

## **Frequently Asked Questions (FAQs)**

### **1. What is the Human Services Agency Funding?**

The Human Services Agency Funding provides grants to Raleigh-based non-profit organizations that deliver direct services to low-income individuals and families in need. The goal is to support programs that address critical needs like homelessness, youth services, and support for older adults.

### **2. Who is eligible to apply for the Human Services Grant?**

To be eligible, organizations must:

- Be a registered 501(c)(3) non-profit.
- Have their headquarters within the City of Raleigh.
- Provide services to low-income residents of Raleigh.
- Have at least one year of experience delivering services to the specified target groups.

### **3. What types of services are supported by the grant?**

The grants support services directly aimed at improving the quality of life for vulnerable populations. These services include, but are not limited to:

- Emergency assistance (food, shelter, and clothing).
- Counseling and health services.
- Youth programs and educational support.
- Services for older adults and individuals with disabilities.

### **4. What expenses are eligible for funding?**

Eligible expenses must directly support program delivery, such as:

- Salaries and wages of program staff.
- Program materials, supplies, and equipment necessary for service provision.
- Client assistance, including emergency aid, food, or housing support.

### **5. What expenses are NOT eligible for funding?**

The following expenses are not eligible for funding:

- Administrative costs such as rent, utilities, and office furnishings.
- Financial auditing costs.
- Communication and IT support unrelated to the service delivery.
- Construction costs, including building housing or offices.
- Programs already funded by Raleigh's Arts Commission.

## **6. What is the maximum funding request allowed?**

Organizations can request up to 25% of their total operating expenses for the last completed fiscal year, but no more than 50% of their program budget. The maximum funding amount depends on the organization's size and program needs.

## **7. What is the application deadline for FY26?**

The submission deadline for the FY26 Raleigh Human Services Grant is Friday, January 24, 2025, at 3 p.m. **Late applications will not be accepted, so be sure to submit on time.**

## **8. How do I submit my grant application?**

You must submit one electronic copy of the application in PDF format via email to:

[grants.equity@raleighnc.gov](mailto:grants.equity@raleighnc.gov)

Be sure to receive a confirmation email upon submission.

## **9. Is attending the Information Session mandatory?**

While not mandatory, it is highly recommended to attend the virtual information session, especially for first-time applicants. This session covers the entire application process and provides opportunities to ask questions.

- Virtual Information Session: December 13, 2024
- Registration required

## **10. What are the audit requirements?**

- Requests of \$25,000 or more: Organizations must submit audited financial statements from the previous fiscal year, prepared by a certified public accountant.
- Requests under \$25,000: An audit is recommended but not required. However, if the organization has an audit, it should still submit the report.

## **11. How are funding decisions made?**

Applications are reviewed by the Human Relations Commission Grants Committee, which evaluates each proposal based on need, impact, and alignment with Human Services. Recommendations are then forwarded to the Human Relations Commission and City Council, which make the final decision on funding.

## **12. When will I know if my organization has been awarded funding?**

All organizations will be notified of funding decisions after the Raleigh City Council approves the final budget, typically in May or June of each year.

### **13. What happens if my organization's fiscal year-end is in December?**

If your organization's fiscal year-end falls between October 31 and December 31, you may submit the previous year's audit report with your grant application. For example, if your fiscal year-end is December 2024, you would submit the FY2023 audit report.

### **14. Where can I find examples of required forms?**

Examples of the required forms, such as the Services Form and Certificate of Insurance Information Packet, can be found on the Human Services Grant Resources page on the website.

### **15. What is the timeline for the grant process?**

- January: Applications due.
- February: HRC Grants Committee reviews applications.
- March: Funding recommendations presented to the Human Relations Commission.
- April: Recommendations are reviewed by City Council.
- May/June: Final funding decisions made, and organizations are notified.

### **16. Do I need to provide a Certificate of Insurance for my grant application?**

Yes, all grant recipients are required to provide a Certificate of Insurance (COI) that meets the City's insurance requirements. The COI should be included as part of your application submission and must remain current throughout the duration of the grant-funded program. Detailed guidelines on the insurance requirements can be found in the Certificate of Insurance Information Packet on the City's website.

### **17. What are the insurance requirements for the Human Services Grants?**

Organizations must carry liability insurance that meets the City's coverage limits, which includes general liability, workers' compensation, and any other necessary coverage based on the services provided. The specific requirements are detailed in the Certificate of Insurance Information Packet, available in the resources section of the Human Services Grants page.

### **18. How does the City make payments to grant recipients?**

The City processes payments on a reimbursement basis, meaning that organizations must first incur the expenses and then submit the required documentation, including proof of expenses, performance and demographic reports to receive payment. Reimbursements are typically made on a semi-annual basis once the required reports and documentation have been reviewed and approved.

## **19. When will my organization receive payment?**

Payments are made following the submission and approval of semi-annual reimbursement requests. Typically, once the City has reviewed and verified all supporting documentation, payment will be processed within 30 days. It is important to submit accurate and timely reports to avoid any delays in receiving funds.

## **20. Who can I contact if I have more questions?**

For any additional questions, please contact Robert Morales Vergara, Human Services Manager at:

Email: [Robert.Morales@raleighnc.gov](mailto:Robert.Morales@raleighnc.gov)

Phone: (984) 365-7101