Information Session Q&A

Nov 18, 2026

Eligibility and Program Rules

1. Has this grant been awarded in the past?

Yes. The Human Services Grant has been awarded for many years. It was established in the 1990s to support nonprofit organizations that provide direct services to Raleigh residents.

2. Is there a limit on how many consecutive years an organization can receive funding?

No. There is currently no limit on consecutive years of funding eligibility.

3. Is there a limit on how many City of Raleigh grant programs an organization can apply to?

Yes. Organizations can apply to up to two of the three City external grant programs: Arts Commission grants, Community Enhancement Grants and Human Services Agency Funding. Two restrictions apply:

- Organizations that apply for Community Enhancement or Human Relations Commission funding are ineligible for Operating Support through the Raleigh Arts Commission Grant program.
- Arts organizations with multi-year agreements with the City are ineligible for Community Enhancement and Human Services Agency Funding.

4. Must the applicant's headquarters be located in the City of Raleigh?

Yes. The headquarters must be within Raleigh's corporate limits. The address is verified through NC Secretary of State records and Wake County iMAPS.

5. Can one application cover more than one target population?

Yes. Submit one application and describe clearly how services will be delivered to each identified population. The Human Relations Commission evaluates program design and scope.

6. Does the substance use disorder target group include people who are currently clean or sober?

Yes. People in recovery who face ongoing barriers because of the disease are included. The Commission evaluates how the program design serves the identified population, and eligibility is based on the program's intended population and services.

7. If a participant is 19 at enrollment and turns 20 during the grant period, do they age out?

No. Eligibility is determined at intake. A participant who is 19 at enrollment can keep receiving services, because the guidelines do not require re-certification or exit solely due to aging out mid-service period.

Funding Amounts

8. What are the minimum and maximum amounts an organization can request?

The guidelines state no minimum. A request may not exceed $50,000 per organization, which is new for FY28. A request also may not exceed 25% of the agency's total actual operating expenses for the most recently completed fiscal year, or 50% of the total program budget. It must meet all three limits.

9. How much funding is available, and are larger requests more likely to be funded?

No. Funding has historically been awarded across a wide range of request sizes, and award decisions are based on the scoring criteria, not the request amount or whether the organization has an audit. The competitive grants are competitive in nature, and the request level does not affect the likelihood of an award. There are no amounts allocated between the target population categories. The 2027-28 pool is $1,548,485.

10. Is there a preference for round-number requests?

No. The City has no stated preference for round numbers. Round grant application budgets to the nearest whole dollar.

Application and Budget

11. Is a PDF of the application available, since it is submitted in Neighborly?

Yes. Neighborly has a Print option that produces a PDF.

12. Do we have to use the template provided for our organizational budget?

No, but the template is recommended so the review is complete and accurate.

13. Which fiscal year's budget and funding sources should we submit in D.5 and D.6?

D.5 asks for the operating budget for the most recently completed fiscal year, even if you are well into the current year. D.6 asks for funding sources specific to the program you are requesting funds for, not the whole organization.

14. Can we explain differences between budgeted and actual revenue?

Yes. Explain budget context and variances in the narrative sections of the Neighborly application.

15. Are administrative or indirect costs allowed?

No. Indirect costs are expenses that are not directly tied to program delivery but are essential to running the organization. Common examples are rent or mortgage payments, utilities, insurance, office furnishings and equipment. The guidelines also list financial auditing and communication and IT support as indirect costs.

16. If a nonprofit hires a for-profit vendor to deliver part of a program, such as employment services in a housing stabilization program, where is that shown, and does the one-year requirement apply?

The one-year experience requirement applies to the existing program overall, not to the vendor separately. Show the vendor's costs on the Contractual Service line of the Program Budget Narrative, as Example B does for "Tutoring Program support staff." Describe the vendor's role in the Schedule of Services.

A few guideline points affect this setup:

- Reimbursement is based on service units at the Fee Schedule rate. Employment services fall under Supported Employment/Vocational Support, at a maximum of $39.00 per hour, so vendor costs must fit within the rate.
- The grantee stays responsible for the work and for its personnel, and the agreement cannot be assigned without City consent (Appendix C, section 1).
- Subcontractors must comply with E-Verify and cannot be on the Iran Divestment List (Appendix C, sections 14 and 21).
- After execution, changes to activities or use of funds need written City approval.

Draft for staff confirmation: the guidelines do not address for-profit vendors specifically.

Audits

17. Is an audit required, and does having one affect funding decisions?

An audit is required only if the organization requests $25,000 or more. It must cover the most recently completed fiscal year and be prepared by a certified public accountant licensed in North Carolina. If a request of $25,000 or more has no audit, the application is incomplete and will not be reviewed or scored.

For requests under $25,000, an audit is recommended but not required. If the organization already has audited financial statements, submit the most recent audit with the application.

Funding decisions are not based on whether an organization has an audit. Staff conduct financial reviews for compliance and financial health.

If the organization received City grant funding in the fiscal year audited, that funding must be disclosed in the audit report. Include the auditor's management letter, or a letter signed by the Executive Director or Board President stating that none was issued.

Payments and Support

18. Do nonprofits have to pay costs upfront before receiving City reimbursement?

Yes. The grant is a reimbursement grant. Expenses must be incurred and services delivered first, and the City then reimburses based on verification of funds expended.

19. What supporting documents are required for reimbursement?

Requirements depend on the organization's operations, such as payroll records or proof of services delivered. Final details will be provided closer to the reimbursement period.

Reimbursement requests are submitted through Neighborly twice a year, with the Performance Report and Demographic Report:

Period	Due
July 1 to December 31	January 15

Period	Due
January 1 to June 30	July 15