New Jersey Department of Banking and Insurance
Response to Questions Regarding New Jersey State Navigator Grant RFA (DOBI 2021-001)
September 16, 2021

1. Will the grantee be penalized if in-person community locations are arranged but access to those locations are later modified due to the COVID-19 pandemic?

Answer: As per the Request for Applications, in-person assistance requirements will be subject to change as determined by the department (page 3). However, applicants for funding should be prepared to provide assistance to residents as described below and in the RFA:

New Jersey Navigators must provide in-person and virtual assistance and have telephone and walk-in hours available during business hours Monday through Friday. Availability of evening and weekend assistance is preferred year-round, but consistent evening or weekend availability is required during the Open Enrollment Period and may be held virtually.

Additionally, as per the RFA (page 17), applicants must submit a plan for the effective implementation of Navigator responsibilities that takes into account the evolving COVID-19 environment and the potential for future mitigation strategies and increased use of virtual assistance.

Please note that Navigators should follow all state and federal health and vaccine requirements.

2. The grant application emphasizes the provision of in-person activities. Can you please provide more specifics on the requirements regarding in-person activities, and how grantees should determine how to coordinate in-person activities for our staff in light of COVID-19. Are grantees required to maintain a physical location that is open to the general public throughout the term of the grant – i.e., is there a time that grantees may operate remotely due to the COVID-19 pandemic?

Answer: Navigators are required to provide outreach, education and enrollment assistance. As per the Request for Applications, in-person assistance requirements will be subject to change as determined by the department (page 3). However, applicants for funding should be prepared to provide assistance to residents as described below and in the RFA:

New Jersey Navigators must provide in-person and virtual assistance and have telephone and walk-in hours available during business hours Monday through Friday. Availability of evening and weekend assistance is preferred year-round, but consistent evening or weekend availability is required during the Open Enrollment Period and may be held virtually.

Additionally, as per the RFA (page 17), applicants must submit a plan for the effective implementation of Navigator responsibilities that takes into account the evolving COVID-19 environment and the potential for future mitigation strategies and increased use of virtual assistance.

Please note that Navigators should follow all state and federal health and vaccine requirements.
3. Will additional funding be provided for PPE products and equipment if a physical location is required, or should this be factored into proposed budgets?

Answer: Applicant budget requests will be considered by the department. All funding requests should be included in the requested budget. Requests should be itemized and applicants should provide a justification for all requested budget items.

4. Does in-person education and outreach, such as collaborations at tabling events, outreach fairs, etc., count towards or factor into the requirement of providing in-person activities?

Answer: The outreach requirements are distinct from the in-person assistance requirements outlined in the grant and discussed in the responses above.