1. **When will information about United Way of Greenville County’s (UWGC) next investment cycle be available?**

   By the second quarter of 2020, we’ll announce a Request for Proposals (RFP) with additional details. Any eligible 501(c)(3) or government or educational organization that fits within the strategic priorities may apply. Services must serve residents of Greenville County.

   Funding for current UWGC partner agencies receiving programmatic funding will continue through June 30, 2020.

   We will frequently update our partners and our website with relevant RFP information and timelines.

2. **What specific areas will UWGC invest in moving forward?**

   UWGC is making a concerted effort to ensure meaningful and impactful community investments that help move community members from poverty to prosperity. We understand the importance of using both data and the perspectives of those with lived experiences to help shape our path forward. We are looking at a large range of data and research available to make informed decisions.

   The information in this report is also being layered with diverse feedback opportunities. This will include community dialogues, conversations directly with partners in the community, and a range of other feedback models.

   The summation of this information will help determine specific investment strategies, which will be included in the Request for Proposals released in 2020. These strategies will focus on moving individuals and/or families from poverty to prosperity.

3. **How will UWGC assist agencies who do not receive funding in the new cycle?**

   UWGC values the unique contributions of each agency in Greenville County to our larger ecosystem. For partners who do not continue the funding partnership, UWGC will work to continue partnerships in alternate ways. We are committed to maintaining strong ties to partner agencies regardless of funding decisions resulting from the new investment strategies.

4. **How is UWGC working to increase the total funding available in the community?**

   We are constantly working to diversify our funding sources by inspiring and activating individuals around our mission. In addition, we are continuing to look for federal and foundation funding opportunities as they come available. Careful consideration is put into applying for new funding and we will not pursue funding that would put us in direct competition for funding with our partners.
5. How are UWGC and community partners impacted by designations?

Designations as a whole are increasing due to larger fundraising trends. United Way also has limited information and control over money designated through third-party processors. These designations limit the collective work we and our partners are doing to help people move from poverty to prosperity.

In order to most effectively and efficiently serve our community, United Way staff and Board of Directors have evaluated the role of designations and created a new Designations Policy that addresses how designated gifts are processed for funded partners and non-funded partners.

6. What investments does UWGC make in its own initiatives?

UWGC will continue to partner with community nonprofits and stakeholders in mission-oriented efforts. We are proud of our direct initiatives like OnTrack Greenville, Volunteer Income Tax Assistance (VITA), AmeriCorps, and VISTA and will continue to provide backbone support and financial assistance to ensure success. These partnerships inspire giving and engagement with UWGC and our partners.

7. How is UWGC leveraging strategies from United Way Worldwide (UWW)?

Many United Ways are addressing the same community issues that Greenville County faces, such as economic mobility, transportation, affordable housing, and education. These United Ways have seen success through taking localized approaches to their work, leveraging resources, expertise, and the stories of their own community. We will continue to use the knowledge and resources provided by UWW where applicable to consider how to apply these practices in a local context.

8. What is UWGC doing to bring more voices to the table?

UWGC wants to ensure that our partners are heard in the work we are doing. For example, we changed our bylaws to allow funded partners to serve on the UWGC Board of Directors. This way, those directly working with the communities we serve can be better represented in our decisions. In addition, we are striving to have more diverse representation. One demonstration of this is the Board of Directors is also now made up of approximately 47 percent women from diverse backgrounds.

As we move forward, we are committed to involving more members of our community, especially traditionally underrepresented and marginalized groups, in our work. In our community conversations, we are looking to engage with clients served by partner agencies to hear directly from their stories how we can best move people from poverty to prosperity. We are also looking to include organizations who have traditionally not been involved with UWGC and welcome input from those organizations we may be missing.

UWGC wants to be a bold partner in the community to shine a light on the issues facing the Upstate. We will continue to invest in data and research, conversations directly with community members, and diverse partners within Greenville County.
9. In previous funding cycles, United Way has held group and individual meetings with interested applicants to allow more discussion of how focus area can be best addressed. Will there be additional informational opportunities before or after the May 18 RFP release?

There will be additional meetings or webinars. It is important to us that we provide as much insight and opportunity to engage in this process through the RFP concept paper, FAQs as well as accessibility of our staff. Please reach out to a UWGC team member with any additional questions you may have during this process.

10. Is it possible that funded partners could have no funding from UWGC after July 1, 2020 through the September 24 award notification?

Yes. We are doing everything we can to monitor the economic impact of COVID-19 to the UWGC business and funding model. We do anticipate an economic impact on United Way and our grantmaking this year, and we will do everything in our power to minimize the impact on the community.

11. What might happen between the end of the funding year, June 30, and the projected new funding awards in September? Is there a timeframe for bridge funding? When does the new funding cycle start?

Current UWGC partners have contracts that are currently dated to end on June 30, 2020, which is a two-year extension on our original funding agreement. Given the enormous economic impact and uncertainty of the COVID-19 pandemic, we are currently evaluating the impact on our budget in partnership with our Board to determine our investment numbers. We will share more details as they are available.

12. In previous years, funded partners have already received fall Direct Bill designations. Is there a timeline for that distribution?

The distribution of direct bill designations has been adjusted to quarterly distribution.

13. Many partner organizations support multiple impact areas. Should proposals be in response to just one “bucket”?

Our community has complex needs and we recognize that many of your organizations are supporting more than one area of community concern. The goal of the RFP and concept paper is not to limit your organization to a specific area. UWGC’s work is focused on partnering with you to develop better measurement indicators for accomplishing our mission of moving people out of poverty. We’re asking organizations to demonstrate how they address needs as part of a holistic approach. The Community Impact team will be readily available throughout this process to answer questions and assist in determining fit.
14. The Theory of Change graphic correlates trauma-focused work to education, but doesn’t behavioral health also affect financial stability? Where does it fit in the defined focus areas?

Our Theory of Change demonstrates how trauma-focused work can relate to education — being as proactive as early as possible in our youth impact; we also understand that behavioral health can be correlated at any point in a person’s life for obtaining and sustaining educational or professional pursuits. Much of this information will be detailed further in the RFP.

15. Since achieving and maintaining good health directly impacts the ability for individuals to work and earn income, where does access to health care fit within the Theory of Change?

UWGC sees access to health care as a component of Vibrant and Equitable Communities. We understand that access to health care is an essential need and ensures the safety and survival of all community members. We are seeking partners to help identify access points and begin removing barriers to health care through our investments.

16. Are churches and faith-based organizations included in the “support networks” focus area? If so, at what level can these organizations participate in the RFP process?

The only requirements for an organization to apply for UWGC funding is that they 1) have 501(c)(3) or 170(c) 1 or 2 tax-exempt status and 2) have program strategies that align with UWGC’s investment strategies. All organizations receiving funding must adhere to United Way’s nondiscrimination policy, including discrimination based on faith or religious beliefs that would prohibit individuals from accessing services and programs.

17. Analysts are predicting at least 10% unemployment and greater needs for basic services and employment-based services for the foreseeable future. Will the COVID-19 pandemic determine the percentage of United Way investments?

We are still in the midst of this unprecedented crisis and are still trying to understand the lasting impact it may have on our community. Through research and work with local and national partners, we are working to gain a better understanding of how this crisis may shift the needs and investment in Greenville County.

18. Will the VITA program still be available?

Yes. UWGC has now centralized our 50 VITA sites to one location at the Buck Mickel Center. We have a team of 10 volunteers continuing to implement this program. We are prioritizing tax preparation for those community members that have not filed taxes for 2018 or 2019, so that they are eligible for possible CARES Act funding. We encourage you to continue referring community members to our 211 hotline to schedule appointments.
19. **What is the application process for applying for funds from the COVID-19 Community Relief Fund?**

COVID-19 Community Relief funding is by invitation only. It is specifically for agencies responding to immediate and escalated needs and scaling business models to address mid/long-term needs due to the pandemic. These mini-grants are not purposed for continuous operational funding. UWGC is strategically assessing emerging community needs such as food and shelter. We are also exploring ways to utilize the fund to address affordable housing needs for those facing homelessness due to this crisis. If your organization is providing a unique response to this pandemic, please reach out to the UWGC team.

20. **Who can I contact if I have additional questions?**

UWGC will continue to prioritize transparency and accessibility to answer any questions your organization may have. Our website will be updated with relevant information at unitedwaygc.org. Please also feel free to reach out to JoKeitha Seabrook or Nalisha Henry if you have questions.

FOR QUESTIONS ABOUT UNITED WAY INVESTMENTS AND PATH FORWARD PLEASE CONTACT:

JoKeitha Seabrook, Associate Vice President of Community Impact  
jseabrook@unitedwaygc.org | 864-467-3520

Nalisha Henry, Director of Community and Partner Relations  
nhenry@unitedwaygc.org | 864-467-3540