APPLICATION FAQ

**California Family Resource Association Notice of Funding Opportunity**

**for**

**California COVID-19 Family Resource Center Relief Funds**

# Getting Started

1. **Q:** Am I required to submit my First Name, Last Name and Email Address just to view the application?

**A:** Yes. The NOFO application is designed to allow you to sign the application and submit it, which requires the applicant to identify themselves prior to viewing.

1. **Q:** If a collaborative of agencies apply together does the personnel info apply to everyone or just the lead agency?

**A:** Everyone.

1. **Q:** If we received funds last year are we allowed to apply again?

**A:** Yes.

1. **Q:** Will I be required to complete the application if I submit my First Name, Last Name and Email Address, just to view the application?

**A:** No. You can abandon the form at any time. Your application will not be completed until you “sign” your application (see Questions #27-33 below for information on signing the NOFO Application).

1. **Q:** I entered my information, but I still can’t see the form. What do I do now?

**A:** The system will redirect you to enter an Access Code to enter the form. An access code was emailed to the email address you entered to view the form. You should receive the email within a few minutes. Please check your Junk/Spam folder if you do not see it in your inbox. Once you enter your code, click Accept, when prompted, to enter the NOFO Application.

1. **Q:** I don’t see the application; I only see informational language. Where do I start?

**A:** Once you have reviewed the notice language, the first editable field of the NOFO Application is located on page 4 of 10.

1. **Q:** Do I have to distribute and provide the funds by June 30, 2021, as stated in the “timeline for distribution of Goods and/or Services” section?

**A:** No, that is a typo on our end. We are still waiting on the Department of Finance to decide the end date of the grant. We anticipate it will be either December 2021 or June 2022.

1. **Q:** Should we budget through June 2022?

**A:** Yes. If the end date is determined to be the end of December 2021, we will notify you and request a revised budget based on the notice of change.

1. **Q:** When is the start of the grant cycle?

**A:** April 1st, 2021.

1. **Q:**  Are we able to still apply if we are not solely focused on Indian tribes, non-profit tribal organizations and foster families?

**A:** Yes, though it may impact the funding level granted. All eligible applications last year were funded at some level.

1. **Q:** How can I tell which fields are required for me to complete before submission of my NOFO Application? **A:** Required fields are outlined in **RED**. Additionally, the system will prompt you to complete required fields. Please not the following fields, which are not required, but may be applicable to your NOFO Application:

Section I – Secondary Contact Person Name Section I – Secondary Phone Number Section I – Secondary Email

Section II – You may enter information for up to 3 FRC locations, but the application only requires 1.

Section IX – Please provide information for each FRC operated by your lead agency, which was not provided in Section II.

# Sections I., II and III.

1. **Q:** How many times do I need to enter our Family Resource Center’s information?

**A:** Section I identifies your lead agency, who is applying for this funding opportunity. Section II first requires information be entered for one FRC operating under the lead agency and allows you to identify the locations and counties served for up to two additional Family Resource Centers associated with your lead agency. If your lead operates more than 3 FRCs, please provide detail about the remaining FRCs in section IX.

1. **Q:** What if we are applying for more than three FRCs?

**A:** If you have more than three FRC’s you can list them in section IX of the application.

1. **Q:** Is there a maximum amount of funds we can request?

**A:** There is no maximum, however just under $13 million is available over the 14 months. Our intent is to honor requests proportionately, but if an out of scale amount of dollars are requested in one county, we will apply a formula for geographic equity.

# Section IV.

1. **Q:** The form is not sub-totaling and/or totaling the amounts I have entered in the first 5 boxes.

**A:** Unfortunately, the form does not calculate the values you have entered. Please manually calculate the sub-total of expense allocations for lines 1-7, your CFRA membership dues allocations on line 12 and Total Funding Amount Requested. Please enter whole numbers (ex: 1000)

1. **Q**: Will the funds be distributed monthly or is it a cost- reimbursement contract?

**A**: It is cost reimbursed which is billed quarterly along with submissions of quarterly data.

1. **Q:** Are we able to utilize gift cards?

**A:** Yes.

1. **Q:** We would like to apply for a one-time expenditure rather than a monthly distribution, is that allowed?

**A:** Yes.

# Section V.

1. **Q:** Our agency serves both duplicated and unduplicated families; how should I complete this field?

**A:** Please enter “both”.

1. **Q:** Our agency does not serve Indian Tribe Beneficiaries or Foster Families; how should I complete these questions?

**A:** Please enter N/A in each field that is not applicable to your agency.

1. **Q: I** you are a newer FRC can you include estimated numbers you plan to serve in section V?

**A:** Yes. However, please provide an explanation of your estimates and beneficiaries in sections VII and/or VIII and the services that will be provided.

1. **Q:** Are we allowed to include tribes that are not federally recognized?

**A:** You can include tribes that are federally, or state recognized and organizations that serve people from multiple tribes.

1. **Q:** How do we estimate/total the number of families served?

**A:** The total should reflect the number of families served in every program each month. A family may be counted more than once if they receive more than one service. Each family counts as one individual served no matter the family size. To calculate the total served, add the total families for each month.

 **Example**: If a family attends a parent support group, receives diapers, and is referred through the phone in-line within a given month that would count as 3 individual families served that month, regardless of family size. If the family receives the same services the next month they are counted again as 3 individual families served.

1. **Q:** How will we report how many families we have served?

**A:** You will send in a report every month reflecting the total number of families served.

# Sections VI., VII., VIII. and IX.

1. **Q:** There is a lot of space left but the form won’t let me continue typing; what should I do?

**A:** These questions allow for answers up to 950 characters (including spaces), which is approximately 150 words. Please revise your answer accordingly.

# Section XIV.

1. **Q:** I have signed the Signature field, but the application has not prompted me to submit. What do I do now?

**A:** You have required fields that have not been completed. At the upper corner of your screen there is a yellow/orange button, Next Required Field. Click here for the system to prompt you through all incomplete required fields. Once all fields are complete, that button will turn into a green button saying Finish. Click here to Sign your application.

# Signing & Submitting Your NOFO Application

Your application will not be submitted until you have fully “signed” the application.

Once you have completed all fields, including the Signature field (page 10 of 10), the system will prompt a pop- up box requiring you to check the box to confirm acknowledgement of your electronic signature. **To complete the NOFO Application you must click this box and click the green Confirm button.** You will then be emailed a copy of your completed NOFO Application.

1. **Q:** The pop-up is displayed confirming my electronic signature, but I want to change my answers before I submit. What do I do to cancel this action?

A: Click the Review Documents button to the left of the Confirm button. The system will take you back into the draft of your NOFO Application where you can make any edits prior to signing and submission.

1. **Q:** Are we able to download the application before submitting?

**A:** Yes, once signed in click more actions on the top right and click download. However, you MUST submit the application through the online application form.

1. **Q:** I did not receive a copy of my completed application, what should I do?

**A:** Please contact Madison York, myork@thecapcenter.org, to request a copy.

1. **Q:** I have submitted my application, but I want to edit the form, what should I do?

**A:** Unfortunately, once an application has been signed and submitted, edits and changes will not be accepted. Should the California Family Resource Association need additional information in review of your application, we will reach out to the Signor of your NOFO Application.

1. **Q:** When will recipients be notified of the award?

**A:** August 31st, 2021

# Miscellaneous Troubleshooting Tips

1. **Q:** Can I start my application and come back to finish it later?

**A:** Yes. Once you enter the application you will see your name at the top and to the left of your name is a save icon (2nd icon to the left of your name). Clicking this icon will prompt the system to save your application and email you the link so you can return to it later.

1. **Q:** I accidently closed the browser before I submitted my application. What should I do?

**A:** We can send you a link to access your incomplete form. While we cannot guarantee all previously entered information will be retained, the system auto-saves as you work, and most, if not all of your information, will likely be saved.

1. **Q:** I accidently opened the form more than once and now I’m getting an error message. What should I do? **A:** If you see the error message in *italics* below, please follow the system prompts to close down one of the duplicative users. If you are unable to retrieve your form, we can send you a link to it. Please contact Madison York, myork@thecapcenter.org

*Application Error Message:*

*It seems that you are already logged into the application in this browser while trying to access an embedded session meant for another user. Please log out of your current session and then try to reload this page again.*