

2010-2013 Application Process FAQs

- 1. If 50% + 1 of the United Way standard outcomes do not apply to our specific program, are we allowed to create our own outcomes?** No. If you cannot meet the requisite number of standard outcomes, then only report those that apply to your program.
- 2. Are we mandated to only use the outputs determined by United Way or can we develop/include our own outputs (especially if we believe that the outputs listed by United Way don't pertain to our specific program)?** The standard outputs listed are directly related to the outcomes they accompany, so if you can measure the outcome then the output should work for you as well. However, you may include an explanation in the narrative section to explain why it doesn't and include the output that you feel better fits for your program.
- 3. As I recall, it was mentioned in training that as it relates to the outcome measurement plan, our prior year outputs # would be automatically populated (and would appear on the online application). Are we to input that data or will it be automatically populated by the system?** There is no auto-population in those areas. You will have to enter the data.
- 4. What types of insurance are you requesting for the "Certificates of Insurance" in the Organizational Attachments section of the Agency Information area?** The insurance requirements that were listed on the Agency Precertification Checklist, i.e. D&O, liability, automobile, etc. are what should be uploaded there. Multiple certificates can be joined in a PDF and uploaded together as one file.
- 5. Has a determination been made about what we should enter for the Charitable Organization number if we are not required to register with the Secretary of State?** The application gives you the UCC number option as well.
- 6. Where can I find our "Certificate of Registration as a Charitable Organization" from the SC Secretary of State?** I went to the website and I have the number but I didn't see a place to print the certificate. It is a letter you received from them. If you cannot find yours, then you may call them and have them send or fax you another one.
- 7. This is the error message I get when trying to log on to the site: "This Account has been Locked Out". What do I need to do?** Make sure you are using "grant" and "apply" to get in every time.
- 8. In order to best align with the UWGC fiscal year for the purposes of the application and reporting in subsequent years, how would you like us to**

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report our budget? July 1 to June 30. The application only gives that choice for projections and actual during the funding cycle.

- 9. How do you want me to handle the agency budget section of the grant application if my program is a part of a governmental agency or hospital system?** Use your departmental budget for the agency budget, not the entire governmental or hospital entity's budget. Your program should be a line item in your departmental budget.
- 10. I am currently using our taxpayer identification number in the application, but we also have a DUNS number that we use in our HUD grants. Should I use the DUNS number?** You may use either the Public ID# or the UCC number, both of which are located on the Secretary of State's website.
- 11. At the training session on Wednesday you mentioned that Greenville County Human Relations would have an assigned charitable organization number, since we aren't a 501(c) (3). Do you have that number?** It would be your UCC number or whatever number identifies your organization publicly.
- 12. I'm using my Mac Book and followed the instructions for Firefox. However, it's not letting me save my entries on the page.** Make sure you duplicate check first. Then you should be able to save.
- 13. We cannot get into the application. It is stating that we have an invalid username. I have input the user name several times. I am putting in the one that we entered in the workshop. What am I doing wrong?** You have to start completely over. That set of logons was only training. Refer to page 8 of your manual.
- 14. What figures do you want in the projected and actual columns? How do I change the reporting period for this to Jan-Dec. for the projected totals and actual?** You cannot change the choices for prior actual, projected or actual columns. The choices are located in the drop down menus located in the budget sections. Projections have to be made for the UWGC funding year July 1 to June 30.
- 15. Under Community Impact Strategy Alignment, it says to estimate the number of participants to be served this funding cycle? Does funding cycle refer to all 3 years combined?** Yes, it does — 2010-2013.
- 16. Regarding the budget figures, can we utilize our own fiscal year budget figures (like October 1st through September 30th)?** Will this negatively affect us in any way if we were to do so? You may use that cycle for the prior year actual column only, but not for projections and funding year actuals.

- 17. I found a “Public Id: P0000.” Is this the number you are looking for?** Yes. This is your charitable organization registration number.
- 18. I'm uploading documents. I have most of them uploaded, but the 990 will not complete. What do I do?** You should probably just give it time. It will upload slower if it is bigger. You may have to come back to it later. If the page times out, it is better to leave it and come back when internet traffic has slowed a bit.
- 19. How do I find out about information I don't remember from the training?** Consult your copy of the manual given during the training or download and print another copy from your ODM library. If you are in need of technical assistance pertaining to the computer or the functioning of the software, email your administrative contact.
- 20. How do I know how many and which outcomes to track?** You must refer to the Notice of Funding Opportunity (NOFO) document located on the United Way of Greenville County's website at www.unitedwaygc.org. If you click on “For Agencies” and then choose “Applying for United Way Funding,” you will find the document located there. Inside of it are the Outcome Measurement Plans for each focus and issue area. You are required to track 50 percent plus one of the standard outcomes in your program's issue area. For example, if your issue area contains seven standard outcomes, then you would be required to track and report at least four.
- 21. How do I make a large file smaller so that I can upload it as an organizational attachment?** Follow these steps:
- Find the link to the file you are trying to upload.
 - Right click on the link and select “send-to a compressed file.”
 - A folder with a lock on it appears and you double click to open it.
 - Once you open the file, select “extract” and then choose where you want the new compressed file to be saved.
 - Then go back to the organizational attachments and upload the new compressed version of the file.
- 22. What can I do if my outcomes don't populate after I choose my Focus and Issue area?** Sometimes the dynamic drop-downs get “stuck.” If this happens, simply choose another focus area, wait 5 seconds for the issue area to change and then go back to your focus area. The issue area and outcomes should reset. If that doesn't happen, report the issue to the application administrator.
- 23. What is the difference between “collaboration with an agency or program” and “collaboration with a community-wide initiative”?** Simply put, the first one refers to collaboration between organizations or programs on a horizontal level (inputs: referrals, resources, space, and information provided to your program). The second one refers to a collaboration that is more vertical (your program providing inputs: referrals, staff and technical assistance to a larger community-based initiative).

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- 24. How do I reset my system when I am having general technical issues like a glitch or slow system response?** You should log out, close your browser, restart your system, reopen the browser, perform the system check in the manual on pages 3-6 in the User Guide, login and begin working on your application. If problems persist, report them to your application administrator.
- 25. In the Outcomes Measurement section of the application, what should the values be for the prior year, projected year and actual year fields?** Prior Year is July 2008-July 2009 or January-December 2008. Projected Year is for July 2010-June 2011. Actual Year should not be completed until after the first year of funding.
- 26. How do agencies currently receiving United Way of Greenville County funding view last year's funding application submission?**
1. Go to the UWGC ODM and login with the old username and password (contact kduncan@unitedwaygc.org).
 2. Once logged in, click on the Navigation Menu on the left, click Search and choose zzAgency Profile Search.
 3. Choose the center search button, then find and click on the agency name.
 4. When the folder opens, close the form and then view the application information.
 5. When finished, click on the Navigation Menu and choose Log Out.