

FY23-25 CCSF GRANTEE ORIENTATION Q & A

Begin with the end in mind (Kristin)

- There are two spots for signatures on the contract with no indication who should sign. I assume our CEO but whom else?
 - *You only need one signature from your agency representative. Some agencies prefer to have two signatories for contracts, so we included two lines for those cases.*

Understanding Your MHB FY 2023 Contract (Kristin)

- Please confirm the difference is announcing our relationship vs what Kristin just mentioned. I thought the previous person stated we need to request permission to announce our affiliation.
 - *You must request permission to use MHB's logo or information for fundraising purposes.*
 - *We expect that our funded partners will do the following and do not need permission to do so:*
 - *Use MHB logo on printed materials, website, social media*
 - *Include MHB in donor list*
 - *Display MHB certificate*
 - *Assist MHB to take photos showing use of services*

Contract Attachments (Denise)

- Is the first month's payment greater than the other months for upfront costs (like computer equipment)?
 - *No, all payments are the same amount except the final payment which may be adjusted based on if your agency is underspent.*

Ongoing Reporting Requirements (Lisa)

- On the participant data template, can inactive be used for someone who dropped from the program before achieving the outcome?
 - *Yes, it can also be used for someone who moved out of the City even if your agency is still offering services. Since MHB funding is only for City residents, we understand that people may move from the City to the County and still receive services even though they cannot be covered by MHB funding.*
- Can a consumer's status change? Can they go from "active to inactive then back to active?" They may change due to participation or contact....etc
 - *Yes. You can also customize your participant IDs to reflect changes in status if that works for your agency.*
- Lisa mentioned that she enjoyed hearing participant success stories, etc. However, the character limits for the reporting questions are often so restrictive that we just don't have space to include extra details. How should we handle this? Should we send this information separately?

- *You can submit these by email. You can also put in your reporting narrative that you will be sending a separate email with client success stories. We are aware that character limits for the application and reporting are an issue, so we want to be flexible to allow you to share your success stories.*
- What if our program is virtual and on-site at the participants location or rented space? How do you do site visits?
 - *Site visits can be conducted virtually, especially in the current confines of the COVID-19 pandemic. If you would prefer to meet in person for the site visit, it can take place at other locations besides an office.*
- Do you have to send back entire contract, or can you just send back the signature page?
 - *Please send back the entire contract to dcarter@stlmhb.com no later than June 30.*
- After a budget revision in Q3, can line items be overspent by a small margin in order to expend all of the funding?
 - *Yes. We allow for over and underspending on any line item of up to 10% without a written explanation. For deviations over 10%, a written explanation is needed. Major changes over the course of the grant year may require a budget adjustment. This topic will be covered in more detail at the upcoming MHB Reporting Training which is tentatively scheduled for Friday July 29th from 9-12pm.*
- If you are servicing a participant that is unhoused, how would you suggest recording their address?
 - *We suggest using the address where they slept the night before services were delivered as their zip code.*
- Occasionally I have a city resident who has a PO Box zip code that is not registered as city (e.g. DV reasons). How can I get credit for this?
 - *Reach out to your staff lead about how to use this. We want to be flexible to allow you to report clients accurately. One example we have used in the past is for children in the foster care system, the agency uses the address of the Courts.*