

1. To whom is the 211 help line available?

The United Way of Greenville County has purchased this resource to make it available to Greenville County residents. Anyone in the state can call to get child care services referrals, but in order to get other resource information the county must purchase the help line.

2. Can the Funding Application/Outcome Measurement workshops be moved to an earlier date to allow more time to submit the Funding Request application?

No. Those dates have been set with the full timeline in mind. These workshop dates will be specific to your program's focus area, which will provide the needed information to submit the Funding Request Application in the allotted time, and they are mandatory.

3. If you are requesting funding for a program that could fit in two focus areas, do you need to fill out two applications?

The best thing to do is to look at the outcomes measurement plans within the two different focus areas, which are listed in the NOFO. The outcomes and indicators are very specific and from there you can choose the area in which your program is best aligned.

4. Is there only one pre-certification form that must be filled out per agency? Does an additional pre-certification form need to be filled out for each program within that agency?

*Only one pre-certification form needs to be submitted per agency. You do not need to pre-certify each program within that agency. You do, however, have to submit an "Intent to Apply" form for **each** program for which you plan to request funding.*

5. Can you have the same program in more than one focus area?

No, but you can have more than one program in the same focus area.

6. Who can address specific questions about the NOFO, pre-certification process or the Outcomes Measurement Plans?

*These questions can be directed to **Kimberly Duncan**, the Community Impact Associate, by e-mail at kduncan@unitedwaygc.org. Funding questions can be directed to **Heather Pritchard**, Director of Program Investment at hpritchard@unitedwaygc.org or **Darrin Goss**, VP of Community Impact at dgoss@unitedwaygc.org.*

7. Is the basic needs issue area specific to one type of assistance (medical, food, shelter, etc.)?

No. Basic needs covers any type of emergency assistance.

8. Are the indicators that are listed by United Way of Greenville County the same ones that the agencies will be using as indicators?

Yes. These indicators are now standard so that United Way of Greenville County can better track results as they relate to our Community Impact Agenda.

9. Are agencies expected to meet all of the requirements in the Agency Pre-certification Checklist in order to be considered for UW funding?

At this point, an agency does not necessarily have to meet all of the requirements to be considered eligible for funding. If an agency meets all of the requirements it must be understood that proof of all documents will later be expected. Our evaluation team, made up of UW volunteers, has a method of determining applicants' pre-certification success based on the whole application, including the pre-certification checklist.

10. How will we be notified of our successful pre-certification?

*Agencies that successfully pre-certify will be contacted by e-mail and a site visit will be scheduled. Agencies that **do not** successfully pre-certify will be contacted by regular mail. Notifications will go out the week of July 20-24, 2009.*

11. Will currently funded agencies receive a site visit if requesting funding for a new program?

Currently funded agencies that successfully pre-certify will not receive a site visit, even if sponsoring a new program(s). The only agencies required to have a site visit are those which successfully pre-certify and have never previously received funding from United Way of Greenville County.

12. Are there other ways to submit the forms, other than online?

*These forms can also be printed and submitted by fax to the attention of **Kimberly Duncan** at (864) 467-3535 or mailed directly to United Way of Greenville County at 105 Edinburgh Court, Greenville, SC 29607.*

13. What time span does this funding process cover?

The United Way of Greenville County program funding year is July 1 –June 30. The three-year funding cycle begins on July 1, 2010 and ends June 30, 2013.

14. Can an agency submit more than three months of outcomes data?

Yes, if an agency has already been tracking the standard outcomes they are welcome to submit more than three months of data.

15. Is there a minimum amount of outcomes that must be tracked by an agency?

Yes. Within a focus area the program must be able to track a majority of the outcomes. For example, if there are five outcomes total, then an agency must track at least three. Or if there are six total outcomes, then an agency must track at least four.

16. Should the amount requested in the Intent to Apply form be a projection for the three-year funding cycle?

Yes. In the intent to apply form, the amount listed should be a projection all three years of funding.

17. Can a previously funded agency request more funding?

Yes. A program can request more funding if the need of the program has increased and you are able to adequately demonstrate that need.

18. Are the listed standard outcomes in final form? Can they be modified to better fit our program?

These outcomes have been set in place because they directly drive us towards the goals set in the Community Impact Agenda. It is understood that with the diversity of programs it would be impossible for all programs to meet all of the outcomes. Each program will track outcomes related to the services it provides, and with the collaboration of our programs, “the sum of the parts will equal the whole.”

19. Does a currently funded agency need to notify the UW if it is applying for funding for a new program?

Notification is not necessary.

20. Does receiving an ITERS/ECERS/SACERS rating lower than “4” preclude me from applying for United Way funding?

No. The score your program receives will create a baseline to assist the United Way in providing technical assistance and development of a quality improvement plan for your program. The score will make up only one part of the overall assessment of your program in the evaluation process.

21. May an agency choose to be scored using a quality rating system other than ITERS/ECERS/SACERS?

Yes. Agencies may choose to participate in the South Carolina ABC Child Care Program and undergo the ABC rating system in lieu of ITERS/ECERS/SACERS. South Carolina ABC Child Care Program information will be provided by Child Care Resource & Referral.

22. May an agency utilize a private Technical Assistance Provider (TAP) professional for quality improvement?

Yes. The TAP must be certified through the South Carolina Early Care and Education Technical Assistance System and follow the Center for Child Care Career Development (CCCCD) technical assistance online reporting procedures. The TAP must also be funded at the sole expense of the agency. Certified TAP contact information will be provided by Child Care Resource & Referral upon request.