CITY OF RALEIGH

HUMAN SERVICES AGENCY FUNDING

FY28

HUMAN SERVICES GRANTS

Raleigh



Agenda

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What's New for FY28

Key changes from last year's cycle

$50,000	Maximum request per organization (the 25% and 50% limits still apply)
Dec 17	Application deadline, 3 PM ET, earlier than last year's January 22 deadline
C.20–C.23	Housing stability questions for housing programs; no added points
B.12	Board question replaces the Board of Directors form
Under $500K	Operating budget threshold for agency size points (was under $100K)

Raleigh Human Relations Commission

- Raleigh's Human Relations Commission (HRC) serves as an advisor to the City Council around human services (promotes human rights and dignity, equal opportunity and harmony)
- Raleigh City Council established a policy to provide supplemental funding to agencies that provide direct services and address human needs within Raleigh
- The HRC Grants Committee reviews applications, and the Commission provides funding recommendations to the City Council
- The Housing and Community Development Department administers the program and supports the Commission

Target Groups Defined

- **Youth:** Persons 19 years old or younger
- **Older Adults:** Persons 55 years old or older
- **Persons experiencing housing insecurity:** Persons having difficulties finding safe, affordable, quality housing, having inconsistent or unreliable housing, and overall loss of housing

Target Groups (cont.)

- **Persons with a disability:** A physical or mental impairment that substantially limits one or more major life activities, a record of such impairment, or being regarded as having such an impairment. Mental impairments include psychological disorders and intellectual disabilities

- **Persons with a substance use disorder:** Persons recurrently using illicit or legal substances to the point that it causes clinically significant impairment, including health problems, disability, and failure to meet major responsibilities in life, work, and home

Eligibility Requirements

To qualify, organizations must:

- Operate as a 501(c)(3) non-profit with recognized tax-exempt status
- Serve low-income Raleigh residents
- Be headquartered within Raleigh's corporate limits (verified through NC Secretary of State records and Wake County iMAPS)
- Have at least one year of recent program experience with the target group(s)
- Demonstrate strong financial controls for accountability
- Apply to no more than two of the City's three grant programs per year (Arts, Community Enhancement, Human Services)

First time applying? Confirm your IRS letter, Raleigh headquarters and one year of program experience before you draft.

Funding Overview

Request amounts: a request must meet all three limits

$50,000

Maximum request per organization

25%

Maximum request as a share of total actual operating expenses (most recently completed fiscal year)

50%

Maximum request as a share of the total program budget

Funding recommendations are based on available funds

First time applying? Check D.3 and D.4 early. The application calculates the 25% and 50% limits for you.

Eligible Expenses

Direct costs of delivering services to the target populations

- **Personnel costs:** salaries and wages of staff directly engaged in service delivery, such as program managers, case workers and counselors
- **Program materials and supplies:** educational materials, medical supplies or tools essential to providing services
- **Client assistance:** financial assistance or support provided directly to clients, such as emergency aid, counseling, food or housing assistance

Ineligible Expenses

- **Indirect costs** not tied to direct program delivery, such as rent or mortgage, utilities, insurance, office furnishings and equipment
- **Fundraising** activities
- **Financial auditing** costs
- **Communication and IT support,** such as telephone, internet and IT services
- **Housing construction:** construction and sale of residential dwellings
- **Individuals:** only organizations may apply

Agency Audits

$25,000 or more

Audited financial statements are required for the most recently completed fiscal year, prepared by a certified public accountant licensed in North Carolina

Under $25,000

An audit is recommended, not required. If you already have audited statements, submit your most recent audit

- The threshold applies to the amount requested, not the award
- Disclose City grant funding received for the year audited
- Include the management letter, or a letter signed by your Executive Director or Board President attesting none was issued

Application Timeline

The FY28 grant cycle (July 1, 2027 – June 30, 2028)

Nov 4, 2026	Funding advertised
Nov 12, 2026	Virtual information session, 10 AM–12 PM ET
Dec 17, 2026	**Applications due, 3:00 PM ET**
Jan–Mar 2027	HRC review and deliberation
Apr 2027	Recommendations presented to City Council
Jun 2027	Award letters sent to grantee organizations
Jul 1, 2027	Contract period begins (to June 30, 2028)
Aug–Nov 2027	Contract execution begins

Evaluation Criteria

Criteria used to evaluate applications

Programs

- Purpose
- Goals, objectives, & scope
- Schedule and costs

Fiscal Responsibility & Controls

- Audited financial statements
- Diversity of funding sources

Organizational Capacity

- Board reflects the community served
- Collaboration with other organizations

Operating budget under $500,000? You receive agency size points (see D.5)

Housing Stability Questions

Housing programs only: application questions C.20–C.23

C.20 Housing stability focus

Identify the type of housing-related help your program provides

C.21 Housing results

Expected results with targets, timeframe, and how you will measure them

C.22 Evidence

Why your approach works: your own results or a recognized housing model

C.23 Coordination

How you coordinate with other housing providers, such as the Continuum of Care

No added points. All programs are scored under the same framework.

Neighborly Walk-Through

Live demonstration

- All applications must be submitted through Neighborly by 3:00 PM ET on December 17
- Complete all required fields and upload all required attachments, or the form will not submit
- Submit 24–48 hours early to leave time to troubleshoot; Neighborly sends a confirmation message when you've submitted
- Need a copy? Neighborly's Print option produces a PDF of your application
- Reimbursement requests are also submitted through Neighborly

Payments Process & Performance

Jan 15

Interim Report (Jul 1–Dec 31) and reimbursement request for the first half of the grant year

Jul 15

Final Report (Jul 1–Jun 30) and reimbursement request for the second half of the grant year

- **Reimbursement grant:** deliver services and incur costs first; payment follows verified expenses
- **Outcome-based pay:** based on service units delivered. Example: 75 of 100 units delivered = 75% reimbursed
- **Submit together:** invoice, Performance Report and Demographic Report. Late or incomplete reports can jeopardize payment

Required Application Attachments

Upload these to Neighborly with your application

Required

- Completed application, including B.12
- Personnel Form (template)
- Program Budget (Example B)
- Organizational Operating Budget (template recommended)
- Most recent Form 990
- Articles of Incorporation
- IRS tax-exempt letter
- Statement of non-discrimination
- Certificate of Insurance

If applicable

- **Audit report:** required for requests of $25,000 or more; submit your most recent audit if you have one
- **Assumed Name or DBA form:** only if your agency's name has changed
- **Housing programs:** optional evidence of results for C.22

Certificate of Insurance

Required coverage

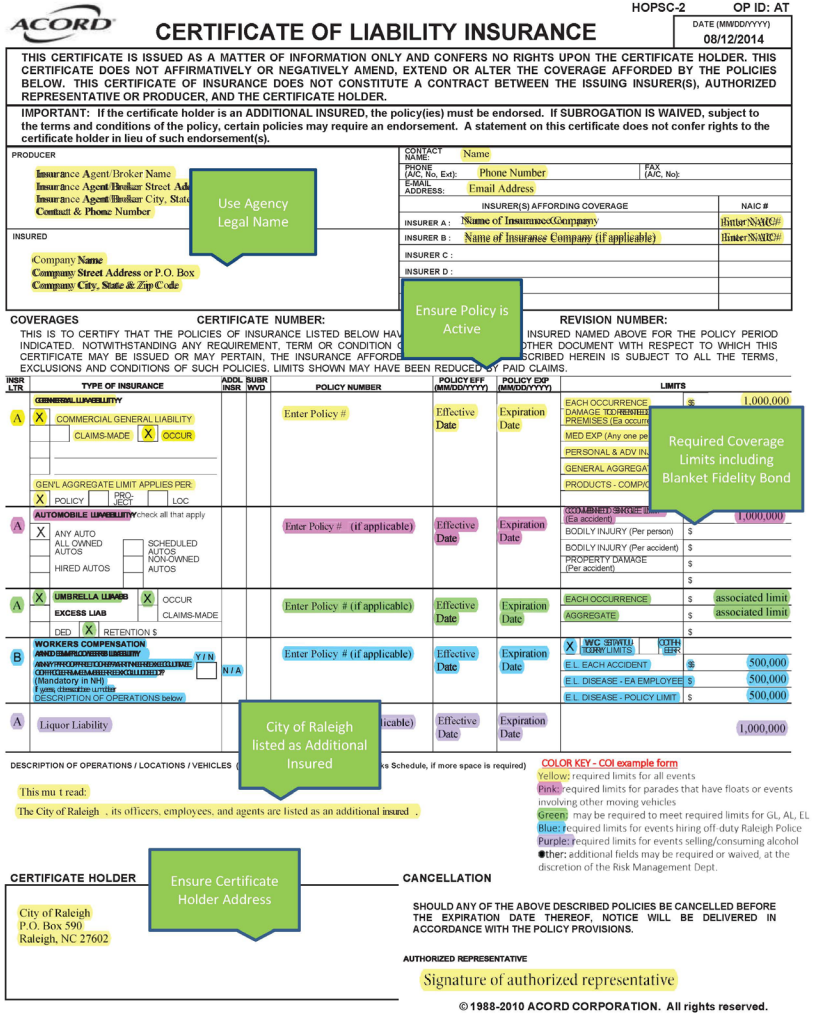
- **General liability:** $1,000,000 each occurrence and $2,000,000 aggregate
- **Auto liability:** $1,000,000 combined single limit; hired and non-owned coverage satisfies this if you own no vehicles
- **Workers' compensation:** required with 3 or more employees; with 2 or fewer, complete the City's indemnity agreement
- **Umbrella or excess liability** may satisfy the liability limits
- **Fidelity bond:** blanket or position schedule bond for grants of $25,000 or more, equal to at least half of the City's award

First time applying? Ask your insurance broker now. This is the item that most often delays applications and contracts.

Certificate of Insurance

Your certificate must show:

1. **Legal name:** your organization's name, exactly
2. **Policies and limits:** all required coverages, including the fidelity bond
3. **Additional insured:** "City of Raleigh is named additional insured as their interest may appear" on general and auto liability
4. **Certificate holder:** City of Raleigh, Post Office Box 590, Raleigh, NC 27602-0590



Additional Resources

- **FY 2027-28 Guidelines:** eligibility, expenses, fee schedule, example forms, standard terms
- **Application Checklist:** confirm your submission is complete
- **Key Terms list:** definitions used in the application
- **Housing Programs At-A-Glance:** the City's housing priorities and plans
- **Certificate of Insurance Information Packet:** requirements and annotated sample
- **Recorded information session:** posted to the Human Services Agency Funding web page

Common Questions

Can one application cover more than one target population?

Yes. Submit one application and describe how services will reach each population.

Which budget and funding sources do we report?

D.5: operating budget for your most recently completed fiscal year. D.6: funding sources for this program only, not City funds.

Do budgets need to be round numbers?

No preference. Round to the nearest whole dollar. Neighborly's Print option produces a PDF of your application.

What if we request $25,000 or more but have no audit?

The application is incomplete and will not be reviewed or scored. At this level, an audit by an NC-licensed CPA is required.

More Common Questions

A participant turns 20 during the grant year. Can they continue?

Yes. Age is determined at intake, so a 19-year-old at enrollment may keep receiving services.

Does substance use disorder include people in recovery?

Yes. Eligibility is based on the program's intended population and services.

Is funding set aside for each target population?

No. There are no amounts allocated among the target populations.

Does the City provide technical support to grantees?

At this time, support is limited to application guidance and reporting instructions.

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