PROJECT PARTICIPATION OPPORTUNITY

This Frequently Asked Questions resource answers partner questions about the OneCity Health Food and Nutrition Services Program PPO. If a partner has additional questions about the PPO or Phase IV contracting that are not addressed in this document, they can contact the OneCity Health Support Desk at ochsupportdesk@nychhc.org.

Food and Nutrition Services Program

Q: How long is the contract and will it be renewable?

A: At this time, OneCity Health will contract with partners for 12 months and the start date will be the date when the partner signs the contract. The contract may be renewed or extended after that.

Q: How can we identify other organizations that are interested in partnering for this initiative?

A: Partners can use the NowPow social services directory to search for organizations that provide food and nutrition services in a specific geographic area. In NowPow there is a pink ribbon to identify organizations that are part of the OneCity Health Performing Provider System (PPS). There is also a list of PPS partners available on the OneCity Health website. Only PPS partners can be lead applicants; however, they may subcontract with entities outside the PPS to form their cluster.

Q: What is the age range for this program?

A: There is no age restriction for the individuals that will be served through the Food and Nutrition Services Program.

Q: I am not a PPS partner, how can I be a part of the Food and Nutrition Services Program?

A: Non-PPS partners can participate in this PPO by subcontracting with a Lead Applicant, who is a PPS partner. A list of PPS partners can be found on the OneCity Health website. We will also post borough-specific meet and greets on the OneCity Health website. Non-partners are encouraged to attend the meet and greet in the appropriate borough.

Q: We are a primary care provider whose patients could benefit from these services. How can we participate in this PPO?

A: At this time OneCity Health is only focusing on referrals from acute care facilities within the PPS. The best way to participate is to work with the other community based organizations (CBOs) that are participating in a cluster to ensure that the primary care provider's patients are able to receive some of the services from those partners.

Q: Can applicants serve all patients or only Medicaid/uninsured patients?

A: Applicants can serve all patients. The goal of this program is to improve access to food and nutrition services for patients receiving care at the acute care facilities within the PPS, regardless of their insurance status.

Clusters

Q: Do you expect a "cluster" for each hospital?

A: The expectation is that there will be one cluster per borough, and that the cluster will serve all of the acute care facilities within their selected borough. However, considering the size, diversity, and cultural linguistic needs of our boroughs, there may be more than one cluster per borough.

Q: Will OneCity Health assist with organizing the clusters?

A: OneCity Health is seeking one partner in each borough to volunteer to host a meet and greet for organizations interested in partnering for this initiative. To volunteer, please email the OneCity Health Support Desk (ochsupportdesk@nychhc.org) with the location, date, and time of the meet and greet, as well as your contact information. OneCity Health will publicize the information for each meet and greet to all partners. OneCity Health will also post the information on the OneCity Health website so that non-partners may attend.

Q: If we want to submit an application for two clusters (with a potentially different set of partners), should we submit multiple applications?

A: Yes, if the clusters include different partners, please submit separate applications (one for each cluster), regardless if it is the same Lead Applicant.

Q: If an organization within the cluster is providing an evidence-based self-management program as a class, can individuals from other facilities attend?

A: Yes. If there is a Diabetes Self-Management Class, we would anticipate that it would be held in a central location within the cluster, and individuals from the various facilities can be referred to that class, to receive the service.

Q: Can you provide a list of acute care facilities that will be served by the cluster(s) in each borough?

A: Please see below for a list of facilities to be served by the Food and Nutrition Services program in each borough:
- Bronx: Jacobi, Lincoln, and North Central Bronx
- Brooklyn: Coney Island, Kings County, SUNY Downstate, and Woodhull
- Manhattan: Bellevue, Harlem, and Metropolitan
- Queens: Elmhurst and Queens

Food Navigators

Q: Do the Food Navigators need to be in each of the acute care facilities or can we have them in some facilities? Will the training for the Food Navigator be arranged by the cluster?

A: OneCity Health would like the Lead Applicant to place a Food Navigator in each acute care facility within the borough. The Lead Applicant and other organizations in the cluster are responsible for training the Food Navigators and ensuring coordination within the cluster. The facility will be responsible for onboarding the Food Navigator at the facility, and providing any facility-specific trainings.

Q: How many hours would the Food Navigators be stationed at the hospital on a weekly basis?

A: For the purposes of this program, the cluster must provide a full-time (1 FTE) Food Navigator within each facility, for a total of 35 hours per week.

Q: Can the Food Navigator provide services to our existing clients?

A: For the purposes of this program, OneCity Health is focusing on the food and nutrition needs of individuals who come to the acute care facilities within the PPS. The Food Navigator cannot serve existing clients unless the client is referred by an acute care facility.

Q: If our cluster offers four of the Food & Nutrition services but at different sites, would we have to hire a full time Food Navigator for each site? Do the minimum of four services have to be at one location?

A: Each acute care facility must have a Food Navigator embedded at the facility and be able to coordinate all the services provided by the cluster, and any other food and nutrition services offered at that facility. The Food Navigator will not provide the identified services at the facility, but must be able to coordinate referrals to any needed food and nutrition services, including those offered by organizations within the cluster.

Budget

Q: What is the total amount expected to be distributed across the four boroughs?

A: There is no set amount per borough. As part of the application process, organizations should develop a budget to estimate the cost for embedding a full-time Food Navigator at each facility within the borough and providing all the food and nutrition services offered by the cluster. This projected budget would be reviewed with the partner as part of the contract negotiation process.

Q: Can we include non-personnel expenses in our budget?

A: In your budget, please include any expenses expected to be incurred as part of delivering the scope of services under this PPO. OneCity Health expects partners to provide an estimate of all costs, including non-personnel expenses.

Q: In the non-personnel expenses, will costs for food provided at a food pantry also be covered as part of the project?

A: OneCity Health anticipates that the organizations within the cluster that distribute foods within food pantries already have food as a covered cost; however, these organizations may incur additional costs for food due to referrals from the Food Navigator. The budgets submitted as part of the PPO application should only include these additional costs expected to be incurred by the organizations within the cluster.

Q: Should we come up with a caseload or is that already determined?

A: All applicants must propose a caseload and the cost to provide services to that caseload as part of the budget submitted.

Referrals

Q: How are clients referred to the Food Navigators?

A: There will be a lot of coordination between the facility and the Food Navigator. The Food Navigator would work closely with the facilities to receive referrals, which may include participating in clinical huddles, and receiving referrals via NowPow or a warm hand-off from the social worker to the Food Navigator. There may also be lists of qualifying patients provided for outreach purposes.

Q: Will the Food Navigators be expected to approach patients within the acute care facility?

A: These operational logistics will be coordinated facility by facility, depending on the preference of the facility. Currently, OneCity Health is exploring different options such as:
- Specific clinics within the facility can refer patients to the Food Navigator
- The Food Navigator can set up a table in a central location within the facility
- The Food Navigator can make a brief presentation to a waiting room full of individuals.

Q: Can the Food Navigator refer patients to services and providers that are not part of the cluster?

A: Yes. OneCity Health anticipates that the Food Navigator will identify needs that go beyond the identified services of the cluster, and we expect the Food Navigator to refer individuals to any needed services, even if it is not provided by the cluster. The budget, however, should not include the cost of those services.

NowPow

Q: Currently, NowPow doesn't allow for a standardized assessment to be included on its platform; however, the results of the assessment inform referrals. Does One City Health have any recommendations on tools that support this function?

A: Work is currently underway to include assessments in NowPow. For the purposes of this PPO, OneCity Health is open to partners suggesting other tools for the assessment. Please note, some of the NYC Health + Hospitals acute care facilities have implemented a screening tool to identify basic needs related to the social determinants of health. However, for a more comprehensive assessment of individuals and their families, the cluster will have to develop a more formal assessment of the food and nutrition needs.

Q: If the Food Navigator makes referrals and documents the outcomes of those referrals in NowPow, would it be acceptable to use a different system to manage the assessment and referral process within the organizations participating in the cluster?

A: Yes, as long as OneCity Health can capture data from NowPow relating to referrals made within the cluster and the outcomes of those referrals, clusters may use any program and software they choose to manage the referrals and specific services within the cluster.