

**Q: Does a successful candidate need to be physically located in Boston?**

A: Candidates do not need to be physically located in Boston, but they need to be able to provide service in Boston including onsite assessment.

**Q: Does a successful candidate need to be able to bill insurance for clinical services?**

A: This program model (modeled after the North Shore Center for Hoarding and Clutter) and funding works because some of the services are reimbursed through Medicare and other insurances. This allows the funding available for this program to be used to support wraparound services and services for uninsured residents that cannot be reimbursed. Our concern is that without the ability to bill, the program would not be able to serve the number of people that we hope it will serve. We encourage applicants to build project teams that can meet the full scope of the program design, including the ability to bill insurance.

**Q: A 1-year funding window can make it challenging to staff with experienced individuals capable of connecting with and supporting the needs of the target population, so is there any option for extensions available beyond 1 year?**

A: This program is funded through FY23 City operating dollars, so the funding is available from July 1, 2022 - June 30, 2023. We will be requesting funding for this program during the FY24 city budget process, and if successful, will be issuing another RFP next spring.

**Q: Does the city have resources for dislocated individuals? Can the city commit to providing temporary housing resources, or would the city be willing to support the chosen contractor with negotiating rates for temporary housing?**

A: The resources for this program are outlined in the RFP, and do not include housing.

**Q: Does the city have specific scenarios of clutter and hoarding that have challenged its various agencies that it can share?**

A: The City has never had the resources to address the mental health needs for individuals living with hoarding, which is why this opportunity is exciting. Cases have a range of complications and fall in different stages of the clutter scale. Some situations have been ongoing over time. Many situations involve multiple collaborators and some situations put the individual's housing at risk.

**Q: Does the city have a vision of how the chosen contractor would interface with the 6 different City departments as identified on Page 1?**

A: Given that this will be a new program, we anticipate that the contractor and the City departments would figure out communication and how they interface with each other during the initial phases of the program.

**Q: What role, if any, would the Boston Hoarding Task Force play?**



A: It is not anticipated at this time that the Boston Hoarding Task Force will play a formal role in this program, however we anticipate the contractor would become a member of this group. It is a group that shares resources, collaborates on cases, and provides informal case consultation.

**Q: Although the Age Strong Commission is inviting responses, are the residents who are to be beneficiaries of this funding restricted to age 60+? Is it a requirement that the contractor work with all referrals, regardless of age?**

A: We anticipate that the majority of cases will be age 60+, but there may be some that are younger. It is a requirement that the contractor work with all referrals, regardless of age.

**Q: Emergency capacity is defined on page 6, but can "Emergency Need" be defined as indicated in the rubric on page 14 of the RFP?**

A: Emergency needs include things that come up that need to be addressed immediately, for example in the case of a homeowner being removed and a home being condemned. In this situation it might be providing onsite assessment and crisis case management to help the individual get to safe shelter. In some limited situations, emergency needs could happen outside of regular business hours, including nights and weekends.