from many of the communities listed. Are we eligible to apply?	Your organization is eligible to apply if it meets all eligibility criteria set forth in RFP Section III. Location in high economic hardship community areas will be prioritized but it is not an eligibility requirement.
Does this eliminate community-based businesses from bidding on this RFP who are not non-profit?	Yes.
Are you considering a collaboration of agencies that may cover several communities targeted in this RFP?	Yes, provided that all co-applicants meet all eligibility criteria set forth in Section III of the RFP. A lead applicant must be identified.
Does the supervisor work 7 days a week?	It is not required that the Supervising Contact Tracer work seven days per week. The Partnership will negotiate operating schedules with selected respondents.
The RFP mentioned that MBE's and WBE's are encouraged to respond. Can MBE’s/WBE's that are community-based for profit entities respond?	No. In this instance, the RFP encourages response by minority- and/or woman-led non-profit entities.

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Will there be an advancement for payroll for this grant?	The Partnership is exploring the possibility of providing advances to selected respondents and will provide further information as it become available.
Is the grant reimbursement based? Or will initial funding be provided?	Per Section I. B of the RFP, funding will be provided on a cost-reimbursement basis. However, The Partnership understands that it may be difficult for smaller organizations to cover program costs upfront and is exploring the possibility of advancing a portion of the grant funds.
Would a not-for-profit charter school operating on the South Side be an eligible bidder?	Yes, provided that the respondent meets all eligibility criteria set forth in Section III of the RFP.
What is the expected scheduled work daily (i.e. cut off time to end calls)?	The Partnership will negotiate operating days and times with selected respondents.
Can you describe the contact tracing training that you will provide (e.g. Is it the Johns Hopkins training)?	Contact Tracers will complete the Community Contact Tracer Training program delivered remotely by Malcolm X College of the City Colleges of Chicago
Can we apply for more than one neighborhood?	A selected respondent's contact tracing workforce may work across multiple worksites (i.e. offices of the respondent) in multiple neighborhoods.
Should contact tracers be full time or part time?	Refer to RFP Section IV. A. regarding the hiring of full-time and part-time Contact Tracers.
Is indirect included in the $145,000 or is that a separate negotiation?	Yes, it is included.
Can we hire less than 15 contact tracers? i.e. 10?	No.
How will you evaluate a non-profit's history with handling grants?	Respondents will be evaluated on the basis of their responses to program questions 1 – 7 and fiscal questions a – p in Section V. B. of the RFP.
Can a University apply? We are non-profit and serve the Chicago and greater metro area. We have campus locations near several of the most affected neighborhoods. We are currently an approved WIOA Training Provider.	Nonprofit universities may apply as long as all other eligibility criteria are met.
Is the weekly day of training at the partner's site. What is management responsibility of CBO on that day of training.	The Partnership will negotiate with selected respondents on earn-and-learn arrangements and their role in supporting Contact Tracer participation in learning opportunities.
How many months of the budget should an agency be prepared to float before being reimbursed?	The Partnership is in negotiations with the City of Chicago re: reimbursement timeframe and expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to

QUESTION	ANSWER
	front payroll costs). Additional information will be provided as it becomes available.
What is the method of accountability for contact tracers? How does agency or supervisor monitor progress?	Supervising Contact Tracers will receive guidance on measuring performance and monitoring progress of Contact Tracers as part of their training.
What HR requirements are needed from those we hire, ex. SSN ? ID? Etc.?	Your organization should be able to demonstrate that it is familiar with all of the elements necessary to successfully and legally hire employees.
Does the organization have to be structured as 501c3?	No.
Does this round address southland locations as well?	Contact tracing efforts in suburban Cook County are beyond the scope of this RFP funded by the City of Chicago. Please seek information regarding these efforts from relevant Cook County authorities.
Does your organization have to be established in Chicago?	No, provided it meets all eligibility criteria set forth in Section III of the RFP.
Are FQHC's eligible to apply?	Federally Qualified Health Centers do not qualify for this grant opportunity. Medical organizations are not eligible respondents of this RFP.
Are the computer and equipment acquired costs reimbursable?	Yes, if it is included in the approved budget.
What is the maximum amount of contract tracers a CBO can hire? And does it have to correlate to the areas we will be serving?	There is no maximum number of Contact Tracers that may be hired. Please note that any proposed staffing model must provide adequate supervision and conform with the allowable budget for Contact Tracer wages and associated costs.
Are Contact Tracers hired through this funding eligible for Unemployment Insurance, and are grantees responsible for paying UI benefits?	Yes.
Upon completion of the contract, hopefully tracers are able to secure FT employment. If not, we may then be responsible for unemployment costs for 16 people. Is there consideration of this and potential support from the partnership to cover these costs?	The Partnership is aware that end-of-program layoffs may adversely affect CBO unemployment insurance costs and we are exploring potential remedies with the City of Chicago and the state Unemployment Insurance authority.
What if your IRS tax determination letter isn't dated in the past 3 years? How do you get an updated one?	For the purposes of this RFP, your current 501(c)(3) letter may be submitted, regardless of issuance date. Please also note that non-profit organizations are not required to have 501(c)(3) status to be eligible for this RFP.
What about fringe benefits for FT Contact tracers?	Refer to Budget Instructions regarding fringe benefits for Contact Tracers.

QUESTION	ANSWER
Is it fair to have contact tracers only from the disadvantaged areas? If you are going to be working from a defined list what does it matter? Secondly is there a way to submit a resume to a CBO directly? Will there be a list for substitutes?	It is not a requirement that Contact Tracers reside in high economic hardship community areas, though the RFP requests that selected respondents prioritize recruiting residents of these areas. Selected respondents will be responsible for directly recruiting and hiring Contact Tracers and may set the terms of communication with candidates. Selected respondents will be responsible for backfilling positions as necessary.
Can a newer nonprofit use a fiscal agent to apply?	Yes, however, the fiscal agent would be required to be the lead applicant. In this case, the fiscal agent must meet all eligibility criteria set forth in Section III of the RFP. Note: Respondents may alternatively propose to use subcontractors to perform fiscal and administrative grant functions.
I'm a grassroots CBO. Do I qualify?	Your organization is eligible to apply if it meets all eligibility criteria set forth in Section III of the RFP.
Can smaller nonprofits have a fiscal agent?	Yes, however, the fiscal agent would be required to be the lead applicant. In this case, the fiscal agent must meet all eligibility criteria set forth in Section III of the RFP. Note: Respondents may alternatively propose to use subcontractors to perform fiscal and administrative grant functions.
Will Contact Tracers be provided computers?	Yes. Per RFP Budget Instructions, selected respondents must purchase laptops for Contact Tracers.
We are eligible to do business with the state and city. Is there a formal process to become eligible to do business with County and the Partnership? What if we only have City and State.	You are eligible as long as all other eligibility criteria are met.
Do you have a mobile application to help tracers to enter the data? Do you allow the tracers to go on business site or just phone calls?	No. Contact Tracers will enter data into CDPH's web-based contact tracing data system using laptops. Refer to Section IV of the RFP re: work of Contact Tracers and locations where work may be performed.
Can we get a sample of the data collection tool, or an idea of the level of data to be submitted? This can be a barrier to some potential hires.	Contact Tracers will enter data resulting from their conversations with contacts into CDPH's contact tracing data system. Data will relate to the following categories: CONTACT INFORMATION; COVID-19

QUESTION	ANSWER
	EDUCATION; RACE & ETHNICITY; GENDER & SEXUAL ORIENTATION; RESIDENCE WORK & LIVING SETTING; SYMPTOMS; MEDICAL CONDITIONS; QUARANTINE (IF ASYMPTOMATIC) OR ISOLATION (IF SYMPTOMATIC); WRAP-AROUND SERVICES; MONITORING PREFERENCE. To facilitate reporting of required information to the program funder, selected CBOs will need to establish a Career Connect profile for each hired (Supervising) Contact Tracer, which will entail entering demographic and other basic background information. This information may be entered by the CBO or by Contact Tracers themselves. Refer to attached Career Connect instructions created for a different Partnership program. These instructions describe how to create a Career Connect profile and include relevant screen shots. In addition to establishing a Career Connect profile for each (Supervising) Contact Tracer, selected CBOs may also be required to enter information regarding activities performed by Contact Tracers, e.g. training as part of earn-and-learn programming.
Are any monies advanced to be able to make payroll?	This is a cost-reimbursement grant. However, The Partnership understands that it may be difficult for smaller organizations to cover program costs upfront. The Partnership is in negotiations with the City of Chicago re: expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and is additionally exploring the possibility of providing advances to selected CBOs.
Are we required to utilize a specific scheduler system provided by the partnership?	No.
At what point will funding be given to CBO?	Reimbursement timeframe will be negotiated with selected respondents as part of their contracts. Additionally, The Partnership is exploring the possibility of advancing a portion of grant funds.
Is it possible to apply as a part of a collaborative where multiple organizations submit one proposal for the collaborative? Would this enable more than the 15+1 positions?	Yes, provided that all co-applicants meet all eligibility criteria set forth in Section III of the RFP. A lead applicant must be identified. A collaborative application is limited to the maximum funding amount of $784,450 but is not limited to 15 + 1 positions in its proposed staffing model.

QUESTION	ANSWER
Can CBOs work in partnership to submit one proposal?	Yes, provided that all co-applicants meet all eligibility criteria set forth in Section III of the RFP. A lead applicant must be identified.
What if I do not have audited financials?	Please refer to page 10 of the RFP for instructions re: Most Recent Audited Financial Statements and documents that may serve as substitutes.
How are HIPPA laws being addressed in terms of notifying people that they may have come into contact with a person that tested positive?	Privacy issues will be addressed as part of Contact Tracer training.
Are there limitations to the background that are accepted for returning citizens?	Due to nature of contact tracing work, individuals who have committed fraud and/or identify theft will not be eligible for Contact Tracer employment. Other prior justice involvement will be considered on a case-by-case basis.
If we need to rent additional space, is that an applicable expense?	Yes, if it is included in the approved budget.
Is there a voicemail system connected to the CDPH contract tracing software?	Individuals who have been contacted by the Contact Tracing Corps may call dedicated phone numbers (connected to CDPH's contact tracing system) to leave their phone numbers for call back.
Does the budget allow for health benefits for full time Contact Tracers and Supervisors?	Yes, if it is included in the approved budget.
Are there any classification of formerly incarcerated individuals that are not eligible?	Due to nature of contact tracing work, individuals who have committed fraud and/or identify theft will not be eligible for Contact Tracer employment. Other prior justice involvement will be considered on a case-by-case basis.
As agency director I would be supervising some tracers along with the tracer supervisor. Can I claim indirect expenses?	Yes, if your indirect cost rate is provided and is in the approved budget.
I am not an NFP can I partner with one for this project.	No.
Are Human Service Organizations with Community Mental Health Certification by the Illinois Department of Mental Health eligible to apply?	A non-medical organization that provides clinical services (e.g. clinical social work) is an eligible respondent to this RFP provided that it meets all eligibility criteria set forth in RFP Section III.
Will new CBO's be considered that can perform the scope of work but have not received response to 501c3 application?	501(c)(3) status is not an eligibility requirement of the RFP.
Do they need to be certified?	Contact Tracers do not need to be certified.
Will the training be bi-lingual?	Training will be available in English and Spanish.

QUESTION	ANSWER
Will there be start-up cost funds issued?	The Partnership is in negotiations with the City of Chicago re: expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and is additionally exploring the possibility of providing advances to selected CBOs.
What are the earn & learn requirements for part-time workers?	The Partnership will work with selected CBOs to determine the level of participation of part-time employees in earn-and-learn activities.
Although we are not solely responsible for the professional development and the earn and learn of the contact tracers, will we be able to provide in-service trainings as a part of the RFP?	Yes.
What's the difference between the 'professional development' the CBO provides and 'earn-and-learn' the partnership provides?	Refer to RFP Section IV. C. for a description of both. Selected CBOs will provide generalized on-the-job activities and/or resources to support the general professional growth of its contact tracing workforce. The "earn" component of earn and learn refers to the wages earned by Contact Tracers (including Supervisors) while they work under this program. The "learn" component refers to available education and training opportunities that Contact Tracers may elect to undertake concurrently with their contact tracing work. These learning opportunities include the professional development described above but may also include a menu of occupational training options (e.g., certificate programs, coursework towards a degree) for careers in healthcare and related fields.
How would the budget work if we apply for more than one area? Are the Corps for each neighborhood 15 individuals?	The maximum funding available to each applicant is $784,500, regardless of whether proposed worksites are located in one or multiple neighborhoods.
The grantee will be provided with the names and contact information by the website?	Selected CBOs are responsible for recruiting candidates for Contact Tracer positions. To assist CBOs with recruitment, The Partnership will share contact information of individuals who completed an employment interest form on The Partnership's website.
Should we buy cell phones for contract tracers so they can work remotely, OR should we provide reimbursement for cell phone usage?	You are required to purchase cell phones so that Contact Tracers will have a dedicated work phone.

QUESTION	ANSWER
Could you explain the cost allocation plan a little more?	Please include your cost allocation plan using the guidance provided on page 10 of the RFP. Cost Allocation Plan: Include your Cost Allocation Plan (CAP). For guidance on preparing a CAP, refer to the Uniform Guidance §200 (available electronically at https://www.ecfr.gov/cgi-bin/text-idx?SID=54ede6d0d7aac0c36aab76d75373e48f&mc=true&node=pt2.1.200&rgn=div5.
Will there be an advance of first pay date?	The Partnership is in negotiations with the City of Chicago re: expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and is additionally exploring the possibility of providing advances to selected CBOs.
At what point does the partnership anticipate needing to engage in-person of hard to reach contacts?	The Contact Tracing Corps will begin in-person engagement if and when directed by CDPH to do so based on necessity. The Partnership will negotiate the conditions of in-person engagement with selected CBOs if the need arises.
Can a CBO use a clinic as a fiscal sponsor for this application?	The meaning of the term "fiscal sponsor" is unclear. Any lead organization must meet all eligibility criteria regarding its nonprofit purposes. Clinics are not eligible respondents of the RFP, which precludes medical institutions from responding.
Is this RFP only for select communities within the 77 contained in Chicago?	Refer to eligibility criteria set forth in Section III of the RFP.
Some of the potential workers permanently live in Chicago but live at a home for ex-offenders in Blue Island. Can they be hired?	Though prioritized, residency in the City of Chicago is not a hiring requirement. Refer to RFP Section IV subpart "Recruitment of Contact Tracers" (p. 8) for hiring criteria for contact tracing staff. Additionally, refer to sample job descriptions posted on The Partnership's website together with this document at: https://chicookworks.org/request-for-proposal-community-hiring-of-chicago-covid-19-contact-tracing-corps-funding-round-2/
Will contract tracers have to provide their own computers, or who will provide them computers/equipment? The CBO or the funder?	Per RFP Budget Instructions, selected CBOs are required to purchase laptops for their contact tracing workforce.
Is there a % threshold in the amount of funds that can be moved between budget line items before needing to submit budget revisions?	Please submit the most accurate budget with your proposal submission.

QUESTION	ANSWER
If the expectation is contact with COVID-19 positive results, is PPE valid budget item?	PPE is a valid budget item. Primarily, Contact Tracers will conduct telephone (VoIP) interviews and will not come into contact with persons who have tested positive for COVID-19. In the even that in-person engagement of contacts is required, The Partnership will provide resources for PPE, testing, and other necessities.
Could you tell us more about the approved work site option?	The Partnership will provide information regarding the approved worksite option to selected respondents.
Are organizations that are located in the suburbs able to submit to this RFP?	Yes, provided that they meet all eligibility criteria set forth in Section III of the RFP. However, organizations located in and/or serving high economic hardship Chicago Community Areas will be prioritized for selection.
I'm a grassroots org in West Englewood. Do my org qualify?	Your organization qualifies for this RFP if it meets all eligibility criteria set forth in Section III.
Can you please clarify the 5 days per week of Contact Tracers? Is it 4 days of contact tracing and 1 day of learning or is it 5 days of contact tracing and 1 day of learning?	It is estimated at four days per week of contact tracing and one day per week of learning.
Can a CBO partner with a "for profit" business to provide administrative assistance i.e. project management?	CBOs may sub-contract to for-profit businesses.
Will Contact Tracers be provided a computer?	Yes. Selected respondents must provide Contact Tracers with laptops.
Do we submit the budget twice in both the proposal and financial packages?	Yes.
Is hiring personnel who require earn and learn training required or can we hire people with some experience who otherwise fit the profile?	Earn-and-learn activities will prepare Contact Tracers for future career opportunities rather than the contact tracing work itself. Earn-and-learn activities are optional and willingness to participate is not a hiring criterion.
What is the website address?	https://chicookworks.org/request-for-proposal-community-hiring-of-chicago-covid-19-contact-tracing-corps-funding-round-2/ www.chitracing.com www.chicookworks.org
Can you apply for non-economic hardship communities that are hard hit for COVID?	Yes, provided that applicant meet all eligibility criteria set forth in Section III of the RFP. However, organizations located in and/or serving high

QUESTION	ANSWER
	economic hardship Chicago Community Areas will be prioritized for selection.
On the narrative, where it discusses collaborations, is it ok to include letters of support from elected officials/organizations and linkage agreements, or should we just discuss it in the narrative?	Letters of support are not requested and will not be reviewed. When submitting a collaborative application with other applicants, you may include linkage agreements, MOUs, etc., but these are not required.
Can we have more than 1 FT Supervising contact tracer?	Yes, if your organization is able to do so without compromise to (a) the workforce's ability to engage up to 150 contacts on a given day; (b) compensation requirements with respect to Contact Tracers and Supervising Contact Tracers; and (c) any other function or responsibility required by the requested scope of work.
Are Faith Based Organizations eligible?	Yes, provided that they meet all eligibility criteria set forth in Section III of the RFP.
Are organizations without an audited financial statement eligible to apply for this grant?	Yes. Refer to Section V of the RFP for a list of required Fiscal documents. CBOs can submit unaudited financial statements and supporting documentation, if audited financial statements are NOT available. Refer to p. 10 of the RFP regarding the specific financial statement to submit in this scenario.
Is this RFP a reimbursable grant?	Yes, per Section I. B of the RFP, funding will be provided on a cost-reimbursement basis. However, The Partnership understands that it may be difficult for smaller organizations to cover program costs upfront and is exploring the possibility of advancing a portion of the grant funds.
With this being a reimbursable grant arrangement? Will there be an initial startup?	Per Section I. B of the RFP, funding will be provided on a cost-reimbursement basis. However, The Partnership understands that it may be difficult for smaller organizations to cover program costs upfront and is exploring the possibility of advancing a portion of the grant funds.
Please explain type of fringe benefits CT would qualify to receive?	The Partnership will negotiate HR benefits with selected respondents. In general, Contact Tracers are W-2 employees and should be eligible for the same benefits as your current employees.
How much of the effort is focused on the workplace?	Section IV. A. of the RFP describes the work Contact Tracers will perform, including possible work locations. The overwhelming majority of work will be done through the web-based VoIP platform design by CDPH. This work can be performed remotely at each Contact Tracers' home or at the CBO's place of work.

QUESTION	ANSWER
For earn and learn days, will employees be paid for the full day or will they be paid for hours attended?	The Partnership and selected CBOs will negotiate the specific parameters of earn-and-learn programs as these are implemented.
If an organization is located immediately adjacent to a target community, but serves primarily residents in target communities, can it receive full proposal points as a CBO even though its physical address is in Chatham instead of Auburn Gresham?	Scoring of responses to Proposal Question 1 (RFP p. 11) is based on a combination of the following factors: • Location of worksite in high economic hardship community area • Residency of service population in high economic hardship community areas • Percentage of service population that is Black and/or Latinx
Will it be possible for a CBO to hire more than 15 contact tracers + 1 supervisor?	Yes. The proposed staffing model must (a) enable engagement of up to 150 contacts on a given day; (b) comply with compensation requirements with respect to Contact Tracers and Supervising Contact Tracers; and (c) conform to the available funding amount.
But you stipulated the minimum salaries - how will that work - can we hire for less hourly wages?	No, Contact Tracers must be paid $20/hour and Supervising Contact Tracers must be paid $24/hour.
Must the tracer live in Chicago?	No. However, selected respondents will prioritize recruiting City of Chicago residents.
Our community area is not listed in priority area. However, we serve a very vulnerable and low-income population within the community area and also serve specific language niche. Will that be considered towards the 20 points in the hardship area scoring?	Scoring of responses to Proposal Question 1 (RFP p. 11) is based on a combination of the following factors: • Location of worksite in high economic hardship community area • Residency of service population in high economic hardship community areas • Percentage of service population that is Black and/or Latinx
It seems like we could not be expected to make the 150 a day if the tracers are 4 days and one day on earn and learn. How flexible are the partnership and the city going to be?	The Partnership will negotiate an operating schedule with selected respondents. Flexibility will be allowed to accommodate earn-and-learn activities.
Is there a match component for applicants?	There is not a match requirement, but CBOs can leverage and contribute funds toward this project. Any leveraged funding should be included on your budget forms.
Will all job applicants be required to be documented citizens?	All individuals hired must be authorized to work in the United States.
May the health and wellness education take place virtually?	Yes.
If an organization has a behavioral health program that includes psychiatry, does that make them ineligible?	The organization is an eligible respondent if its primary function is non-medical and it meets all other eligibility criteria set forth in Section III of the RFP.

QUESTION	**ANSWER**
How many hours per week should the CBO offer the earn and learn activities?	The Partnership will negotiate an operating schedule with selected respondents, including accommodations for earn-and-learn activities.
What about recruiting from the hardest hit areas?	Selected CBOs will prioritize recruiting job candidates from high economic hardship community areas. Refer to RFP Section IV subpart “Recruitment of Contact Tracers” (p. 8) for hiring criteria for contact tracing staff. Additionally, refer to sample job descriptions posted on The Partnership’s website together with this document at: https://chicookworks.org/request-for-proposal-community-hiring-of-chicago-covid-19-contact-tracing-corps-funding-round-2/.
Can the CBO setup contact tracers at the airports?	No.
How long is training? Can it be done online?	Contact Tracers will complete all contact tracing training online. Contact Tracers will complete a 12-hour Community Contact Tracer Training program followed by approximately eight hours of additional hands-on training, including training on CDPH’s contact tracing data system.
It is not uncommon for members of our community to not be all that cooperative with phone surveys, etc. 150 contacts a day means people reached or people who fully provided all the answers to the questions asked?	The metrics relate to the number of attempted contacts, not the number of successful contacts. An individual Contact Tracer will be assigned a maximum of 10 contacts per day. The expectation is that Contact Tracers attempt to reach the number of daily assigned contacts, with the understanding that some contacts may be unreachable.
Would the selected CBO get an advance for a month?	The Partnership is in negotiations with the City of Chicago re: expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and is additionally exploring the possibility of providing advances to selected CBOs.
Since they will be calling contacts, but also gathering the contacts' contacts. So, will they also be reaching out to those contacts?	Contact Tracers will not call the contacts of initial contacts as a matter of routine. However, Contact Tracers may be assigned by the CDPH contact tracing system to engage those contacts at a later time.
How long should the CBO expect to float the expenses before being reimbursed for our proposed budget?	The Partnership is in negotiations with the City of Chicago re: reimbursement timeframes and expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and will provide additional information as it becomes available. The Partnership is additionally exploring the possibility of advancing a portion of the grant funds.
Is partial funding available once the contract is awarded or strictly reimbursed for all components of the grant?	Per Section I. B of the RFP, funding will be provided on a cost-reimbursement basis. However, The Partnership understands that it may

QUESTION	ANSWER
	be difficult for smaller organizations to cover program costs upfront and is exploring the possibility of advancing a portion of the grant funds.
Our 501c3 is 30 years old is that acceptable or do we need a new one for the 5-year thing? It takes a few weeks to get a new letter of affirmation. Our current is good and State of IL is in good standing?	Yes, this is sufficient as it is not uncommon for organizations' IRS 501(c) letters to be dated. Non-profit organizations are not required to have 501(c)(3) status to be eligible for this RFP. An organization is eligible to apply provided that it also meets all other eligibility criteria outlined in Section III of the RFP.
Riverdale is a suburban community. If your agency is a suburban area facility will this RFP apply to us?	Refer to eligibility criteria set forth in Section III of the RFP.
Is training offered in Spanish?	Yes.
Can contact tracers be hired from any neighborhood that has high impact or do CBO's need to concentrate hiring in one area?	Selected CBOs are not required to concentrate hiring in one area.
The $639K to be paid to contract tracers also includes "associated costs." What are those associated costs?	$639,450.00 is for contact tracers' wages, fringe and taxes.
English proficiency is required for this job?	Proficiency in either English or Spanish required of Contact Tracers and Supervising Contact Tracers.
Can we hire some contact tracers as subcontractors? And hire individual tracers as subcontractors directly?	No.
What about the leverage resources mentioned in the fiscal narrative questions?	Please see page 13 of the RFP. Leveraged funds may be cash contributions, staff effort, space, fee-for-service or other revenue generation, and in-kind contributions. In answering, list each source of leveraged resources, the dollar value, and the function of each leveraged resource (e.g., spread operating costs or broaden the scope of services). Note that budgets must back up this information with a breakdown of the funding from each source as it is utilized in the program.
Will there be any technical requirements (i.e. information technology) posted? Hardware needs to accommodate the CDPH software, data back-up, etc.	The laptops to be used by Contact Tracers may be basic laptops that support web browsing. An example of a basic laptop that meet technical requirements is the Chromebook. All data will be entered into CDPH's web-based contact tracing data platform. Contact tracing data will not be stored on computer hard drives. The smart phones to be used by Contact Tracers may be basic smart phones with calling, texting, and web-browsing capability. These will be used to communicate within the contact tracing team; they will not be used to engage contacts.

CHICAGO COOK WORKFORCE PARTNERSHIP
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QUESTION	ANSWER
When will awards be made known?	Selected respondents will receive notification of award immediately after the funding decision, anticipated to be in the first week of September.
We have ordered an updated 501c3 determination letter so that it is dated within the last 3 years, but it might not be received by the time the grant is due. What should we do?	Affirm your nonprofit status in your proposal and be prepared to give further documentation if an award is made.
Are the reviewers from a diverse group of people?	Yes.
Are there any additional costs that the selected organization will need to be aware of and need to be included in the submission?	The maximum amount of the grant award is $784,450.00.
Can the data entry requirements be satisfied using a smartphone?	No.
Is the $145K a fixed amount even if any award is less than the $784K max?	The award anticipates $639,450 in contact tracing wages for the target number of contact tracers. In order to support this, a maximum of $145,000 in personnel and non-personnel costs is allowed. $145,000 remains the allowable maximum for personnel and non-personnel costs regardless of the proposed budget allocation for contact tracing wage and related costs.
Can we provide computers and phones to those who work from home?	Per Budget Instructions, respondents are directed to budget for laptops and phones for all hired Contact Tracers.
In terms of the 150 contacts per day expectation, I just want to confirm you mean 150 successful contacts, where the contact tracers got through and were able to speak with the contacts. Is that correct?	No. The metrics relate to the number of attempted contacts, not the number of successful contacts. An individual Contact Tracer will be assigned a maximum of 10 contacts per day. The expectation is that Contact Tracers attempt to reach the number of daily assigned contacts, with the understanding that some contacts may be unreachable.
The qualifications seem daunting for Black NFPs in the areas designated as high economic. Particularly, the budget documents. Most NFPs struggle to secure funds to implement their intended missions. Has any NFP with minimal experience successfully secured this funding?	This is a new funding opportunity without prior grantees.
Will there be any public information provided to the community about contact tracing – encouraging people to answer their phones, talk to contact tracers? Or is such public awareness to be done by the CBO – and if so, how is that to be funded?	CDPH is investing in public education efforts to foster community understanding of and support for contact tracing. Additionally, The Partnership, in coordination with selected CBOs, may direct Contact Tracing Corps members to perform public education activities as part of their paid contact tracing work.

QUESTION	ANSWER
Considering the new guidelines for time off for employees who become exposed or test positive for COVID-19, will this be taken into consideration as it the impact it will have on the agency's performance outcome?	Yes.
Is there an opportunity to apply the de minimis rate for this project?	Yes, you must submit a letter requesting the 10% de minimis rate for approval at the time you submit your budget.
Do the organizations have to provide the Contact Tracers with a phone and/or computer to connect to the web-based system?	Yes. Refer to Budget Instructions re: required equipment for Contact Tracers.
501(c)(3) dated within the last 3 years "if applicable." Does that mean required only of NEW non-profits, or are established non-profits to get an updated letter?	Established nonprofits may affirm their nonprofit status in the proposal and be prepared to give further documentation if an award is made (I.e. an updated letter).
We do provide some medical services, does that disqualify us from this RFP?	Organizations whose primary function is medical are not eligible respondents to this RFP.
Will payroll taxes be an allowable cost to the budget?	Yes, please include payroll taxes as an allowable cost.
Because most of this work will be done remotely, are contact tracers expected to use their personal phones to make the necessary calls?	No. Contact Tracers will engage contacts using VoIP functionality of CDPH's contact tracing data system. Selected CBOs will provide Contact Tracers with a work cell phone for communications with other members of the contact tracing team.
How shall a CBO describe itself if its main office is not specifically in an HEH area, but its satellites are?	The CBO may address this in its response to Program Question 1 of the RFP (p. 11). The location relevant to this RFP is the proposed worksite location for Contact Tracers.
If our CBO has multiple locations, one in suburban Cook and another in City of Chicago, how should we proceed with completing the application?	You may address this in its response to Program Question 1 of the RFP (p. 11). The location relevant to this RFP is the proposed worksite location for Contact Tracers.
The list of potential "Associated Work" – who and how will decisions be made about the need for contract tracers to engage in that work?	CDPH will advise The Partnership on the need to engage in additional activities related to contact tracing and The Partnership will negotiate and plan additional activities with selected CBOs.
De minimis rate? Is that 10%?	Yes, the de minimis rate is 10%.
Are we expected to hire all 15 contact tracers and supervisor by September 1st, and making calls on September 1st?	No. Selected respondents are expected to begin the hiring process upon notification of award in the first week of September.
Is specific software required for each contact tracers, and if so how will that be acquired by the CBO?	No.
What would trigger an in-person visit? If simply not being able to reach the contact means you have to go out to find them, that could be a lot of in-person visits.	The current scope of contact tracing work does not include in-person engagement. If in-person engagement is required by CDPH in response

QUESTION	ANSWER
	to changing circumstances, The Partnership will negotiate its parameters with selected respondents.
Since many of our ready pool candidates have been recruited through other funding sources, is it allowable to report the hired Contact Tracers as placements to Job Readiness programs such as CDBG?	It is expected that selected respondents will hire from existing candidate pools, which may include participants of programs funded by other sources. Questions regarding CDBG placement requirements should be directed to CDBG funders.
Can you describe the "reimbursement" process? Does it mean the CBO pays all costs and is then reimbursed each month, or will the CBO be provided with the full grant (up to $784K) that we (the CBO) will distribute to tracers?	The CBO pays all costs and is then reimbursed for expenses. Note that The Partnership is in negotiations with the City of Chicago to explore an expedited payment process whereby CBOs would not need to cover the costs of contact tracer wages and fringe benefits upfront.
IRS issues a 501 c 3 determination letter ONCE, when approved, so it will not be within 3 years for older organizations.	Established nonprofits may affirm their nonprofit status in the proposal and be prepared to give further documentation if an award is made (i.e. an updated letter).
Will the ability to hire bilingual speakers other than Spanish, for example Korean, be scored as a priority?	The ability to hire bilingual speakers will be scored favorably in so far as this ability may be required in the community served by the applicants. Applicants proposing to hire bilingual speakers should discuss the need to do so in response to relevant proposal questions.
What's included in "fringe benefits" that each CBO will be expected to provide to the contact tracers?	The Partnership will negotiate HR benefits with selected respondents. In general, Contact Tracers are W-2 employees and would be eligible for the same benefits as employees in your organization.
How does CDPH plan to support contact tracers in supporting their own mental health as they might come across secondary trauma, and compassion fatigue.	Project partner, Sinai Urban Health Institute, will provide ongoing support to the Contact Tracing Corps, including convening a community of practice where issues of mental health, secondary trauma, and fatigue will be addressed.
Can we get the answers posted before 8/13?	No. This is not possible due to the volume of questions.
What is the turnaround time from CBO's identifying a candidate to The Partnership's approval of the candidate? For example, we have to wait for the background check from the Partnership.	Selected CBOs will make all hiring decisions. The Partnership will provide general guidance to assist with the hiring process but will not be involved in individual hiring. The Partnership will provide selected CBOs with access to a background check service and will cover the costs of background checks.
How are laptop costs to be met/budgeted by the CBO?	Refer to the RFP Budget Instructions re: budgeting and other equipment costs.

QUESTION	**ANSWER**
Can you give minimal requirements for earn and learn so we can respond properly to the program design?	Earn-and-learn programming will be provided by The Partnership and project partners. Selected respondents will not be required to deliver earn-and-learn programs. Selected respondents will be required to coordinate with The Partnership on work schedules to accommodate and support participation by Contact Tracers in available learning opportunities. Participation in learning opportunities will be voluntary on the part of Contact Tracers and pathways pursued will be determined by individual interest.
Is partial funding available once the contract is awarded or strictly reimbursed for all components of the grant?	The CBO pays all costs and is then reimbursed for expenses. The Partnership understands that it may be difficult for smaller organizations to cover program costs upfront. The Partnership is in negotiations with the City of Chicago re: expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and is additionally exploring the possibility of providing advances to selected CBOs.
What is the estimated reimbursement timeframe?	The Partnership is in negotiations with the City of Chicago re: reimbursement timeframes and expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs). The Partnership is additionally exploring the possibility of providing advances to selected CBOs.
What is a contact call's specific core information? Some information but not all details?	The CDPH contact call script covers the following topics: INTRODUCTION; CONTACT INFORMATION; COVID-19 EDUCATION; RACE & ETHNICITY; GENDER & SEXUAL ORIENTATION; RESIDENCE WORK & LIVING SETTING; SYMPTOMS; MEDICAL CONDITIONS; QUARANTINE (IF ASYMPTOMATIC) OR ISOLATION (IF SYMPTOMATIC); WRAP-AROUND SERVICES; MONITORING PREFERENCE.
If an organization serves low-income south and west side communities, including the communities on the high needs list, but is physically located in the Loop, are we eligible to apply? We would be hiring Contact Tracers from the targeted South and West side communities.	Yes, provided that the organization meets all eligibility criteria set forth in Section III of the RFP. Proposal Question 1 of the RFP requests information on communities served by the applicant in addition to the communities where the applicant's proposed worksites are located.
If we don't apply as a grantee, would it be possible for us to be a subcontractor, and provide earn and learn activities for the grantees?	Earn-and-learn service providers are beyond the scope and consideration of this current RFP.

QUESTION	ANSWER
The Academy Group is a CBO structured as a hybrid social enterprise. We are registered as a corporation because of how we generate revenue to support our programs but have an affiliated non-profit. We are going to be applying for this RFP and understand our structure is unique, so we want to get some clarity on the requirements.	The non-profit affiliate of Academy Group is an eligible respondent to this RFP, provided that it meets all other eligibility criteria set forth in Section III.
For data reporting purposes, is a special software used or are the general capabilities of internet access, Microsoft office, and email enough? If a special software is used, is it a desktop-based application or can it be used through an app on mobile or tablet devices?	The general computing capabilities described here are sufficient for performing contact tracing duties. Contact Tracers will enter information into CDPH's desktop-based, web-based contact tracing data system. Contact Tracers will not be permitted to use this system on mobile or tablet devices.
Can not-for-profit "faith-based" organization be considered?	Yes, provided that it meets all eligibility criteria set forth in Section III of the RFP.
Since this is a short-term grant from Sept. 2020-June 2021, when the program ends, we have to lay off these tracers. Will these tracers be eligible for the unemployment benefits? Then, our unemployment insurance will go up?	As an employer, you may choose to retain these employees in other positions funded within your organization or terminate the contact tracer employees at the end of the grant term. Contact Tracers may file for unemployment benefits at which time IDES will determine their eligibility. The Partnership is aware that end-of-program layoffs may adversely affect CBO unemployment insurance costs and we are exploring potential remedies with the City of Chicago and IDES.
The program is required to hire 15 full time positions, and one full time Supervisor, plus fringe benefits. Here is the calculation: A full-time wage will cost $20 * 40hr * 52week = $41,600 (annual salary) 15 Tracers will cost: $41,600 x 15 = $624,000 1 full time Supervisor's salary at $24/per hour = annual salary at $49,920 Total personnel and Fringe benefits will be $795,225.60 ($624,000 + $49,920 = $673,920 + 18% fringe @ $121,305).	For the purposes of this project, a full-time week is 37.5 hours. Contact tracing staff are anticipated to be employed for 40 weeks on average during the grant term.
My question is if we are a substance use treatment community organization with workforce development and housing program components, does this make us ineligible under the non-clinical/medical criteria? We are licensed by IDHS SUPR (Substance	Organizations whose primary function is medical are ineligible for this RFP. Organizations that provide non-medical clinical services in a social assistance context are eligible respondents, provided that they meet all other criteria set forth in Section III of the RFP. Applicants are asked to

QUESTION	ANSWER
Use Prevention and Recovery) to provide Level I and Level II Treatment. We are NOT a clinic nor do we prescribe medication.	explain how their organization meets the definition of a CBO in their Executive Summary (refer to RFP p. 11).
One question: What is full time? 40 hours? 35 hours?	For the purposes of the Contact Tracing Corps, full-time employment is 37.5 hours per week.
Can we use bullet points in our response? If yes, should the bullet points be double spaced as well?	Responses may be bullet pointed but must nonetheless conform to formatting requirements set forth in Section VI of the RFP, including double spacing.
Can you confirm that per page 7 of the round 2 RFP, respondents are required to hire 15 full time equivalent contact tracers from Sept 1, 2020 – June 30, 2021.	The grant term of this RFP is September 1, 2020 – June 30, 2021, however it is anticipated that Contact Tracers will begin employment from September 15 onwards. Selected CBOs are required to hire a number of Contact Tracers (full- or part-time) equivalent to 15 full-time positions.
Can you confirm that per page 7 of the round 2 RFP, 1 full time equivalent equates to 40 hours per week, for 44 weeks in the time period Sept 1, 2020 – June 30, 2021.	For the purposes of the Contact Tracing Corps, full-time employment is 37.5 hours per week. Contact tracing staff are anticipated to be employed for 40 weeks on average during the grant term.
Is the designated earn and learn day part of the 5 days per week making up the 40 hours, or in addition to it, so total attendance would be 6 days or 48 hours per week?	The designated day for earn-and-learn activities is one of the five days per week a Contact Tracer will work.
Can you confirm that contact tracer calls must be made and supervised 7 days per week?	The Contact Tracing Corps as a whole will operate seven days per week; however, individual CBOs will not be required to conduct contact tracing seven days per week. The Partnership will negotiate operating schedules with selected CBOs. Individual Contact Tracers and Supervising Contact Tracers will not be required to work seven days per week.
Can you confirm that at least 1 full time equivalent supervisor is required for 15 FTE contact tracers over 7 days per week?	One FTE Supervising Contact Tracer is required for the 15 FTE Contact Tracers; however, the Supervising Contact Tracer will not be required to work seven days per week.
We would like clarification on the maximum allotted budget amounts for contact tracers. Based on our calculations: • 15 FTE for 44 weeks at 40 hours per week, paid at $20 per hour = $528,000 (see below) • Fringe and workers compensation for these wages equate to $95,674 (see below) This brings the total for Contact tracers to $623,674 (see below). With the addition of just 1 Supervisor (we believe more than 1 FTE is	The Contact Tracing Corps as a whole will operate seven days per week; however, individual CBOs will not be required to conduct contact tracing seven days per week. The Partnership will negotiate operating schedules with selected CBOs. For the purposes of the Contact Tracing Corps, full-time employment is 37.5 hours per week. Contact tracing staff are anticipated to be employed for 40 weeks on average during the grant term.

QUESTION	ANSWER
needed for 7-day operations), salary and fringe equate to $49,894 (see below: 44 weeks x 40 hours p/w x $24 p/h + fringe). This brings the total for the contact tracers and supervisor to $673,567 just for wages and statutory costs. It does not include required costs for payroll services. Given the total cost of $673,567 (not including payroll costs) is above the 'must equal' amount of $639,450, can you clarify how respondents can meet the required budgeted amount for contact tracers, which includes allowances for payroll?	
Will there be any capacity building funds available at the beginning of the grant to support start-up cost?	The Partnership understands that it may be difficult for smaller organizations to cover program costs upfront. The Partnership is in negotiations with the City of Chicago re: expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and is additionally exploring the possibility of providing advances to selected CBOs.
Is it ok to include letters of support in the packet, or should we just talk about them in the narrative?	Letters of support are not requested and will not be reviewed.
How long would the CBO be expected to float the upfront cost associated with the funding?	The Partnership understands that it may be difficult for smaller organizations to cover program costs upfront. The Partnership is in negotiations with the City of Chicago re: expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and is additionally exploring the possibility of providing advances to selected CBOs.
Are contact tracers expected to work 9 to 5 pm Monday through Friday? Does our staffing model need to reflect a 7-day schedule?	No. The Partnership will negotiate operating days and times with selected respondents. Your proposed staffing model does not need to reflect a seven-day schedule.
Is there an age requirement for eligible tracers (18 and over)?	Candidates must be 18 years of age or older to be considered for Contact Tracer and Supervising Contact Tracer positions.
The RFP indicates that the supervisor role should be a full-time position. Does this mean 100% of the role will be dedicated to overseeing the contact tracers? Or, could we allocate an existing full-	100% of the Supervising Contact Tracer's time must be dedicated to overseeing the work of Contact Tracers.

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QUESTION	ANSWER
time employee of the organization to do the supervisory work, if they had other duties?	
What is the partner's responsibility for developing earn-and-learn opportunities? Will these be informed by The Partnership? Are respondents expected to conduct all trainings, or will trainings also be provided by the partnership? Are respondents tasked with providing a full day of earn-and-learn activities each week, or can these be shorter than 8 hours per week?	Earn-and-learn programming will be provided by The Partnership and project partners. Selected respondents will not be required to deliver earn-and-learn programs. Selected respondents will be required to coordinate with The Partnership on work schedules to accommodate and support participation by Contact Tracers in available learning opportunities.
What calculations were used to determine the $639,450 for wages, fringe benefits, and payroll costs? Based on the 15 contact tracers at $20/hour and 1 supervisor at $24/hour over 44 weeks (September 1-June 30) the cost for salary alone for the 16 individuals is $570, 240, which leaves 9% for fringe. Is the expectation that these are W-2 employees? Or can they be brought on as 1099 Contractors?	For the purposes of the Contact Tracing Corps, full-time employment is 37.5 hours per week. Contact tracing staff are anticipated to be employed for 40 weeks on average during the grant term. Contact tracing staff must be W-2 employees, not 1099 contractors.
In the budget instructions, it says you must budget for laptops, phones, and hotspots. Are you able to provide the system requirements for this equipment? For example, processor speed, storage space, Wi-Fi standard, cellular network, etc.	The laptops to be used by Contact Tracers may be basic laptops that support web browsing. An example of a basic laptop that meet technical requirements is the Chromebook. The smart phones to be used by Contact Tracers may be basic smart phones with calling, texting, and web-browsing capability. These will be used to communicate within the contact tracing team; they will not be used to engage contacts. The Partnership will provide selected respondents with further guidance as needed.
Will organizations working in neighborhoods where a CBO was already awarded in Round 1 be considered for Round 2?	Yes, provided that they meet all eligibility criteria set forth in Section III of the RFP.
It is our understanding that a CBO doesn't initiate updates to IRS Tax Determination Letters and cannot request a new one. If our existing 501 c 3 IRS Tax Determination letter pre-dates 3 years, is it better not to submit a letter? Is there another document you can accept in place of the IRS Tax Determination letter?	Established nonprofits may affirm their nonprofit status in the proposal and be prepared to give further documentation if an award is made (i.e. an updated letter).
Can a CBO provide contact tracers with Microsoft Teams instead of phones to make phone calls if they need to call their supervisor or another contact tracer, etc.?	No.
Under what circumstances would a contact tracer have to engage hard-to-reach contacts in person? Can a CBO opt out of home visits or in-person meetings?	The Contact Tracing Corps will begin in-person engagement efforts if directed to do so by CDPH based on programmatic need. If in-person engagement is required, The Partnership will negotiate its parameters

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QUESTION	ANSWER
	with selected respondents, including opt-out accommodations. The Partnership will provide resources for PPE, testing, and other requirements of in-person engagement.
Will earn and learn hours and activities occur during the normal working hours of each individual contact tracer? For example, if a part-time contact tracer works from 2pm-6pm, will their earn and learn hours be the same? Will earn and learn activities be virtual?	The “earn” component of earn and learn refers to the wages earned by Contact Tracers (including Supervisors) while they work under this program. The “learn” component refers to available education and training opportunities that Contact Tracers may elect to undertake concurrently with their contact tracing work. These learning opportunities will be funded by The Partnership and will comprise a menu of occupational training options (e.g., certificate programs, coursework towards a degree) for careers in healthcare and related fields. Contact Tracers may elect to pursue available learning opportunities based on personal interest and career goals. Schedules will vary depending on the training pathways selected by Contact Tracers. Some learning activities will occur during regular working hours while others will not. The Partnership will negotiate operating schedules with selected respondents, including scheduling to accommodate earn-and-learn activities. Many learning activities will likely be virtual.
Rogers Park isn't on the list . Our main office is in Rogers Park, historically one of the most diverse communities in America, especially Asian and African and Arabic and Jewish and Latinx. Also with one of the highest COVID rates in Chicago, a large low-income immigrant population of many taxi drivers and restaurant workers who have been out of work. I am concerned that these vital populations are not being represented in the list of neighborhoods shared. My ask is twofold : 1) Is there someone we can open a dialogue with about this as soon as possible, and 2) how can we include these communities in our proposal?	The list of high economic hardship community areas on p. 6 of the RFP was developed by CDPH on the basis of the City of Chicago’s Economic Hardship Index (refer to https://www.chicagohealthatlas.org/healthy-chicago) and the City’s INVEST South/West strategy. Discussion on neighborhood inclusion and/or exclusion is beyond the authority of The Partnership. Location in and/or service to high economic hardship communities is not an eligibility criterium of this RFP. The RFP is open to any organization meeting all eligibility criteria set forth in Section III of the RFP. However, location in and/or service to high economic hardship community areas is prioritized and will be scored favorably. Scoring of responses to Proposal Question 1 (RFP p. 11) is based on a combination of the following factors:

QUESTION	ANSWER
	• Location of worksite in high economic hardship community area • Residency of service population in high economic hardship community areas • Percentage of service population that is Black and/or Latinx
Regarding the costs for this initiative, would training for the contact tracers be considered an allowable expense?	Yes. However, it should be noted that Sinai Urban Health Institute and Malcolm X College (project partners) will deliver contact tracer training to hired contact tracing staff at no cost to selected CBOs.
If we are being reimbursed for all expenses then we will have to provide payroll and expenses money prior to getting our first check; and that may be 4-6 weeks or an upfront. Contribution of 20-24k. The CBO's can't do this type of financing. Therefore, you should consider forwarding a quarterly payment upfront, then an audit each quarter and then another subsequent payment by the fifth day of each new quarter.	The Partnership understands that it may be difficult for smaller organizations to cover program costs upfront. The Partnership is in negotiations with the City of Chicago re: expedited payroll processing for contact tracing employees (whereby selected CBOs would not be required to front payroll costs) and is additionally exploring the possibility of providing advances to selected CBOs.
Will partner institutions (NORC, Malcolm X and UIC) provide no or low-cost certification programs for Contact Tracers? If there is a cost, should it be included in our budget? Are there suggested programs through the Chicago Cook Workforce Development office? Exactly what services and programs will NORC, Malcolm X and UIC provide?	The Partnership will fund training opportunities for Contact Tracers (e.g. certificate programs). These programs will be offered by a variety of approved training providers, including Malcolm X and UIC. The Partnership will provide Contact Tracers with a menu of available training options under the earn-and-learn component of this program. Earn-and-learn training pathways are currently under development and may include certificate programs in healthcare and related fields (e.g., Community Health Worker, Medical Assistant, Health Information Technician, etc.) and coursework towards a degree (e.g., nursing, public health, etc.). In addition to delivering and/or supporting components of earn-and-learn programming, project partners (UIC, Sinai Urban Health Institute, NORC, Malcolm X College) will work with The Partnership to deliver training and technical assistance to selected CBOs and their contact tracing workforces. NORC will also operate the COVID-19 Resource Coordination Hub as part of the contact tracing grant program.
Will Tracers receive pay for initial training days?	Yes.

QUESTION	ANSWER
Can consultant fees (pd and tech) be included in the budget? If so, are there maximum amounts for each?	Enter Programmatic and administrative costs of subcontractors in the Non-Personnel Budget form and describe the costs under A6. Description and Justification.
Can we include the cost for laptops and accompanying VoIP headphones for both full and part time employees since most will most likely work from home?	Yes.
Are Tracers paid for earn-to-learn days?	Contact Tracers will be paid for earn-and-learn activities one day per week. Depending on the training pathway selected by the Contact Tracer, required learning hours may exceed one day per week. In this case, Contact Tracers will not earn wages while completing the additional training hours, however the cost of training will be covered by The Partnership.
Can we include health insurance premiums for full time Tracers under fringe benefits?	Yes. Certain fringe benefits that your organization may wish to offer its employees are eligible expenses. Please estimate these various costs on the budget form where indicated. You must have written organizational policies to support those costs.

Career Connect Staff Client Registration Instructions

Overview

These instructions walk Title II Partners through how to:

- create a client account in Career Connect
- record client consent for making referrals to other service providers
- edit the client profile as needed

Once the client account is set-up and the client's consent is recorded, staff can refer clients to partner agencies and those partner agencies can input the results of those referrals. (Creating and resulting referrals is covered in a separate document.)

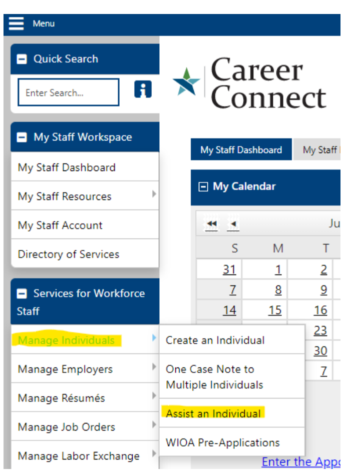
Obtaining Client Consent

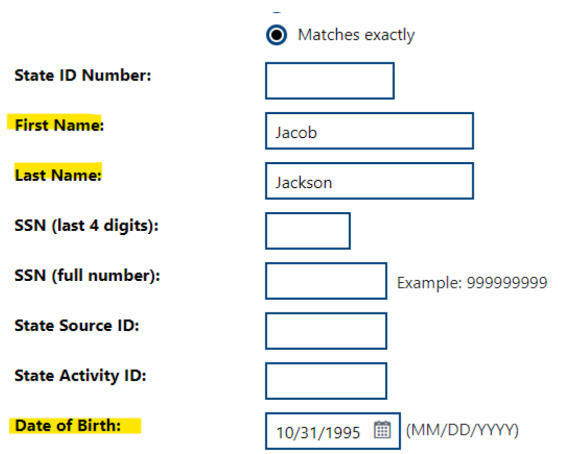
Prior to creating a client Career Connect account, please have the client complete the consent form attached in Exhibit A. (Note that if the client creates their own account they will be required to consent as part of the account set-up.) Keep a copy of the signed consent in your records. Note that if the client does not provide consent, you will not be able to refer them for services.

Registration Steps

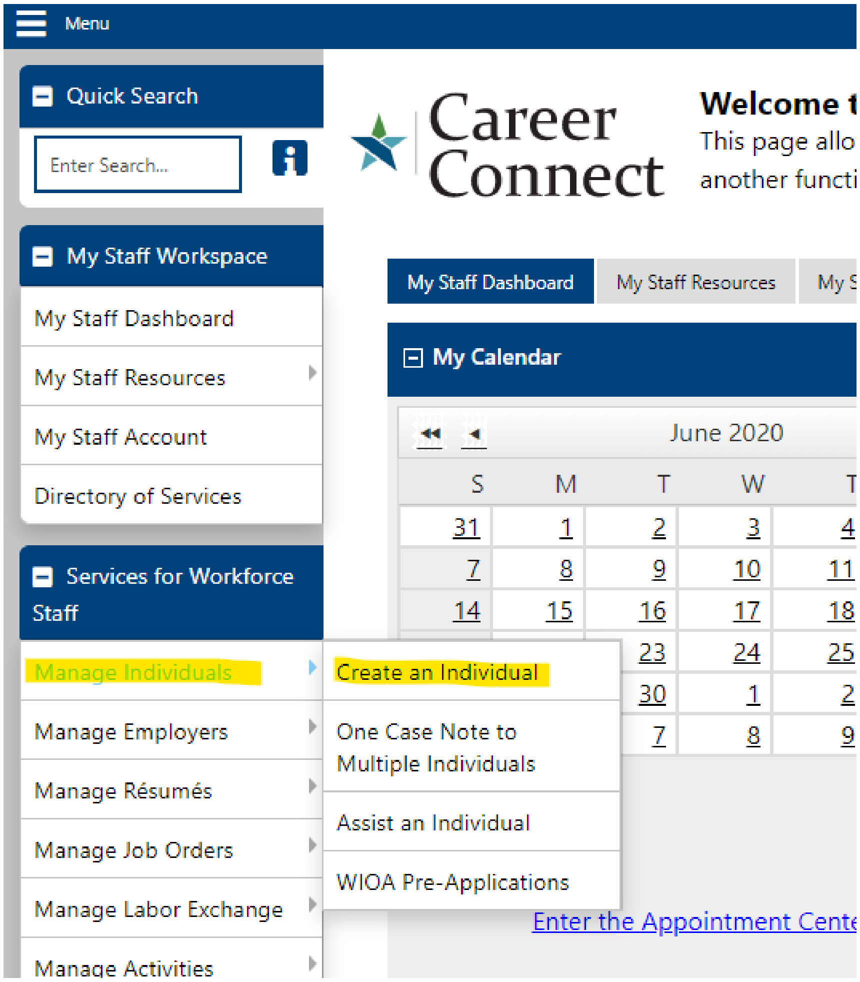
Step 1: Prior to creating a new client account, search Career Connect to make sure that the client is not already in the system.

- From the left-hand menu, select ***Manage Individuals > Assist an Individual.***
- On the search page, search for the client. The best options for searching are first name, last name, and last 4 of the SSN <u>**or**</u> date of birth.
- If the client is already in Career Connect, skip down to the "Recording Client Consent" towards the end of this document.

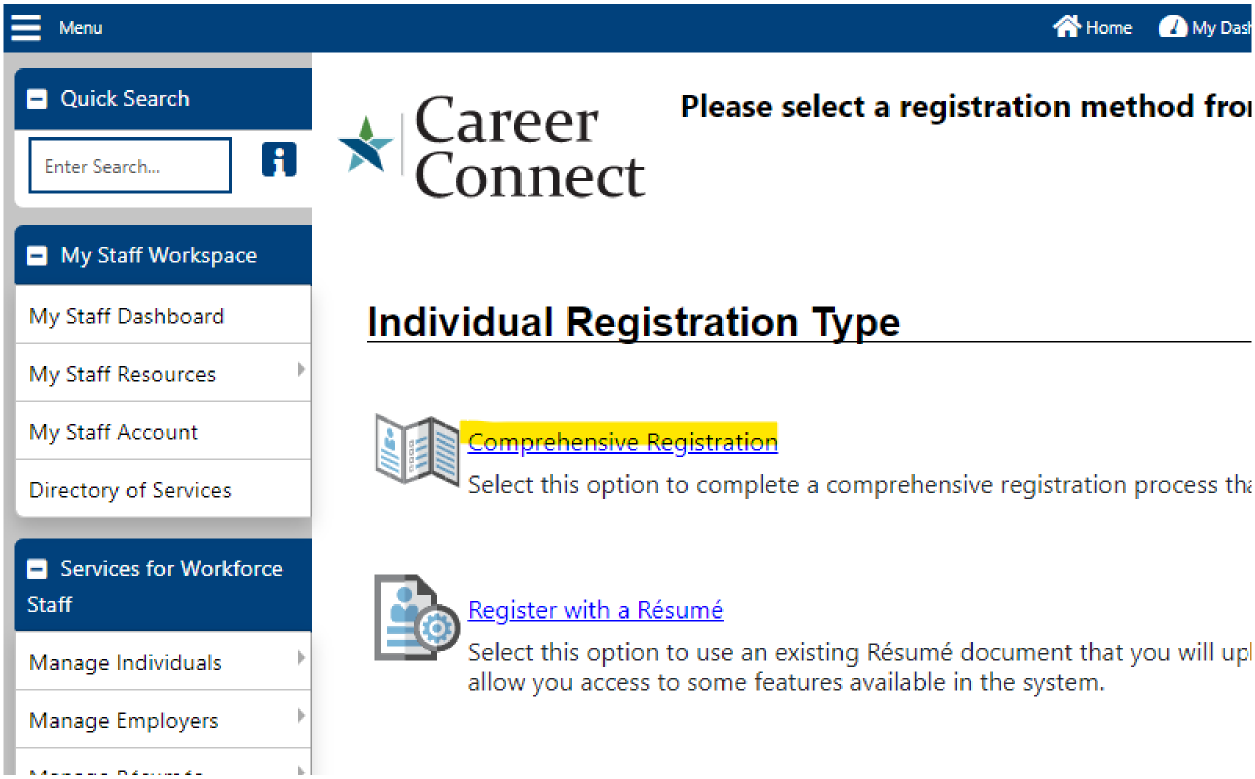




Step 2: Once you have confirmed that that client is not already in Career Connect, go to ***Manage Individuals > Create an Individual*** to create the client profile.



Step 3: Click on “Comprehensive Registration”



Step 4: The Comprehensive Registration will walk you through approximately 12 screens.

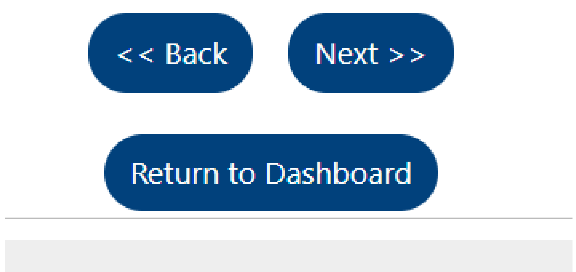
For all screens seen during registration, keep the following in mind:

- If you leave registration without finishing all pages, **<u>you will lose all entries and need to start again</u>**. If you try to leave without completing the registration, a pop-up message will warn you.

- You can click the Information icon on any screen for more help (e.g, definitions of terms, descriptions of controls). If the page has multiple sections, separate icons may be available for each section to the right of the section title. For other pages, one icon displays at the top of the page.

- A red asterisk (*) means that the field is required. If you do not supply required data, when you click Next>> to move to the next page, you will get an alert indicating any missing data (at the top of the page). If you are unsure of how to answer a question, just do the best you can – you or your client can update the information later

- If you need to return to the previous page, click the <<Back button at the bottom of the page. **<u>Do not use the browser's back arrow – you may lose data if you do.</u>**

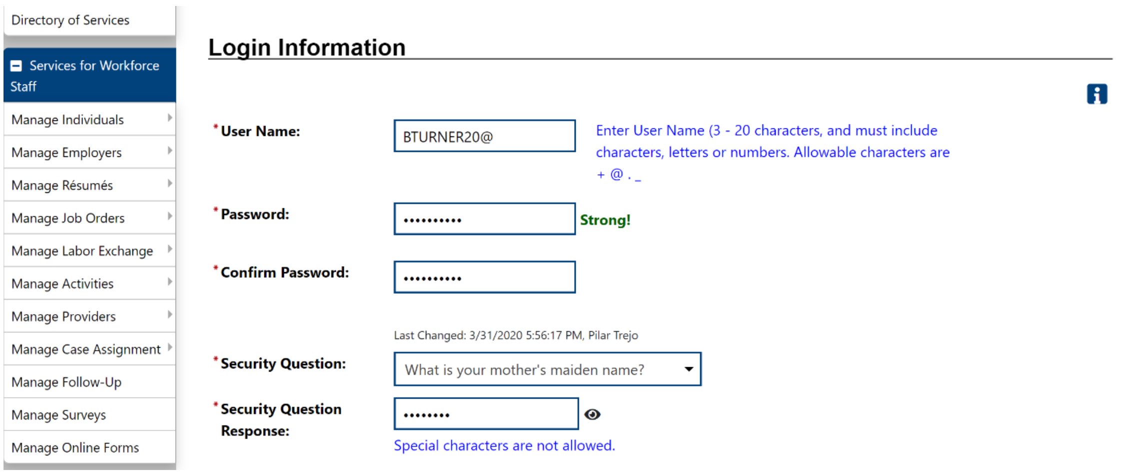


Step 6: Login & General Information

The first part of the Registration has separate sections for Login, Social Security Number, Primary Location, E-mail Address, and Demographic Information.

- For the **User Name** use the first initial and last name. For example, Jose Patel would be jpatel. If there is already another client with the same username, the system will alert you, just add a number onto the end of the user name (e.g. jpatel1).

- **Password & Security Question**: Do not change the Password or Security Question.

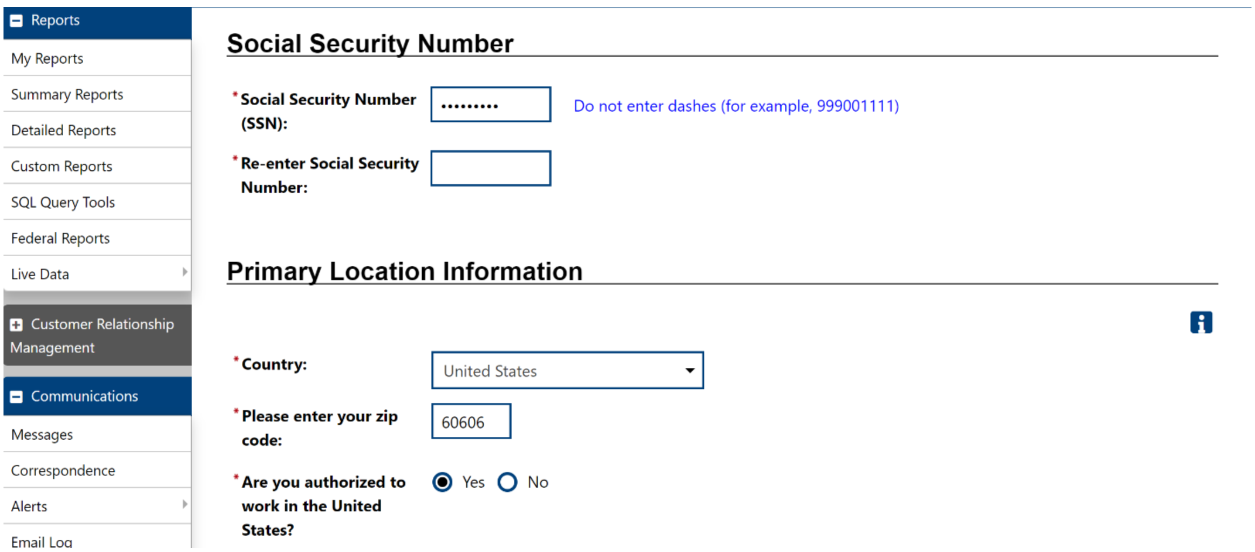


- Enter the client's **Social Security Number (SSN)**, then re-enter to confirm. Do not enter dashes. The system confirms that the Username and SSN are unique. If either already exists, a message prompts you to enter unique data.

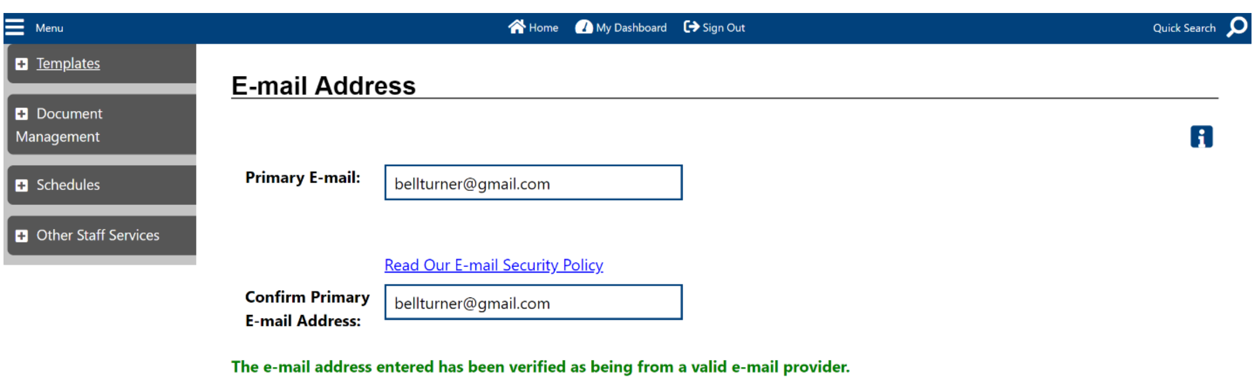
- Enter the client's **zip code**.

- Answer the Authorized to work in the United States question. (This is only used if the client is going to be enrolled in WIOA Title I or another workforce/job placement program.

- Enter the **Primary E-mail** address, and re-enter it in **Confirm Primary E-mail**.



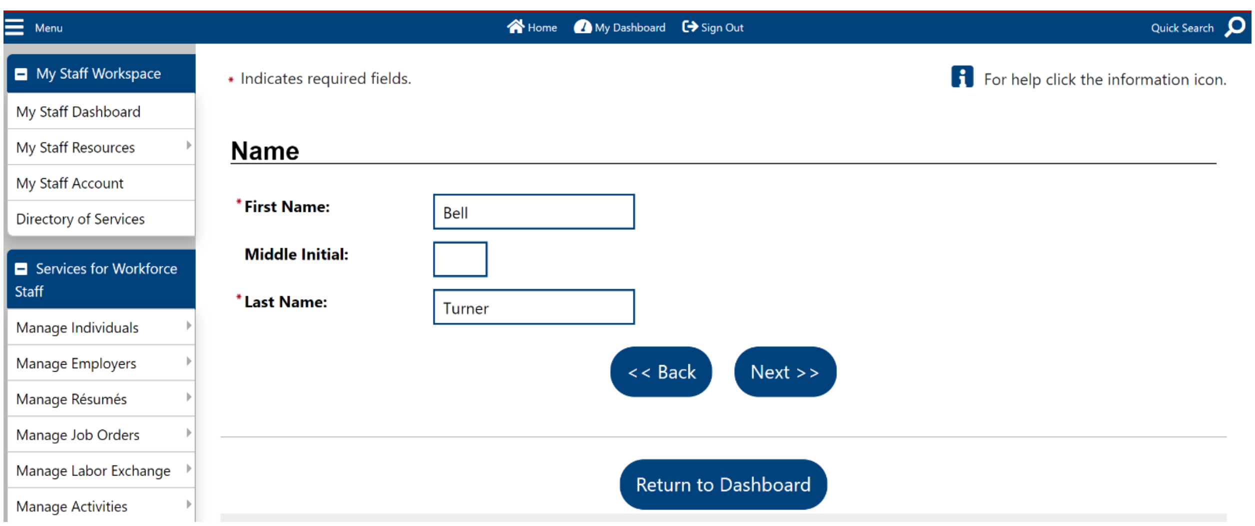
- If the emails do not match, the fields will turn yellow to alert you. (The system will send the client an email to confirm registration.)



- Enter the required demographic information, including entries for:
    - **Date of Birth**
    - **Gender**
    - **Have you registered with the Selected Service? (if applicable)**
      Note: A link below this field lets you open a separate window to the online Selective Service Registration system, where you can register, if necessary.

Step 7: Name

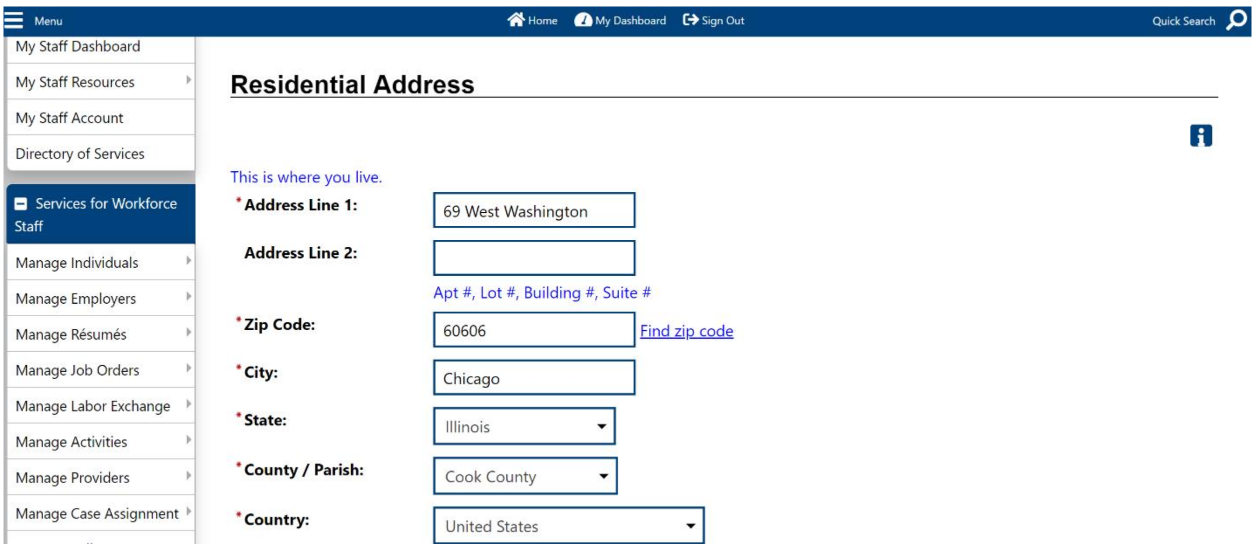
- Enter the **First Name**, **Middle Initial** (optional), and **Last Name**.
- Click the **Next >>** button to continue.

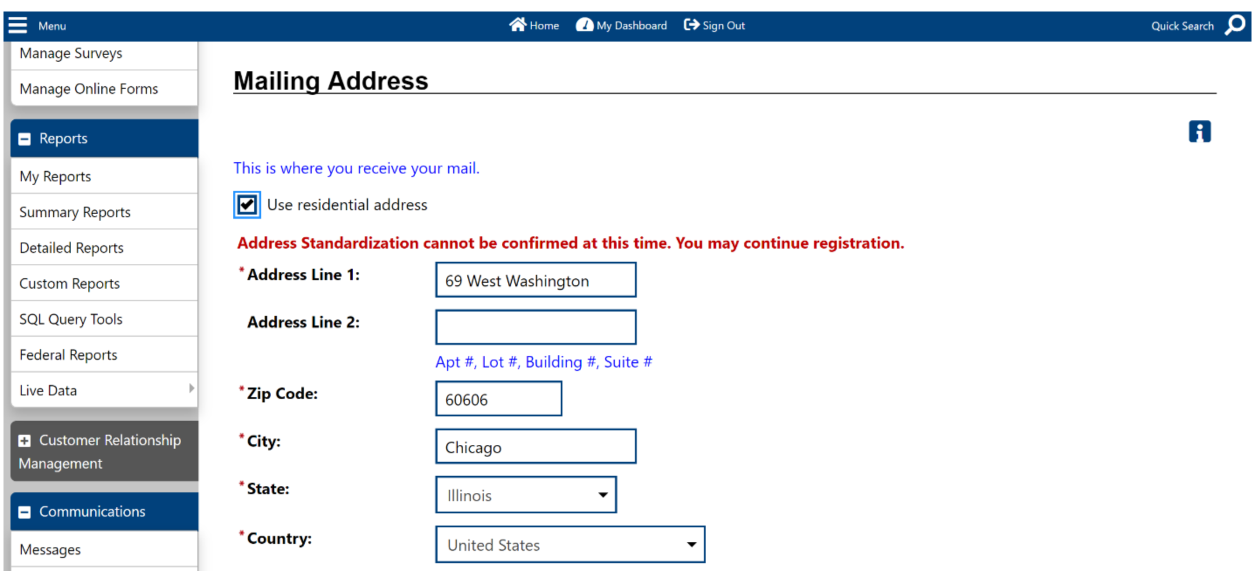


Step 8: **Address**

This part has sections for both Residential and Mailing address. Most fields are populated based on your earlier zip code entry.

- Enter the address where the client lives in the **Residential Address** area
- Enter the address where the client receives mail in the **Mailing Address** area. If the Mailing Address is the same as the Residential Address, check the **Use residential address** box.
- **Note:** The system attempts to standardize the mailing address to USPS requirements and will display an “Address has been standardized” message, if successful.
- Click the **Next >>** button to continue.





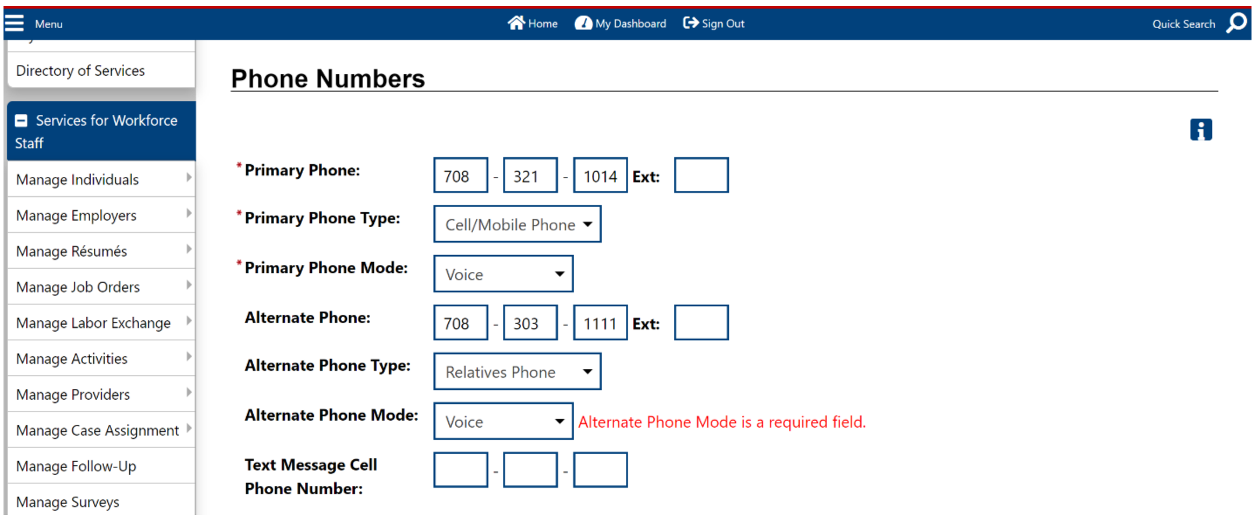
Step 9: Phone Number(s)
This page has fields for entering a primary phone number as well as an alternate phone number for contacting you. Entering a primary phone number is required. ***We strongly encourage adding an Alternate Phone number as well.***

- Enter the number for the **Primary Phone** and select the **Primary Phone Type** and **Primary Phone Mode**.

- If desired, also enter data for an **Alternate Phone**.

- **<u>Do not</u>** add a “Text Message Cell Number”.

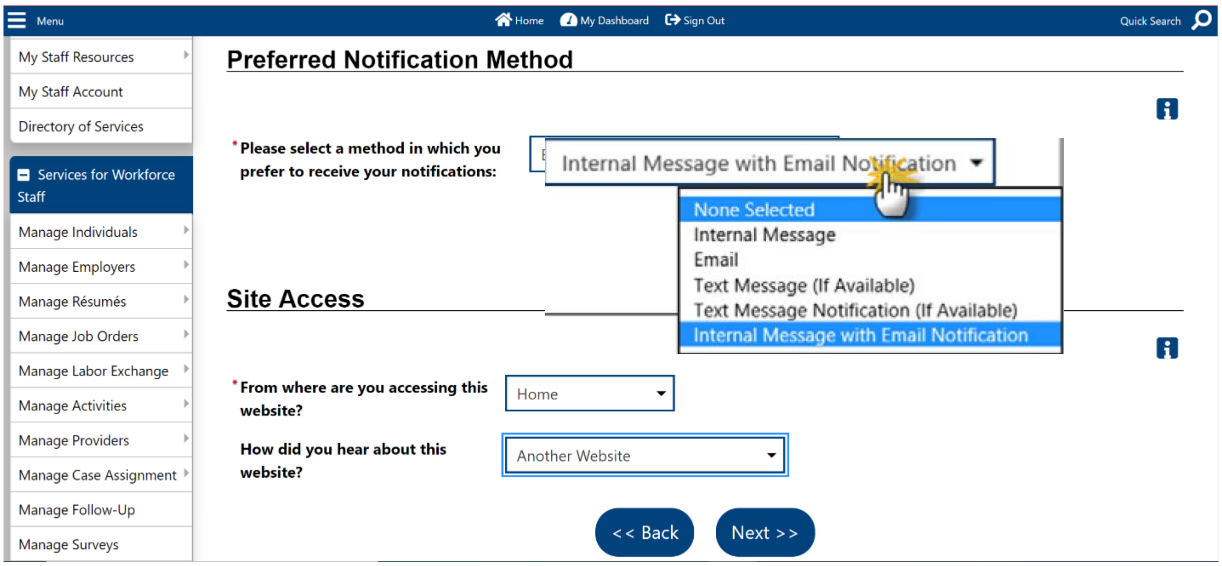
- Click the **Next >>** button to continue.



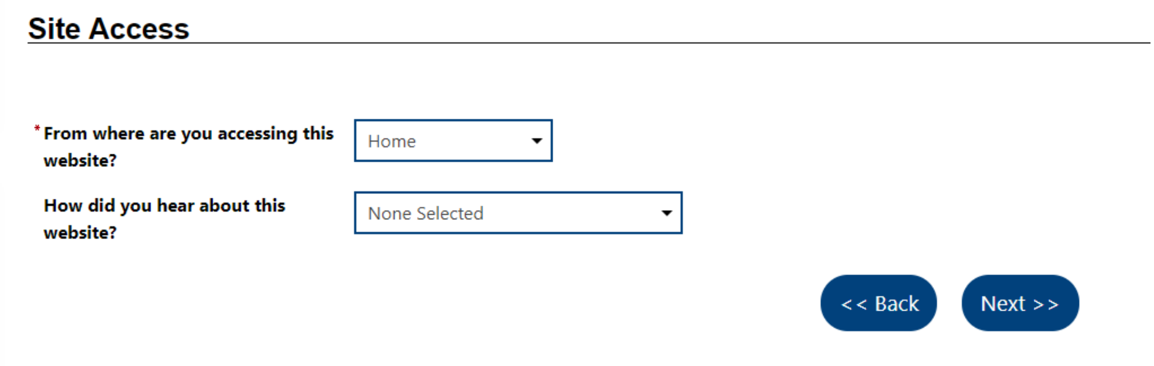
Step 10: Preferred Notification Method and Site Access

This page has fields for client account's notification preference setting.

- If the client will be logging into Career Connect, select “Internal Message with Email Notification”.
- If the client will not be logging into Career Connect, select “Email”.
- **<u>Do not select either of the text message options</u>**.

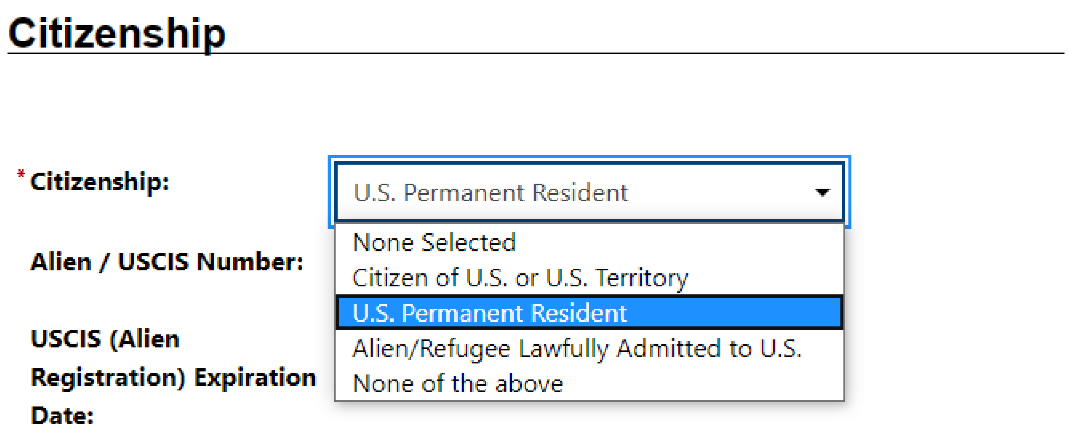


- For “Site Access” select the appropriate option, or, if not applicable, select “Other”.
- Leave “How did you hear about this website” as “None Selected”



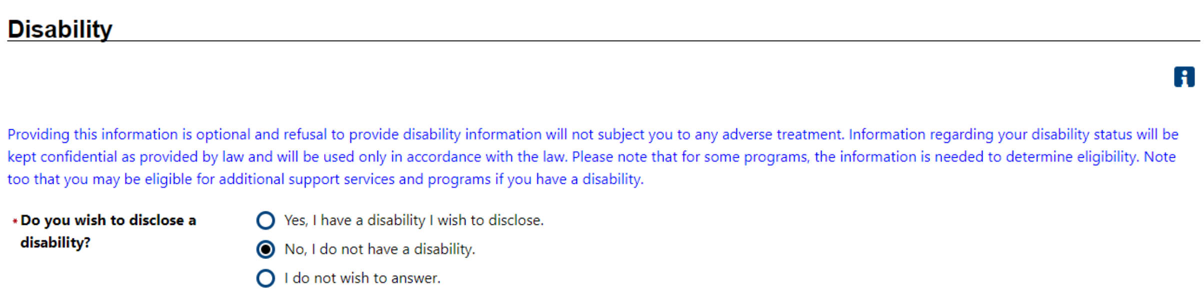
Step 11: Citizenship & Disability

- **Citizenship** status – is primarily used for WIOA Title I enrollment, since clients must be authorized to work in the U.S. to receive Title I services.
- The system provides 4 options. **Do <u>not</u> select "None of the Above"**, because the system will not let you continue.
- If none of the other options reflects your status, select "U.S. Permanent Resident". (This data is not used unless the client enrolls in WIOA Title I services and it can be updated as needed if the client is eligible for those services in the future.)



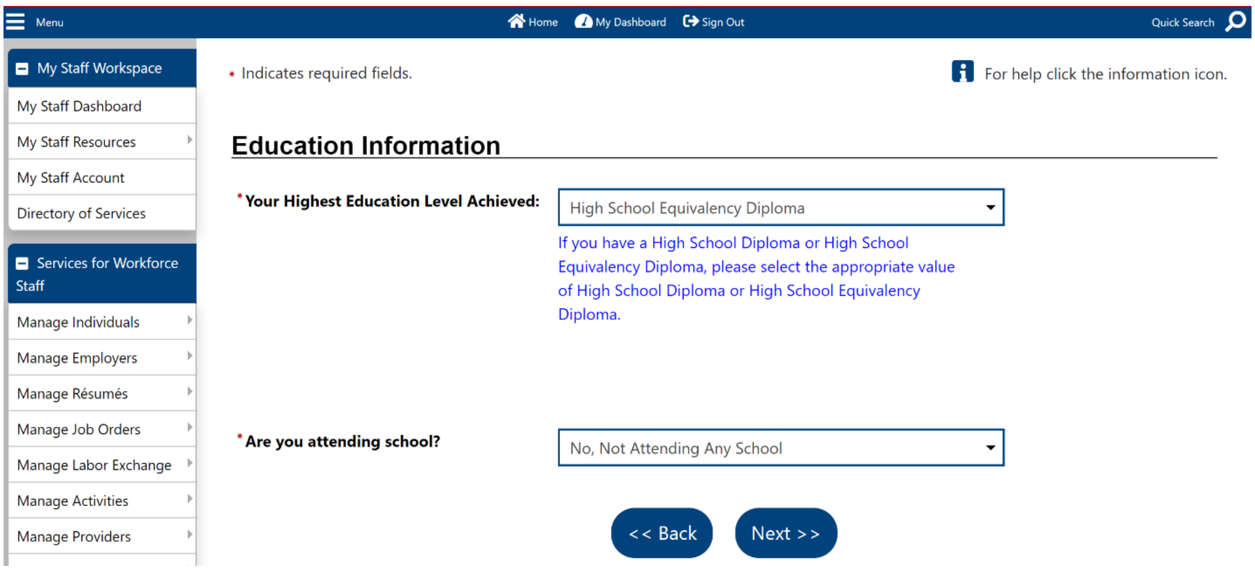
- Make a selection for the **Disability** question. Disclosing a disability is entirely voluntary. If unknown, select "I do not wish to answer".

- Click the **Next >>** button to continue.



Step 12: Education.

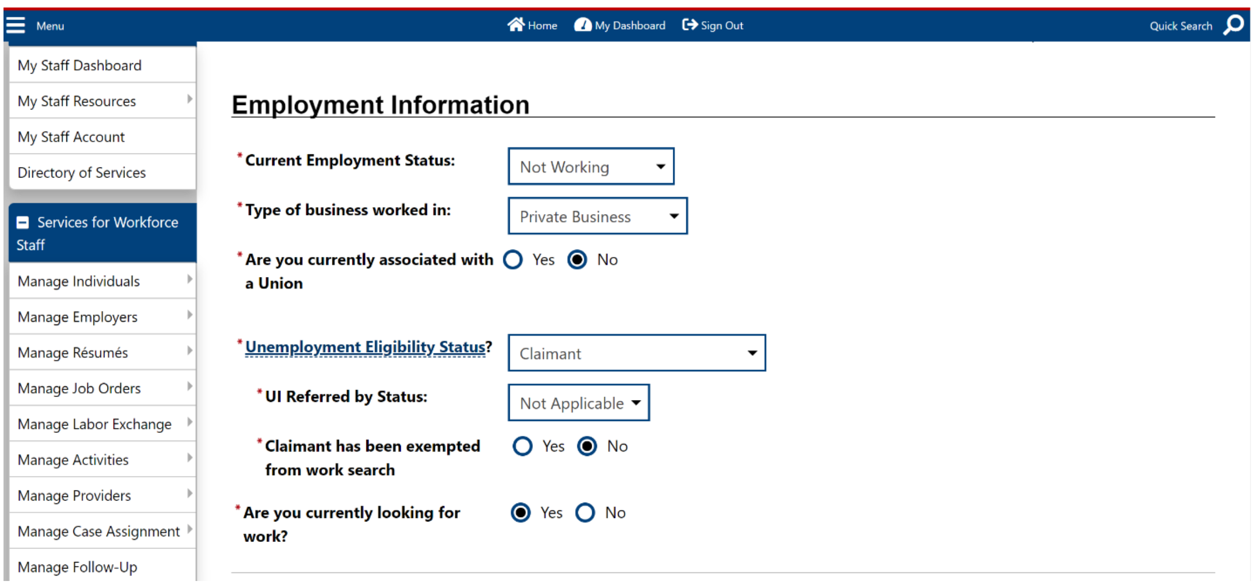
- Select **Highest Level of Education** completed.
- Select whether the client is currently **Attending School,** including secondary school or post-secondary school or training.
- Click the **Next >>** button to continue.



Step 13: Employment Information.

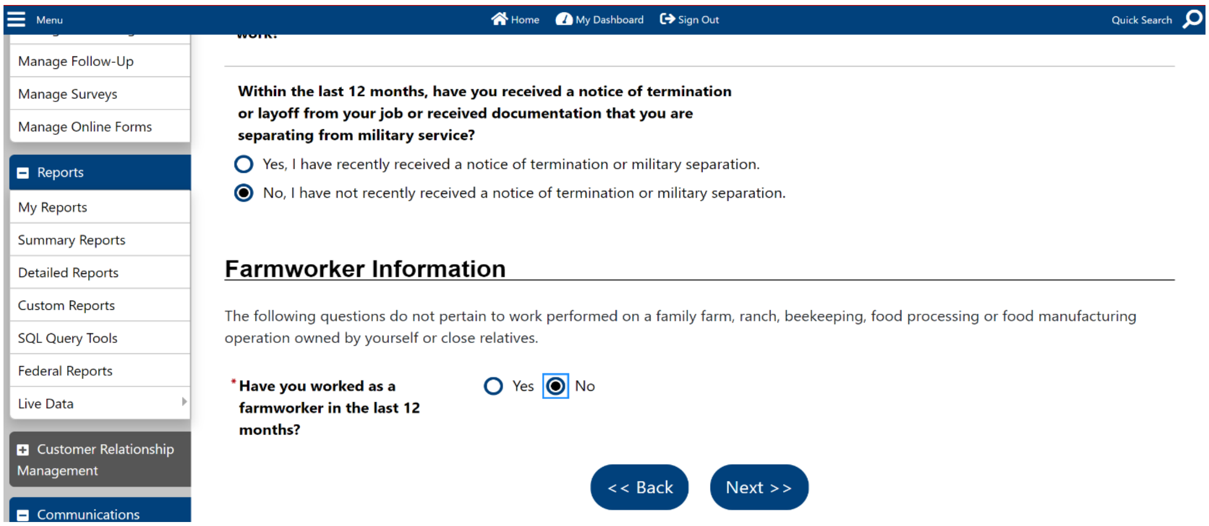
- In the Employment Information section, make selections from the drop-down lists, or radio button for all questions:
    - **Current Employment Status**
    - **Type of Business Worked In**
    - **Are you currently associated with a Union (If "*Yes*" additional questions will display.)**
    - **Unemployment Eligibility Status (If "*Claimant*" or "*Exhaustee*" is selected, additional questions will display.)** If you are not sure about Unemployment Status select "Neither Claimant or Exhaustee".

        Note: If you select "*Claimant*" for Unemployment Eligibility Status, you will need answer UI Referred by Status. If you are not sure select "*Not Applicable*".
    - **Currently Looking for Work**



- Indicate Yes or No for whether the client received a notice of termination, layoff, or military separation. If you select "*Yes*", additional questions will display.

  Note: If you select "*Yes*" for having received a notice of termination, the date of layoff is required.
- Answer the question about farm work.
- Click the **Next >>** button to continue.



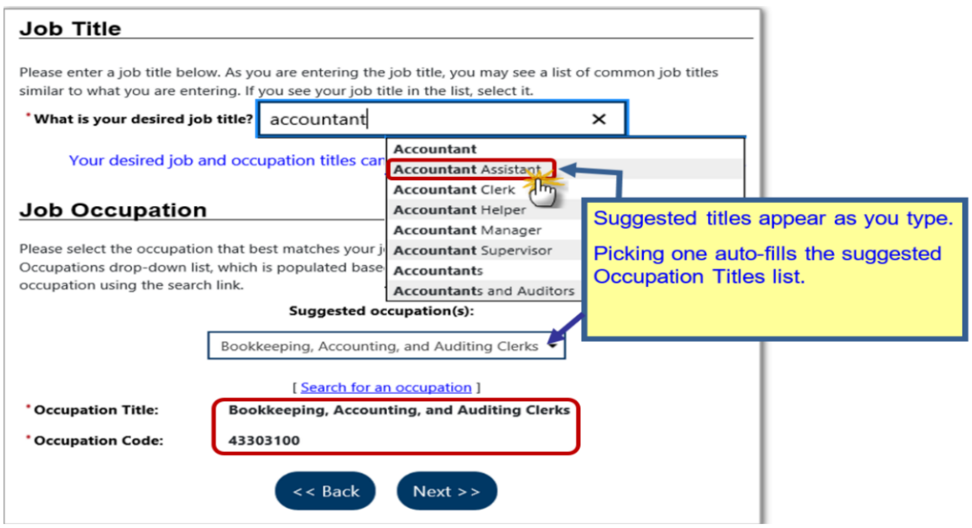
Step 14: Desired Occupation

This page is used to identify the client's desired job. This occupation will be used throughout the system for job matching and other information connected with finding job opportunities.

- In the **What is your desired job title?** field, begin typing the title of a job in which the client is interested. A drop-down list will display the closest matches.
- Select a job title from the displayed list. This will populate a drop-down list below with **Suggested Occupations** field.
- Select an occupation from the **Suggested Occupations** drop-down list.
- The system will display the standardized **Occupation Title** and **Occupation Code** in the fields below the drop-down list. See below image:

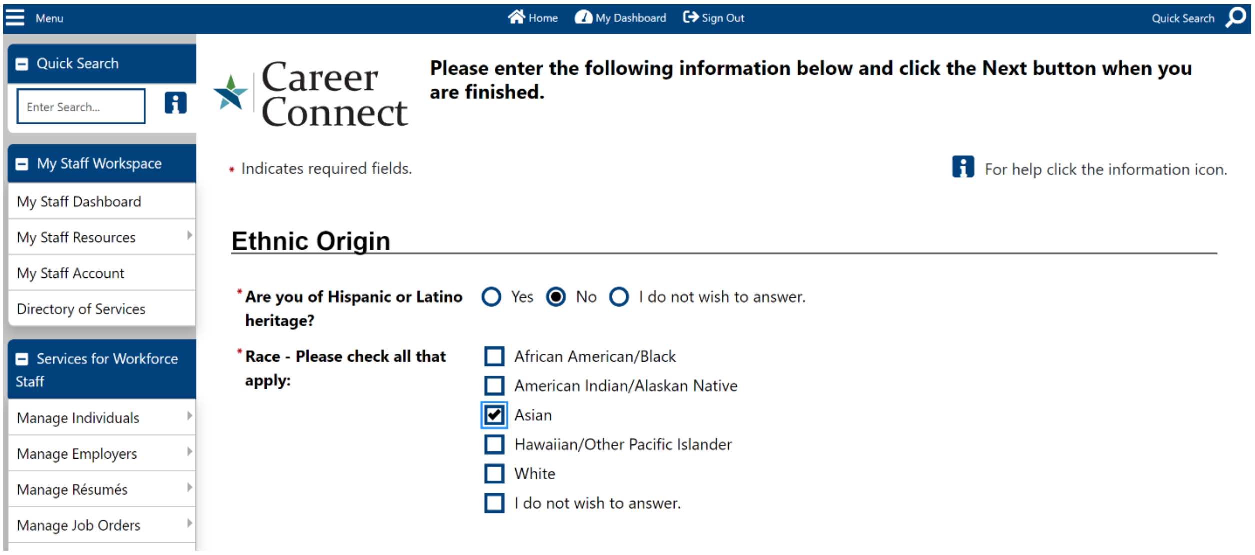
  Note: If the job title you enter does not provide selections for the **Suggested Occupations** list, or if you want to search for a wider range of occupation codes, you can click the "*Search for an occupation"* link.

- Click the **Next >>** button to continue.



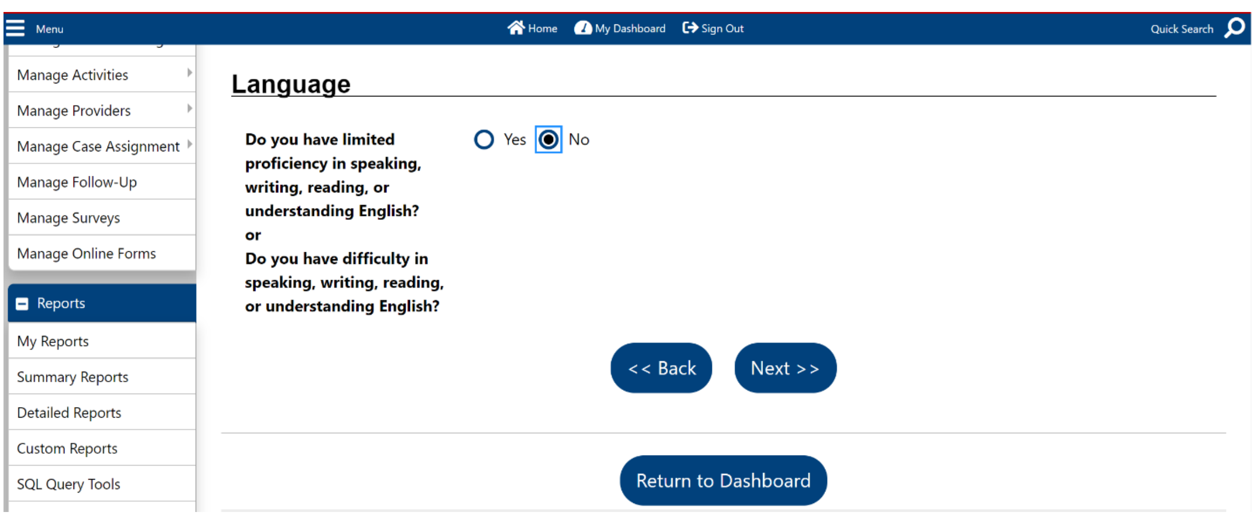
Step 15: Ethnic Origin

- Make selections for **<u>both</u>** heritage (**Hispanic or Latino**) and for Race. If you are not sure, do not guess. Instead select "I do not wish to answer".



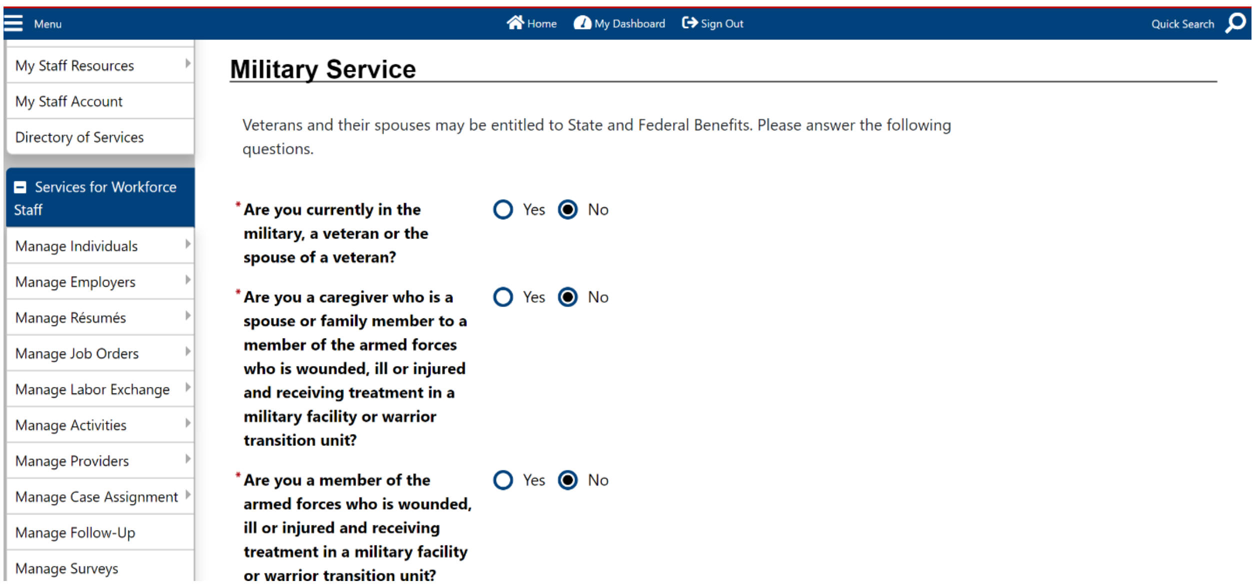
- In the **Language** section select "Yes" if the client has difficulty speaking, reading, writing and/or understanding English. If so, additional questions will display to help define the client's language needs.

- Click the **Next >>** button to continue.



Step 16: Military Service.
This page is used to identify military/veteran status. Veterans or qualified spouses may be entitled to additional services.

- Answer the Yes/No questions to indicate military service, if any.
- If you answer *Yes* to the first question, additional questions will appear on the page.
- Answer all required questions in this section.
- Click the **Next >>** button to continue.



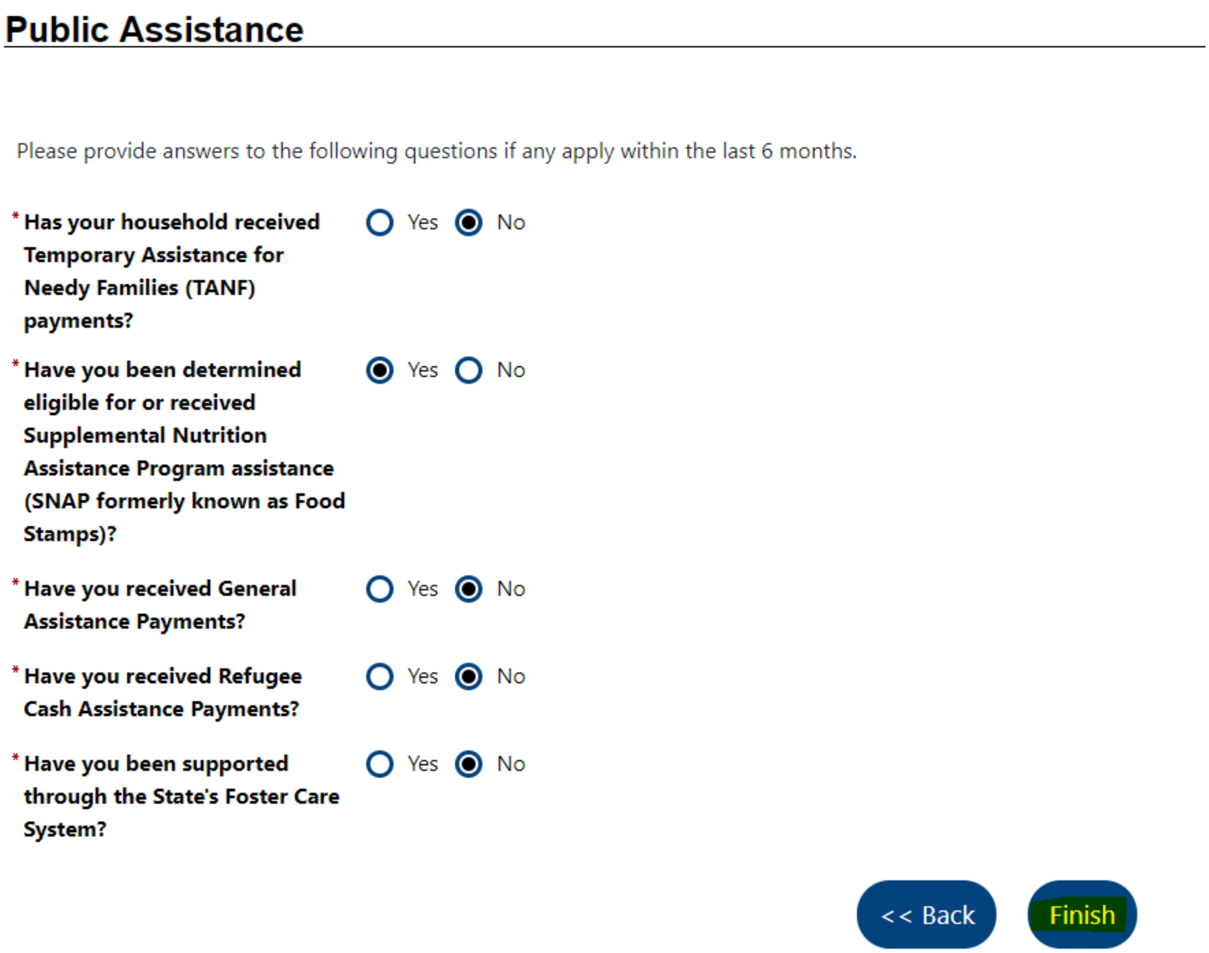
Step 17: Public Assistance

This page is used to identify public assistance the client may have received within the last six months.

- Indicate Yes or No for any assistance received ***in the last six months*** from the listed assistance programs.

- If the client is not receiving any Public Assistance, you will receive a question about family size and income. You may choose not to answer.

- Click **Finish**. The system performs a final validation of all information entered and saves your profile.



Public Assistance

Please provide answers to the following questions if any apply within the last 6 months.

* **Has your household received Temporary Assistance for Needy Families (TANF) payments?**	○ Yes	◉ No
* **Have you been determined eligible for or received Supplemental Nutrition Assistance Program assistance (SNAP formerly known as Food Stamps)?**	◉ Yes	○ No
* **Have you received General Assistance Payments?**	○ Yes	◉ No
* **Have you received Refugee Cash Assistance Payments?**	○ Yes	◉ No
* **Have you been supported through the State's Foster Care System?**	○ Yes	◉ No

<< Back   Finish

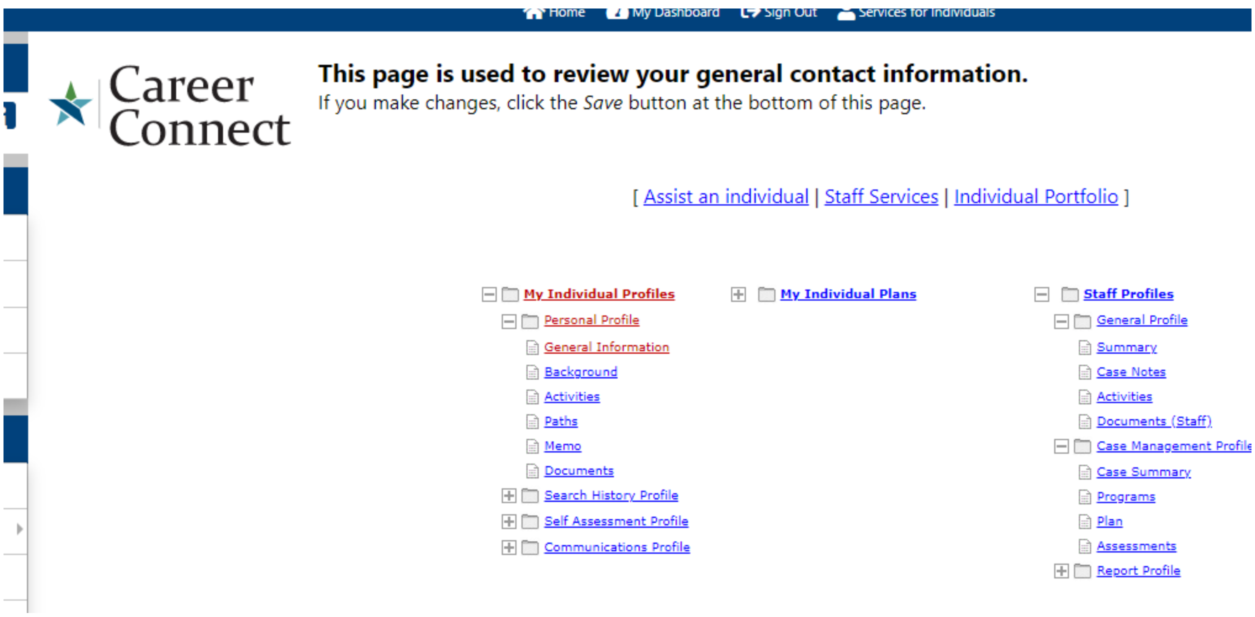
Step 18: Recording Client Consent

After completing and saving the client profile, you must go back in and record the client consent that you obtained in Step 1.

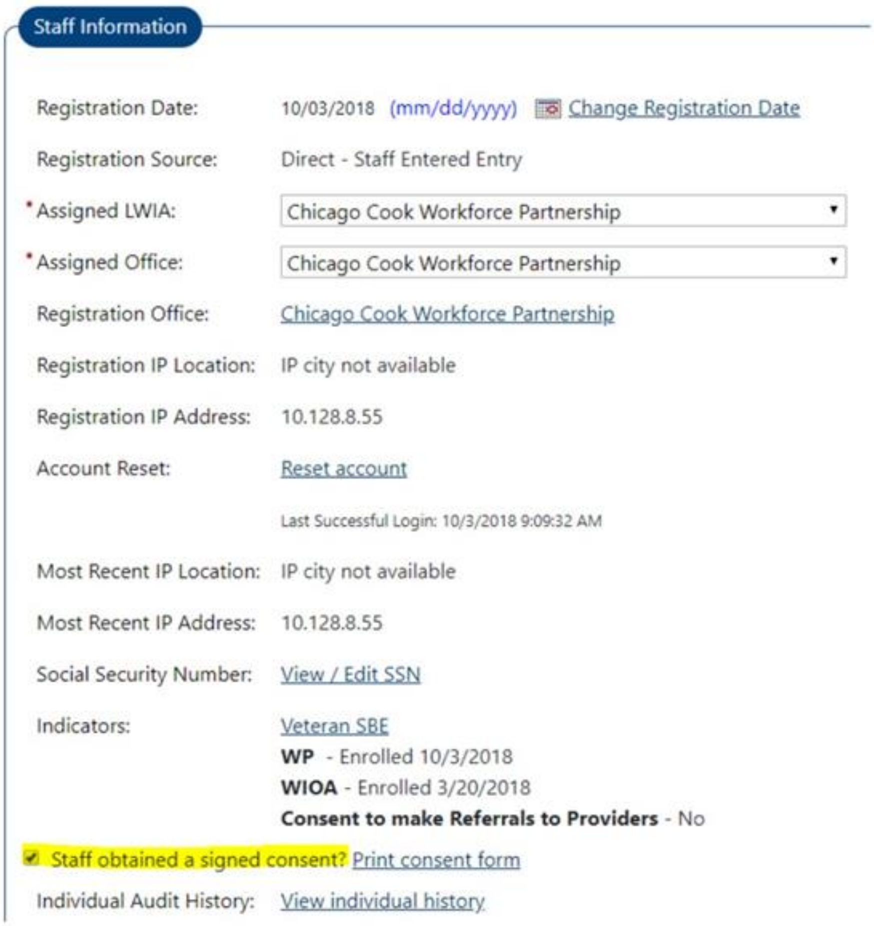
DO NOT COMPLETE THIS STEP UNLESS YOU HAVE A SIGNED CLIENT CONSENT FORM.

1. Find the client in Career Connect by going to ***Manage Individuals > Assist and Individual*** and searching for the client.

2. If you are not automatically taken to the Profile, use the top menus to navigate to ***My Individual Profiles > Personal Profile > General Information.*** Click on the "+" sign next to the menu to expand the options.



In the “Staff Information” section of the profile check the “Staff obtained a signed consent?” box. Scroll down to “Save” the profile.



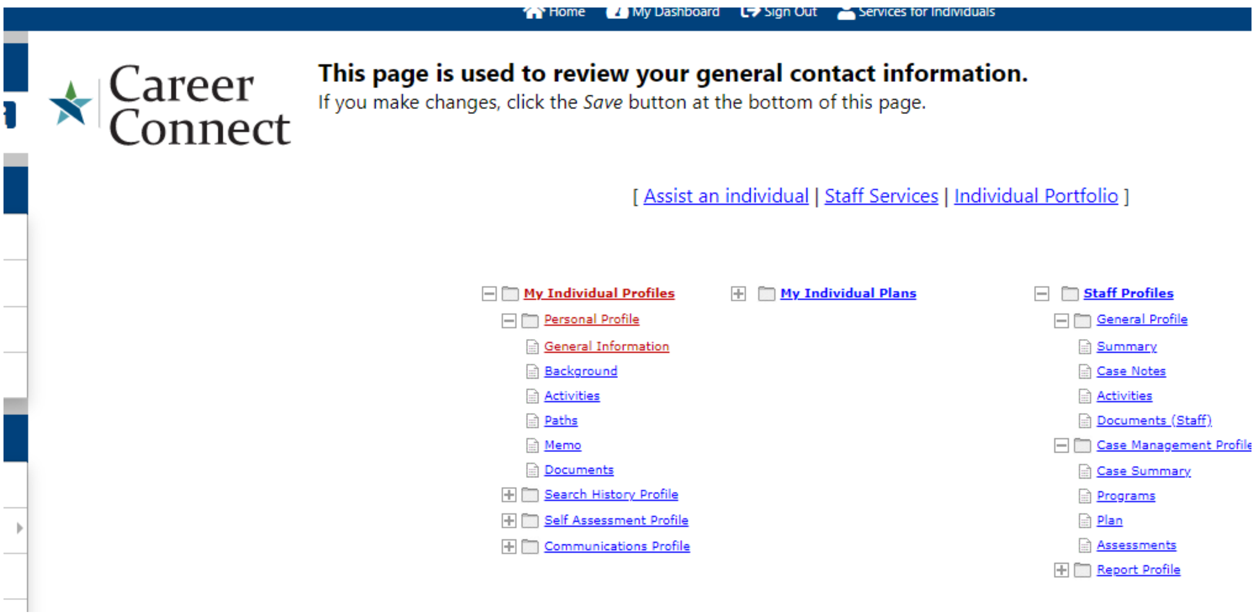
Congratulations! Your client’s profile is now complete!

You may update or edit the profile at any time by following the instructions below.

Editing / Updating the Client Profile

Step 1: Find the client in Career Connect by going to ***Manage Individuals > Assist and Individual*** and searching for the client.

Step 2: If you are not automatically taken to the Profile, use the top menus to navigate to ***My Individual Profiles > Personal Profile > General Information.*** Click on the "+" sign next to the menu to expand the options.



Step 3: Editing the Profile

Once you are in your profile, you can edit most of your information at any time. Just scroll to the applicable section, make your edits, and then scroll to the bottom to save.

> **Note:** Title II staff **do not** have access to view/edit the SSN or to edit the date of birth. If you need to make changes to either of these fields, contact Robert or Keona and they will assist you.

Resetting the Client Password

- Title II staff can reset client passwords, as needed if the client is logging in to the system directly.
- Click “Change Password” link.
- Reset the password to (case sensitive): Password1@
- Give the client this temporary password and they will be required to change it upon logging in. **Note:** clients can use the “Forgot Login Name/Password” on the Career Connect home page to automatically reset their passwords.

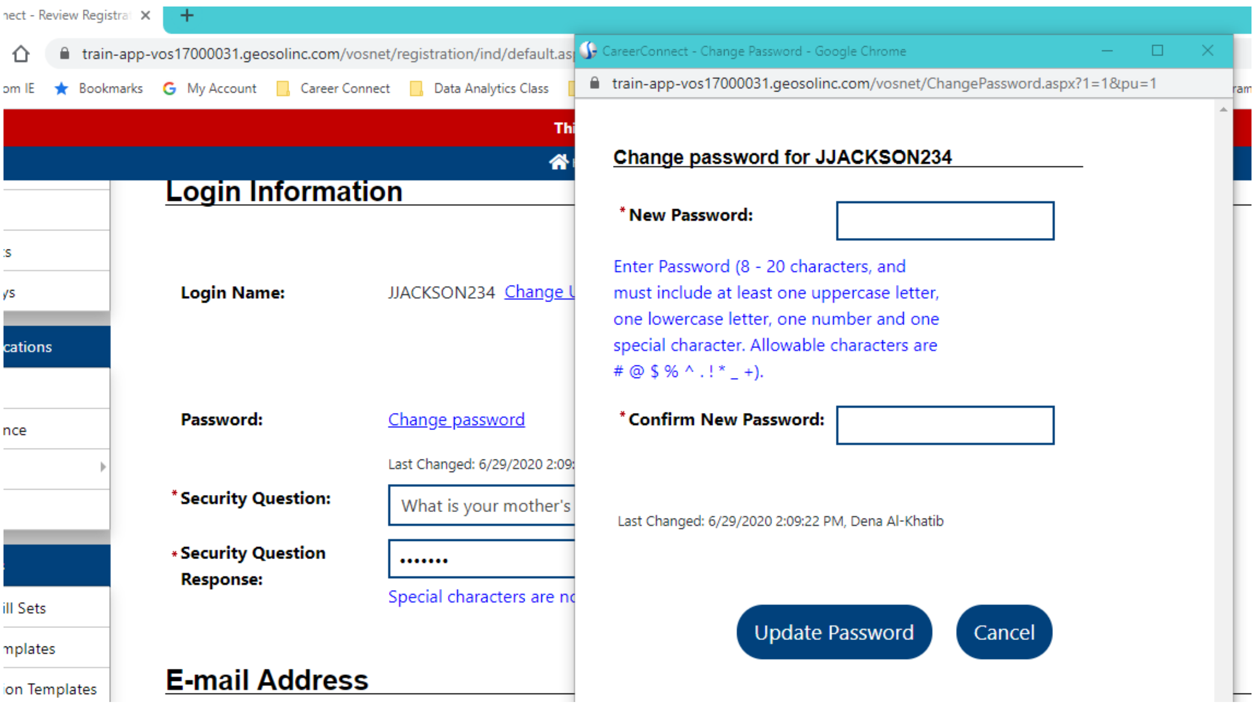


Exhibit A – Client Consent Form

Career Connect User Consent

As a registered user of the Chicago Cook Workforce Partnership's (The Partnership) Career Connect you will have access to staff-assisted services such as resume development, job search skills, job referrals, labor market information, and other workforce services. The information you provide to create your Career Connect account can be used in the following ways:

- Your resume, work history, and contact information are available to staff at workforce service agencies. Staff members may view your resume and work history to match you to jobs for which you may be qualified. Staff may contact you directly about a job opportunity or pass your resume, work history, and contact information on to an employer.
- The Partnership may work with researchers to analyze the quality and effectiveness of programs and services offered through Career Connect. This may involve information about you and the services you are provided going to a researcher. All researchers working with The Partnership must commit to strict confidentiality agreements and data protection standards. Neither The Partnership nor its research contractors will ever publicly release information specifically about you. Additionally, you may be contacted to participate in evaluations and/or customer satisfaction surveys.
- Equal Employment Opportunity is the Law. All agencies providing services through Career Connect must follow local, state and federal equal opportunity and nondiscrimination laws. You can read our full Equal Employment Opportunity statement here.
- Your contact information will not be sold and will not be used to send junk email. You can read our complete privacy policy here. Use of Career Connect constitutes acceptance of all the terms and conditions of the privacy policy.
- Use of Career Connect constitutes acceptance of all Terms of Use.

By signing below, you agree to all the above terms and conditions of Career Connect.

____ __________________

Signature Date

____

Print Name

Career Connect Client Self-Registration Instructions

Overview

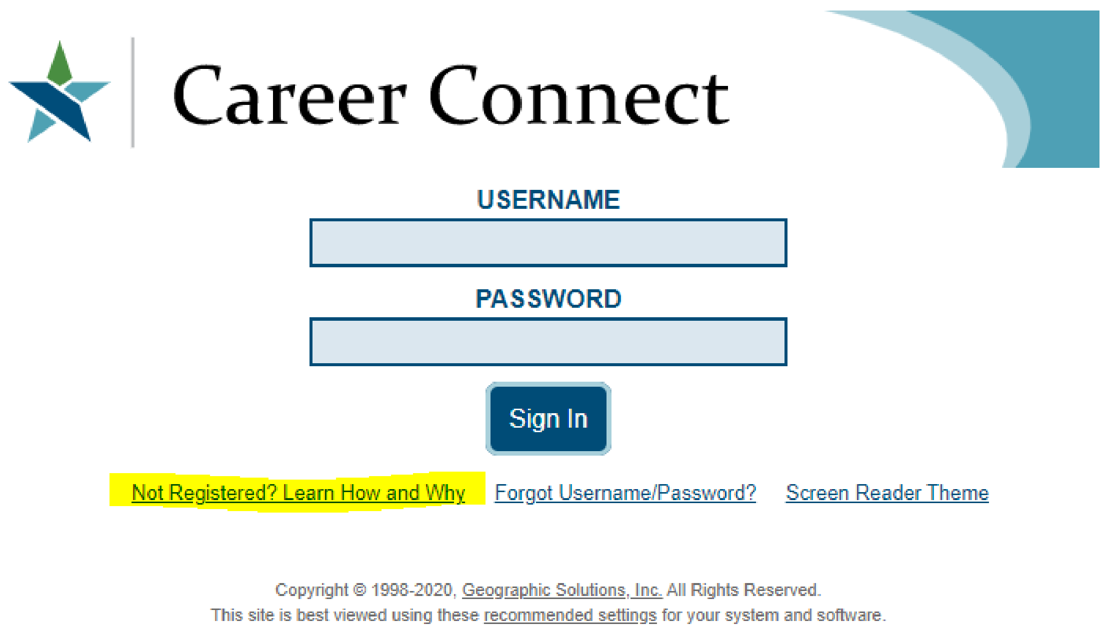
Career Connect is the Chicago Cook Workforce Partnership's (The Partnership's) workforce services data system. It is used by our network of agencies to help connect and refer clients to the adult education services, job finding, and employment-related training.

In the near future, clients will also have access to career information, resume creation and job search functions.

In order to start using Career Connect, the first step is for you to register and create a profile. This document provides step-by-step instructions.

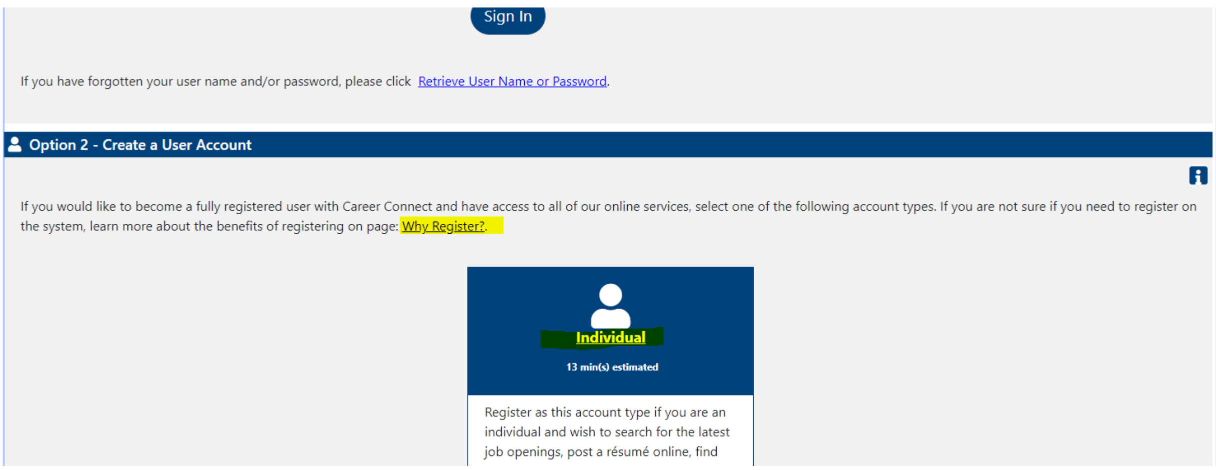
Registration Steps

Step 1: Go to www.chicagolandcareerconnect.org and click "*Not Registered? Learn How and Why*"

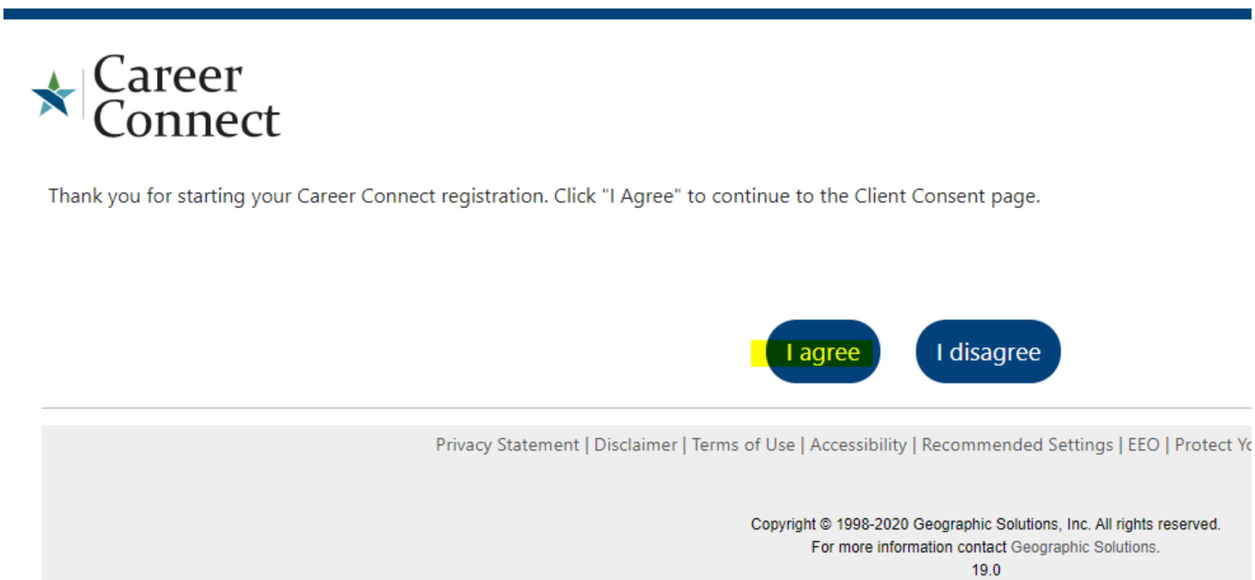


Step 2: On the next screen, scroll down to "*Option 2*" and click on "*Individual*" to begin the registration process. If you want to learn more about the registration process before you start, click on "*Why Register*?"

- **Note:** It takes approximately 13 minutes to complete the registration. If you do not complete the registration in one session, you will need to re-start from the beginning.

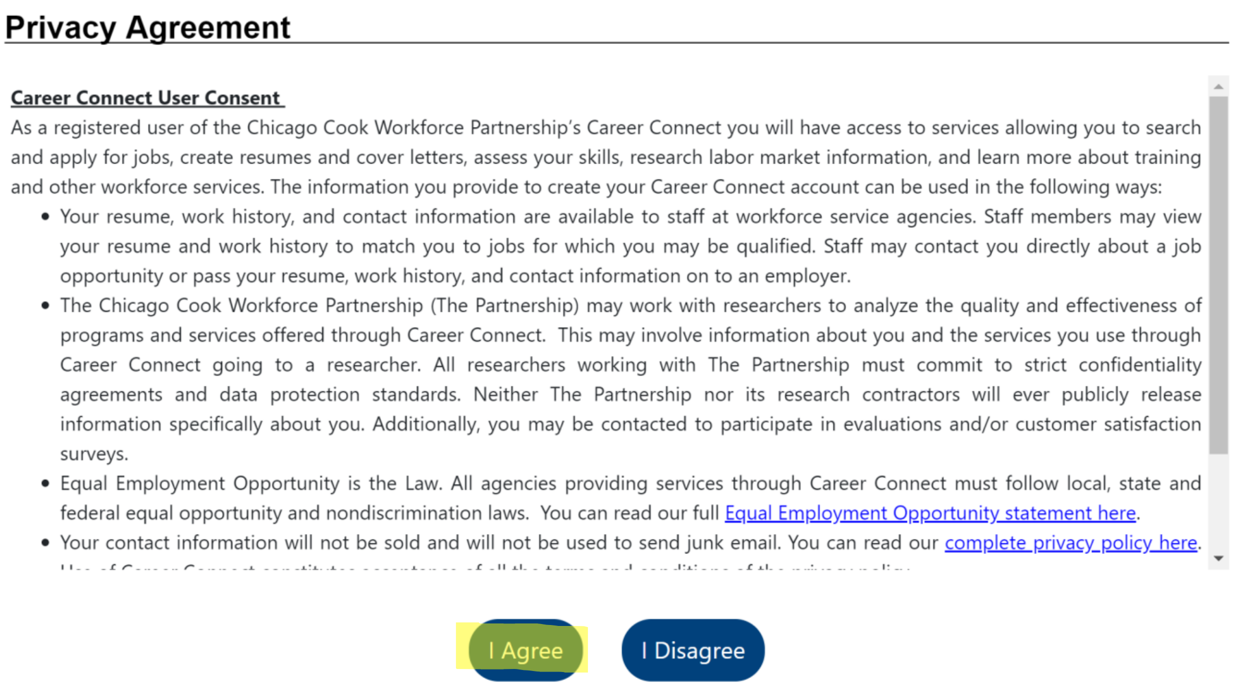


Step 3: Click "I Agree" to go to the Client User Consent screen.



Step 4:

- Read the Career Connect User Consent, including clicking on the links for The Partnership's Equal Opportunity Employment policy, privacy policy and terms of use.
- Click "*I Agree*". (You will not be able to create or access your account without clicking agreeing to these terms and conditions.)
- If you have any questions or concerns about the User Consent or terms of use, please contact the staff person who directed you to Career Connect.



Step 5: Start your Profile by clicking on **Comprehensive Registration**. The full Comprehensive Registration will walk you through approximately 12 screens.

For all screens seen during registration, keep the following in mind:

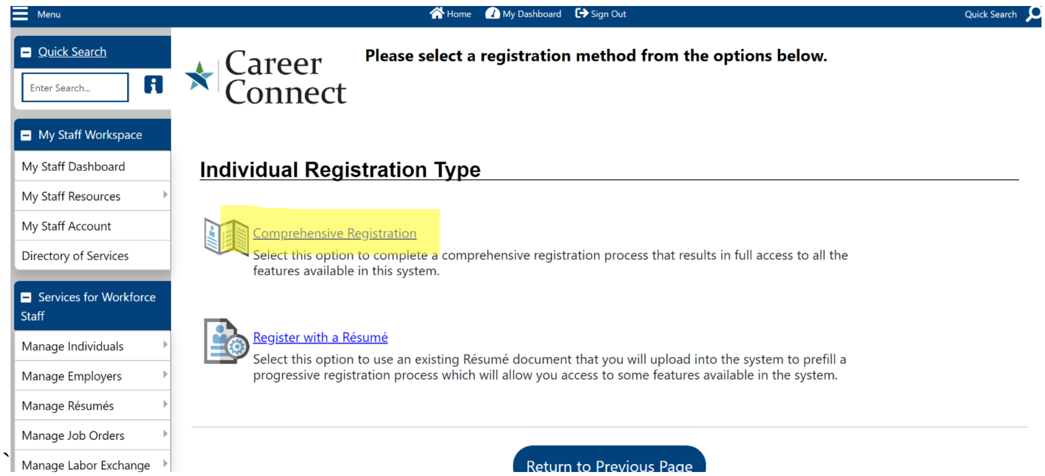
- If you leave registration without finishing all pages, **you will lose all entries and need to start again**. If you try to leave without completing the registration, a pop-up message will warn you.

- You can click the Information icon on any screen for more help (e.g, definitions of terms, descriptions of controls). If the page has multiple sections, separate icons may be available for each section to the right of the section title. For other pages, one icon displays at the top of the page.

- A red asterisk (*) means that the field is required. If you do not supply required data, when you click Next>> to move to the next page, you will get an alert indicating any missing data (at the top of the page). If you are unsure of how to answer a question, just do the best you can. Your staff contact can help you edit the profile later.

- If you need to return to the previous page, click the <<Back button at the bottom of the page. **Do not use the browser's back arrow – you may lose data if you do.**

- Click Comprehensive Registration link **not Register with Resume.**



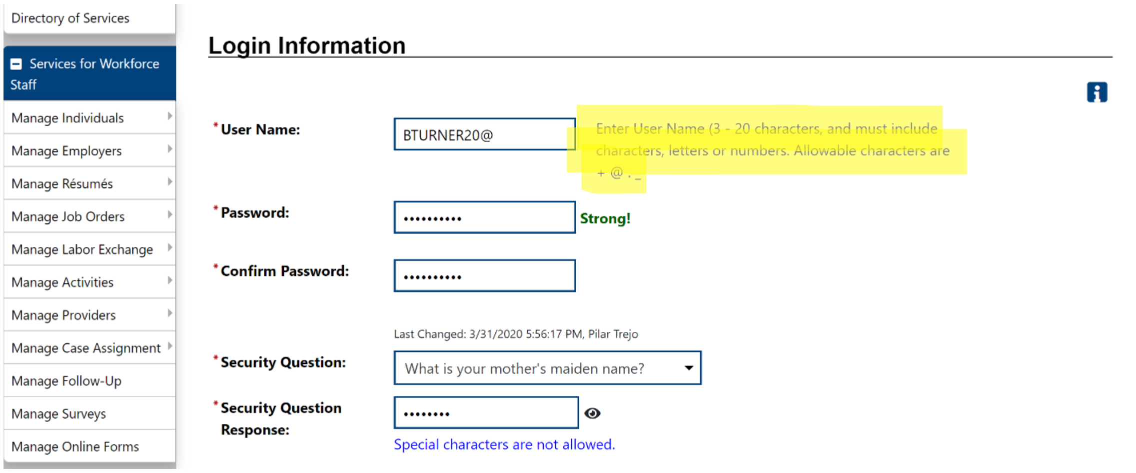
Step 6: Login & General Information

The first part of the Registration has separate sections for Login, Social Security Number, Primary Location, E-mail Address, and Demographic Information.

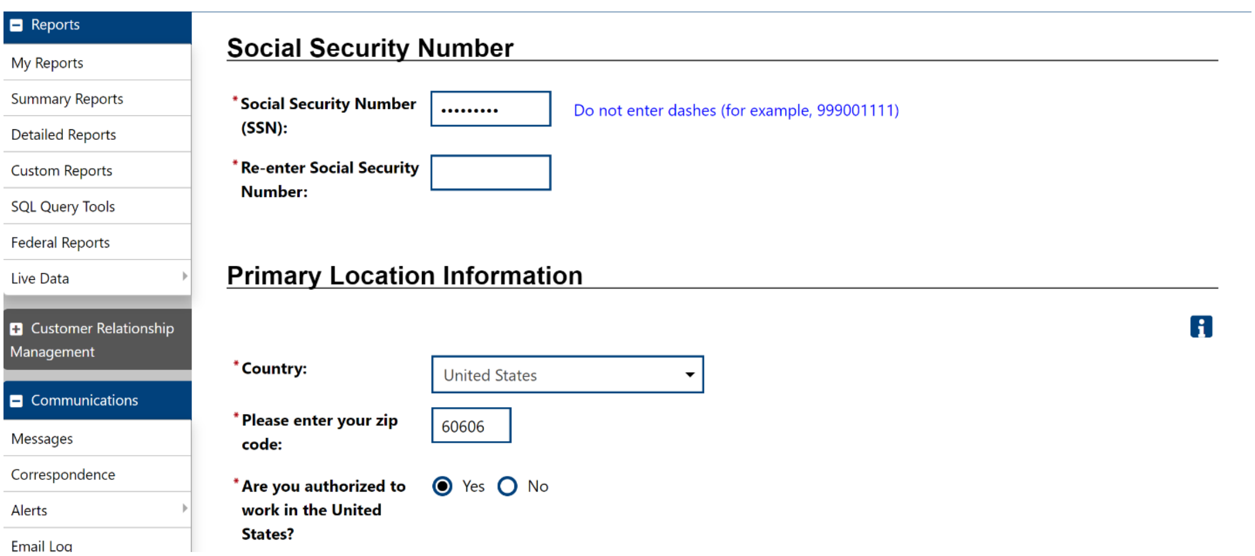
- Enter a **Username**, **Password**, and then re-enter the password in the **Confirm Password** field. Make sure to remember / make note of this information as you'll need it every time you come back to the site.

- **Note:** Follow the naming rules for Username and Password that show on the screen.

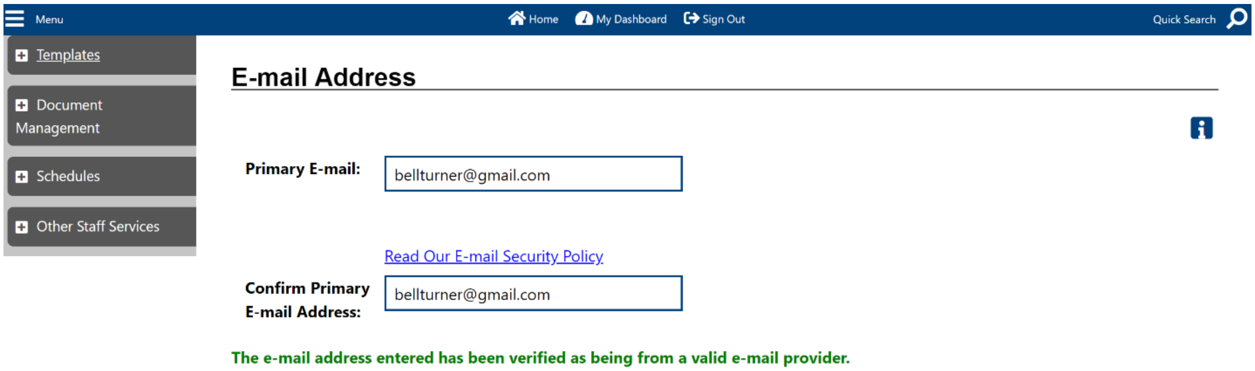
- Select a question from the **Security Question** list and enter a **Response**. This question and your response are used later if you forget your username and/or password.



- Enter your **Social Security Number (SSN)**, then re-enter you SSN for confirmation. Do not enter dashes. The system confirms that your Username and SSN are unique. If either already exists, a message prompts you to enter unique data.
- Enter your **zip code**.
- **Note:** The country is defaulted to United States.
- Answer the Authorized to work in the United States question.
- Enter an address for **Primary E-mail**, and re-enter it in **Confirm Primary E-mail**.



- If your email does not match, the fields will turn yellow to alert you.



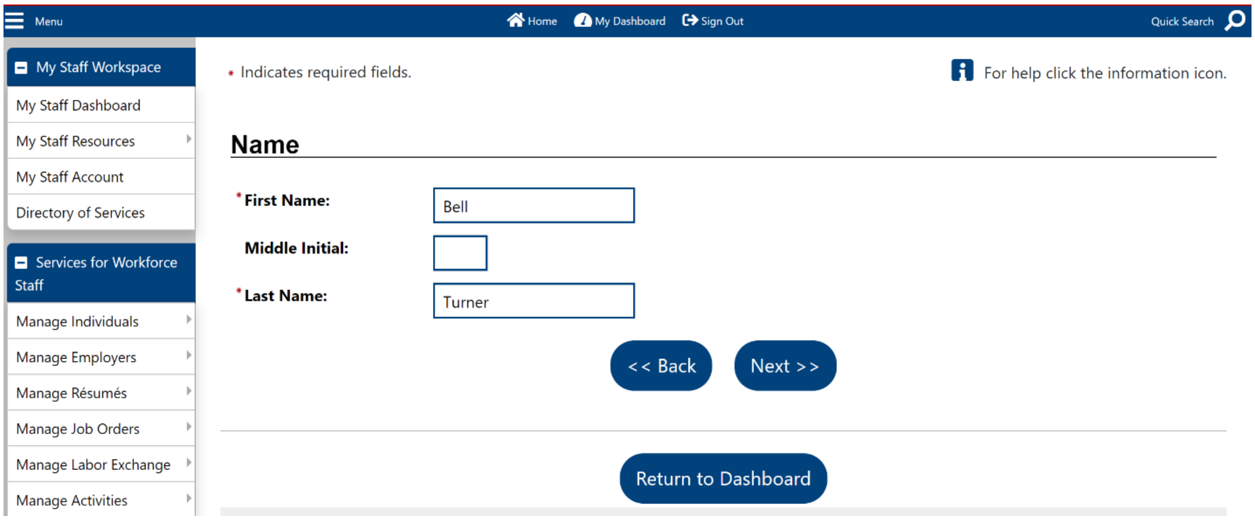
- Enter the required demographic information, including entries for:
    - **Date of Birth**
    - **Gender**
    - **Have you registered with the Selected Service? (if applicable)**
      Note: A link below this field lets you open a separate window to the online Selective Service Registration system, where you can register, if necessary.

- Complete the security verification (which is case sensitive). An audio code is available if needed, by clicking on the “Get Audio Code” link.
- Click the **Next >>** button to continue.

Step 7: Name

- Enter your **First Name**, **Middle Initial** (optional), and **Last Name**.

- Click the **Next >>** button to continue.



Step 8: Address

This part has sections for your Residential and Mailing address. Most fields are populated based on your earlier zip code entry.

- Enter the address where you live (under the **Residential Address** area):

- Enter the street address where you live in the **Address Line 1**.

- If needed, make an entry for **Address Line 2** (e.g., for Apartment, Building or additional location number).

- If populated data is wrong, make changes to the **Zip Code, City, State, County/Parish,** or **Country** fields.

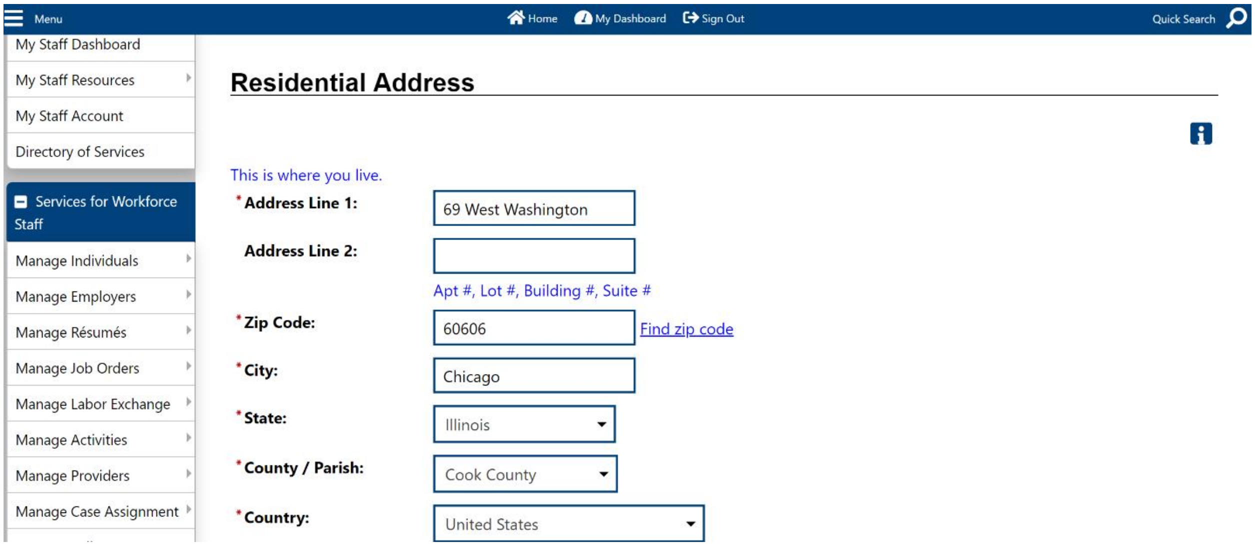
- Enter the address where you receive mail (under the **Mailing Address** area): If this is the same as your residential address, check the **Use residential address** box

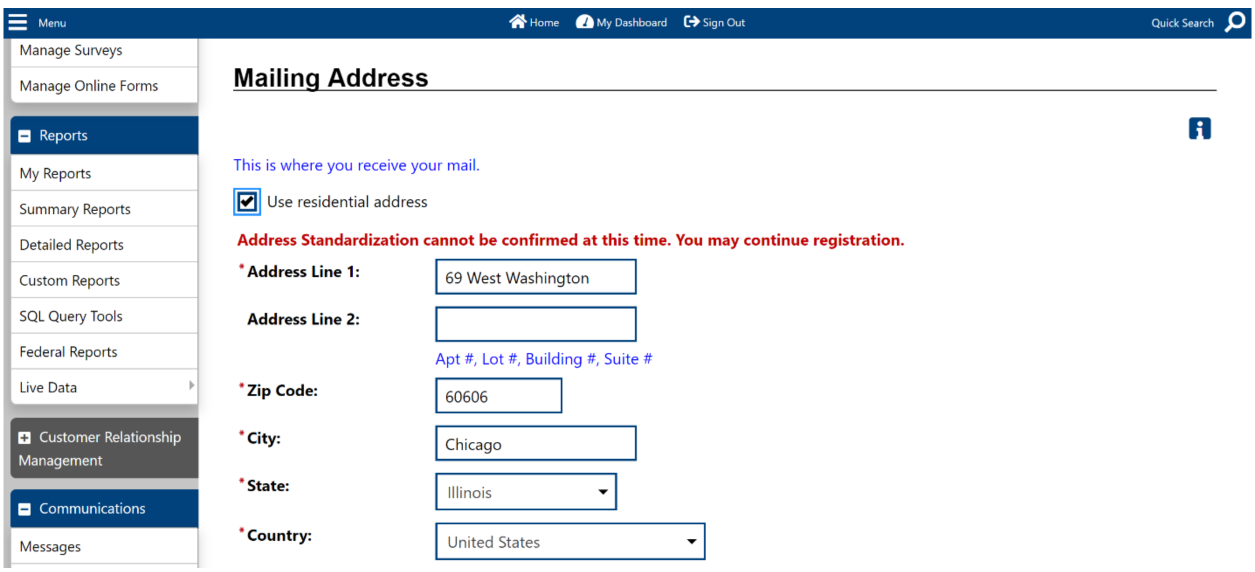
Otherwise….

- Enter the street address in **Address Line 1** and make changes to the populated fields.

- **Note:** The system attempts to standardize the mailing address to USPS requirements and will display an “Address has been standardized” message, if successful.

- Click the **Next >>** button to continue.


Menu
Home
My Dashboard
Sign Out
Quick Search
My Staff Dashboard
My Staff Resources
My Staff Account
Directory of Services
Services for Workforce Staff
Manage Individuals
Manage Employers
Manage Résumés
Manage Job Orders
Manage Labor Exchange
Manage Activities
Manage Providers
Manage Case Assignment
Residential Address
This is where you live.
*Address Line 1:
69 West Washington
Address Line 2:
Apt #, Lot #, Building #, Suite #
*Zip Code:
60606
Find zip code
*City:
Chicago
*State:
Illinois
*County / Parish:
Cook County
*Country:
United States


Menu
Home
My Dashboard
Sign Out
Quick Search
Manage Surveys
Manage Online Forms
Reports
My Reports
Summary Reports
Detailed Reports
Custom Reports
SQL Query Tools
Federal Reports
Live Data
Customer Relationship Management
Communications
Messages
Mailing Address
This is where you receive your mail.
Use residential address
Address Standardization cannot be confirmed at this time. You may continue registration.
*Address Line 1:
69 West Washington
Address Line 2:
Apt #, Lot #, Building #, Suite #
*Zip Code:
60606
*City:
Chicago
*State:
Illinois
*Country:
United States

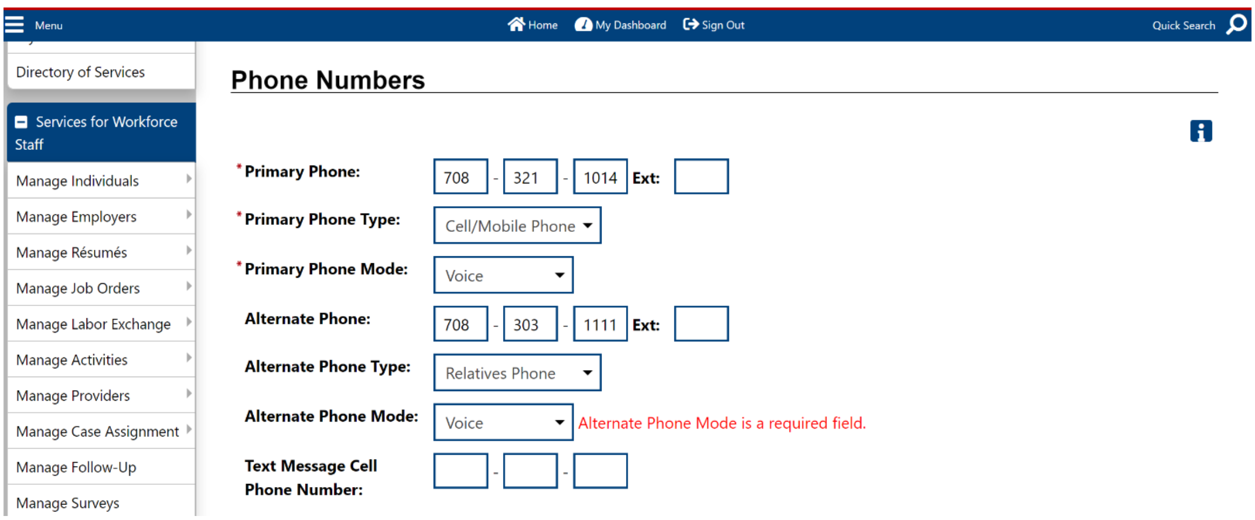
Step 9: Phone Number(s)
This page has fields for entering a primary phone number as well as an alternate phone number for contacting you. Entering a primary phone number is required, so staff can contact you if there are any questions or follow-up information is needed. ***We strongly encourage adding an Alternate Phone number as well.***

- Enter the number for your **Primary Phone** and select the **Primary Phone Type** and **Primary Phone Mode**.

- If desired, also enter data for an **Alternate Phone** and/or **Text Message Cell Phone**.

  NOTE: By adding your cell phone number in the Text Message section, ***you agree to be contacted via text message***. Individual text rates may apply.

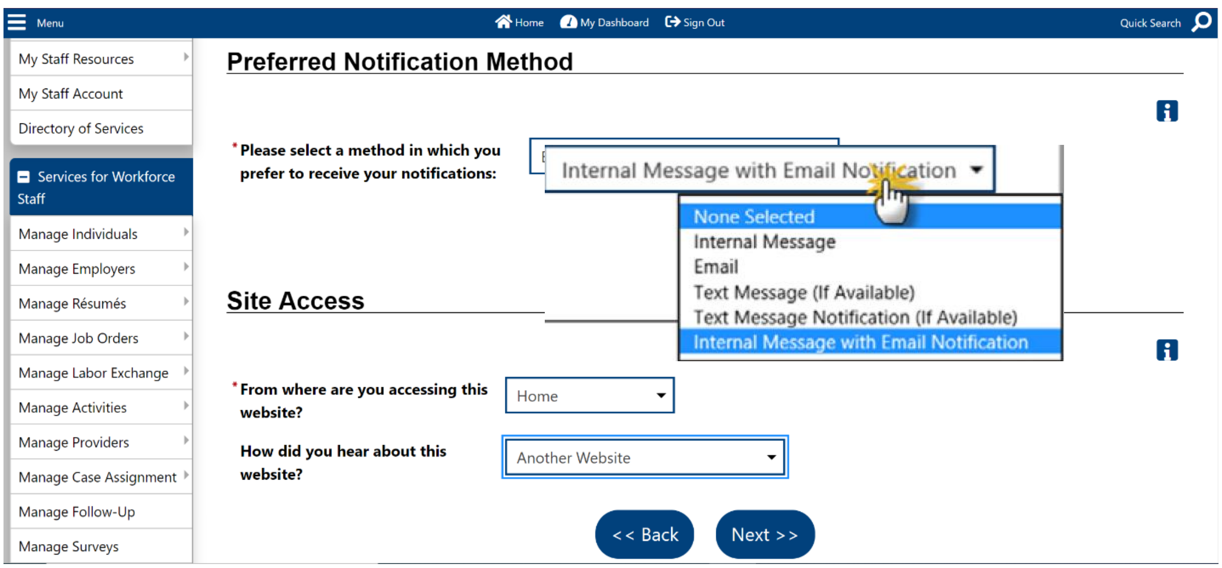
- Click the **Next >>** button to continue.



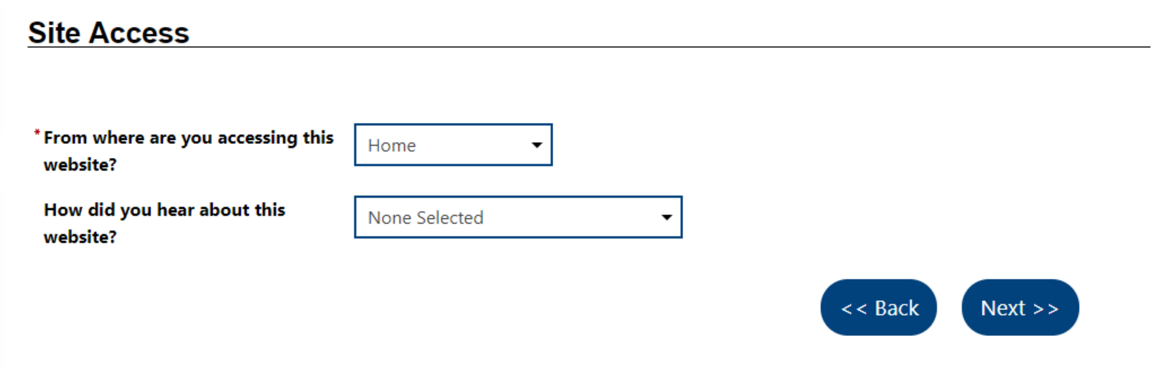
Step 10: Preferred Notification Method and Site Access
This page has fields for your account's notification preference setting. This setting determines how the system will attempt to contact you.

- Select the method by which you prefer to receive notifications:
  a. **Internal Message** - communications will be delivered to your Career Connect Message Center; you must be logged in to the system to access the Message Center.
  b. **Email** - communications will be sent to the email address you provided earlier in the registration process.
  c. **Text Message** (if available)
  d. **Text Message Notification** (if available)
  e. **Internal Message with Email Notification** - receive an email alert when communications are delivered to your Message Center.

Note About Text Messages: Only certain communications can be sent via text message. Other important notices will NOT be sent via text message. Individual texting rates apply.



- Indicate where you are accessing Career Connect from and how you heard about the site



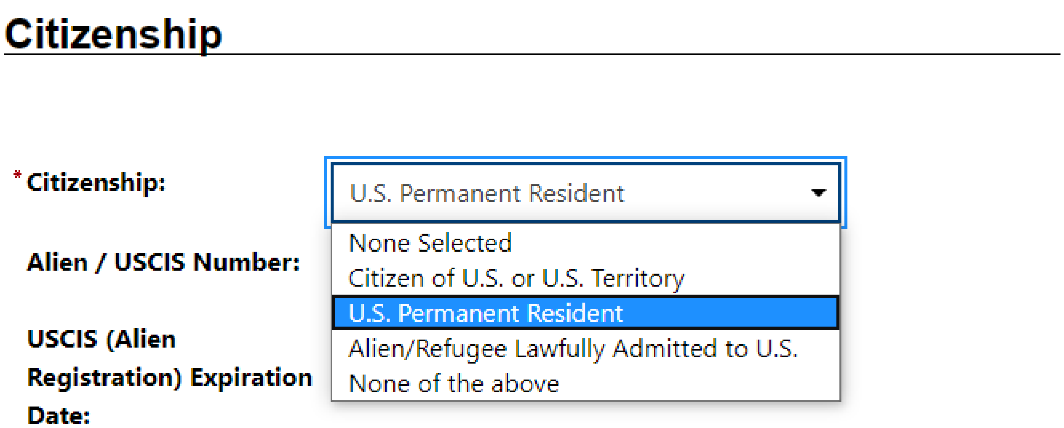
Step 11: Citizenship & Disability

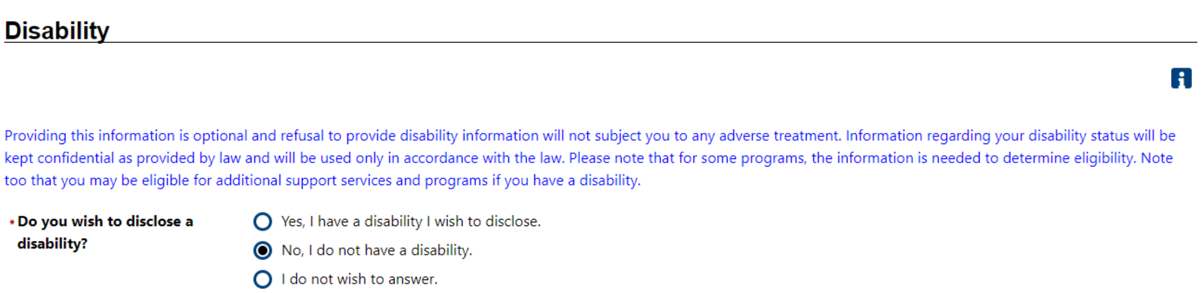
This page is used to identify your work status and to let you self-identify as having a disability (which may be used to identify additional services).

- Select your **Citizenship** status. The system provides 4 options. **Do not select "None of the Above"**, because the system will not let you continue. If none of the other options reflects your status, select "U.S. Permanent Resident". (This data is not used unless you enroll in WIOA Title I services and it can be updated as needed if you are eligible for those services in the future.)

- Make a selection for the **Disability** question. Disclosing a disability is entirely voluntary. You may be eligible for additional support and services if you have a documented disability.

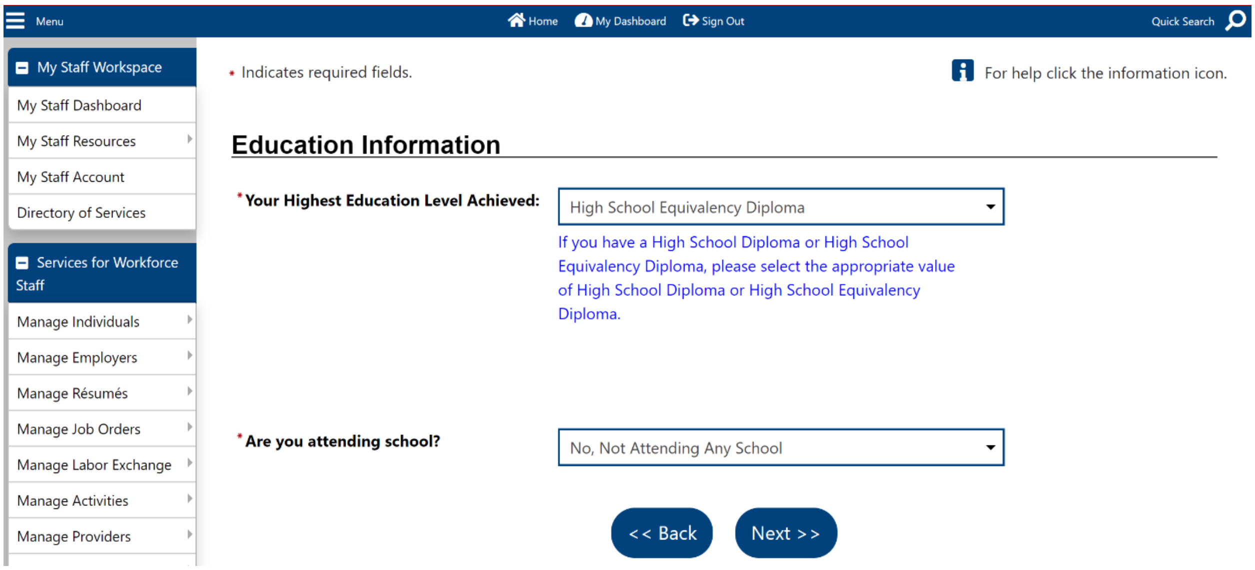
- Click the **Next >>** button to continue.





Step 12: Education. This page is used to identify your education level and if you are currently attending school.

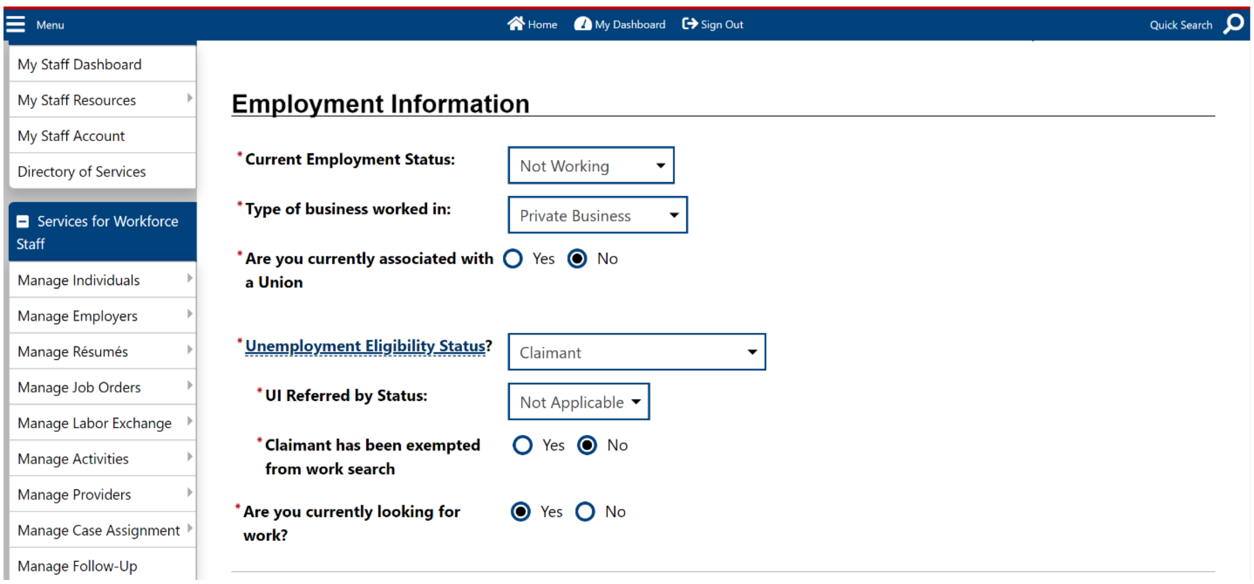
- Select your **Highest Level of Education** completed.
- Select whether you are **Attending School** currently.
- Click the **Next >>** button to continue.



Step 13: Employment Information. This page is used to collect basic data on your current employment status.

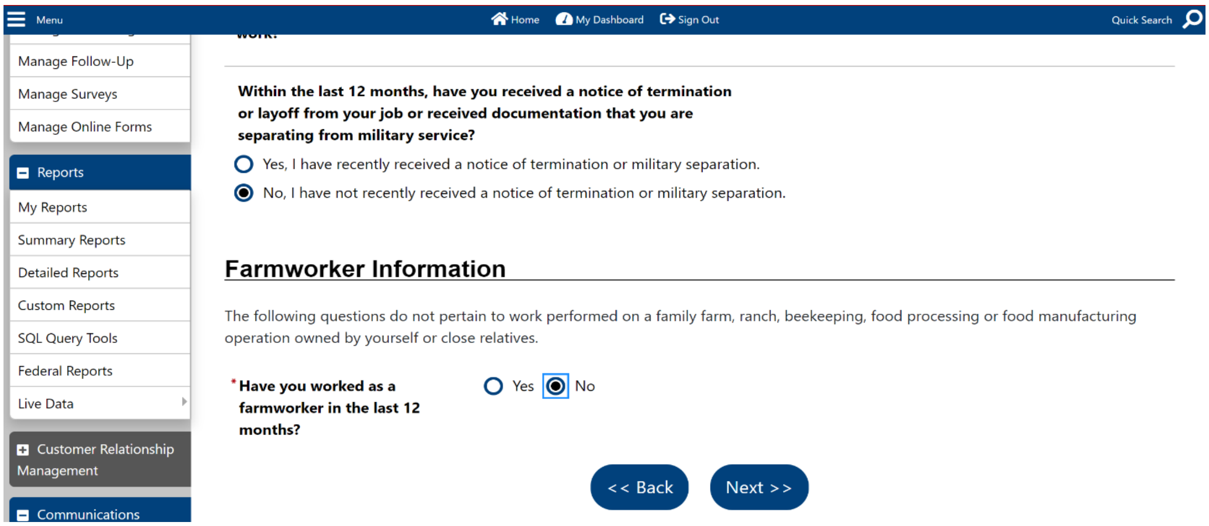
- In the Employment Information section, make selections from the drop-down lists, or radio button for all questions:
  - **Current Employment Status**
  - **Type of Business Worked In**
  - **Are you currently associated with a Union (If "*Yes*" additional questions will display.)**
  - **Unemployment Eligibility Status (If "*Claimant*" or "*Exhaustee*" is selected, additional questions will display.)** If you are not sure of your Unemployment Status select "Neither Claimant or Exhaustee".

    Note: If you select "*Claimant*" for Unemployment Eligibility Status, you will need answer UI Referred by Status. If you are not sure select "*Not Applicable*".
  - **Currently Looking for Work**



- Indicate Yes or No for whether you received a notice of termination, layoff, or military separation. If you select “*Yes*”, additional questions will display.

  Note: If you select “*Yes*” for having received a notice of termination, the date of your layoff will be required.
- Answer the question about farm work.
- Click the **Next >>** button to continue.



Step 14: Desired Occupation
This page is used to identify your desired job. This occupation will be used throughout the system for job matching and other information connected with finding job opportunities.

- In the **What is your desired job title?** field, begin typing the title of a job in which you are interested. A drop-down list will display the closest matches.

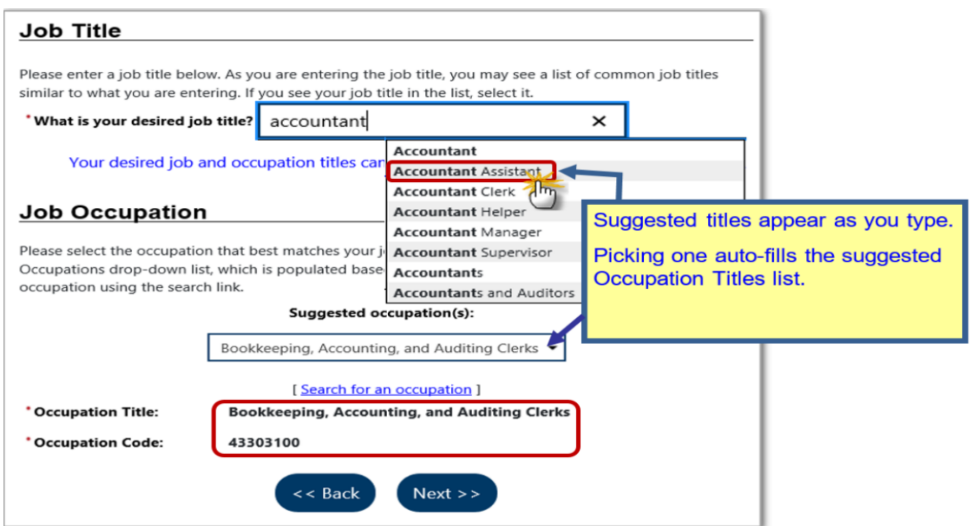
- Select a job title from the displayed list. This will populate a drop-down list below with **Suggested Occupations** field.

- Select an occupation from the **Suggested Occupations** drop-down list.

- The system will display the standardized **Occupation Title** and **Occupation Code** in the fields below the drop-down list. See below image:

  Note: If the job title you enter does not provide selections for the **Suggested Occupations** list, or if you want to search for a wider range of occupation codes, you can click the "*Search for an occupation"* link.

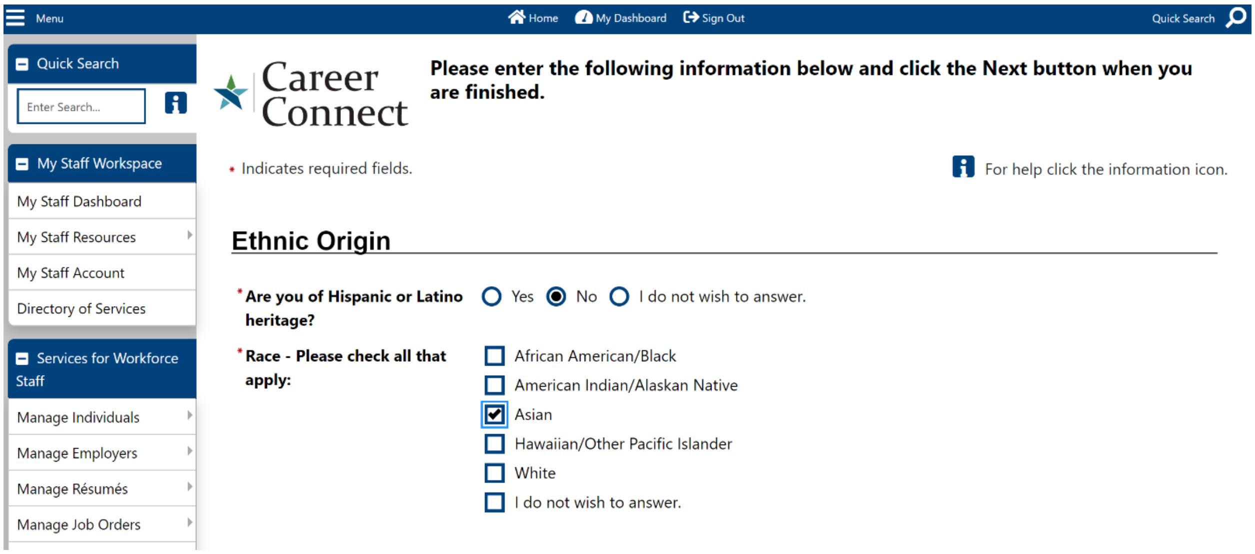
- Click the **Next >>** button to continue.



Step 15: Ethnic Origin

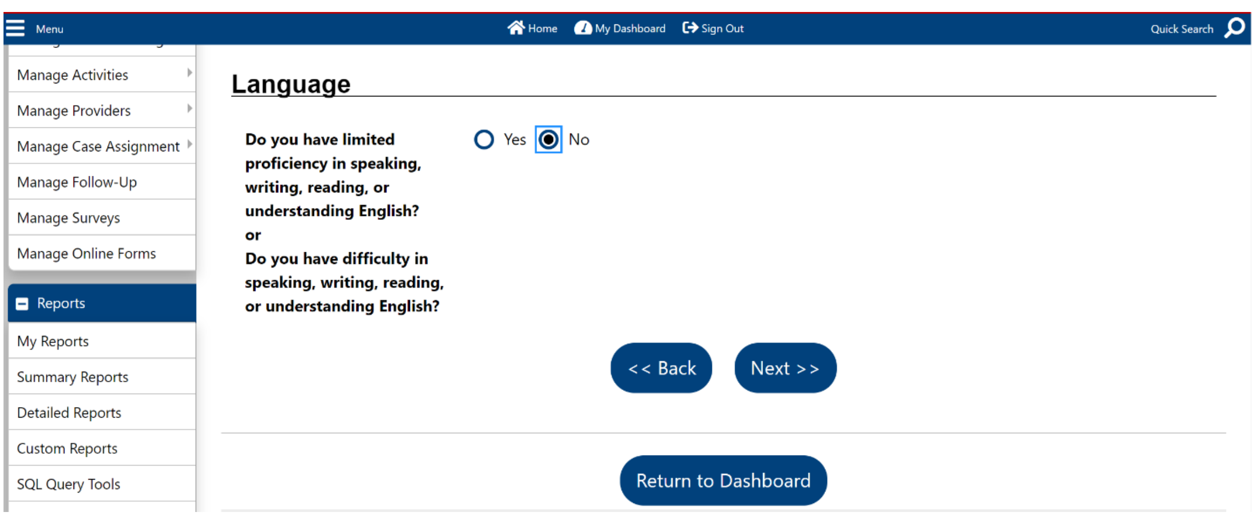
This page is used to indicate ethnic origin or heritage information. It includes options for "*I do not wish to answer*," if you choose not to supply this information.

- Make selections for **<u>both</u>** heritage (**Hispanic or Latino**) and for Race.



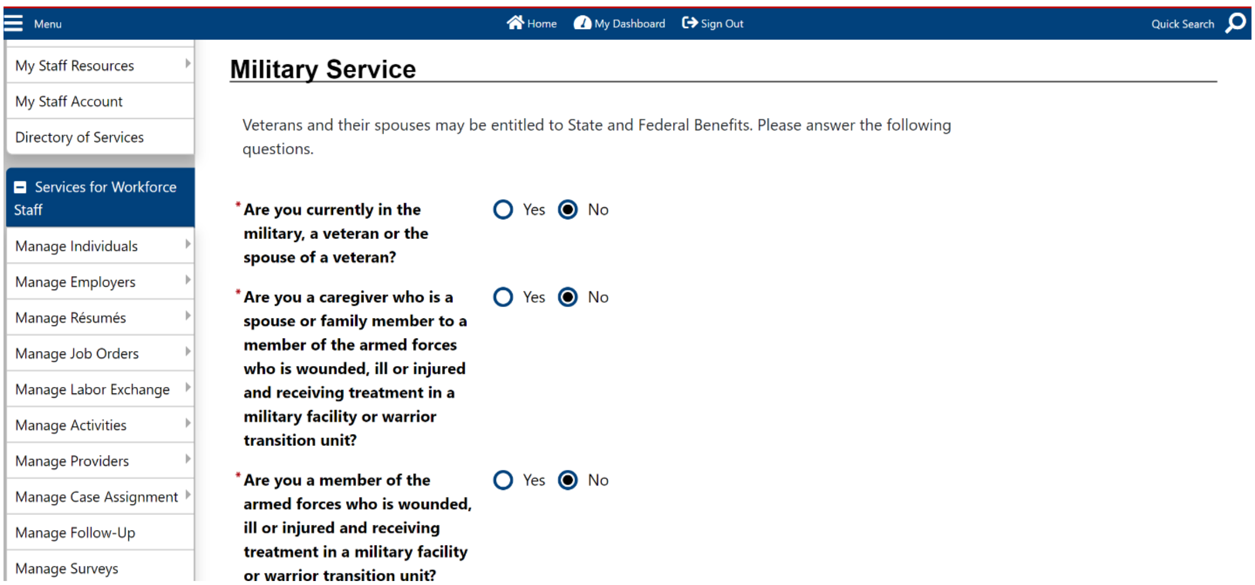
- In the **Language** section select "Yes" if you have difficulty speaking, reading, writing and/or understanding English. If so, additional questions will display to help define your language needs.

- Click the **Next >>** button to continue.



Step 16: Military Service.
This page is used to identify military status if you are a veteran or the spouse of a veteran and may be entitled to state and federal benefits.

- Answer the Yes/No questions to indicate your military service, if any.
- If you answer *Yes* to the first question, additional questions will appear on the page.
- Answer all required questions in this section.
- Click the **Next >>** button to continue.



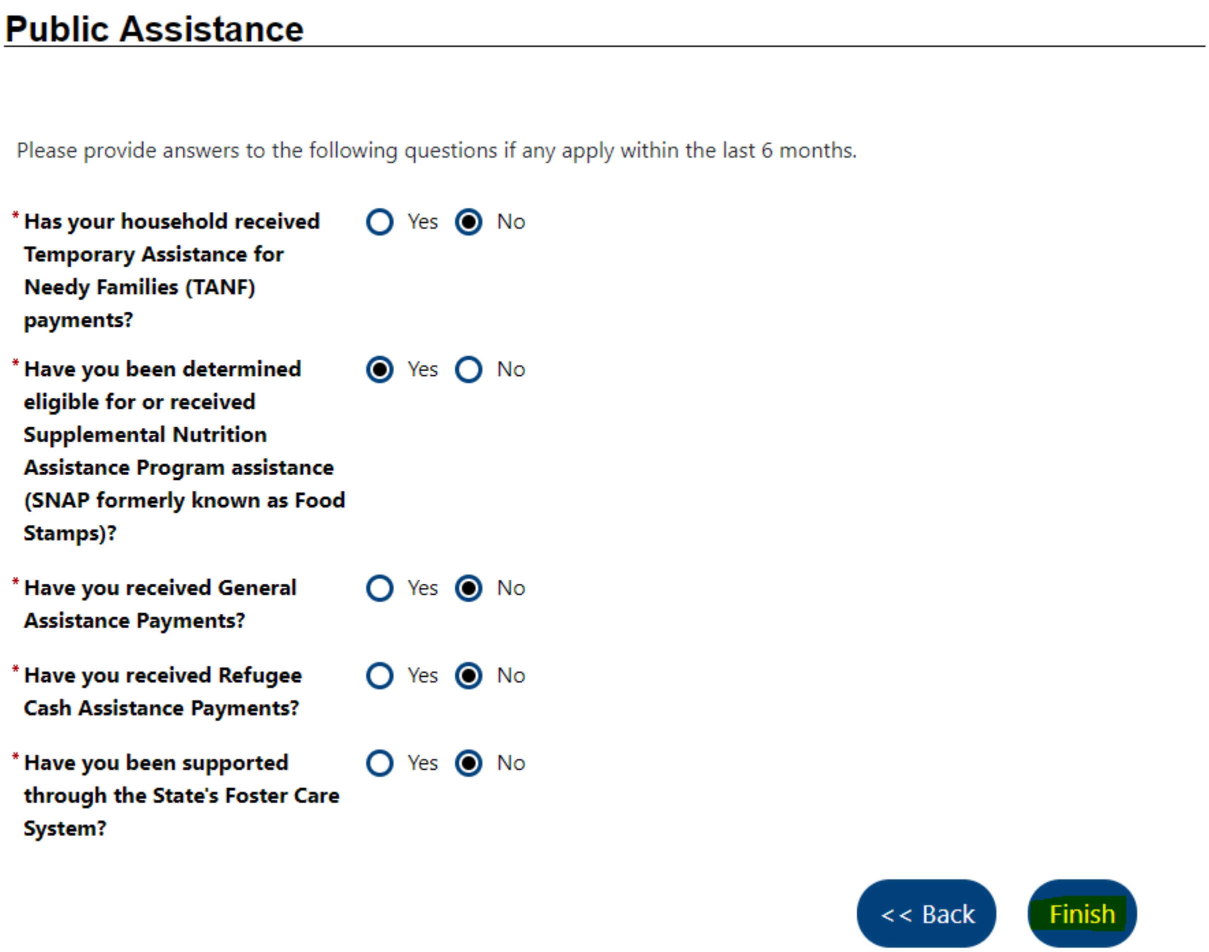
Step 17: Public Assistance

This page is used to identify public assistance you may have received within the last six months. Answering accurately can help staff to determine if you are eligible for additional assistance through federal programs.

- Indicate Yes or No for any assistance you've received ***in the last six months*** from the listed assistance programs.

- If you are not receiving any Public Assistance, you will receive a question about your family size and income. You may choose not to answer.

- Click **Finish**. The system performs a final validation of all information entered and saves your profile. You will receive a confirmation email at the email address you provided.



Public Assistance

Please provide answers to the following questions if any apply within the last 6 months.

* **Has your household received Temporary Assistance for Needy Families (TANF) payments?**	Yes / No
* **Have you been determined eligible for or received Supplemental Nutrition Assistance Program assistance (SNAP formerly known as Food Stamps)?**	Yes / No
* **Have you received General Assistance Payments?**	Yes / No
* **Have you received Refugee Cash Assistance Payments?**	Yes / No
* **Have you been supported through the State's Foster Care System?**	Yes / No

<< Back   Finish

Congratulations! Your profile is now complete!

You may update or edit your profile at any time by following the instructions below.

Editing / Updating Your Profile

There are several ways to access your profile.

Option 1: From "My Dashboard"

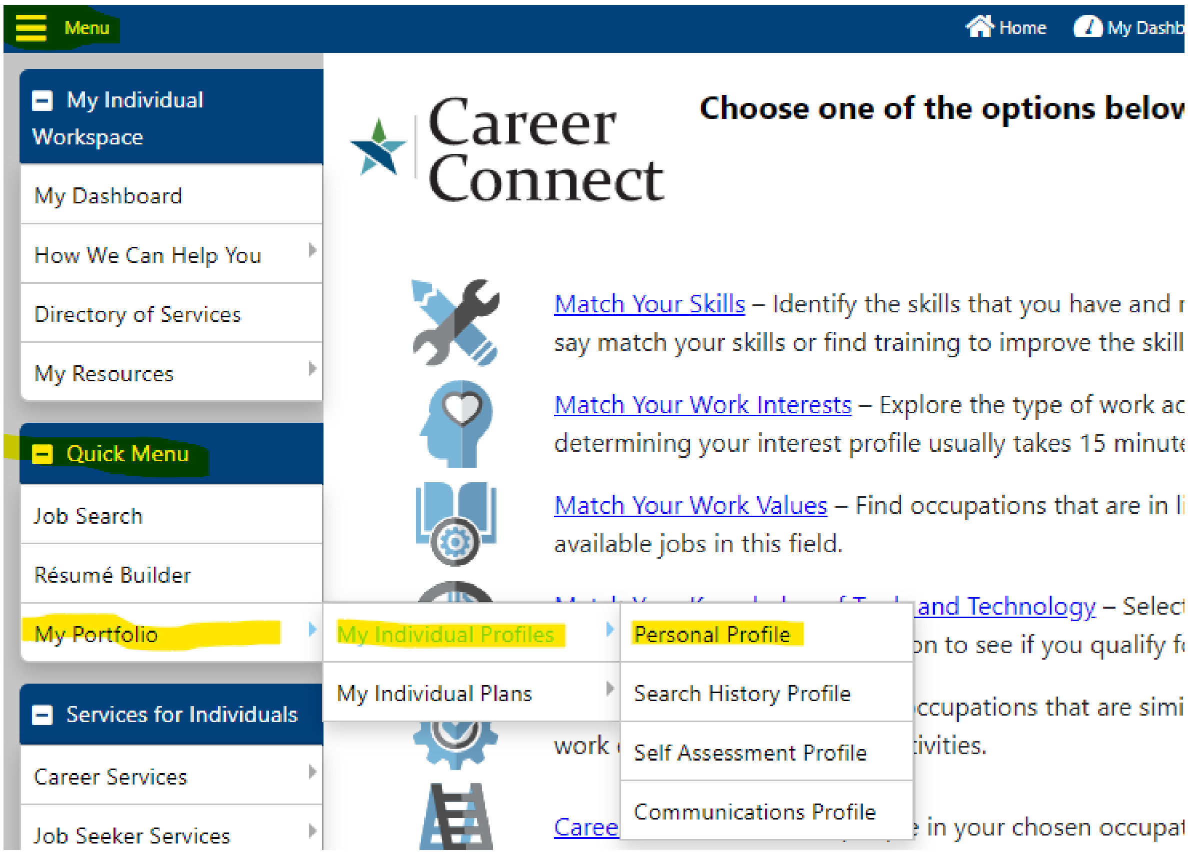
Every time you log into your Career Connect account you will be on your "Dashboard". You can also return to your Dashboard at any time using the "My Dashboard" link at the top of the screen.

To access your profile from the Dashboard, click on the "View your Personal Profile and Contact Information" highlighted in the example below. (Your dashboard screen may look a little different than the picture below, but the highlighted links will always be in the same place on your screen.)

Option 2: From the Left-Hand Menu

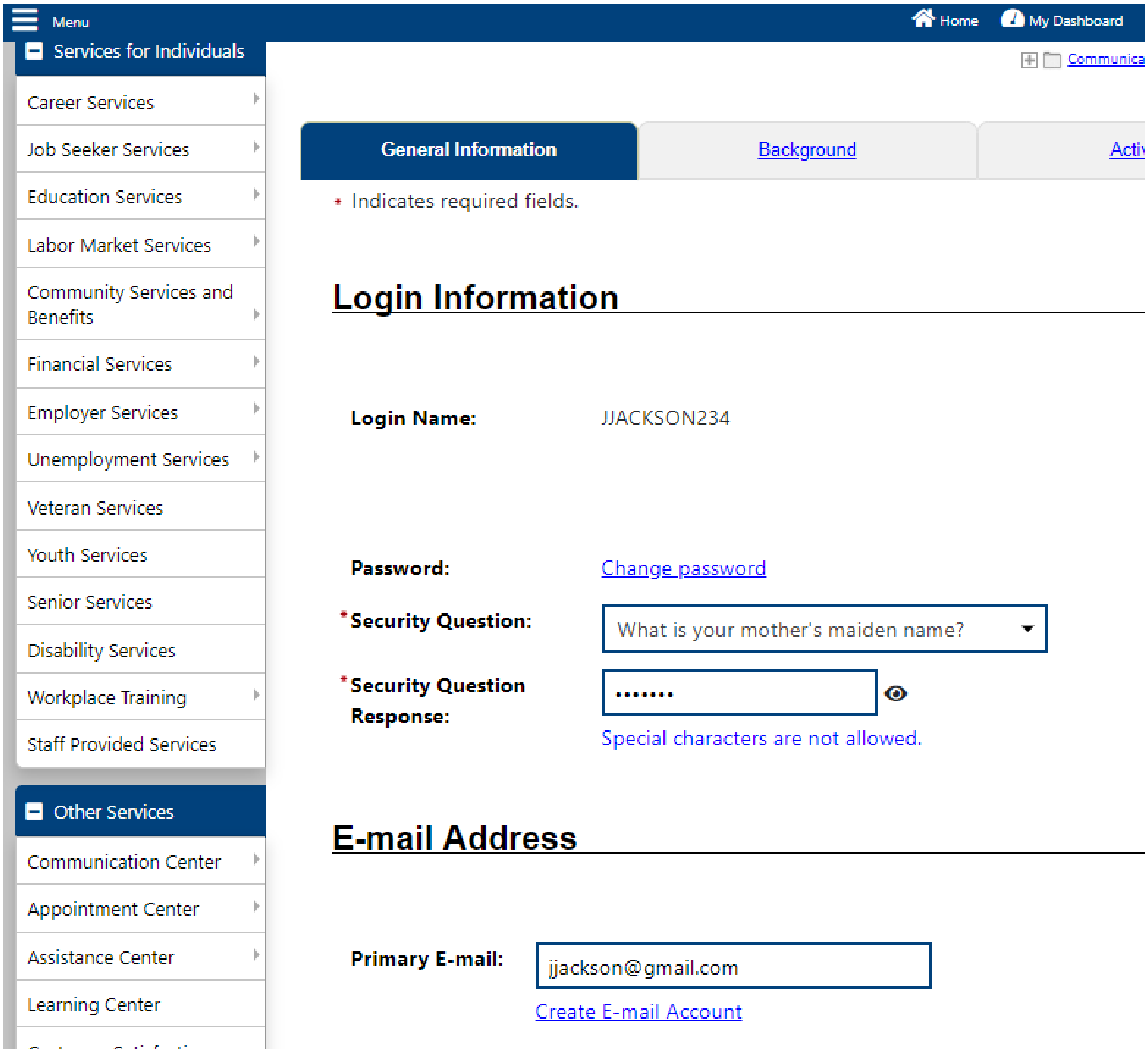
You can also access your profile from the “Quick Menu” box on the left-hand menu:

- Hold your mouse over the “My Portfolio” text and a sub-menu will display.
- Move your mouse over to “My Indiviudal Profiles” and then click on “Personal Profile”
- You can also just click on “My Portfolio” and then “My Individual Profiles” and then “Personal Profile”.
- If the Left-hand menu does show, click on the menu icon in the upper left corner of the screen to make it display.



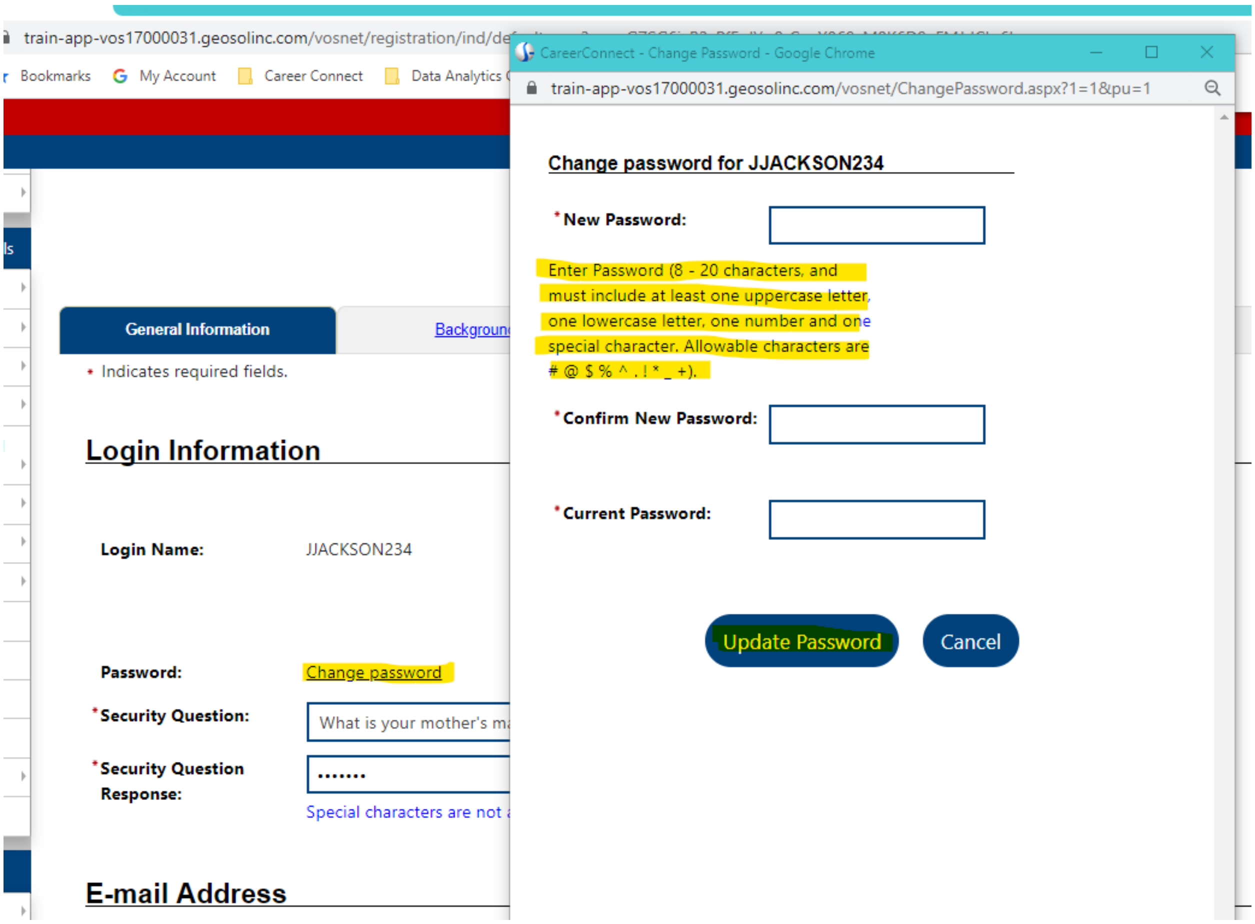
Editing Your Profile

Once you are in your profile, you can edit most of your information at any time. Just scroll to the applicable section, make your edits, and then scroll to the bottom to save.



Changing Your Password

- You can change your password at any time by clicking the “Change Password” link.
- A pop-up box will display asking you to confirm your current password and then type your new password two times.
- Make sure that your new password meets the



Changing Login Name or Social Security Number (SSN)

The system will not let you change your login name or your social security number. If you need either of these changed, notify the staff person that you are working with and he/she can help you make those changes.