

**FY 2012 Service Area Competition (SAC)  
New and Competing Continuations Funding Opportunity Announcement (FOA)  
Frequently Asked Questions (FAQs)**

**HRSA-12-087, HRSA-12-088, HRSA-12-089, HRSA-12-102,  
HRSA-12-105, HRSA-12-106, HRSA-12-107, HRSA-12-110**

Below are common questions and corresponding answers for the FY 2012 Service Area Competition (SAC) funding opportunity. The FAQs are available on the SAC Technical Assistance page located at <http://www.hrsa.gov/grants/apply/assistance/sac>. New FAQs will be added as necessary, so please check this site frequently. The FAQs are organized under the following topics:

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**ISSUE: General Information**

**1. What is the purpose of the SAC funding opportunity?**

The purpose of the SAC funding opportunity is to ensure continuous comprehensive primary health care services in areas that are currently served by Health Center Program grantees whose project periods are ending in FY 2012 (October 1, 2011 – September 30, 2012). Within these service areas, Health Center Program grantees provide services to:

- The general underserved community through Community Health Center funding (CHC – section 330 (e)) **and/or**
- One or a combination of special populations: Migrant Health Center (MHC – section 330 (g)), Health Care for the Homeless (HCH – section 330 (h)) and/or Public Housing Primary Care (PHPC – section 330 (i)).

The service areas, services provided, target population/funding types, and total funding cannot be changed. An organization applying for SAC funding must:

- a) Propose to serve an available service area;
- b) Request all funding types and target all populations (CHC, MHC, HCH, and/or PHPC) that currently support the service area;
- c) Provide the same or comparable services as those provided by the current grantee; and
- d) Request no more than the current level of support being provided to the service area.

**2. If a current grantee receives multiple types of Health Center Program funding (e.g., CHC and HCH), should the SAC application include all of these?**

Yes. All types of Health Center Program funding currently received are considered to be in the scope of project and should be included in the SAC application.

**3. If an organization receives a SAC grant, does it automatically become a Federally Qualified Health Center (FQHC)?**

No. Once a SAC grant is awarded and a health center is operational (within 120 days), a grantee must then apply to the Medicare Program and to their State Medicaid Program to be enrolled and reimbursed as an FQHC. This process can take several months, and many states require that an organization be approved as an FQHC by Medicare before it may submit an application to Medicaid. Under Medicare, payment at the FQHC rate does not become effective until the enrollment process is complete, and no retroactive payment at the FQHC rate is allowed. For more information on the application process and timelines, see Program Assistance Letter 2011-04, available at <http://bphc.hrsa.gov/policiesregulations/policies/pal201104.html>.

**4. Can an organization apply for multiple service areas under different announcement numbers?**

Yes; however, to be eligible for each service area, an applicant must have either (1) at least one health care facility physically located in the available service area or (2) a plan to establish a health care facility in the service area to be fully operational within 120 days of Notice of Award.

**5. Are there any funding priorities?**

No. There are no opportunities for applicants to earn priority points. However, there are two funding considerations: Rural/Urban Distribution of Awards and Proportionate Distribution. See page 45 of the SAC FOA for details.

## **ISSUE: Award Information**

**6. When will SAC funds be awarded?**

SAC awards will be issued on or around the project period start date (see Table 6 of the FOA).

**7. How many SAC grants does HRSA intend to award?**

Subject to the availability of appropriated funds, HRSA anticipates awarding approximately \$450 million in FY 2012 to support services in approximately 230 service areas.

**8. What is the cap for Federal funds that can be requested?**

The cap is based on the funding amount currently received by the Health Center Program grantee serving each service area. Funding requested for each service area in FY 2012 cannot exceed funding received for each service area in FY 2011.

**9. What is the length of the project period?**

Subject to the availability of appropriated funds, the project period will be up to two years for new applicants and up to five years for current Health Center Program grantees. Funding beyond the first year is dependent on the availability of appropriated funds, satisfactory performance, and a decision that funding is in the best interest of the Federal government.

## ISSUE: Eligibility

### 10. Who can apply for SAC funding?

In brief, eligible applicants must be public or nonprofit private entities, including tribal, faith-based, and community-based organizations that propose to serve a service area and its associated population(s) identified in the Service Area Announcement Table available at <http://www.hrsa.gov/grants/apply/assistance/sac>. Refer to **Section III.1 Eligibility Requirements** of the FOA for a detailed list of eligibility criteria.

### 11. Is an organization eligible to apply for the FY 2012 SAC if it does not currently receive Health Center Program funding?

Yes. The SAC is for both new organizations that are not currently receiving Health Center Program funding under section 330(e), section 330(g), section 330(h), and/or section 330(i), as well as organizations that are currently receiving funding under one of these funding types.

### 12. Can a new nonprofit entity be created for the purposes of applying for SAC funding?

Yes; however, eligible applicants must have either (1) at least one health care facility physically located in the available service area or (2) a plan to establish a health care facility in the service area to be fully operational within 120 days of Notice of Award.

### 13. Does an organization have to be currently providing health services to be eligible to apply for SAC funding?

No; however, eligible applicants must have a plan to establish a health care facility in the service area to be fully operational within 120 days of Notice of Award.

### 14. Are organizations located outside of the United States eligible to apply for SAC funding?

Eligible organizations must be located in the United States and its territories.

## ISSUE: Available Service Areas

### 15. The available service areas are not included in the SAC FOA. How would an applicant know which service areas are available in FY 2012?

Available service areas can be found using the Service Area Announcement Table available at <http://www.hrsa.gov/grants/apply/assistance/sac>.

### 16. The Service Area Announcement Table looks different than in past SAC FOAs. What are the key differences?

The Service Area Announcement Table has been enhanced to provide applicants with more information in one convenient location. First, the information is organized by project period start date. For current grantees applying to continue serving the current service area, this would be the calendar day following the project period end date listed on the Notice of Award. Second, the announcement number, due dates, and Health Center Program Division contact information are now provided in the table.

**17. What is the difference between the two options (PDF or customized list) for viewing the Service Area Announcement Table?**

The Service Area Announcement Table can be viewed either as a PDF table displaying all available service areas or as a customized list based on search criteria. While both options will provide the same detailed information, the search tool will help applicants quickly pinpoint information about available services areas based on search criteria.

**18. How does the search feature work for creating customized service area lists?**

For the search tool, use the drop-down lists to select a state, city, and/or project period start date for a customized list of available service areas. Only the states and cities with available service areas in FY 2012 will be available for selection from the drop-down lists. Please note that the cities available for selection are based on the location of the current grantee's administrative site.

## **ISSUE: Application Development**

**19. Is there a page limit for the SAC application?**

Yes. There is a 150-page limit (approximately 20 MB) on the length of the total application when printed by HRSA. Please refer to Tables 2-5 on pages 8-16 of the FOA for information on what is counted in the page limit.

**20. Are the Performance Measures Forms included in the page limit?**

No. However, any information that will not fit in the Performance Measures Forms should be included in the Evaluative Measures section of the Program Narrative where it will count toward the page limit.

**21. Are attachments to Form 8 included in the page limit?**

No. However, there is a limit to the number of documents (50 total) that can be attached to Form 8. Any documents that exceed this limit should be included in Attachment 14 or 15 where they will count against the page limit.

**22. Does HRSA have guidelines (e.g., font type, font size) for the Program Narrative of the SAC application?**

Yes. Applicants should submit single-spaced narrative documents with 12 point, easily readable font (e.g., Times New Roman, Ariel, Courier) and 1-inch margins. Smaller font (no less than 10 point) may be used for tables, charts, and footnotes. For more information, please reference the *HRSA Electronic Submission User Guide* available at <http://www.hrsa.gov/grants/apply>.

## **ISSUE: Program Narrative**

**23. How does the Program Narrative differ from the Review Criteria?**

The Program Narrative provides general guidelines about information that should be provided by the applicant. Elements of the Program Narrative typically begin with "Describe" or "Demonstrate". The Review Criteria provide specific components that should be addressed in a complete response to each item in the Program Narrative. Review Criteria often begin with "The extent to which the applicant describes" or "The extent to which the applicant demonstrates". Objective reviewers will utilize the Review Criteria when scoring each application.

**24. Where should the additional information requested in the Program Narrative be provided?**

Provide the requested additional information as directed in the attachments or forms. For example:

- In the Need section of the Program Narrative, applicants are directed to provide quantitative data in Form 9.
- In the Collaboration section of the Program Narrative, applicants are directed to include Letters of Support as Attachment 10.
- In the Evaluative Measures section of the Program Narrative, applicants are directed to include performance measures information in the Performance Measures Forms.

When form fields do not allow enough characters for the applicant to convey all relevant information, include additional information in the appropriate section of the Program Narrative. **Do not** use the Program Narrative to repeat information already included in the forms.

**25. Are there new items for response in the Program Narrative since the FY 2011 SAC FOA?**

Yes. The Program Narrative changes each year. Applicants are expected to carefully read the FY 2012 SAC FOA and respond to all items in the Program Narrative. Below are examples of some of the new items:

- An item about EHR/HIT and meaningful use has been added to the Resources/Capabilities Section.
- An item has been added to the Governance Section for applicants who are Indian tribes or tribal, Indian, or urban Indian groups.

**26. Where should information provided about the service area, target population, and special populations (if applicable) for the Need section of the Program Narrative and related forms (e.g., Form 4, Form 9) come from?**

Information about the service area, target population, and/or special populations, should come from external, valid data sources (e.g., census data). In cases where data is not available at the service area or target population level, the use of extrapolation methodology is preferred over the use of aggregate data (e.g., State data) that may not accurately reflect the health center's target population. Applicants may find *Data Resources for Demonstrating Need for Primary Care Services*, available at <http://www.hrsa.gov/grants/apply/assistance/sac/sacdataguidepdf.pdf>, to be a useful resource on extrapolation methodology.

## **ISSUE: Performance Measures**

**27. Where can I find more information on the Performance Measures?**

Please refer to Appendix B of the FOA for instructions on how to complete the Performance Measures Forms along with a sample of a Clinical Performance Measure and a Financial Performance Measure. Information is also available at <http://www.hrsa.gov/data-statistics/health-center-data/reporting/index.html>.

**28. How should applicants develop their baseline and goals for the performance measures?**

Baselines for performance measures should be developed from data that are valid, reliable, and whenever possible, derived from currently established management information systems. Data

sources could include electronic health records, disease registries, and/or chart sampling. Health Center Program grantees applying to continue serving their current service area will find their baseline data pre-populated from their 2010 UDS Report. Pre-populated data can be changed, but a justification must be provided in the Comments field. Goals (projected data) should be realistic for achievement by the end of the project period. They should be based on data trends and expectations, factoring in predicted contributing and restricting factors as well as past performance.

**29. How should applicants develop their oral and behavioral health performance measures?**

Health Center Program grantees applying to continue serving their current service area should report on their previously developed behavioral and oral health performance measures. These measures will be pre-populated in the Performance Measures forms. New applicants and current Health Center Program grantees developing new behavioral and oral health performance measures should note that these measures can be patient-centered or agency-centered, based on the services or referral to services provided. When developing measures, keep in mind that while oral health screening is a required primary care service, the minimum requirement for behavioral health service is a formal referral.

**30. Which performance measures must be included in the application?**

Applicants are required to include the following Clinical Performance Measures: Diabetes, Cardiovascular Disease, Cancer, Child Health, Behavioral Health, and Oral Health. While most measures are standardized, each applicant must define individualized Behavioral Health and Oral Health measures (see question and answer above). Additionally, applicants that directly provide or pay for Prenatal Health and Perinatal Health services must include these measures.

Applicants are required to include the following Financial Performance Measures: Total Cost per Patient and Medical Cost per Medical Visit. Additionally, applicants that are not tribal or public center applicants must include Change in Net Assets to Expense Ratio, Working Capital to Monthly Expense Ratio, and Long Term Debt to Equity Ratio measures.

Applicants may define as many additional Other measures as desired (both clinical and financial). Please note that all measured defined in the SAC application should be reported on yearly for the duration of the project period if the application is funded.

**31. Are applicants required to include the new or revised performance measures?**

No. Applicants are not required to include the new performance measures (Weight Assessment and Counseling for Children and Adolescents, Adult Weight Screening and Follow-Up, Tobacco Use Assessment, Tobacco Cessation Counseling, and Asthma – Pharmacological Therapy) and may mark them as not applicable. However, these measures will be required in the 2011 UDS Report.

Additionally, applicants are not required to include the revised versions of the Diabetes and Child Health clinical performance measures. An applicant choosing to report on the revised measures should note this in the Comments field. An applicant choosing not to report on the revised measures should be aware that the revised measures will be required in the 2011 UDS Report.

**32. Where can an applicant find the new wording for the revised performance measures?**

A document entitled New and Revised Clinical Performance Measures is posted at <http://www.hrsa.gov/grants/apply/assistance/sac>. Additional performance measure resources, including information on upcoming training and technical assistance opportunities, can be found at <http://bphc.hrsa.gov/healthcenterdatastatistics/reporting/index.html>.

**33. What should an applicant put in the performance measure forms if baselines are not yet available?**

Applicants should put zeros in the Numerator and Denominator subfields of the Baseline Data field and provide an explanation in the Comments field describing why baseline data is not yet available and stating when it will be available.

**34. Can you clarify the age range for the Cancer performance measure?**

The measure is for women receiving a Pap test in the measurement year or two years prior which creates a “look-back period” (i.e., a woman who is currently 24 years old may have been 21 years old when she received a Pap test two years prior to the current measurement year). The data reflects women age 21-64, though the 24-64 age range is used to obtain the data.

**35. What should Health Center Program grantees applying to continue serving their current service area do if a previously defined Other measure is no longer relevant?**

In some instances, a grantee may want to stop tracking a measure altogether or stop tracking a measure in favor of adding a new, more relevant measure. When this occurs, a grantee should mark the Other measure as not applicable and explain why the measure is/will no longer be tracked in the Comments field. This will prevent the measure from appearing in the grantee’s future Budget Period Progress Reports (BPRs) and SACs.

## **ISSUE: Budget**

**36. Are there activities that are ineligible for SAC funding?**

Yes. SAC funding may not be used for construction/renovation of facilities, fundraising/grant writing, or lobbying efforts.

**37. Who can I contact for specific questions about budget preparation, including eligible costs?**

Contact Donna Marx in the Division of Grants Management Operations at 301-594-4245 or [dmarx@hrsa.gov](mailto:dmarx@hrsa.gov).

**38. If an applicant organization has an indirect cost rate, what needs to be included in the application?**

For institutions subject to OMB Circular A-122, the term “facilities and administration” is used to denote indirect costs. A new applicant with previously negotiated Federal indirect cost rate must provide the current Federal indirect cost rate agreement in Attachment 14 or 15: Other Relevant Documents.

**39. Does HRSA required applicant organizations to have an indirect cost rate?**

No. Applicants are only required to have an indirect cost rate agreement if they are budgeting for indirect costs. If an organization does not have an indirect cost rate agreement, costs that would fall into such a rate (e.g., the cost of operating and maintaining facilities, administrative

salaries) may be charged as direct line-item costs. If an organization wishes to apply for an indirect cost rate agreement, more information is available at <http://rates.psc.gov>.

**40. Is the budget justification the same thing as a budget narrative?**

Yes, for the purpose of the SAC, they are the same. The template provided in Appendix C of the FOA include a box for providing any narrative explanation of costs necessary beyond what is provided in the line-item descriptions.

**41. What should be included in the budget justification?**

A detailed budget justification in line-item format must be completed for EACH requested 12-month period of Federal funding. The budget justification must detail the costs of each line item within each object class category from the SF 424A: Budget Information – Non-Construction Programs. It is important to ensure that the budget justification contains detailed calculations explaining how each line-item expense is derived (e.g., number of visits, cost per unit).

Current grantees must submit a 5-year budget justification and new applicants must submit a 2-year budget justification. An itemization of revenues and expenses for each type of health center program for which funding is requested (CHC, MHC, HCH, and/or PHPC) is required only for the first year of the budget justification.

**42. Should the budget presentation include non-Federal funding (i.e., other program funding to represent the cumulative funding required for project implementation)?**

Yes. The SAC requires the submission of a total project budget.

**43. Are applicants required to complete Section C of the budget form?**

Yes. Applicants are required to complete Section C of the Standard Form 424A (Budget Information – Non-Construction Programs) by providing a breakdown of the sources of non-Federal support for the first year of the proposed project. Sections A, B, and E of this form are still required, as is Section F, if applicable.

## ISSUE: Forms

**44. The HHS 5161-1 Checklist in Grants.gov asks if items have been submitted that the FOA indicates should be submitted in EHB. Should applicants select Yes or NOT Applicable for these items?**

Select **Yes** to note that these items (e.g., SF-424A, budget justification) will be submitted in EHB.

**45. How should an applicant complete the Type of Application field on the SF-424 and the Type of Application field on the HHS 5161-1 Checklist since they do not have the same response options?**

Use the following guidelines for the SF-424 Type of Application field:

- New = new applicants and current grantees applying to serve a new service area in addition to the current service area
- Continuation = current grantees applying to continue serving their current service area

Use the following guidelines for the HHS 5161-1 Checklist Type of Application field:

- New = new applicants
- Competing Continuation = current grantees applying to continue serving their current service area
- Supplemental = current grantees applying to serve a new service area in addition to their current service area

**46. The Project Performance Site Location(s) Form to be completed in Grants.gov and Form 5B to be completed in EHB seem to be asking for the same information. Does it have to be provided in both places?**

Applicants must use Form 5B to provide information on all proposed sites. For current Health Center Program grantees applying to continue serving their current service area, Form 5B will be pre-populated and the Project Performance Site Location(s) Form should be utilized to provide information on the administrative site only. For new applicants and current grantees applying to serve a new service area, all proposed sites must be listed on both Form 5B and the Project Performance Site Location(s) Form.

**47. What do the 100% figures in Form 4 mean?**

The 100% figures signify that the total number for Service Area Data and the total number for Target Population Data must be accounted for in the Race, Hispanic or Latino Identity, Income as a Percent of Poverty Level, and Primary Third Party Payment Source sections. For example, if the Service Area includes 1,000 individuals and the Target Population includes 800 individuals, the total in each of the first four sections (Race, Hispanic or Latino Identity, Income as a Percent of Poverty Level, and Primary Third Party Payment Source) must be 1,000 for Service Area Data and 800 for Target Population Data. The 100% figure does not appear for the Special Populations section because individuals may be counted in multiple special population groups.

**48. Why does the Target Population Data number have to be equal to or smaller than the Service Area Data number in Form 4? What should an applicant do if there is a large transient population?**

The target population is typically a subset of the service area population, based on the population(s) the health center is focused on serving. For example, if the service area is an entire county, then the service area population would be the entire population of the county. A health center serving the county would likely focus its efforts on serving individuals that are a subset of the county's population (e.g., individuals below a certain income level, public housing residents). In some cases, the target population and the service area population may be the same.

**49. What should an applicant do in Form 4 if there is a large transient population?**

In cases in which the target population includes a large number of transient individuals (e.g., the county has a large influx of migrant and seasonal farm workers during the summer months) and those individuals are not included in the dataset the applicant uses for service area data (e.g., census data) the applicant will need to adjust the service area numbers accordingly to ensure that the target population numbers are always less than or equal to the service area numbers.

**50. Is there a limit for the number of board members that can be listed on Form 6A?**

Yes. Applicants may include no less than 9 and no more than 25 board members on this form. These numbers are determined by the program regulations.

**51. What is different about Form 8, and what qualifies as a substantial portion of the proposed project?**

Form 8 must be completed by all applicants. Applicants must attach any contracts or memoranda of agreement/understanding for a substantial portion of the proposed project as well as any agreements that impact the applicant's governing board. A contract that constitutes a substantial portion of the proposed project could include a contract for core primary care providers, non-provider health center staff, Chief Medical Officer (CMO), or Chief Financial Officer (CFO). A contract for a single service (e.g., dental) would not constitute a substantial portion of the proposed project, whereas a contract with an organization to provide wide range of services on behalf of the health center to its patients would constitute a substantial portion of the proposed project.

Please note that agreements that do not rise to the threshold of "substantial portion" should be kept onsite and, should a SAC grant be awarded, provided to HRSA for review upon request.

**52. Is Form 9 a new required form?**

Form 9 was added to simplify the way applicants provide quantitative data related to core barriers and health indicators. The information provided in Form 9 will be considered by objective reviewers alongside the information provided in the Need section of the Program Narrative to determine a single score for the Need criterion out of 15 available points.

## **ISSUE: Attachments**

**53. How should attachments be formatted?**

All attachments should be provided to HRSA in a computer-readable format (i.e., do not upload text as images). To the extent possible, HRSA recommends PDF files but will accept Microsoft Word or Excel files. Please do not use spaces or special characters when naming files. Applicants should avoid Excel documents with multiple spreadsheets as individual worksheets may not print out in their entirety. Be sure to upload the attachments in the appropriate fields in EHB.

**54. Can applicants upload additional attachments?**

Applicants may upload additional relevant material in Attachment 14 or 15. Documents provided in these attachments will be included in the 150-page limit.

**55. Does an applicant have to submit letters of support for the SAC application?**

Yes. Please see the guidelines in the Collaboration section of the Program Narrative. If required letters of support are not available, an applicant must provide documentation of efforts made to obtain the letters along with an explanation for why such letters could not be obtained (e.g., there are no critical access hospitals in the service area).

**56. To whom should letters of support be addressed and how should they be provided?**

Letters of support should be addressed to the appropriate applicant organization contact person (e.g., board, CEO). They should not be addressed to HRSA or mailed separately from the application. Letters of support must be included with the application as Attachment 10 or they will not be considered by objective reviewers.

**57. Is there a specific order required for the assembly of the application?**

Yes. Organizations applying electronically must upload attachments into the appropriate fields in EHB. Organizations with a waiver enabling submission of a paper application must follow the format and order described in Tables 2-5 (pages 8-16) of the FOA.

**58. For Attachment 3: Project Organizational Chart, who is considered “key personnel”?**

Key personnel may include key management staff such as the Chief Executive Officer (CEO), Chief Clinical Officer (CCO), Chief Financial Officer (CFO), Chief Information Officer (CIO), and Chief Operating Officer (COO), along with other individuals directly involved in oversight of the proposed project (e.g., Project Director) as determined by the applicant.

**59. What is the difference between a Position Description (Attachment 4) and a Biographical Sketch (Attachment 5)?**

A position description outlines the key aspects of a position (e.g., position title; description of duties and responsibilities; position qualifications; supervisory relationships; skills, knowledge, and experience requirements; travel requirements; salary range; work hours). A biographical sketch describes the key qualifications of an individual that make him/her qualified for a position (e.g., past work experience, education/training, language fluency, experience working with the cultural and linguistically diverse populations to be served).

**60. What should a public entity submit for Attachment 8 (Audit) and Attachment 9 (Articles of Incorporation)?**

A public entity (the grantee of record for a public center) is required to submit an annual audit (Attachment 8) and the co-applicant’s Articles of Incorporation (Attachment 9), if applicable.

## **ISSUE: Application Submission**

**61. Where can I get the SAC FOA?**

The SAC FOA is available at Grants.gov. To access the FOA <http://www.grants.gov>, utilize the following steps:

- Under the Quick Links header on the right, click the Grant Search link
- Enter the announcement number (HRSA-12-XXX)\* in the Search by Funding Opportunity Number field and click the SEARCH button
- Click the FOA title (Service Area Competition)
- Select the Application button (to the right of the Synopsis and Full Application buttons)
- Under Instructions and Application, click the download link
- Click the Download Application Instructions link

\*Use Table 6 in the FOA and the Service Area Announcement Table available at <http://www.hrsa.gov/grants/apply/assistance/sac> to determine the correct announcement number.

**62. Where can I get the SAC Grants.gov application package?**

Go to <http://www.grants.gov> and utilize the following steps:

- Under the Quick Links header on the right, click the Grant Search link
- Enter the announcement number (HRSA-12-XXX)\* in the Search by Funding Opportunity Number field and click the SEARCH button
- Click the FOA title (Service Area Competition)

- Select the Application button (to the right of the Synopsis and Full Application buttons)
- Under Instructions and Application, click the download link
- Click the Download Application Package link

\*Use Table 6 in the FOA and the Service Area Announcement Table available at <http://www.hrsa.gov/grants/apply/assistance/sac> to determine the correct announcement number.

**63. How do I submit my application and when is it due?**

There is a two-phase application submission process for the FY 2012 SAC. Refer to Table 6 in the FOA for the Grants.gov and EHB deadlines for each announcement number.

**64. When can applicants begin the HRSA EHB submission process?**

Applicants can begin Phase 2 in HRSA EHB only after Phase 1 in Grants.gov has been successfully completed by the Grants.gov due date and HRSA has issued an email confirmation to the Authorized Official with the application tracking number. The Authorizing Official(s) registered in Grants.gov will be notified by email when the application is ready within EHB.

**65. How will applicants be notified if their application was not successfully submitted in Grants.gov and/or EHB?**

Each system will generate a confirmation message. Applicants should monitor their e-mail accounts, including spam folders, for e-mail notifications and/or error messages from Grants.gov and EHB to ensure that there are no submission or validation errors. All submission errors must be corrected and the application must be successfully submitted before the Grants.gov and EHB deadlines.

## **ISSUE: Technical Assistance and Contact Information**

**66. If I encounter technical difficulties when trying to submit my application in Grants.gov, who should I contact?**

Refer to [http://www.grants.gov/applicants/applicant\\_faq.jsp](http://www.grants.gov/applicants/applicant_faq.jsp) or call the Grants.gov Contact Center 24 hours a day, 7 days a week (excluding Federal holidays) at 1-800-518-4726 or [support@grants.gov](mailto:support@grants.gov). Register as early as possible since registration may take up to one month.

**67. If I encounter technical difficulties when trying to submit my application in HRSA EHB, who should I contact?**

Contact the BPHC Helpline Monday through Friday, 8:30 a.m. to 5:30 p.m. ET (excluding Federal holidays) at 1-877-974-2742 or [BPHCHelpline@hrsa.gov](mailto:BPHCHelpline@hrsa.gov). Applicants may also refer to the *HRSA Electronic Submission User Guide* available at <http://www.hrsa.gov/grants/apply>.

**68. Who should I contact with programmatic questions concerning the SAC application requirements and process?**

Refer to the SAC TA page at <http://www.hrsa.gov/grants/apply/assistance/sac> for TA slides, instructions for accessing a replay of the applicant TA call, FAQs, and samples of the Program Specific Forms, among other resources. Applicants may also contact Cheri Daly in the Bureau of Primary Health Care's Office of Policy and Program Development at [BPHCSAC@hrsa.gov](mailto:BPHCSAC@hrsa.gov) or 301-594-4300.

**69. Who should I contact with budget-related questions?**

Contact Donna Marx in the Division of Grants Management Operations at 301-594-4245 or [dmarx@hrsa.gov](mailto:dmarx@hrsa.gov).

**70. Are there other sources for TA that I could contact?**

Applicants are encouraged to collaborate with the appropriate Primary Care Associations (PCAs), Primary Care Offices (PCOs), and/or National Cooperative Agreements (NCAs) to develop a SAC application. Refer to <http://bphc.hrsa.gov/technicalassistance/partnerlinks> for a complete listing of PCAs, PCOs, and NCAs.