HRSA EHBs USER GUIDE

State and Regional Primary Care Association (PCA) Cooperative Agreements

Last updated on: 9 March 2012

U.S. Department of Health and Human Services
HRSA
Health Resources and Services Administration

Version Number	Date	Description	Author
1.0	14 February 2012	Initial version	S. Taori B. Gould

Table of Contents

Table of Figures

1. Introduction

1.1. Document Purpose and Scope

The purpose of this document is to provide applicants with detailed instructions on how to complete program-specific forms for the State and Regional Primary Care Associations (PCA) funding opportunity. The forms will be completed electronically in the Health Resources and Services Administration (HRSA) Electronic Handbooks (EHBs). This is a supplement to *HRSA's Electronic Submission User Guide*, available at http://www.hrsa.gov/grants/userguide.htm.

This document does replace program specific guidance provided in the Funding Opportunity Announcement.

NOTE: All of the screenshots displayed in this user guide are from applications created for demonstration purposes.

1.2. Document Organization and Version Control

This document contains five primary sections in addition to the Introduction. They are described in the following table:

Section	Description
Before You Apply	This section provides information that grantees need to know before they initiate Applications.
Applying Through Grants.gov	This section shows the steps involved in submitting your application through Grants.gov.
Completing the Application in the HRSA Electronic Handbooks	This section describes the steps necessary to complete and submit your Application in the Electronic Handbooks. This section consists of sub-sections that explain how to enter the basic information and the program specific information.
Customer Support Information	This section provides contact information to address technical and programmatic questions.
FAQs	This section provides answers to frequently asked questions.

2. Before You Apply

2.1. Grantee Organization

If an applicant organization has already completed Grants.gov registration for HRSA or any other Federal agency, this section can be skipped.

The Grantee organization must register with Grants.gov to get the credentials necessary to apply for a Grant.

Grants.gov requires all applicant organizations to complete a one-time registration. The registration process can take up to two weeks to complete, so applicants should register as soon as possible.

For those applicant organizations needing to register with Grants.gov, registration information can be found at http://www.grants.gov/applicants/get_registered.jsp.

Please direct questions regarding Grants.gov registration to the Grants.gov Contact Center using the following URL: http://www.grants.gov/contactus/contactus.jsp.

2.2. Project Director and Authorizing Official

The Project Director and the Authorizing Official must register with HRSA EHBs to be able to access the HRSA EHBs to complete your application.

- Registration with HRSA EHBs is independent of Grants.gov registration. Do not confuse the two.

The purpose of the registration process is to collect consistent information from all users, avoid collection of redundant information, and allow for the unique identification of each system user.

Note: Registration within the HRSA EHBs is required only once for each user for each organization they represent.

For registration information, see HRSA's Electronic Submission User Guide (http://www.hrsa.gov/grants/userguide.htm).

For assistance in registering with HRSA EHBs, call 877-GO4-HRSA (877-464-4772) or 301-998-7373 between 9:00 am to 5:30 pm ET or email callcenter@hrsa.gov.

3. Applying Through Grants.gov

To submit an application through **Grants.gov**, you must do the following:

1. Go to **Grants.gov** and locate the funding opportunity.
2. Download the application package and instructions. The program guidance is also part of the instructions that must be downloaded.
3. Save a local copy of the application package on your computer and complete all the forms based on the instructions provided in the program guidance.
4. Submit the application package through **Grants.gov**. (Requires registration)
5. Track the status of your submitted application at **Grants.gov** until you receive a notification from **Grants.gov** that your application has been received by HRSA

Figure 1: Grants.gov Home

3.1. Locate Funding Opportunity

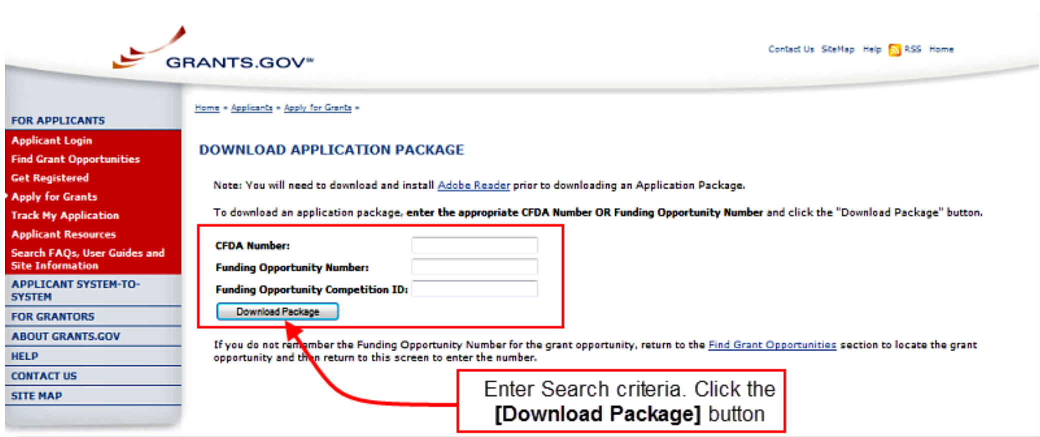
- ➢ Go to http://www.grants.gov/applicants/find_grant_opportunities.jsp to locate this information.

1. Point your browser to http://www.grants.gov/applicants/apply_for_grants.jsp. The Grants.gov portion of the application process is described on this page.
2. Click the **Download a Grant Application Package** link.

Figure 2: Apply for Grants Page (at Grants.gov)

3. On the download page, enter the CFDA number in the field CFDA Number, or the announcement number in the field Funding Opportunity Number. (Example announcement number: HRSA-08-113)
4. Click the Download Package button.

Figure 3: Download Application Package Page (at Grants.gov)



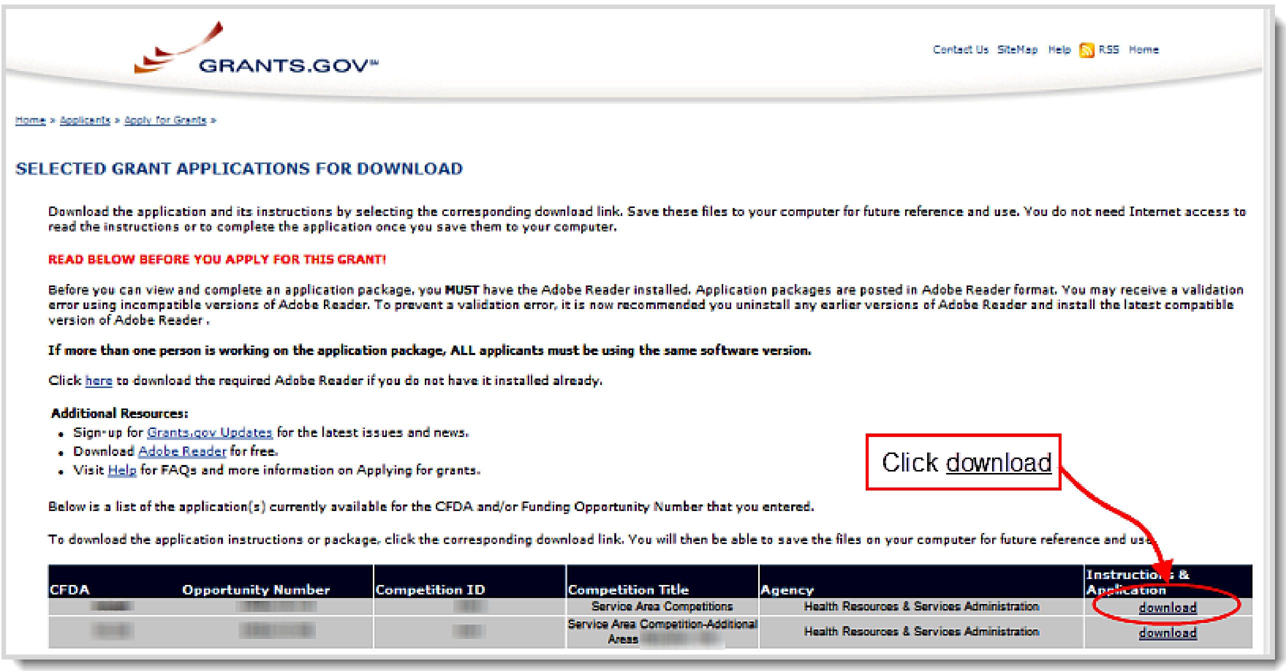
5. Click the Download Package button.
6. The **SELECTED GRANT APPLICATIONS FOR DOWNLOAD** Page (Figure 4) will open.

3.2. Downloading Application Package and Instructions

To view application package and instructions, you will need to download and install the PureEdge Viewer and Adobe Reader 8.1.1. These free programs will allow you to access, complete, and submit applications electronically and securely.

Please review the system requirements for these programs at http://www.grants.gov/applicants/apply_for_grants.jsp.

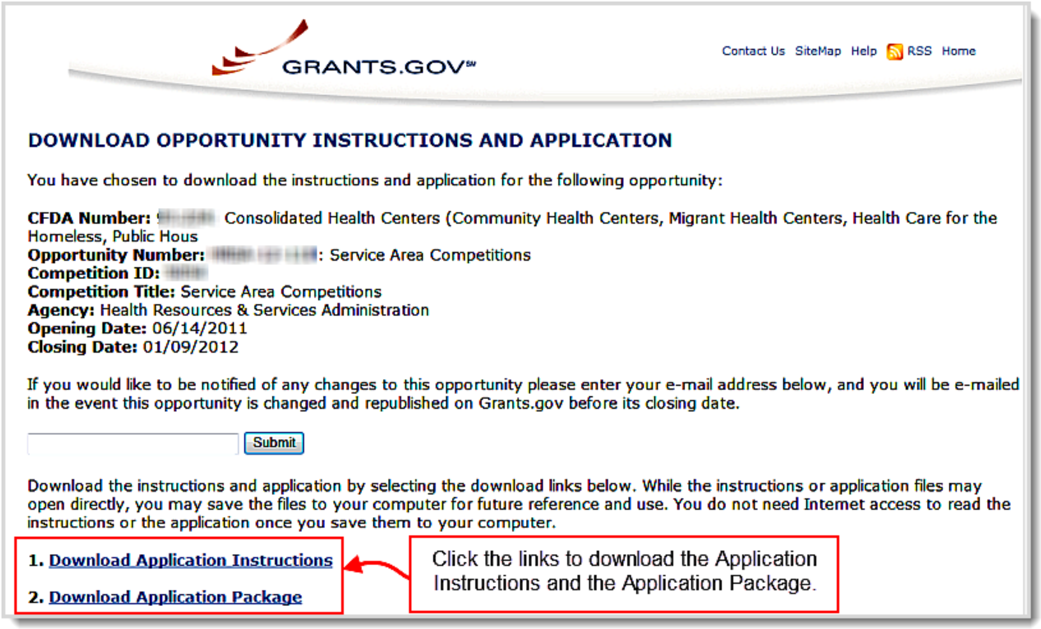
Figure 4: Selected Grant Application for Download Page (at Grants.gov)



1. Click the **download** link for the funding opportunity.

The **[Download Opportunity Instructions and Application Page (at Grants.gov)](#)** page (**[Figure 5](#)**) will open in a separate window.

Figure 5: Download Opportunity Instructions and Application Page (at Grants.gov)

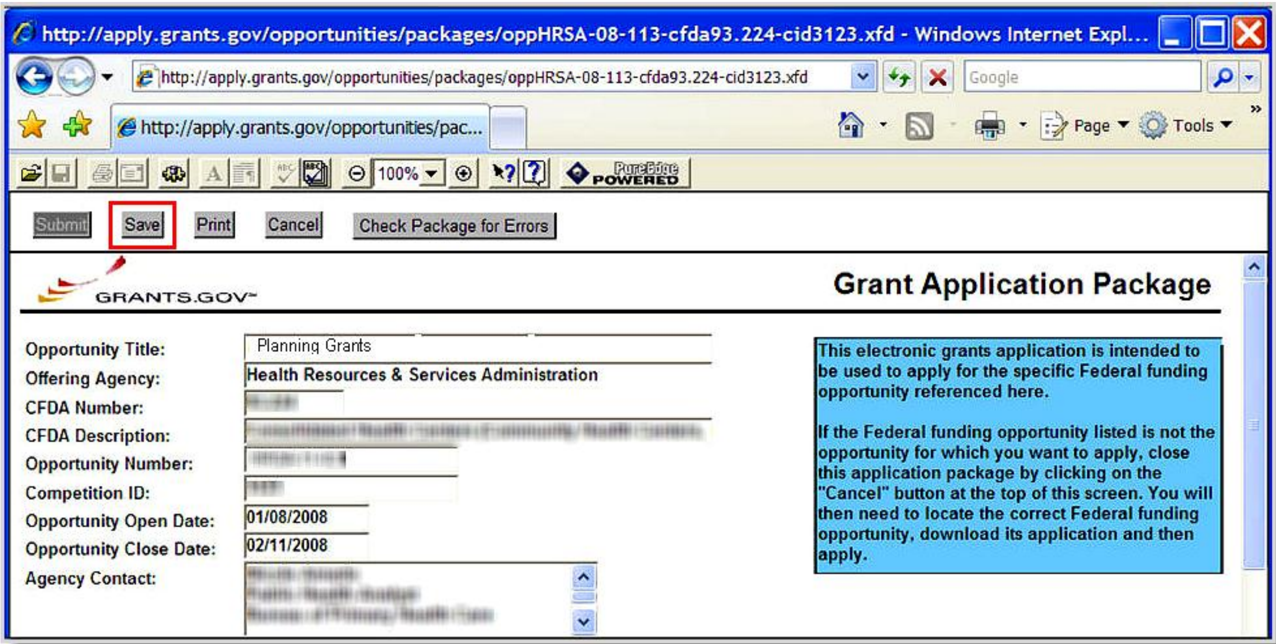


2. Click each of the links to download the application package and instructions.
3. After you click the **Download Application Package** link, a dialog box will appear.
4. Click the Use Plugin button on the dialog.
5. The **Grant Application Package** Page (Figure 6) will be displayed.

3.3. Completing the Application

1. Click the Save button to save a copy of the application on your computer.

Figure 6: Grant Application Package Page (at Grants.gov)



You can complete the application offline – you do not have to be connected to the Internet.

2. Complete the application using both the built-in instructions and the instructions provided in the program guidance.
3. Complete the application using the built-in instructions and those provided in the program guidance.
   - For assistance with program guidance related questions, please contact the program contact listed on the program guidance.

3.4. Submitting the Application

You must be connected to the Internet and must have a Grants.gov username and password to submit the application package.

Please direct questions regarding application submission to the Grants.gov Contact Center at Tel.: 1-800-518-4726. Contact Center hours of operation are Monday-Friday from 7:00 a.m. to 9:00 p.m. Eastern Time, excluding Federal holidays.

The Submit button on the application package cover page will become active after you have downloaded the application package, completed and attached all required documents, and saved your application package.

To send your completed application to Grants.gov:

1. Click the Submit button on the application package cover page (Figure 7).

Figure 7: Command Buttons in the Grant Application Package (at Grants.gov)

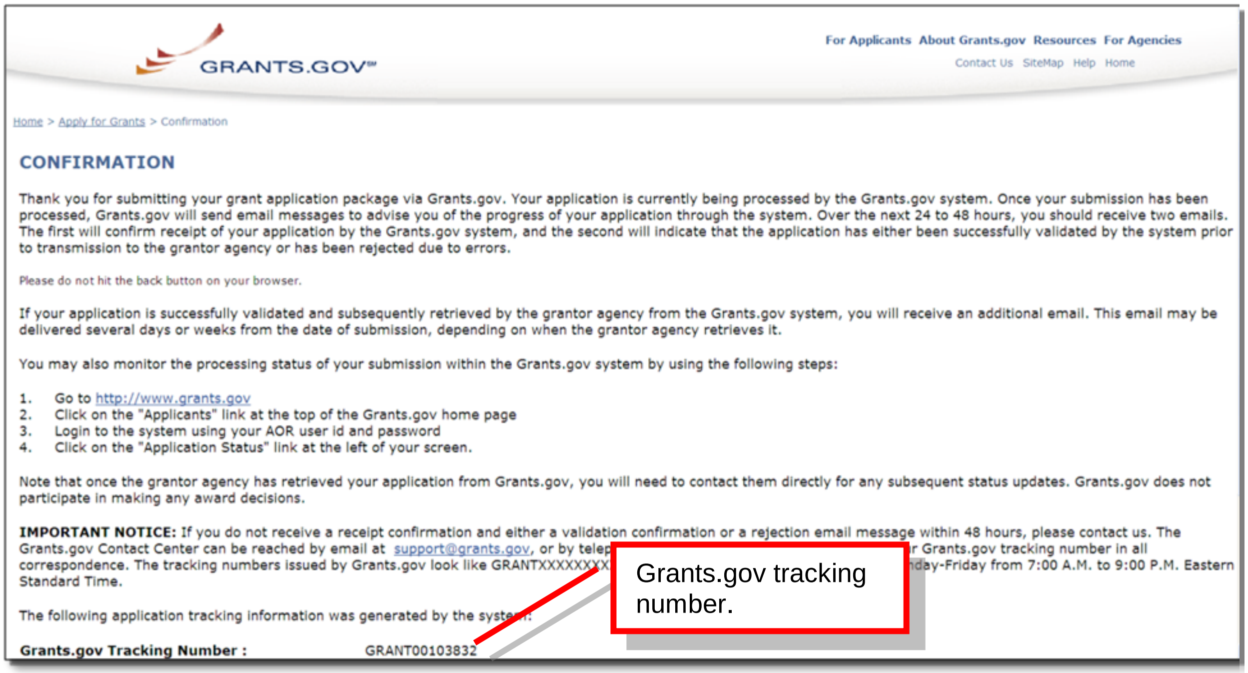
The **Submit** button on the application package cover page will become active once you have downloaded the application package, completed all required forms, attached all required documents, and saved your application package.

2. When prompted, log into Grants.gov.

Figure 8: Grants.gov Login Prompt

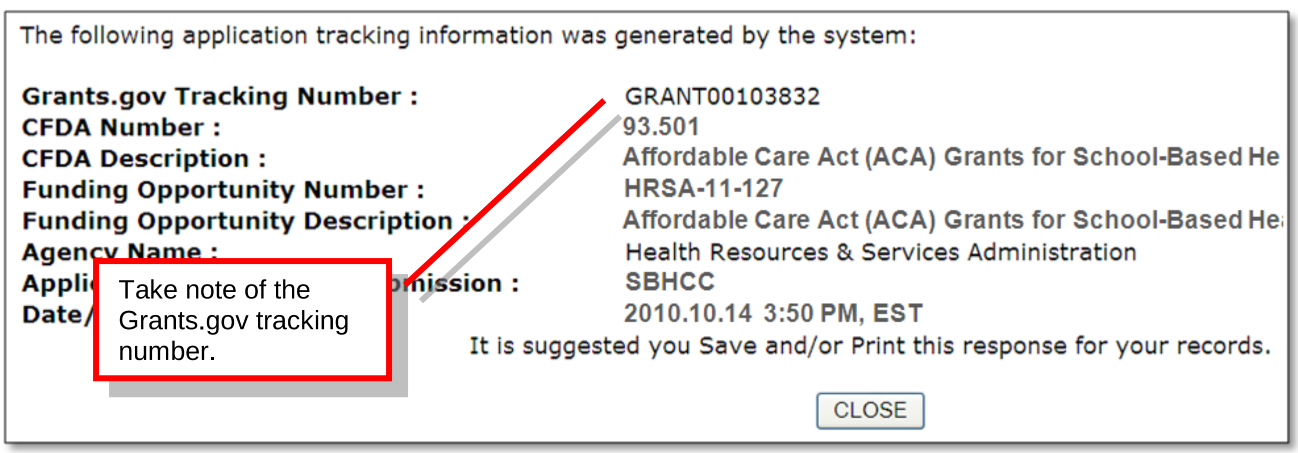
3. Your application package is uploaded to Grants.gov. A confirmation screen will appear once the upload is complete.

Figure 9: Top of Application Submission Confirmation Page (at Grants.gov)



4. A Grants.gov Tracking number (**[Figure 10]**) is provided on this screen. Please record this number so that you may refer to it for all subsequent help.

Figure 10: Confirmation Section of Application Submission Confirmation Page (at Grants.gov)



Make note of the Grants.gov Tracking Number, as you will need it later, when you [initiate the application] (on page 17). (This number is used to associate the Grants.gov application with the EHBs application.)

3.5. Tracking Application Status

It is recommended that you check the status of your application in Grants.gov until the status is changed to "Agency Tracking Number Assigned".

You can check the status of your applications any time after submission, by visiting Grants.gov at http://www.grants.gov/applicants/track_your_application.jsp.

If there are no errors, the application will be automatically downloaded by HRSA. On successful download at HRSA, the status of the application will change to “Received by Agency” and you will receive an email from Grants.gov. Subsequently within two to three business days the status will change to “Agency Tracking Number Assigned.” At this point, your application is ready for review and submission in HRSA EHBs.

4. Completing the Application in HRSA Electronic Handbooks

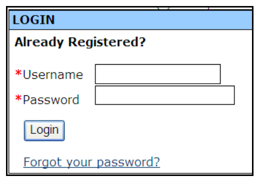
The next step is to complete your application in the HRSA EHBs. Refer to the FOA for the HRSA EHBs deadline for submitting the remaining information.

- Important: The EHBs system times-out after 30 minutes of inactivity. Some forms may take a long time to complete, so you should develop the habit of saving your work at frequent intervals.
- The application face page must be printed, signed, and mailed to HRSA. This must be done from HRSA EHBs, not from the Grants.gov application.

4.1. Logging Into the HRSA Electronic Handbooks

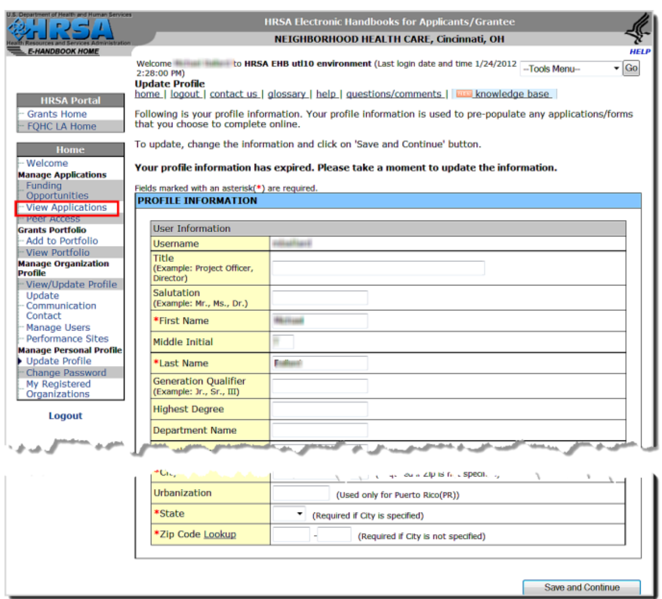
1. Point your browser to **https://grants.hrsa.gov/webexternal/login.asp**.
2. Enter your username and password.

Figure 11: Section of Login Screen



3. Click the Login button
   - The **Profile Information** Page opens.

Figure 12: Profile Information Page



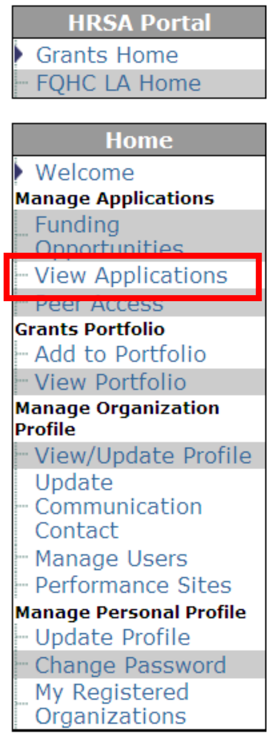
4.1.1 Initiating the Application (First Time Access in the HRSA EHBs)

When you access the application for the first time, you need to “initiate” it. This procedure correlates your previously submitted Grants.gov application with a new HRSA EHBs application. During this process, certain information is copied from the Grants.gov application to the HRSA EHBs application.

To initiate a new HRSA EHBs application, you need to add the Grants.gov application to the list of pending applications.

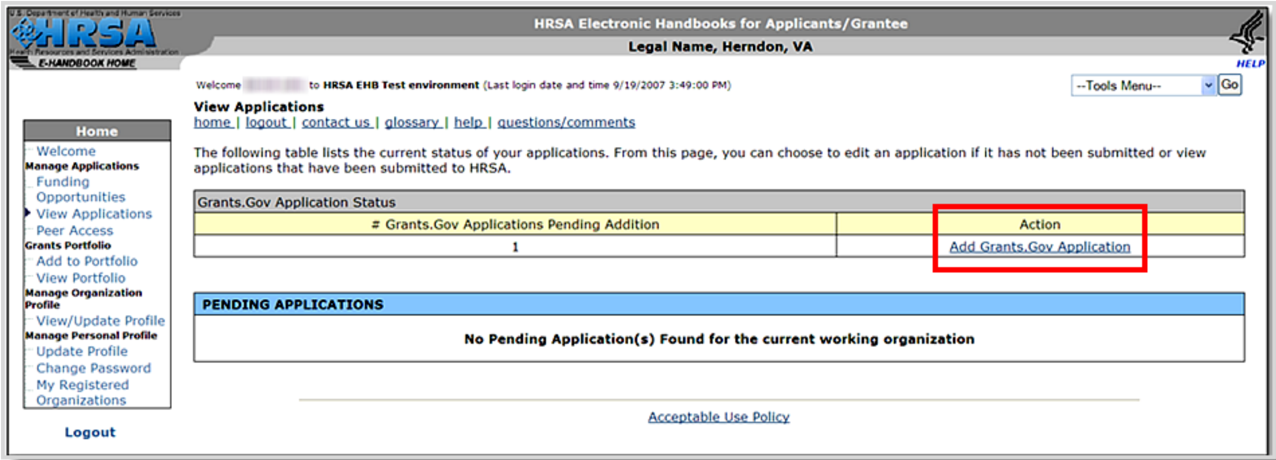
1. On the **PROFILE INFORMATION** page, select the **View Applications** link under the **Manage Applications** heading in the left navigation panel.

Figure 13: Left Side Navigation Panel on HRSA EHBs Home Page



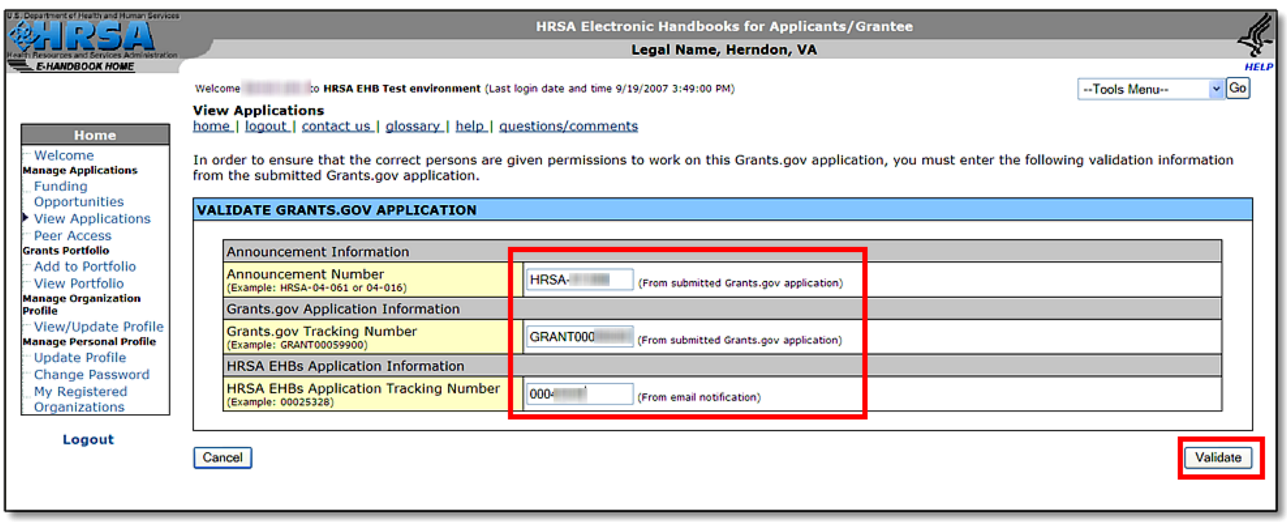
- The **View Applications** Page (before Grants.gov Application is added) (**Figure 14**) opens.

Figure 14: View Applications Page (before Grants.gov Application is added)



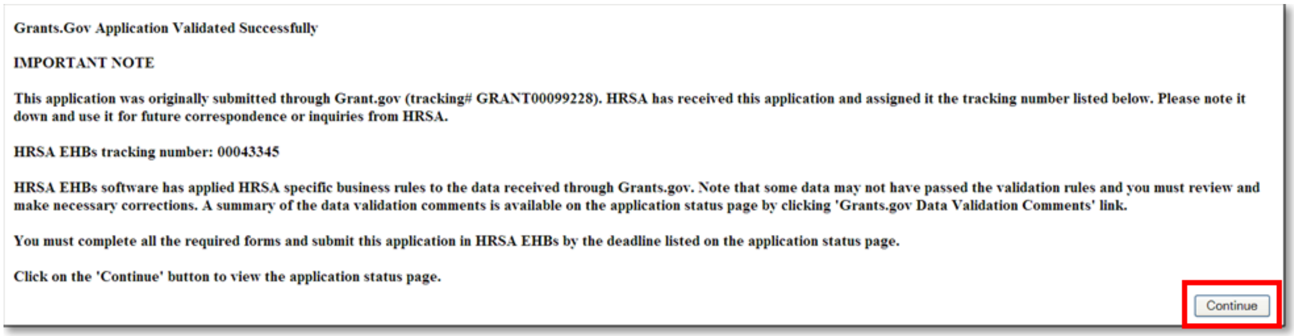
2. Click the **[Add Grants.gov Application]** link to add your application to the list of pending applications.
3. The **Validate Grants.gov Application Page** will open.

Figure 15: Validate Grants.gov Application Page



4. Enter the required validation information:
   - The Announcement Number (*aka the Funding Opportunity Number*) from the **Grants.gov Submission Confirmation** page (**[Figure 9]**)
   - The Grants.gov Tracking Number from the **Grants.gov Submission Confirmation** page (**[Figure 9]**)
   - The HRSA EHBs Application Number from the email notification
5. Click the Validate button.
   - ➢ The **Grants.gov Application Validated Successfully** page will be displayed. Read the advisory.

Figure 16: Grants.gov Application Validated Successfully Page



Grants.Gov Application Validated Successfully

IMPORTANT NOTE

This application was originally submitted through Grant.gov (tracking# GRANT00099228). HRSA has received this application and assigned it the tracking number listed below. Please note it down and use it for future correspondence or inquiries from HRSA.

HRSA EHBs tracking number: 00043345

HRSA EHBs software has applied HRSA specific business rules to the data received through Grants.gov. Note that some data may not have passed the validation rules and you must review and make necessary corrections. A summary of the data validation comments is available on the application status page by clicking 'Grants.gov Data Validation Comments' link.

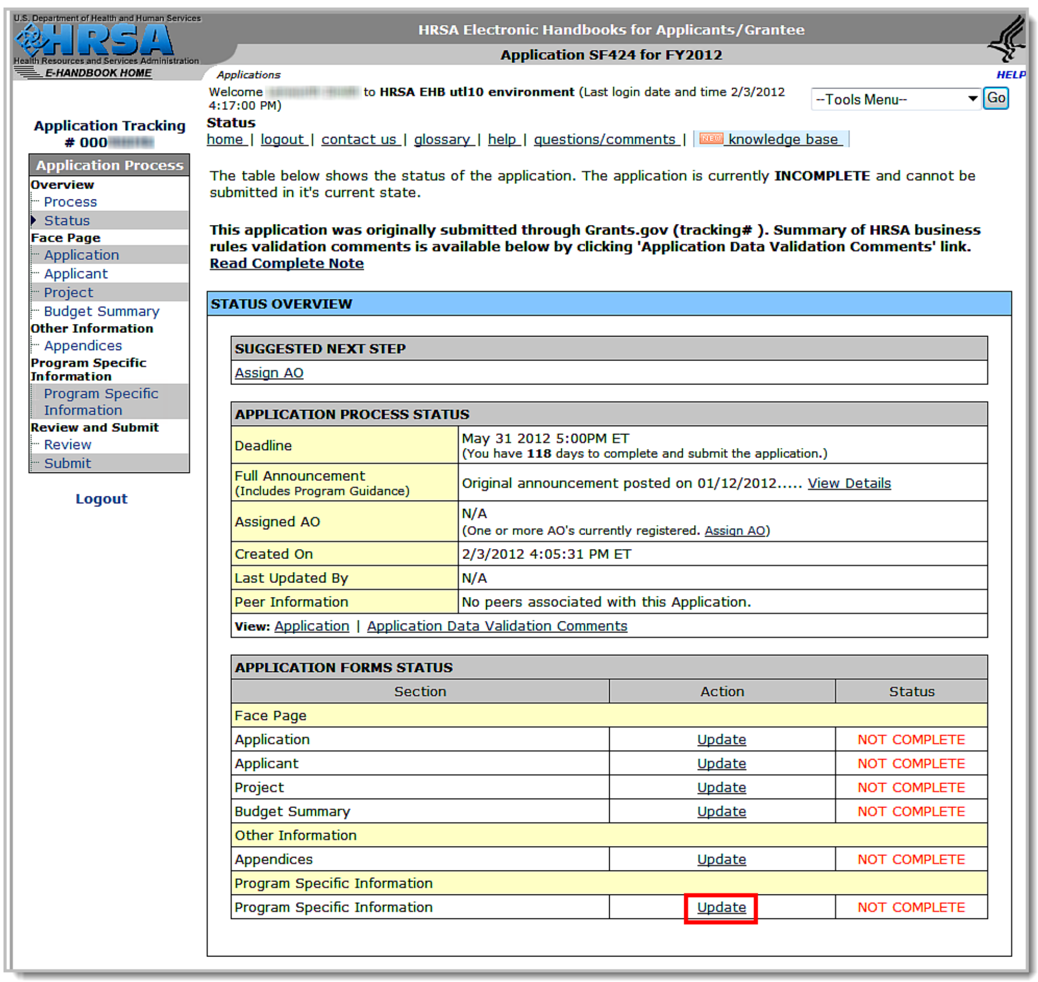
You must complete all the required forms and submit this application in HRSA EHBs by the deadline listed on the application status page.

Click on the 'Continue' button to view the application status page.

Continue

6. Read the Advisory
7. Click the Continue button.
   - ➢ The Status Overview page opens.

Figure 17: Status Overview Page



HRSA Electronic Handbooks for Applicants/Grantee

Application SF424 for FY2012

E-HANDBOOK HOME | Applications | HELP

Welcome to HRSA EHB utl10 environment (Last login date and time 2/3/2012 4:17:00 PM)

Status

home | logout | contact us | glossary | help | questions/comments | knowledge base

Application Tracking # 000

Application Process: Overview – Process, Status; Face Page – Application, Applicant, Project, Budget Summary; Other Information – Appendices; Program Specific Information – Program Specific Information; Review and Submit – Review, Submit

Logout

The table below shows the status of the application. The application is currently **INCOMPLETE** and cannot be submitted in it's current state.

This application was originally submitted through Grants.gov (tracking#). Summary of HRSA business rules validation comments is available below by clicking 'Application Data Validation Comments' link.
Read Complete Note

STATUS OVERVIEW

SUGGESTED NEXT STEP: Assign AO

APPLICATION PROCESS STATUS	
Deadline	May 31 2012 5:00PM ET (You have **118** days to complete and submit the application.)
Full Announcement (Includes Program Guidance)	Original announcement posted on 01/12/2012..... View Details
Assigned AO	N/A (One or more AO's currently registered. Assign AO)
Created On	2/3/2012 4:05:31 PM ET
Last Updated By	N/A
Peer Information	No peers associated with this Application.

View: Application | Application Data Validation Comments

APPLICATION FORMS STATUS

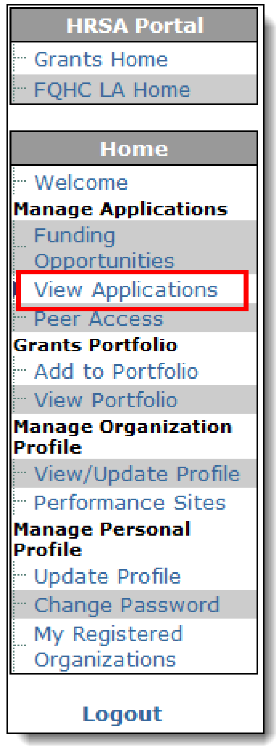
Section	Action	Status
Face Page		
Application	Update	NOT COMPLETE
Applicant	Update	NOT COMPLETE
Project	Update	NOT COMPLETE
Budget Summary	Update	NOT COMPLETE
Other Information		
Appendices	Update	NOT COMPLETE
Program Specific Information		
Program Specific Information	Update	NOT COMPLETE

4.1.2 Subsequent Log-ins

After you have initiated your application and added it to the list of pending applications in the EHBs (see section **4.1.1, Initiating the Application**), follow these steps to access your application.

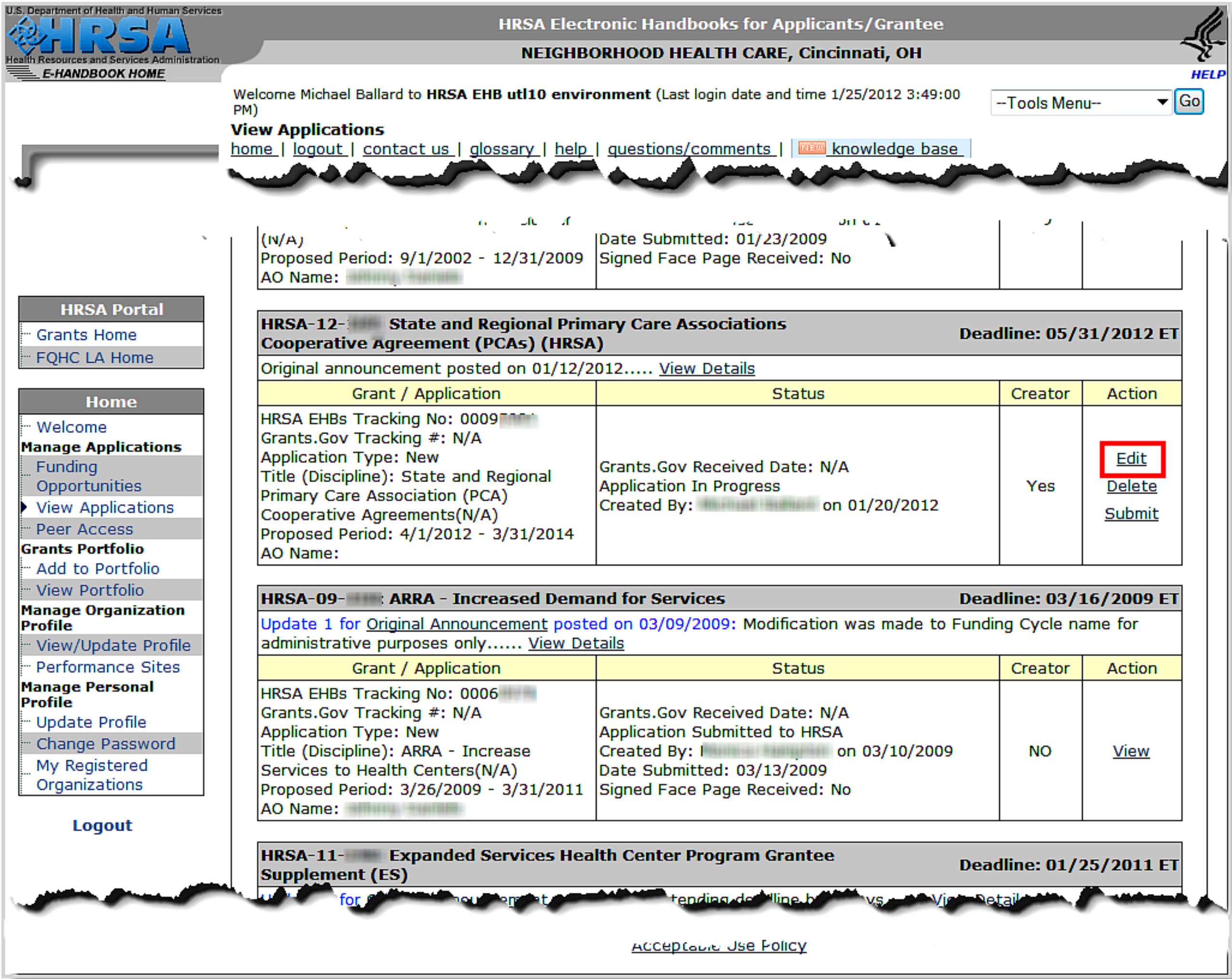
1. Click the **View Applications** link under **Manage Applications** on the left navigation panel of the HRSA EHBs **Home** page.

Figure 18: Left Navigation Panel of HRSA EHBs Home Page



- The **Pending Applications** (**Figure 19**) page opens.

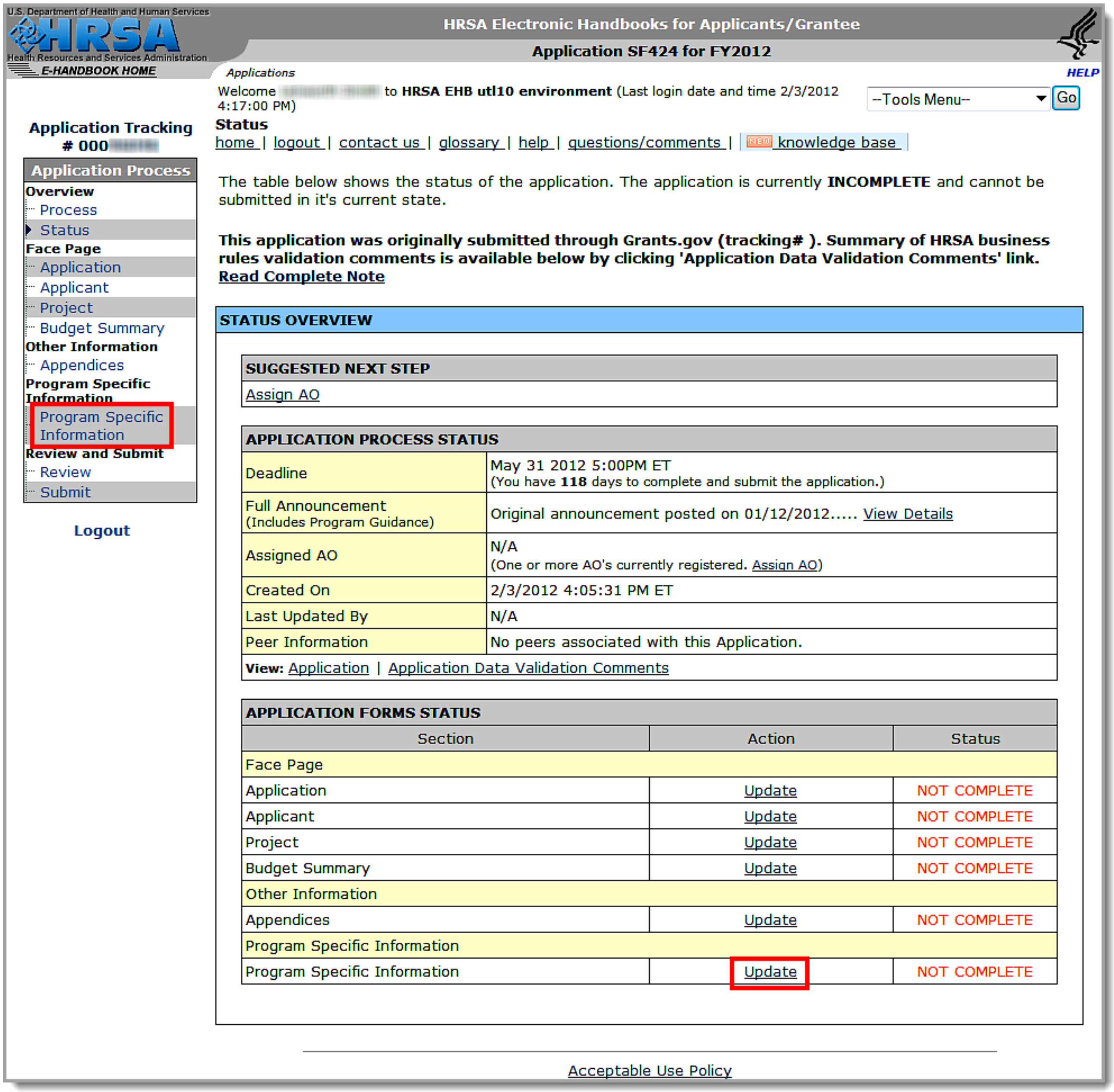
Figure 19: Pending Applications Page



> **Note:** The screenshot contains a different left navigation panel than it did before. Use this left side menu to navigate through the application.

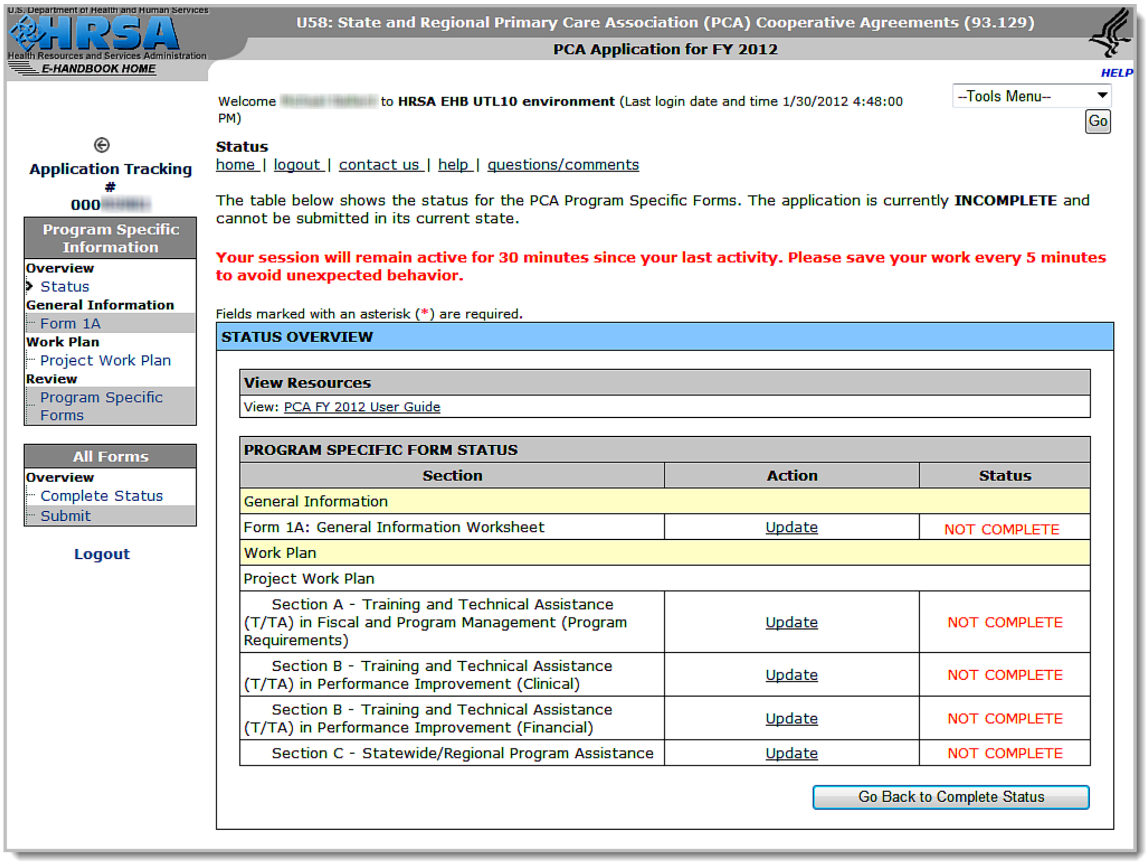
2. Click the **Edit** action for your application.
   - ➢ The **Status Overview** page opens

Figure 20: Status Overview Page



3. Click the **Update** link or the **Program Specific Information** link in the left navigation panel to enter or revise any of the program specific forms.
   - The **STATUS OVERVIEW** page for Program Specific Forms opens. For information about Program Specific Forms, see section **4.2, Program Specific Forms**.

Figure 21: Status Overview Page for Program Specific Forms



Note 1: The screenshot contains a different left side menu than it did before. Use this left side menu to navigate through the Program Specific Information.

Note 2: When this page is initially displayed, the status of each section will be NOT COMPLETE.

4.2. Program Specific Forms

The **Program Specific Forms** consist of **Form 1A: General Information Worksheet** and the **Project Work Plan**. The following sections describe how to complete these forms.

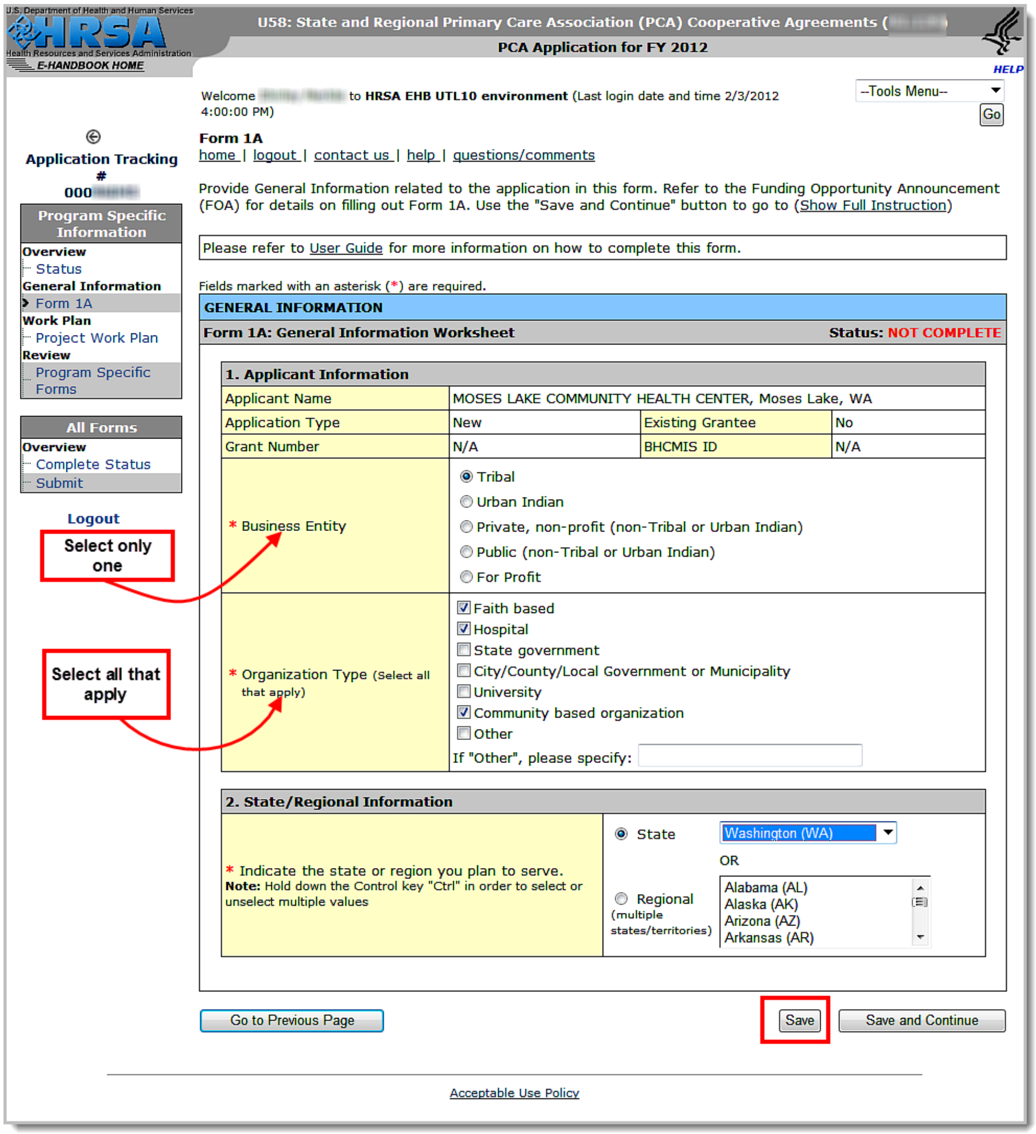
4.2.1 Form 1A: General Information Worksheet

Form 1A: General Information Worksheet is a summary of information related to your organization.

1. To open the **General Information Worksheet**, go to the **Status Overview** page, Program Specific Form Status section.
2. Click the **Update** link for the **Form 1A: General Information Worksheet** or click on the **Form 1A** link provided in the left menu.

   ➢ The **Form 1A: General Information Worksheet** page opens (**Figure 22**).

Figure 22: General Information Worksheet



Note: On every screen where the Applicant may enter information or select choices, there is a Save button as well as a Save and Continue button.

Clicking on the Save button saves all of the work you've done on the page, without navigating away from the page. The purpose of the Save button is primarily to save your work so that nothing is lost if you get "timed out" or lose your connection to the system.

Clicking the Save and Continue button will save your entries and open the next step in the process.

Under **Applicant Information**:

1. Select one business entity.
2. Select at least one organization type.
   - ➢ You have the option of selecting as many organization types as apply to your organization.

Under State/Regional Information

1. Select the **State** radio button to select one state from the drop-down menu

   OR

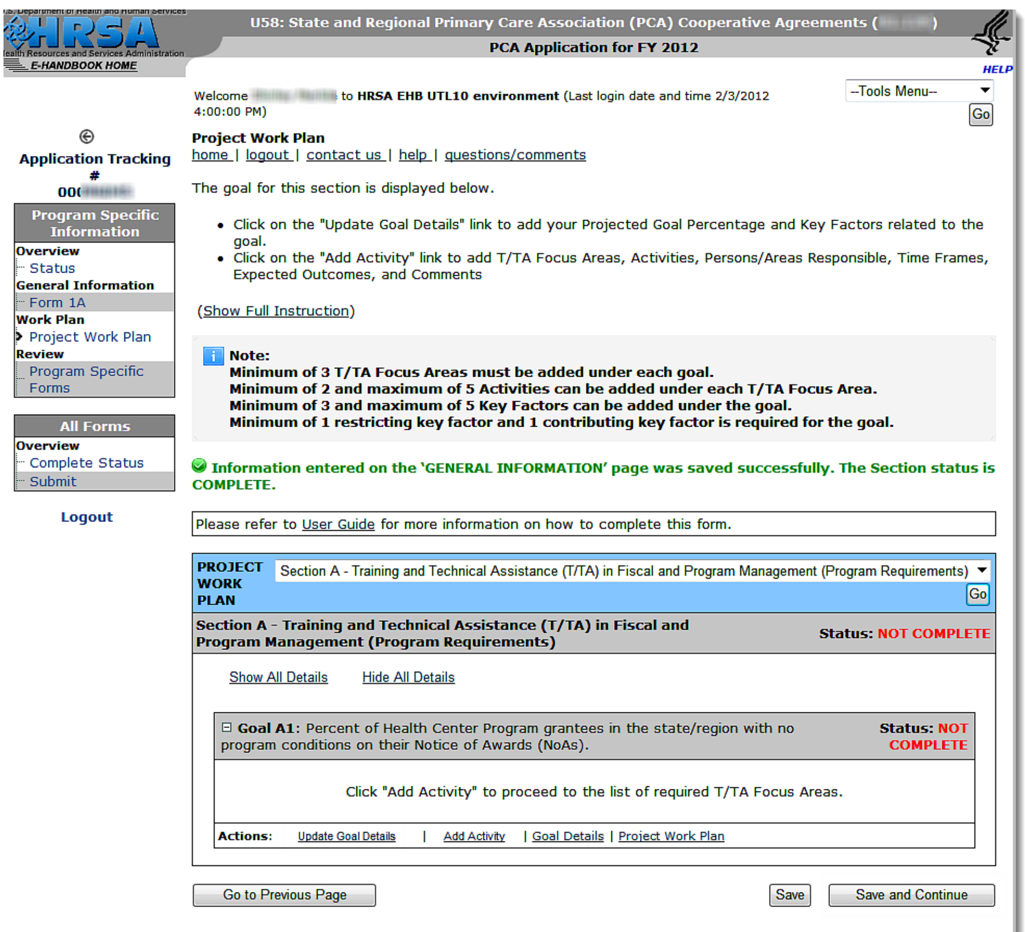
   Select the **Regional** radio button to select at least two states and/or territories from the scrolling menu of states and territories.

   ➢ You have the option of selecting as many states or territories as appropriate. (To select more than one state or territory, hold down the CTRL key while clicking your choices.)

2. Click the **Save** button to save your work. The system will validate your data entry and change the status of the form to **Complete** if no errors are detected, **Or**
3. Click the **Save and Continue** button at the bottom of the screen to save your work.

   ➢ The system will validate your data entry and take you to the **Project Work Plan – Section A** list page.

Figure 23: Project Work Plan, Form 1A



4.2.2 Project Work Plan

The **Project Work Plan** form consists of the following four sections:

- Section A - Training and Technical Assistance (T/TA) in Fiscal and Program Management (Program Requirements)

- Section B - Training and Technical Assistance (T/TA) in Performance Improvement (Clinical)
- Section B - Training and Technical Assistance (T/TA) in Performance Improvement (Financial)
- Statewide/Regional Program Assistance Activities

The following paragraphs describe how to complete each section of the **Project Work Plan** form**.**

4.2.2.1 Section A – Training and Assistance in Fiscal and Program Management (Program Requirements)

This section of the **PCA User Guide** describes how to complete **Section A** of the Project Work Plan form**.**

There are several ways to get to the **PROJECT WORK PLAN – SECTION A:**

- Select **Section A - Training and Assistance in Fiscal and Program Management (Program Requirements)** from the drop-down menu on the **Project Work Plan** title row. Click the Go button.
- Go to the **Status Overview** page by clicking on the **Status** link from left menu. Click the **Update** link for Section A in the Program Specific Form Status table.

Goal in Project Work Plan – Section A

> **Goal: A1-** Percent of Health Center Program grantees in the state/region with no program conditions on their Notice of Awards (NoAs)

An applicant must provide the following information to complete **Goal A1**:

- The **Projected Goal Percentage**
- **Key Factors** and related details
- Descriptions and related details for as many **Activities** as the business rules require under each proposed **Training and Technical Assistance (T/TA) Focus Area**.

To complete this section, the applicant:

- Must propose a minimum of three and maximum of five Key Factors under **Goal A1**.
- Must propose a minimum one restricting key factor and one contributing key factor for **Goal A1**.
- Must propose at least 3 pre-defined T/TA Focus Areas under **Goal A1**.
- Can propose maximum of two Other T/TA Focus Areas under **Goal A1**.
- Must propose at least two activities under each T/TA Focus Areas proposed under **Goal A1**.
- Can propose maximum of five activities under each T/TA Focus Area.

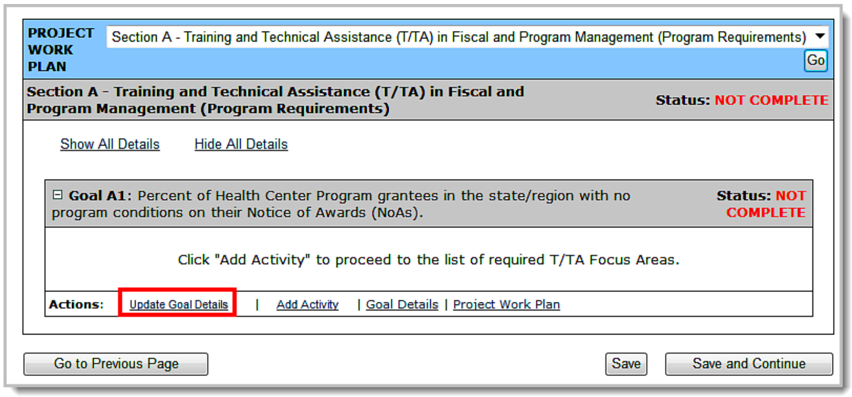
To provide the **Projected Goal Percentage** and **Key Factor** details for this goal, please refer to section **4.2.2.1.1, Updating Section A Goal Details**.

To propose activities under this goal, please refer to section **4.2.2.1.2, Adding an Activity**.

The following subsections of the **PCA User Guide** provide sequential, detailed instructions for completing **Section A**.

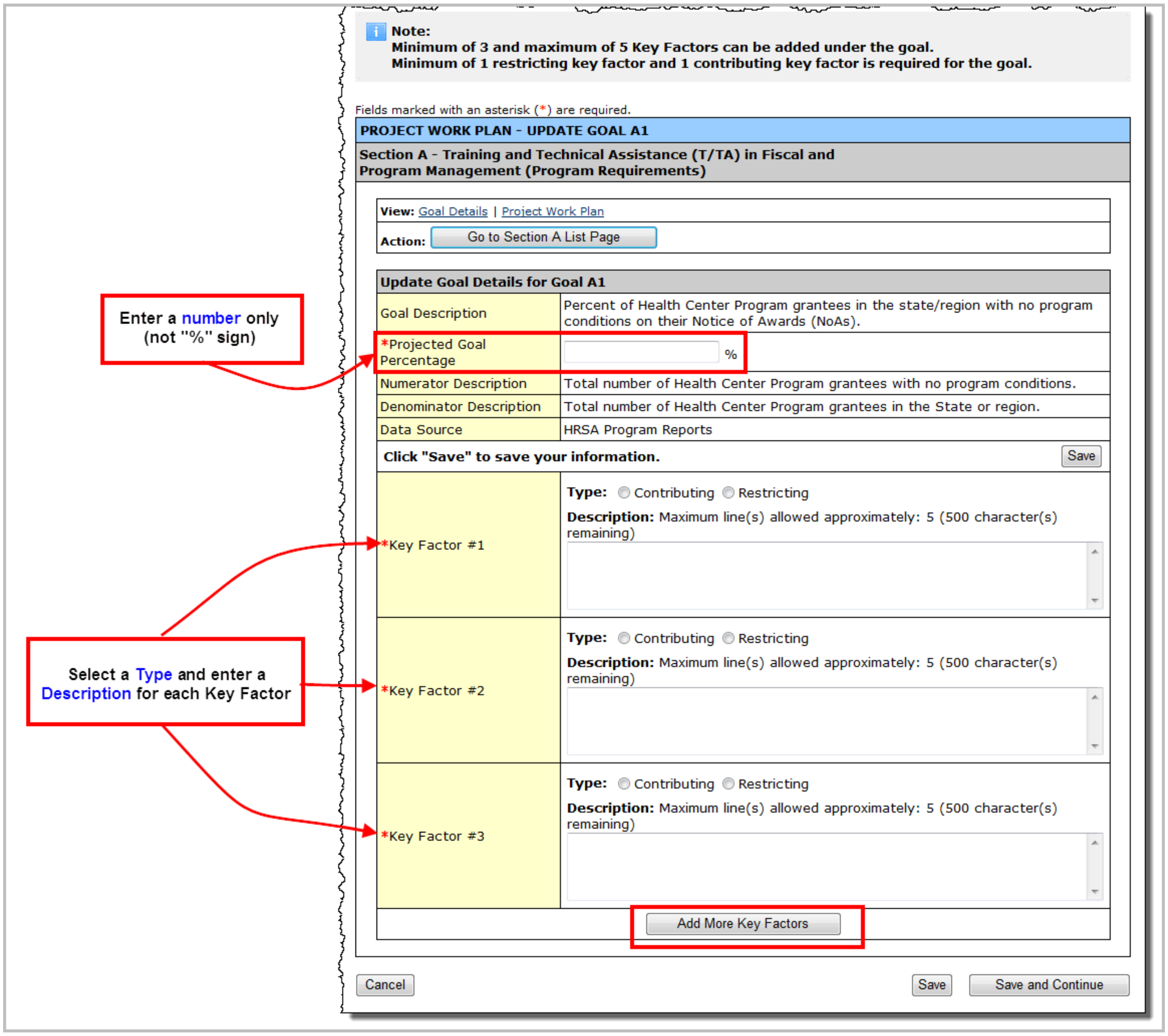
4.2.2.1.1 Updating Section A Goal Details

Figure 24: Update Goal Details Link



1. On the **Project Work Plan - Section A** list page, click the **Update Goal Details** link for Goal A1.
   - ➢ The **Project Work Plan – Update Goal A1** page opens.

Figure 25: Project Work Plan – Update Goal A1



2. Enter the **Projected Goal Percentage**.
3. Enter at least three **Key Factors**.
4. Select a **Type** by clicking the **Contributing** or **Restricting** radio button.

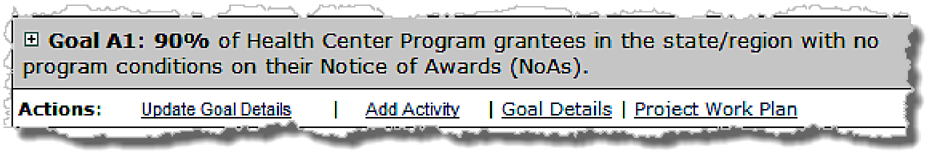
Note:

- At least one of the three required **Key Factors** must be a **Contributing** type. (Click the **Contributing** radio button.)
- At least one of the three required **Key Factors** must be a **Restricting** type. (Click the **Restricting** radio button.)
- The third required **Key Factor** may be of either type.

5. Enter a Description for every **Key Factor**.

6. If you wish to add more **Key Factors**, follow the steps in section **4.2.2.1.1.1, Adding More Key Factors**
7. When you have finished updating the fields, click the **Save and Continue** button.
   - The **PROJECT WORK PLAN - Section A** list page re-opens. (Note that the goal description has been updated to reflect the **Projected Goal Percentage** provided by the applicant.)

Figure 26: Updated Goal Description

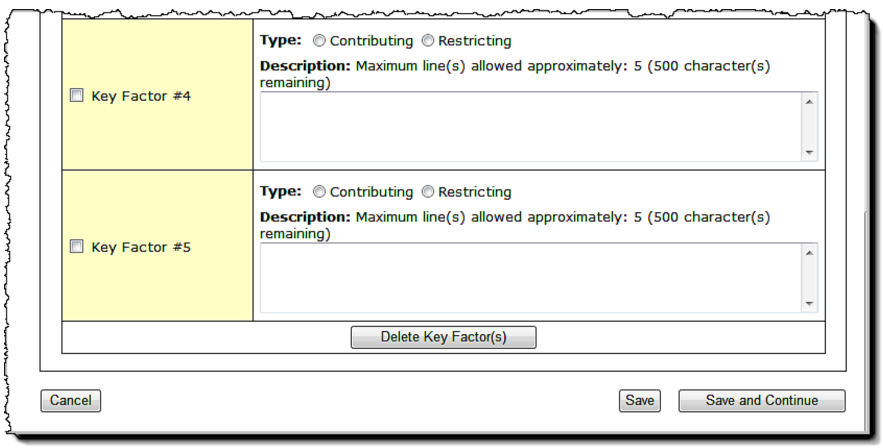


4.2.2.1.1.1 Adding More Key Factors

Note: You have the option of entering up to **two** more **Key Factors**

1. Click on the **Add More Key Factors** button to add additional key factors. The **Project Work Plan – Update Goal A1** page expands as depicted below:

Figure 27: Project Work Plan – Update Goal A1 (Adding More Key Factors)

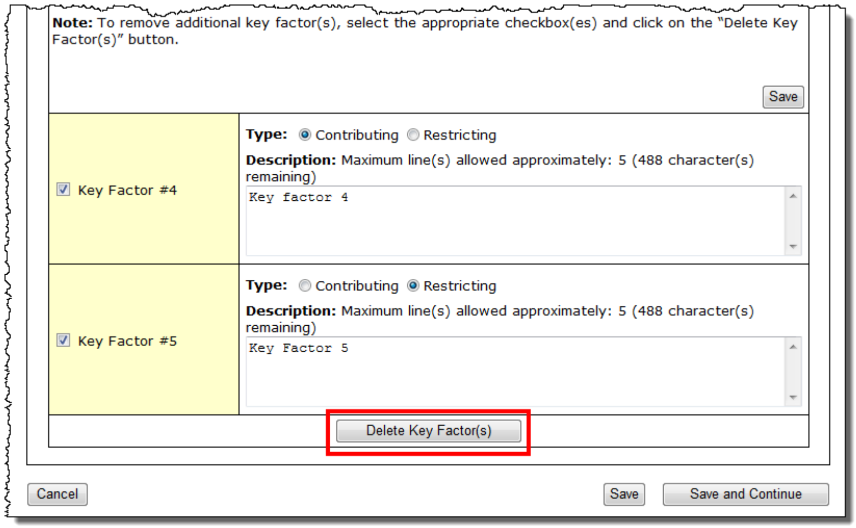


2. Select a **Type** for each key factor that you want to propose by clicking the **Contributing** or **Restricting** radio button.
3. Enter a **Description** for each additional **Key Factor** that you want to propose.
4. After you have completed the form, click the **Save and Continue** button to save your information, and proceed to the **PROJECT WORK PLAN – Section A** list page.
   - The **PROJECT WORK PLAN – Section A** list page opens.

Note: If you wish to delete either or both of the *additional* **Key Factors**, follow the steps in section **4.2.2.1.1.2 Deleting Key Factors**.

4.2.2.1.1.2 Deleting Key Factors

Figure 28: Deleting Key Factors

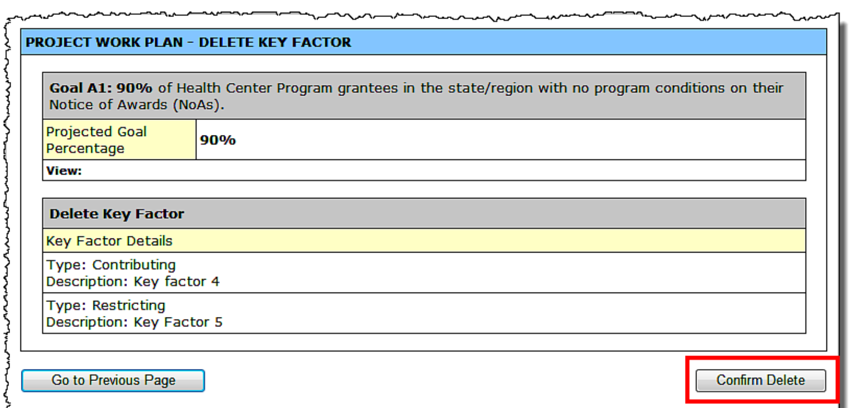


Note: ONLY **Key Factors 4** and **5** may be deleted. The **first three** Key Factors are required**.**

One or both of the *additional* **Key Factors** may be deleted. To delete a **Key Factor:**

1. Click in one or both check boxes to select them.
2. Click on the **Delete Key Factor(s)** button.
   - The **Project Work Plan – Delete Key Factor** page opens.
3. Click the **Confirm Delete** button.

Figure 29: Project Work Plan – Delete Key Factor



4. After completing the form, click the **Save and Continue** button to save the information and open the **PROJECT WORK PLAN - Section A** list page.
   - The **PROJECT WORK PLAN Section A** list page opens.

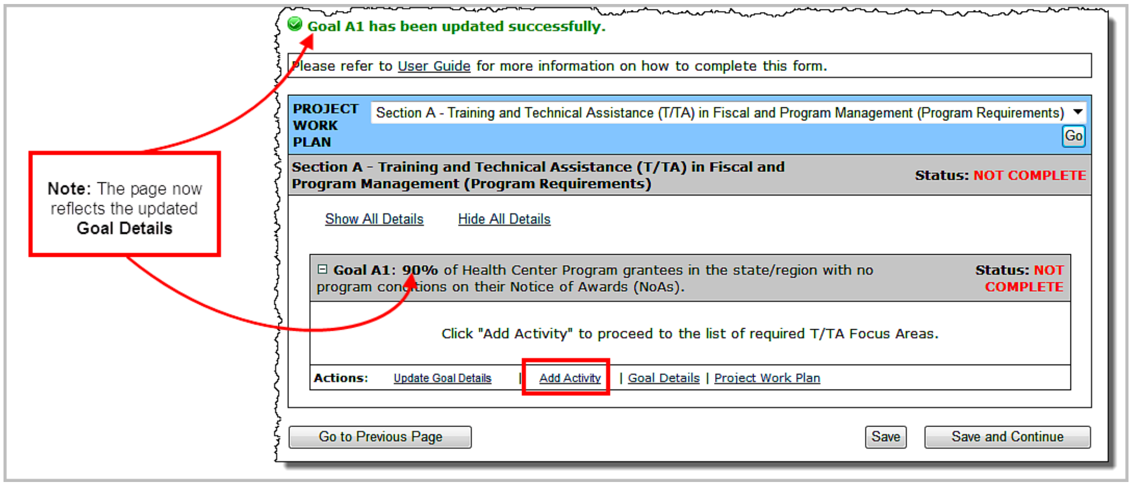
Note: Remember you can use the Save button at any time to save your work from being lost by "timing out" or another sort of interruption.

4.2.2.1.2 Adding an Activity

The following steps describe how the applicant proposed **Activities** under **T/TA Focus Areas**.

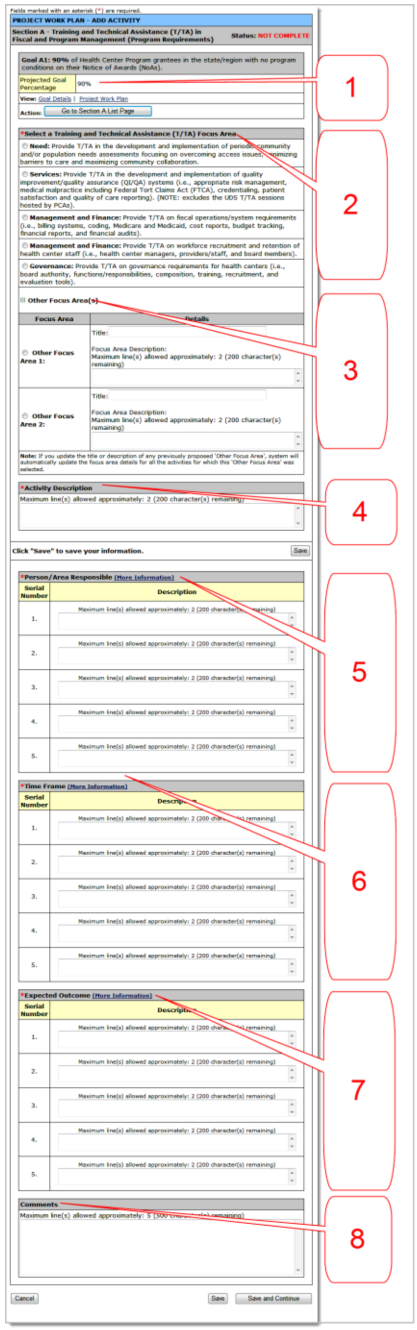
1. On the **Project Work Plan - Section A** list page, click the **Add Activity** link

Figure 30: Add Activity Link



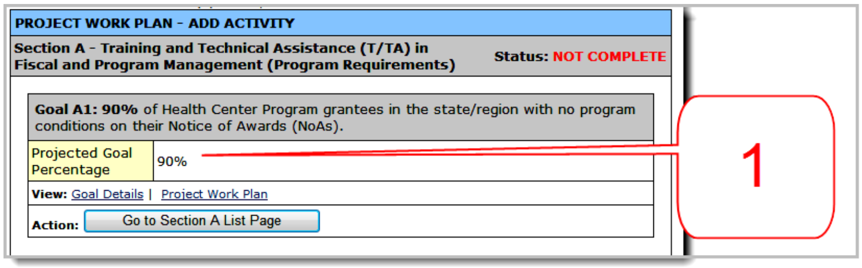
- The **Project Work Plan – Add Activity** page opens. [Figure 31: Project Work Plan – Add Activity Page](#) shows a compressed view of the page with each section numbered to correspond with an enlarged view of the section, together with a description, in the paragraphs below.

Figure 31: Project Work Plan – Add Activity Page



4.2.2.1.2.1 Goal A1 Table

Figure 32: Goal A1 Table



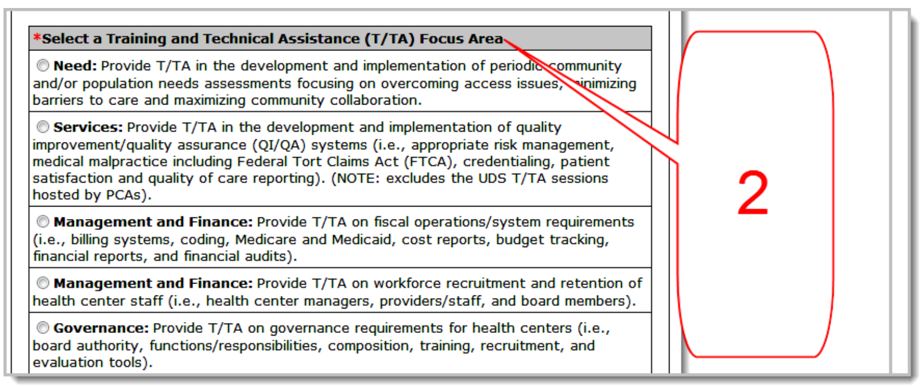
The **Project Work Plan – Add Activity** page begins with the **Goal** statement, the **Projected Goal Percentage**, and links to the:

- **Goal Details** page (a view of information saved for this **Goal)**
- **Project Work Plan** summary page (information saved for all sections of the **Project Work Plan)**.

Click the **Go to Section A List Page** button to navigate to the **Project Work Plan - Section A** list page.

4.2.2.1.2.2 Selecting T/TA Focus Areas

Figure 33: Pre-Defined and Applicant–Created T/TA Focus Areas



There are five pre-defined **(T/TA) Focus Areas** in **Section A**. The applicant also has the ability to define **Other Focus Areas**, as described in section 4.2.2.1.2.2.1, Adding Other Focus Areas.

Select a **T/TA Focus Area** by clicking in the radio button for a pre-defined **T/TA Focus Area** or by clicking on the expansion icon **+** next to **Other Focus Area(s)** and creating a new **T/TA Focus Area**, as described in section 4.2.2.1.2.2.1, Adding Other Focus Areas.

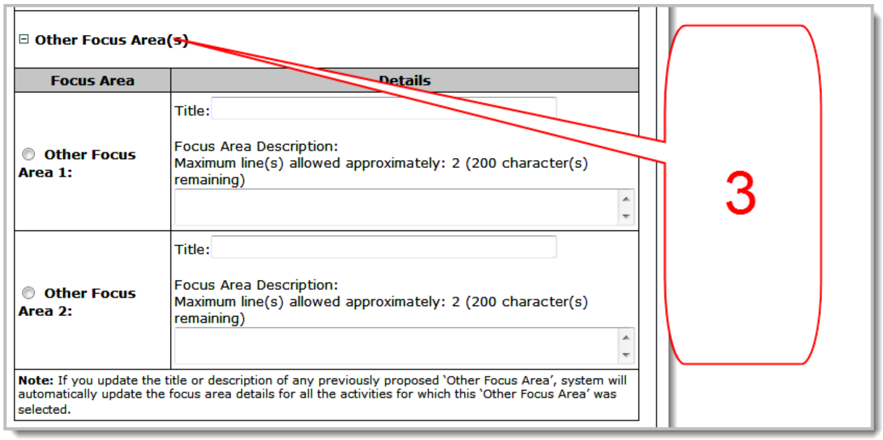
> **Note:** To save the Activity Details, you must select a T/TA Focus Area.

4.2.2.1.2.2.1 Adding Other Focus Areas

You have the option of adding up to **two** more **T/TA Focus Areas** under the **Goal.** To add a **T/TA Focus Area:**

1. Expand the **Other Focus Area(s)** section by clicking on the expansion icon **+**.

Figure 34: Expanded Other Focus Area(s)



2. Enter a **Title** for each new **T/TA Focus Area** created.
3. Enter a **Description** for each new **T/TA Focus Area**.

Note: The combination of **Title** and **Description** for a **T/TA Focus Area** must be *unique* within the **Goal**.

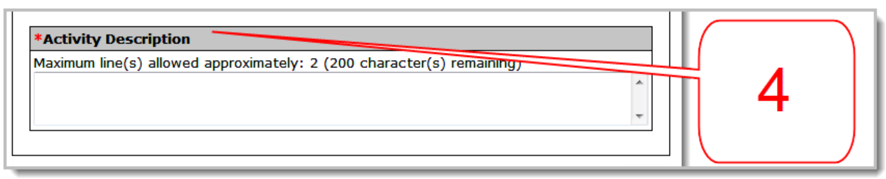
4. To select the **Other Focus Area** proposed, select the corresponding radio button.

Note: The applicant can propose an **Other Focus Area** even if it is not selected for the activity in context.

4.2.2.1.2.3 Adding an Activity Description

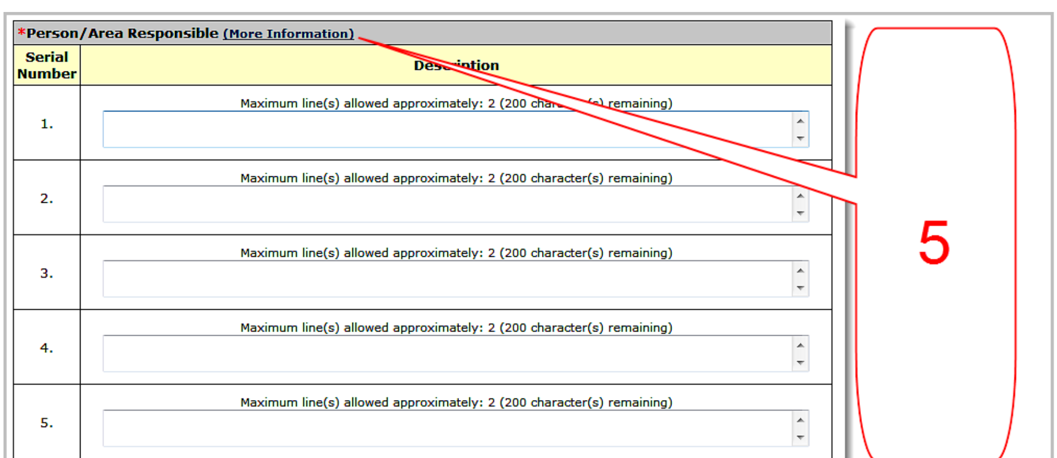
1. Enter an **Activity Description (4)**, to a maximum of 200 characters.

Figure 35: Add an Activity Description



4.2.2.1.2.4 Adding Person/Area Responsible

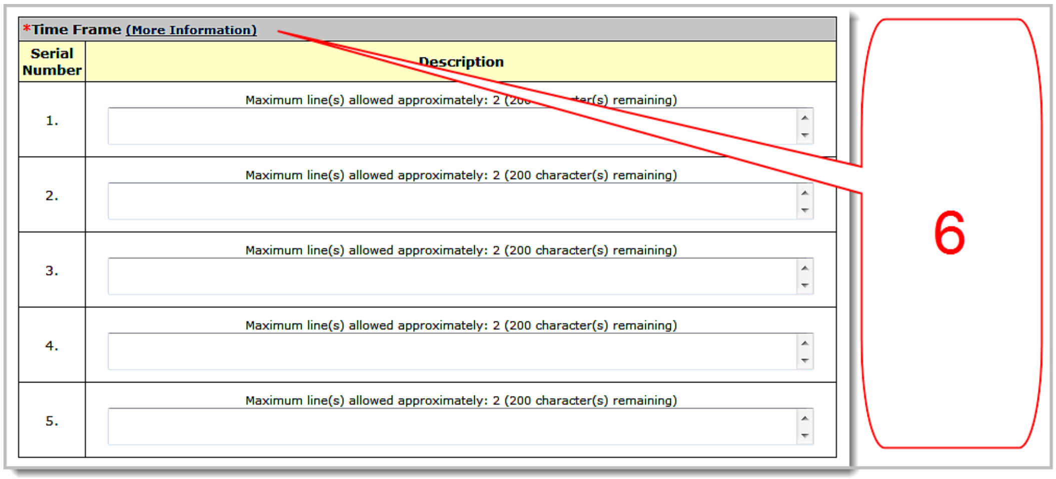
Figure 36: Add Person/Area Responsible



1. Enter information for at least one **Person/Area Responsible** in the **Person/Area Responsible** table.

4.2.2.1.2.5 Adding Time Frame

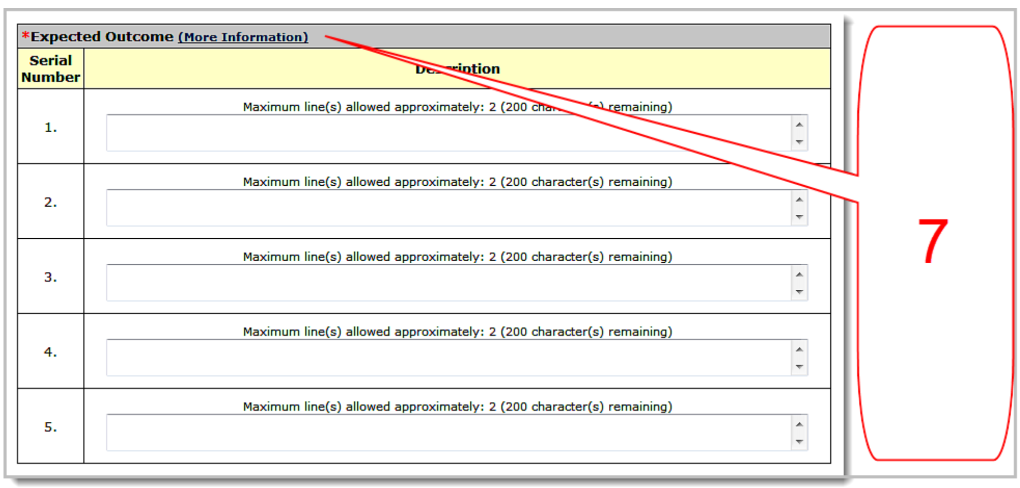
Figure 37: Add Time Frame Page



1. Enter at least one **Time Frame** line item in the **Time Frame** table.

4.2.2.1.2.6 Adding Expected Outcome

Figure 38: Add Expected Outcome Page

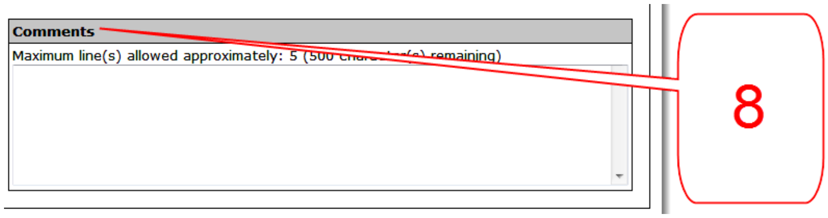


1. Enter at least one **Expected Outcome** description in the **Expected Outcome** table.

4.2.2.1.2.7 Adding Comments (Optional)

1. On the **PROJECT WORK PLAN** - **ADD ACTIVITY** page, you may enter up to **500** characters in the **Comments** area (**8** in **Figure 31**).

Figure 39: Comments Area

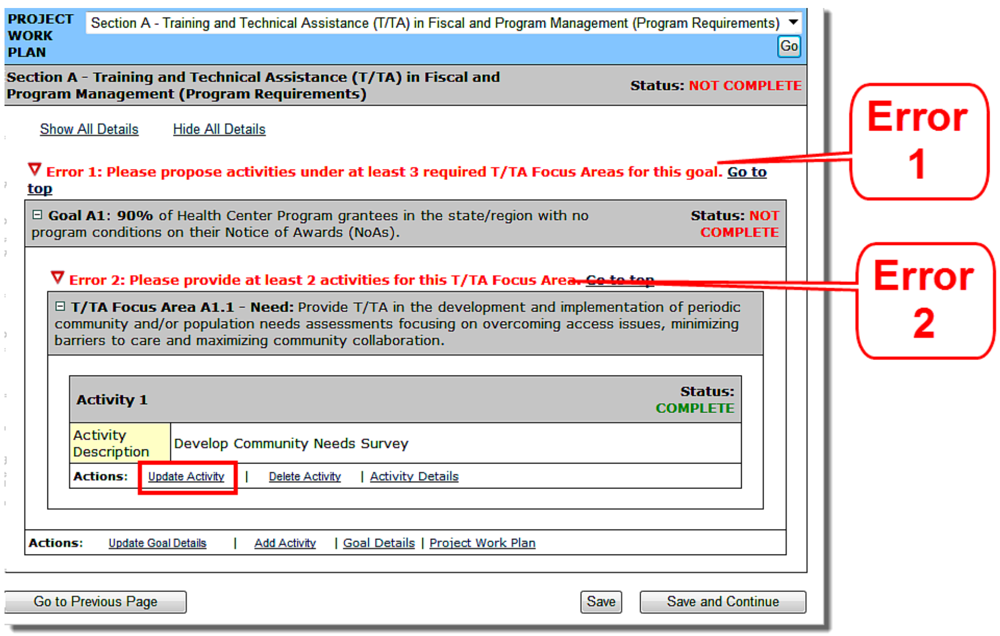


4.2.2.1.2.8 Saving the Activity

When all entries have been made for the **Activity**, click the **Save and Continue** button.

- ➢ The **Project Work Plan Section A** page opens listing the completed **Activity**.

Figure 40: Section A with One Activity



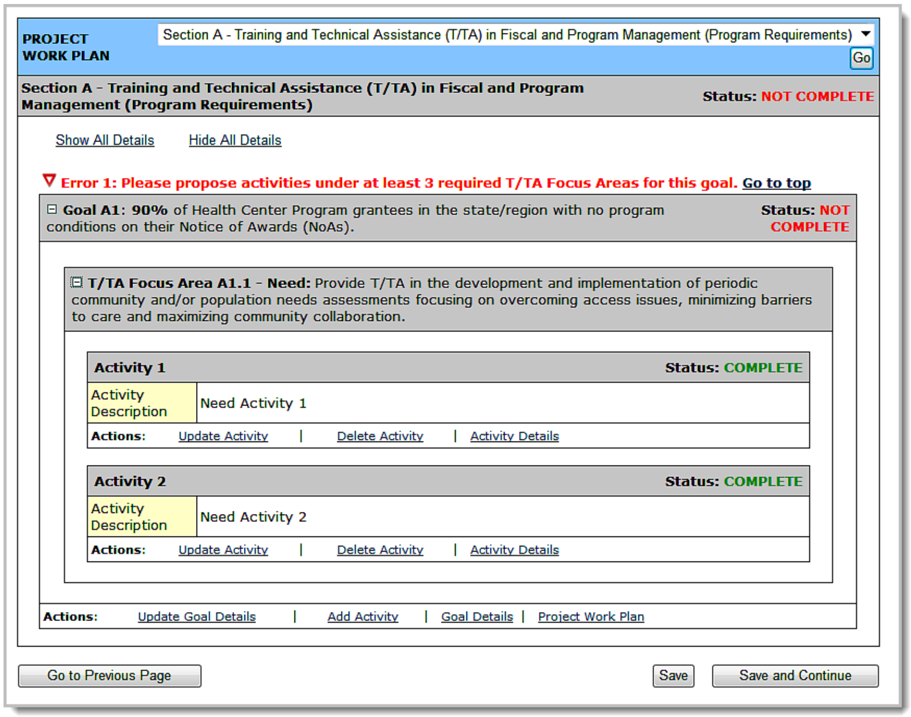
4.2.2.1.2.9 Adding More Activities

There are two error messages in <u>**Figure 40**</u>: **Error 1** and **Error 2**.

Error 2 indicates that the applicant must add at least two **Activities** under a **T/TA Focus Area.**

To add another **Activity** to the **T/TA Focus Area**, which is "**Need**" in the example, follow the steps in <u>**section 4.2.2.1.2, Adding an Activity.**</u> The applicant must make sure to select the same **T/TA Focus Area** for the second **Activity** as you did for the first. When you save this **Activity**, the list page will look as displayed in <u>**Figure 41**</u>.

Figure 41: Completed T/TA Focus Area



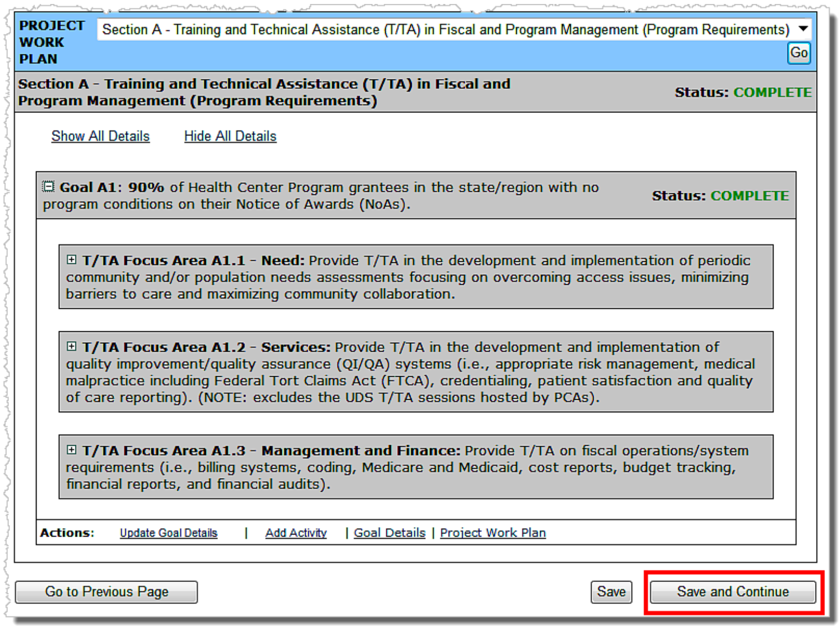
Notice in **Figure 41** that **Error 2** no longer appears. The chosen **T/TA Focus Area (Need)** now has two **Activities.**

Note: The applicant must propose at least two **Activities** for every **T/TA Focus Area** proposed, whether pre-defined or **Other Focus Area**.

Error 1 asks the applicant to propose **Activities** under at least three required/pre-defined **T/TA Focus Areas**. To add an **Activity** under another **T/TA Focus Area**:

1. Click the Add Activity link and follow the steps in section **4.2.2.1.2, Adding an Activity**.
2. Select a different **T/TA Focus Area** this time (which would be anything other than "Need" in the example above).
3. Continue to add activities in this way until there are at least two activities proposed under at least three required/pre-defined **T/TA Focus Areas** for **Goal A1**. Once these activities are added to **Goal A1**, the list page will look as displayed in **Figure 42**.

Figure 42: Section A Complete



In **Figure 42**, **Error 1** has been eliminated. **Goal A1** now has three complete **T/TA Focus Areas**.

Notes:

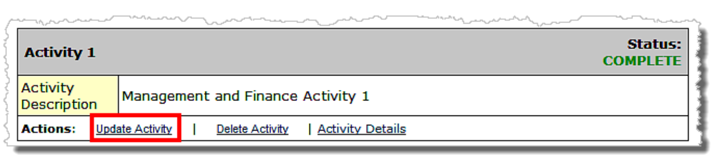
- **Goal A1** needs **Activities** proposed for at least **three** required/pre-defined **T/TA Focus Areas**
- Applicants can propose a maximum of **five Activities** under a **T/TA Focus Area**
- It is highly recommended that the applicant enter all available information for the **Activities** supporting a **T/TA Focus Area** when the **T/TA Focus Area** is selected

In addition to these minimum requirements:

4. When all **Activities** for **Section A** have been added, click the **Save and Continue** button on the **Project Work Plan - Section A** page.
   - ➢ The **Project Work Plan Section B Goal B1** page opens.
5. Go to section **4.2.2.2, Section B – Training and Technical Assistance (T/TA) in Performance Improvement (Clinical)** for instructions for completing this **Section**.

4.2.2.1.2.10 Updating Activities

Figure 43: Update Activity Link

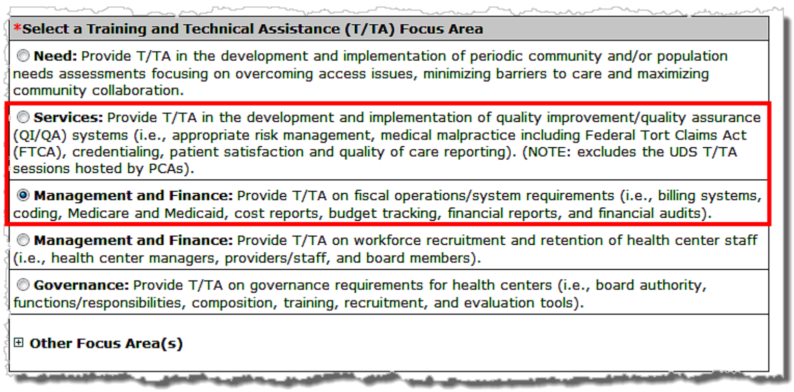


1. Go to the **Project Work Plan Section A** page.
2. To update an **Activity**, click the **Update Activity** link for that **Activity**.
   - ➢ The **PROJECT WORK PLAN - UPDATE ACTIVITY** page opens. The applicant can now Add, Update, or Delete individual portions of the **Activity. Figure 31** shows a compressed view of the

page with each section numbered to correspond with an enlarged view of the section, together with a description, in the paragraphs below.

4.2.2.1.2.11 Updating T/TA Focus Areas

Figure 44: Update Activity Page – T/TA Focus Areas



To change the **T/TA Focus Area** of an **Activity**, click a different radio button from the one originally chosen, or create an **Other Focus Area** as described in section 4.2.2.1.2, Adding an Activity.

Note: Other Focus Areas

- The applicant can update a proposed **Other Focus Area** even if it is not selected for the **Activity** in context
- When the applicant updates any details of an already proposed **Other Focus Area**, these details will be updated for all the **Activities** under that **Other Focus Area**

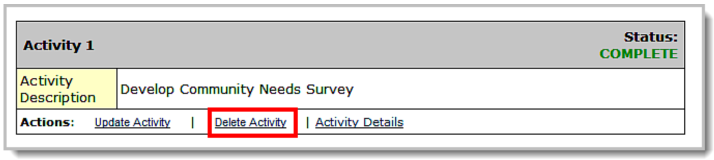
4.2.2.1.2.12 Updating Remaining Activity Details

- To update an **Activity Description**, enter the necessary changes in the text area, up to a maximum of 200 characters.
- Updating **Person/Area Responsible**, **Time Frame**, **Expected Outcome,** or **Comments**:
  - **To Add**: Enter up to four additional Person(s) or Area(s) Responsible, Time Frames, or Expected Outcomes as necessary
  - **To Update:** Select the **Person(s)** or **Area(s) Responsible, Time Frames, or Expected Outcomes** text to be changed or place the cursor at the end of the existing text and enter the new text
  - **To Delete**: Select the **Person(s)** or **Area(s) Responsible, Time Frames, or Expected Outcomes** text to be deleted and delete it
- To update **Comments**, enter the necessary changes in the text area, up to a maximum of 500 characters.

Note: Click the **Cancel** button while adding, updating or deleting values to discard any changes made.

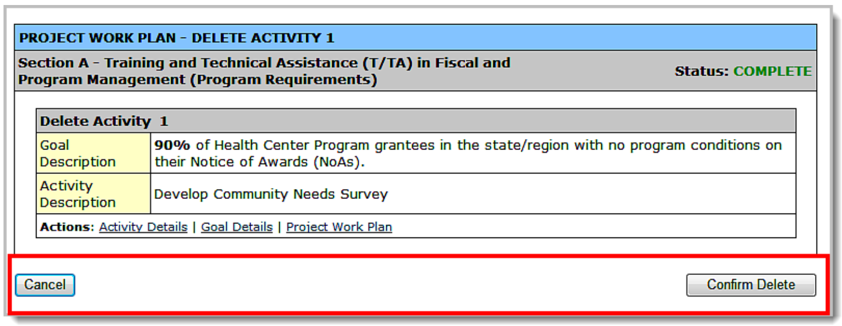
4.2.2.1.3 Deleting Activities

Figure 45: Project Work Plan – Delete Activities Link



1. On the **PROJECT WORK PLAN** page, click the **Delete Activity** link for the **Activity** you want to delete.
    - ➢ The **PROJECT WORK PLAN – DELETE ACTIVITY** confirmation page opens.

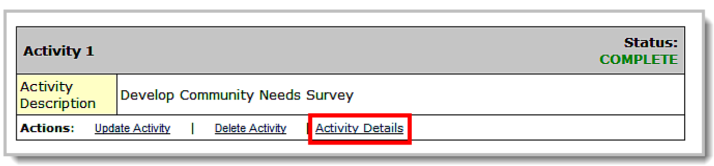
Figure 46: Activity Deletion Confirmation



2. Click the **Confirm Delete** button to complete the deletion of the **Activity** or the **Cancel** button to return to the **PROJECT WORK PLAN** page without deleting the **Activity**.

4.2.2.1.4 Viewing Activity Details

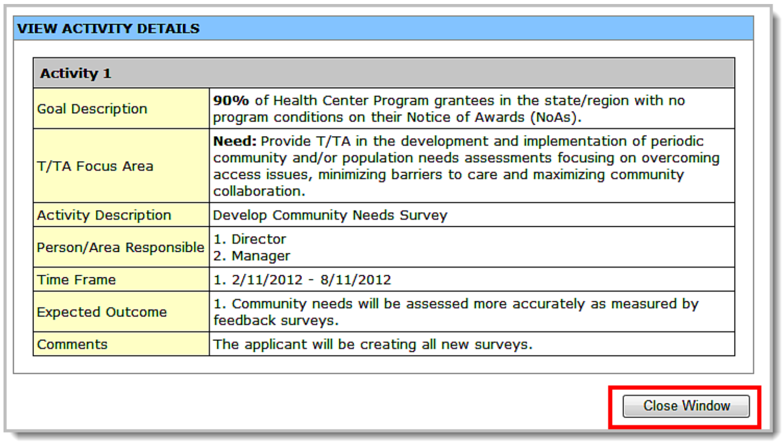
Figure 47: Activity Details Link



1. Click the **Activity Details** link for an Activity on the **PROJECT WORK PLAN – SECTION A** list page

- The **VIEW ACTIVITY DETAILS** page opens as a pop up.

Figure 48: View Activity Details Page



VIEW ACTIVITY DETAILS

Activity 1	
Goal Description	**90%** of Health Center Program grantees in the state/region with no program conditions on their Notice of Awards (NoAs).
T/TA Focus Area	**Need:** Provide T/TA in the development and implementation of periodic community and/or population needs assessments focusing on overcoming access issues, minimizing barriers to care and maximizing community collaboration.
Activity Description	Develop Community Needs Survey
Person/Area Responsible	1. Director 2. Manager
Time Frame	1. 2/11/2012 - 8/11/2012
Expected Outcome	1. Community needs will be assessed more accurately as measured by feedback surveys.
Comments	The applicant will be creating all new surveys.

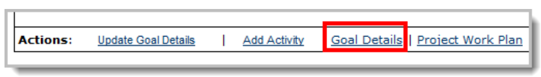
Close Window

2. Click the **Close Window** button to return to the **PROJECT WORK PLAN** page.

4.2.2.1.5 Viewing the Goal Details

1. On the **PROJECT WORK PLAN –Section A** list page; click the **Goal Details** link in the **Actions** area at the bottom of the **Goal** table.

Figure 49: Goal Details Link



- The **View Goal Details** page opens as a pop up.

Figure 50: View Goal Details Page

VIEW GOAL DETAILS

Goal A1: 90% of Health Center Program grantees in the state/region with no program conditions on their Notice of Awards (NoAs).

General Information	
Goal Percentage	**90%**
Numerator Description	Total number of Health Center Program grantees with no program conditions.
Denominator Description	Total number of Health Center Program grantees in the State or region.
Data Source	HRSA Program Reports
Key Factor #1	**Type: [X]** Contributing **[_]** Restricting **Description:** Contributing 1
Key Factor #2	**Type: [_]** Contributing **[X]** Restricting **Description:** Restricting 1
Key Factor #3	**Type: [X]** Contributing **[_]** Restricting **Description:** Contributing2

T/TA Focus Area A1.1 - Need: Provide T/TA in the development and implementation of periodic community and/or population needs assessments focusing on overcoming access issues, minimizing barriers to care and maximizing community collaboration.

Activity: Develop Community Needs Survey

Person/Area Responsible	Time Frame	Expected Outcome	Comments
1. Director 2. Manager	1. 2/11/2012 - 8/11/2012	1. Community needs will be assessed more accurately as measured by feedback surveys.	The applicant will be creating all new surveys.

Activity: Activity 2

Person/Area Responsible	Time Frame	Expected Outcome	Comments
1. A2-P1	1. A2-T1	1. A2-O1	

T/TA Focus Area A1.2 - Services: Provide T/TA in the development and implementation of quality improvement/quality assurance (QI/QA) systems (i.e., appropriate risk management, medical malpractice including Federal Tort Claims Act (FTCA), credentialing, patient satisfaction and quality of care reporting). (NOTE: excludes the UDS T/TA sessions hosted by PCAs).

Activity: Activity1

Person/Area Responsible	Time Frame	Expected Outcome	Comments
1. A1-P1	1. A1-T1	1. A1-O1	This is the first comment for Services Activity 1

Activity: Services Activity 2

Person/Area Responsible	Time Frame	Expected Outcome	Comments
1. A2-P1	1. A2-T1	1. A2-O1	

T/TA Focus Area A1.3 - Management and Finance: Provide T/TA on fiscal operations/system requirements (i.e., billing systems, coding, Medicare and Medicaid, cost reports, budget tracking, financial reports, and financial audits).

Activity: Management and Finance Activity 1

Person/Area Responsible	Time Frame	Expected Outcome	Comments
1. A1-P1	1. A1-T1	1. A1-O1	

Activity: M&F Activity 2

Person/Area Responsible	Time Frame	Expected Outcome	Comments
1. A2-P1	1. A2-T1	1. A2-O1	

Close Window

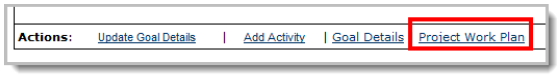
The **View Goal Details** page contains the **general Goal Information** saved by the applicant, and a table of the **T/TA Focus Areas** and their supporting **Activities** proposed under that **Goal (**in this case, **A1**).

2. Click the **Close Window** button to return to the **PROJECT WORK PLAN –Section A** list page.

4.2.2.1.6 Viewing the Project Work Plan

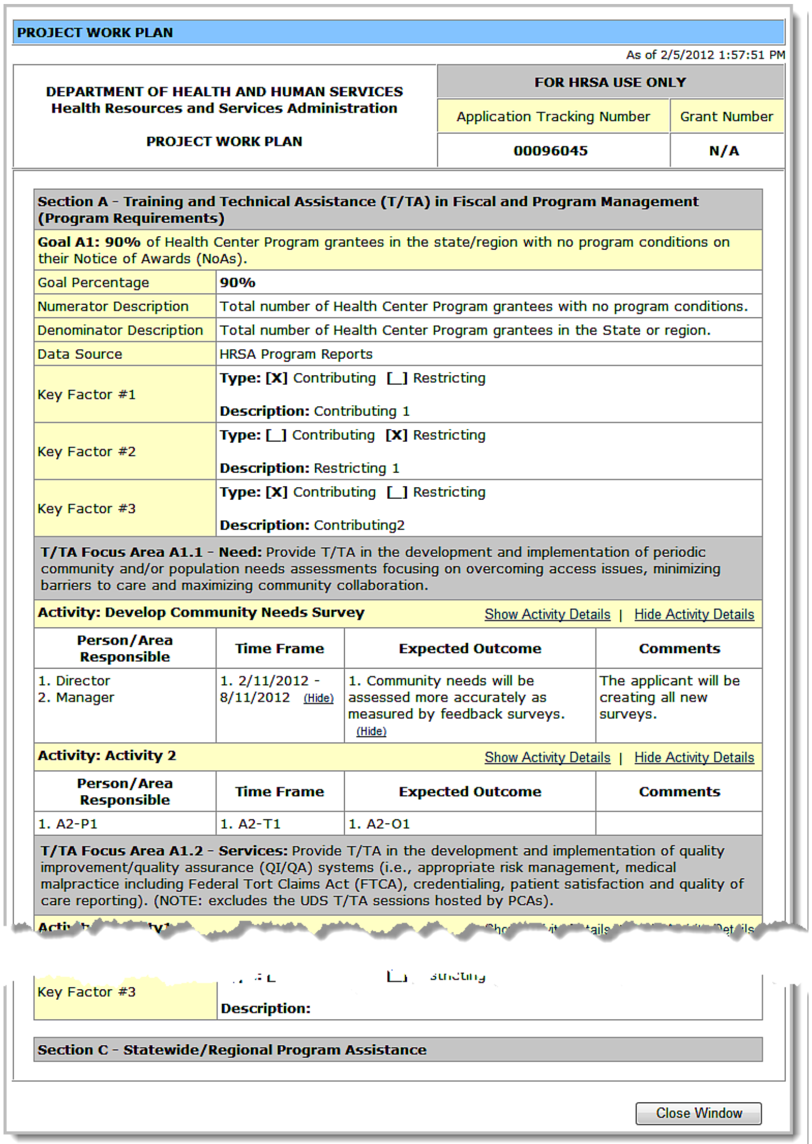
1. On the **PROJECT WORK PLAN –Section A** page, click the **Project Work Plan** link in the **Actions** area at the bottom of the **Goal** table.

Figure 51: Project Work Plan Link



➢ The **Project Work Plan** page opens as a pop up. It contains information saved by the applicant for all the sections of **Project Work Plan**.

Figure 52: Project Work Plan Page



PROJECT WORK PLAN

As of 2/5/2012 1:57:51 PM

DEPARTMENT OF HEALTH AND HUMAN SERVICES Health Resources and Services Administration PROJECT WORK PLAN	FOR HRSA USE ONLY	
	Application Tracking Number	Grant Number
	00096045	N/A

Section A - Training and Technical Assistance (T/TA) in Fiscal and Program Management (Program Requirements)

Goal A1: 90% of Health Center Program grantees in the state/region with no program conditions on their Notice of Awards (NoAs).

Goal Percentage	**90%**
Numerator Description	Total number of Health Center Program grantees with no program conditions.
Denominator Description	Total number of Health Center Program grantees in the State or region.
Data Source	HRSA Program Reports
Key Factor #1	**Type: [X]** Contributing [ ] Restricting **Description:** Contributing 1
Key Factor #2	**Type:** [ ] Contributing **[X]** Restricting **Description:** Restricting 1
Key Factor #3	**Type: [X]** Contributing [ ] Restricting **Description:** Contributing2

T/TA Focus Area A1.1 - Need: Provide T/TA in the development and implementation of periodic community and/or population needs assessments focusing on overcoming access issues, minimizing barriers to care and maximizing community collaboration.

Activity: Develop Community Needs Survey Show Activity Details | Hide Activity Details

Person/Area Responsible	Time Frame	Expected Outcome	Comments
1. Director 2. Manager	1. 2/11/2012 - 8/11/2012 (Hide)	1. Community needs will be assessed more accurately as measured by feedback surveys. (Hide)	The applicant will be creating all new surveys.

Activity: Activity 2 Show Activity Details | Hide Activity Details

Person/Area Responsible	Time Frame	Expected Outcome	Comments
1. A2-P1	1. A2-T1	1. A2-O1	

T/TA Focus Area A1.2 - Services: Provide T/TA in the development and implementation of quality improvement/quality assurance (QI/QA) systems (i.e., appropriate risk management, medical malpractice including Federal Tort Claims Act (FTCA), credentialing, patient satisfaction and quality of care reporting). (NOTE: excludes the UDS T/TA sessions hosted by PCAs).

Key Factor #3	**Description:**

Section C - Statewide/Regional Program Assistance

Close Window

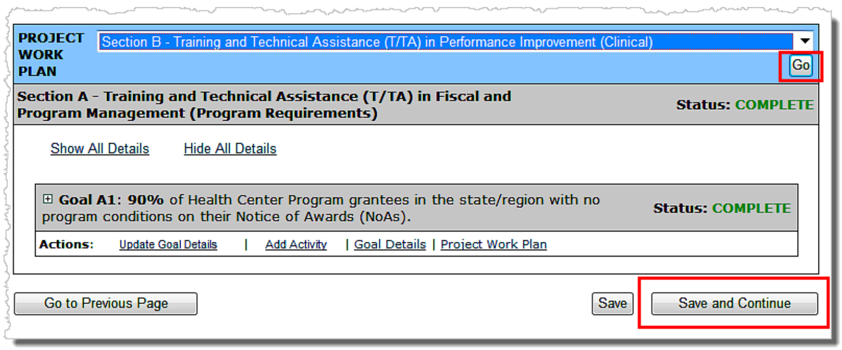
2. Click the **Close Window** button to return to the **PROJECT WORK PLAN –Section A** list page.

4.2.2.2 Section B – Training and Technical Assistance (T/TA) in Performance Improvement (Clinical)

There are several ways to get to the **PROJECT WORK PLAN – SECTION B (Clinical):**

- Click the **Save and Continue** button at the bottom of **PROJECT WORK PLAN - Section A** list page
- Select **Section B - Training and Technical Assistance (T/TA) in Performance Improvement (Clinical)** from the drop-down menu on the **PROJECT WORK PLAN** title row. Click the **Go** button
- Go to the **Status Overview** page by clicking on the **Status** link from left navigation menu. Click the **Update** link for **Section B (Clinical)** in the **Program Specific Form Status** table.

Figure 53: Links to Section B T/TA in Performance Improvement (Clinical)



Section B (Clinical) has one **Goal B1: Improvements in Clinical Measures**.

- **Goal B1** has two ***Sub-Goals***:
  - **Sub Goal B1.a:** Percent of Health Center Program grantees in the State/region that meet or exceed performance on one or more Healthy People 2020 performance measure goal(s).
  - **Sub Goal B1.b:** Percent of Health Center Program grantees with Patient-Centered Medical Home (PCMH).

An applicant must provide the following information to complete **Goal B1**:

- The **Projected Goal Percentage**
- **Key Factors** and related details
- Descriptions and related details for as many **Activities** as the business rules require under each proposed **Training and Technical Assistance (T/TA) Focus Area**.

Note: The applicant:

- Must propose a minimum of three and maximum of five Key Factors under **Goal B1**.
- Must propose a minimum one restricting key factor and one contributing key factor for **Goal B1**.
- Must propose a minimum of one pre-defined T/TA Focus Areas under **Goal B1**.
- Can propose maximum of two Other T/TA Focus Areas under **Goal B1**.
- Must propose at least two activities under each T/TA Focus Areas proposed under **Goal B1**.
- Can propose maximum of five activities under each T/TA Focus Area

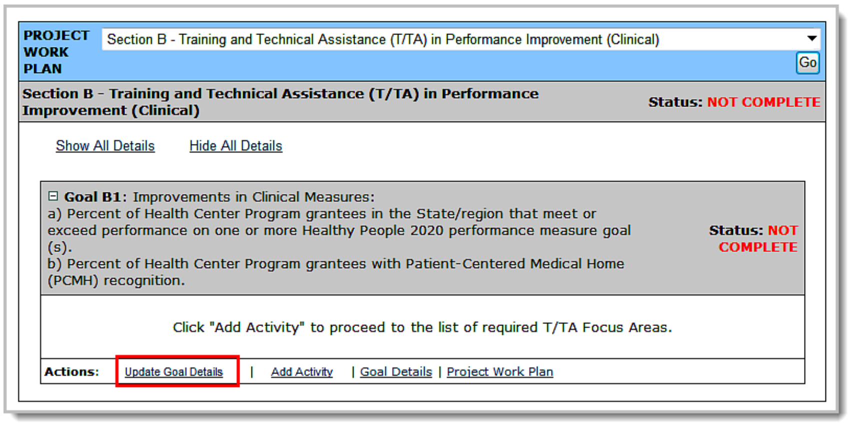
To provide the **Projected Goal Percentage** and **Key Factor** details for this goal, please refer to section 4.2.2.2.1, Updating Section B (Clinical) Goal Details.

To propose activities under this goal, please refer to 4.2.2.1.2, Adding an Activity.

The following subsections of the **PCA User Guide** provide sequential, detailed instructions for completing **Section B (Clinical)**.

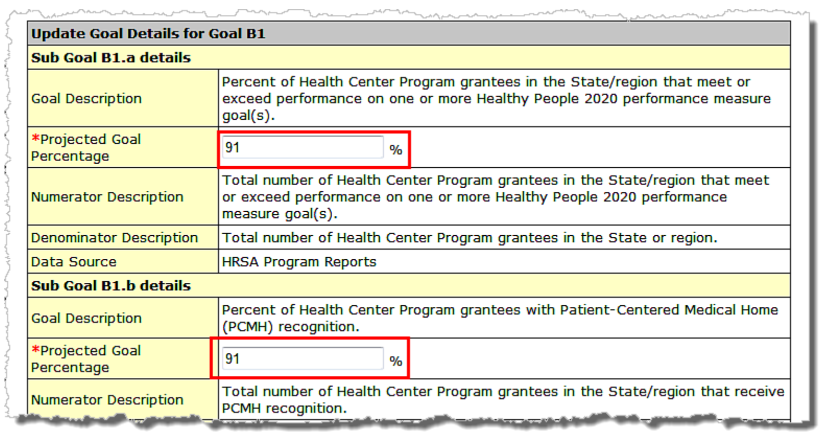
4.2.2.2.1 Updating Section B (Clinical) Goal Details

Figure 54: Goal B1 Update Goal Details Link



1. On the **Project Work Plan - Section B (Clinical)** list page, click the **Update Goal Details** link.
   - ➢ **The Project Work Plan Update Goal B1** page opens.
2. Enter a **Projected Goal Percentage** for *each* **Sub-Goal** in the **Update Goal Details** table.

Figure 55: Project Work Plan Update Goal B1 Page



Update Goal Details for Goal B1	
Sub Goal B1.a details	
Goal Description	Percent of Health Center Program grantees in the State/region that meet or exceed performance on one or more Healthy People 2020 performance measure goal(s).
*Projected Goal Percentage	91 %
Numerator Description	Total number of Health Center Program grantees in the State/region that meet or exceed performance on one or more Healthy People 2020 performance measure goal(s).
Denominator Description	Total number of Health Center Program grantees in the State or region.
Data Source	HRSA Program Reports
Sub Goal B1.b details	
Goal Description	Percent of Health Center Program grantees with Patient-Centered Medical Home (PCMH) recognition.
*Projected Goal Percentage	91 %
Numerator Description	Total number of Health Center Program grantees in the State/region that receive PCMH recognition.

Note: Click the **Save** button to save your work frequently.

3. Enter Key Factor details as explained in section 4.2.2.1.1, Updating Section A Goal Details

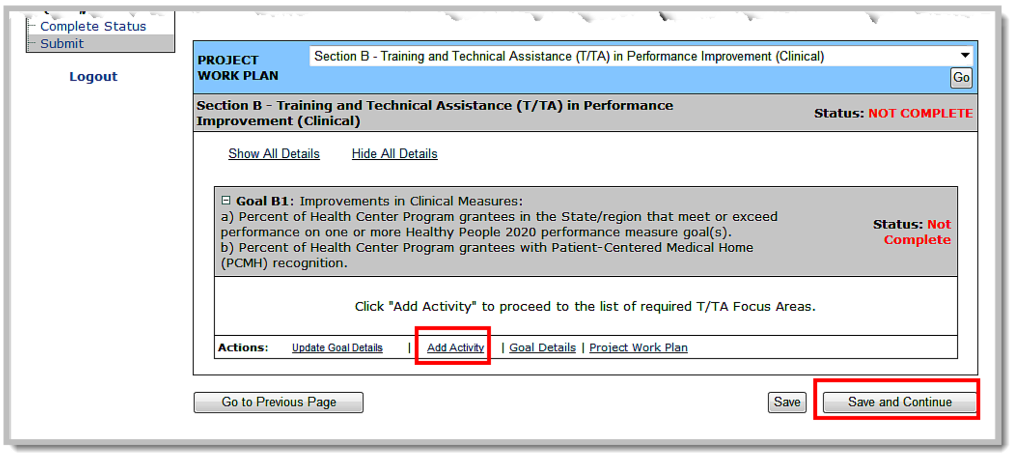
4.2.2.2.2 Adding an Activity

- **Section B - Training and Technical Assistance (T/TA) in Performance Improvement (Clinical)** has one pre-defined, required **T/TA Focus Area**
- The applicant must propose at least two activities under the pre-defined **T/TA Focus Area** and for every **Other Focus Area** proposed.

To add an **Activity** to **Section B (Clinical):**

1. Click the **Add Activity** link on the **Project Work Plan – Section B (Clinical)** page.

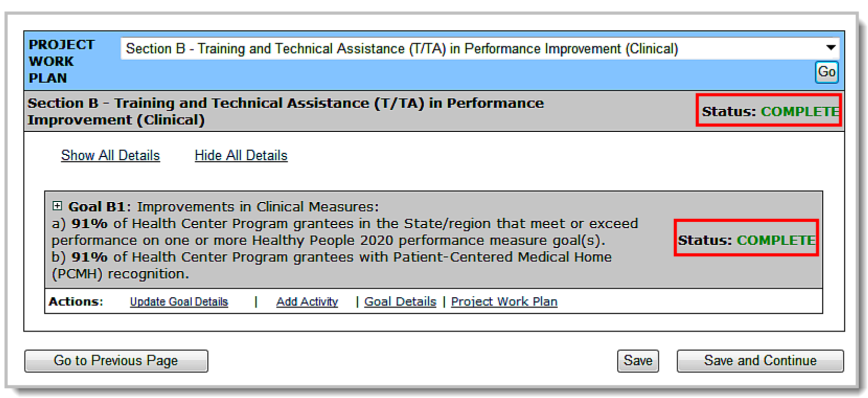
Figure 56: Add Activity Link



➢ The **Section B (Clinical) Add Activity** page opens

2. Complete the steps in section **4.2.2.1.2, Adding an Activity**.

Figure 57: Section B (Clinical) Completed Project Work Plan



3. When all **Activities** are complete, click the **Save and Continue** button on the **Project Work Plan Section B (Clinical)** page.

➢ The **PROJECT WORK PLAN – Training and Technical Assistance (T/TA) in Performance Improvement (Financial)** page opens. (See **section 4.2.2.3, Section B – Training and Technical Assistance (T/TA) in Performance Improvement (Financial)** for details for completing this section of the **Project Work Plan**).

4.2.2.2.3 Updating Activities

Update the **Activities** in **Section B (Clinical)** by following the instructions in section **4.2.2.1.2.10, Updating Activities**.

4.2.2.2.4 Deleting Activities

Delete the **Activities** in **Section B (Clinical**) by following the instructions in section **4.2.2.1.3, Deleting Activities**.

4.2.2.2.5 Viewing Activity Details

View the **Activity Details** for **Section B (Clinical)** by following the instructions in section **4.2.2.1.4, Viewing Activity Details**.

4.2.2.2.6 Viewing Goal Details

View the **Goal Details** for **Section B (Clinical)** by following the instructions in section **4.2.2.1.5, Viewing the Goal Details**.

4.2.2.2.7 Viewing the Project Work Plan

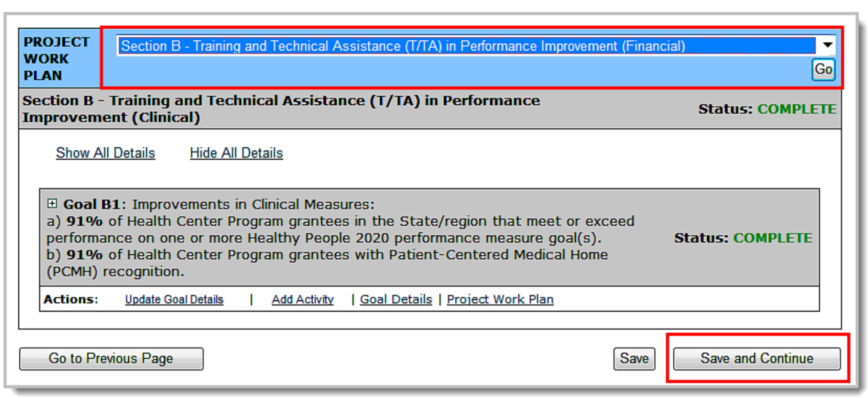
View the **Project Work Plan** for **Section B (Clinical)** by following the instructions in section **4.2.2.1.6, Viewing the Project Work Plan**.

4.2.2.3 Section B – Training and Technical Assistance (T/TA) in Performance Improvement (Financial)

There are several ways to get to the **PROJECT WORK PLAN – SECTION B (Financial):**

- Click the Save and Continue button at the bottom of **Project Work Plan - Section B (Clinical)** page
- Select **Section B - Training and Technical Assistance (T/TA) in Performance Improvement (Financial)** from the drop-down menu on the **Project Work Plan** title row. Click the Go button
- Go to the **Status Overview** page by clicking on the **Status** link from left navigation menu. Click the **Update** link for **Section B (Financial)** in the **Program Specific Form Status** table.

Figure 58: Links to Section B (Financial)



Section B (Financial) has one **Goal B2: Improvements in Financial Measures**.

- **Goal B2** has two ***Sub-Goals***:

- **Sub Goal B2.a:** Percent of Health Center Program grantees with cost increase less than National average.
- **Sub Goal B2.b:** Percent of Health Center Program grantees without going concern issues.

An applicant must provide the following information to complete **Goal B2**:

- The **Projected Goal Percentage**
- **Key Factors** and related details
- Descriptions and related details for as many **Activities** as the business rules require under each proposed **Training and Technical Assistance (T/TA) Focus Area**.

Note: The applicant:

- Must propose a minimum of three and maximum of five Key Factors under **Goal B2**.
- Must propose a minimum one restricting key factor and one contributing key factor for **Goal B2**.
- Must propose a minimum of one pre-defined T/TA Focus Areas under **Goal B2**.
- Can propose maximum of two Other T/TA Focus Areas under **Goal B2**.
- Must propose at least two activities under each T/TA Focus Areas proposed under **Goal B2**.
- Can propose maximum of five activities under each T/TA Focus Area

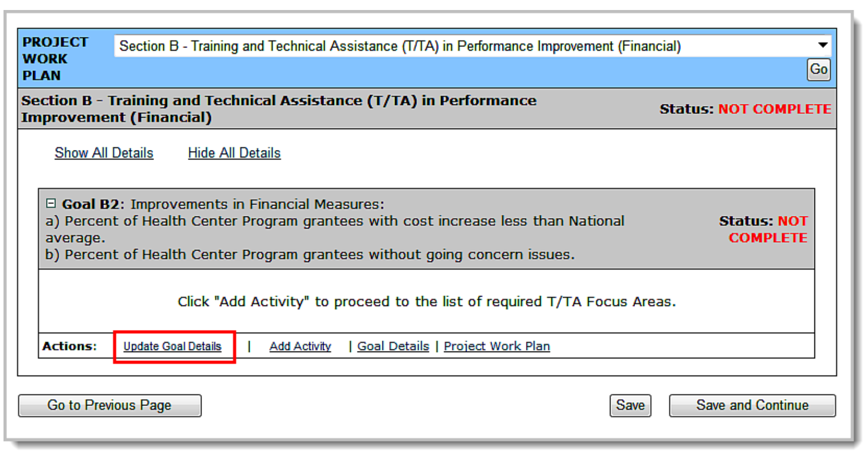
To provide the Projected Goal Percentage and Key Factor details for this goal, please refer to section 4.2.2.3.1, Updating Section B (Financial) Goal Details.

To propose activities under this goal, please refer to 4.2.2.1.2, Adding an Activity.

The following subsections of the **PCA User Guide** provide sequential, detailed instructions for completing **Section B (Financial)**.

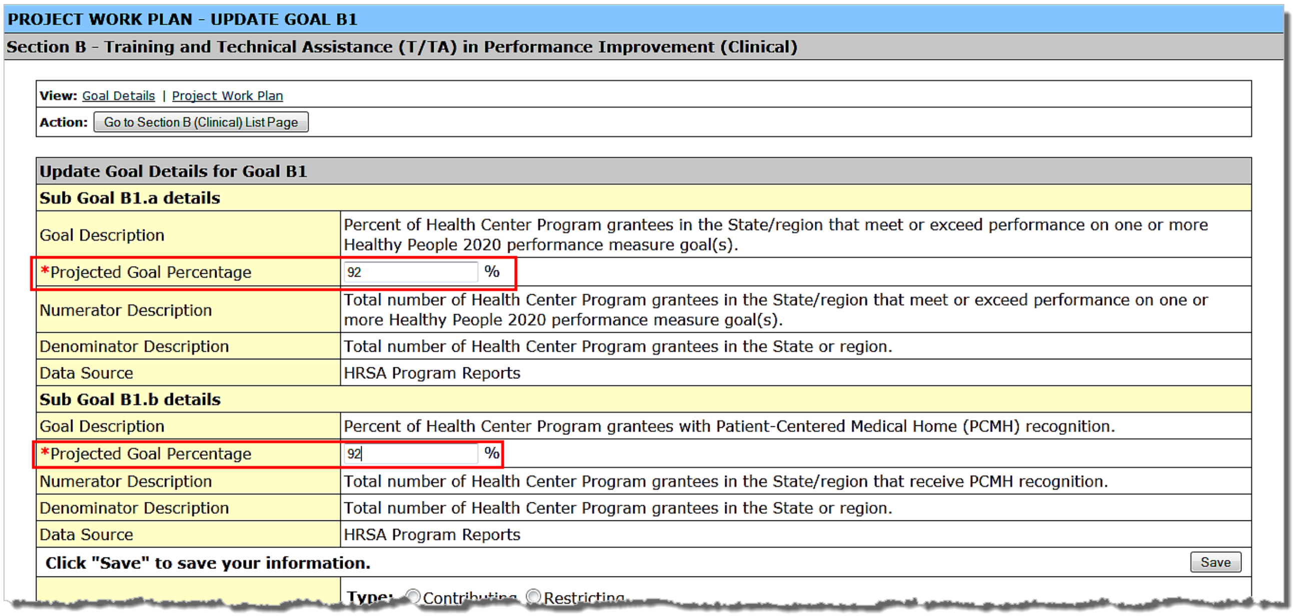
4.2.2.3.1 Updating Section B (Financial) Goal Details

Figure 59: Update Goal Details Link



1. On the **Project Work Plan - Section B (Financial)** list page, click the **Update Goal Details** link.
   - The **Project Work Plan Update Goal B2** page opens.

Figure 60: Project Work Plan Update Goal B2 Page



PROJECT WORK PLAN - UPDATE GOAL B1

Section B - Training and Technical Assistance (T/TA) in Performance Improvement (Clinical)

View: Goal Details | Project Work Plan

Action: Go to Section B (Clinical) List Page

Update Goal Details for Goal B1	
Sub Goal B1.a details	
Goal Description	Percent of Health Center Program grantees in the State/region that meet or exceed performance on one or more Healthy People 2020 performance measure goal(s).
*Projected Goal Percentage	92 %
Numerator Description	Total number of Health Center Program grantees in the State/region that meet or exceed performance on one or more Healthy People 2020 performance measure goal(s).
Denominator Description	Total number of Health Center Program grantees in the State or region.
Data Source	HRSA Program Reports
Sub Goal B1.b details	
Goal Description	Percent of Health Center Program grantees with Patient-Centered Medical Home (PCMH) recognition.
*Projected Goal Percentage	92 %
Numerator Description	Total number of Health Center Program grantees in the State/region that receive PCMH recognition.
Denominator Description	Total number of Health Center Program grantees in the State or region.
Data Source	HRSA Program Reports
Click "Save" to save your information.	Save

2. Enter a **Projected Goal Percentage** for *each* **Sub-Goal** in the **Update Goal Details** table.
3. Enter **Key Factor** details as explained in section **4.2.2.1.1, Updating Section A** Goal Details
4. Click the **Save and Continue** button.

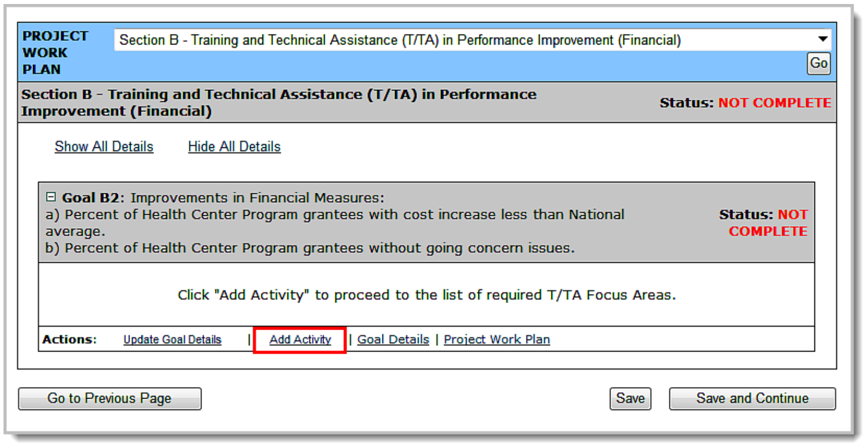
4.2.2.3.2 Adding an Activity

- **Section B - Training and Technical Assistance (T/TA) in Performance Improvement (Financial)** has one pre-defined, required **T/TA Focus Area**
- The applicant must propose at least two activities under the pre-defined **T/TA Focus Area** and for every **Other Focus Area** proposed.

To add an **Activity** to **Section B (Financial):**

1. Click the **Add Activity** link on the **Project Work Plan – Section B (Financial)** page.
   - ➢ The **Section B (Financial) Add Activity** page opens

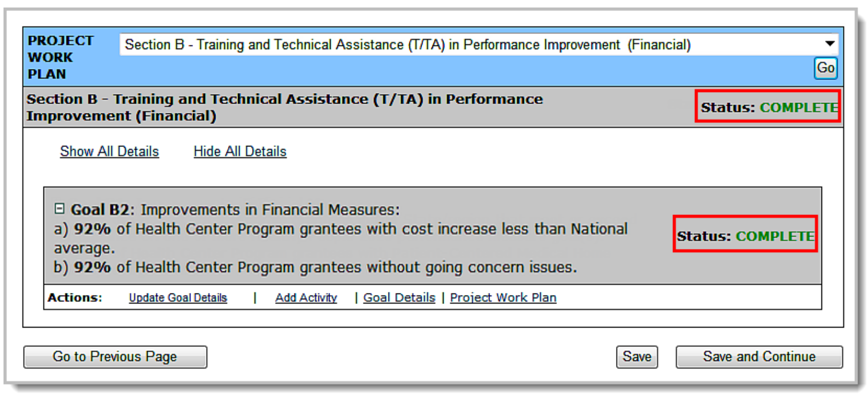
Figure 61: Section B (Financial) Add Activity Link



- The **Section B (Clinical) Add Activity** page opens

2. Complete the steps in section **4.2.2.1.2, Adding an Activity**.

Figure 62: Section B (Financial) Completed Project Work Plan



3. When all **Activities** are complete, click the **Save and Continue** button on the **Project Work Plan Section B (Financial)** page.

   - The **Project Work Plan – Section C - Statewide/Regional Program Assistance** page opens. (See section **4.2.2.4, Section C – Statewide/Regional Program Assistance** for details for completing this section of the **Project Work Plan**).

4.2.2.3.3 Updating Activities

Update the **Activities** in **Section B (Financial)** by following the instructions in section **4.2.2.1.2.10, Updating Activities.**

4.2.2.3.4 Deleting Activities

Delete the **Activities** in **Section B (Financial)** by following the instructions in section **4.2.2.1.3, Deleting Activities**.

4.2.2.3.5 Viewing Activity Details

View the Activity details for **Section B (Financial)** by following the instructions in section **4.2.2.1.4, Viewing Activity Details.**

4.2.2.3.6 Viewing Goal Details

View the **Goal Details** for **Section B (Financial)** by following the instructions in section **4.2.2.1.5, Viewing the Goal Details**.

4.2.2.3.7 Viewing the Project Work Plan

View the **Project Work Plan** for **Section B (Financial)** by following the instructions in section **4.2.2.1.6, Viewing the Project Work Plan**.

4.2.2.4 Section C – Statewide/Regional Program Assistance

This section of the **PCA User Guide** describes how to complete **Section C** of the Project Work Plan form**.**

There are several ways to get to the **Project Work Plan – Section C** page**:**

- Click the **Save and Continue** button at the bottom of **Project Work Plan - Section B (Financial)** page
- Select **Section C - Statewide/Regional Program Assistance** from the drop-down menu on the **Project Work Plan** title row. Click the **Go** button
- Click the **Update** link for **Section C** in the **Program Specific Form Status** table.

Note:

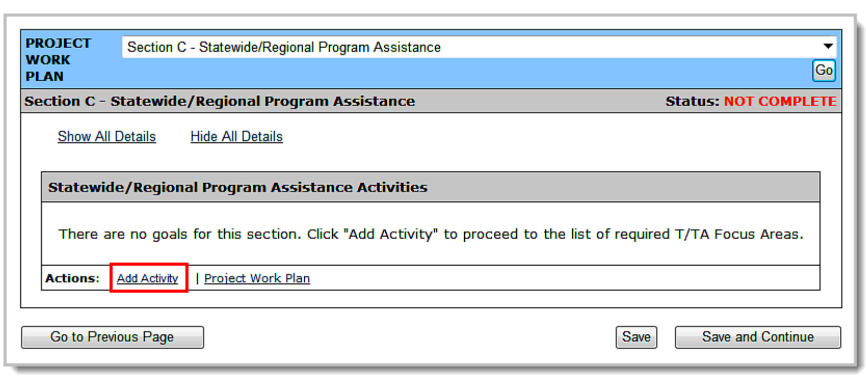
- **Section C – Statewide/Regional Program Assistance** has *no* **Goals**.
- **Section C – Statewide/Regional Program Assistance** has seven pre-defined, required **T/TA Focus Areas**
- The applicant must propose at least two activities under each pre-defined **T/TA Focus Area** and for every **Other Focus Area** proposed.

4.2.2.4.1 Adding an Activity

To add an **Activity** to **Section C:**

1. Click the **Add Activity** link on the Project Work Plan – Section C page.

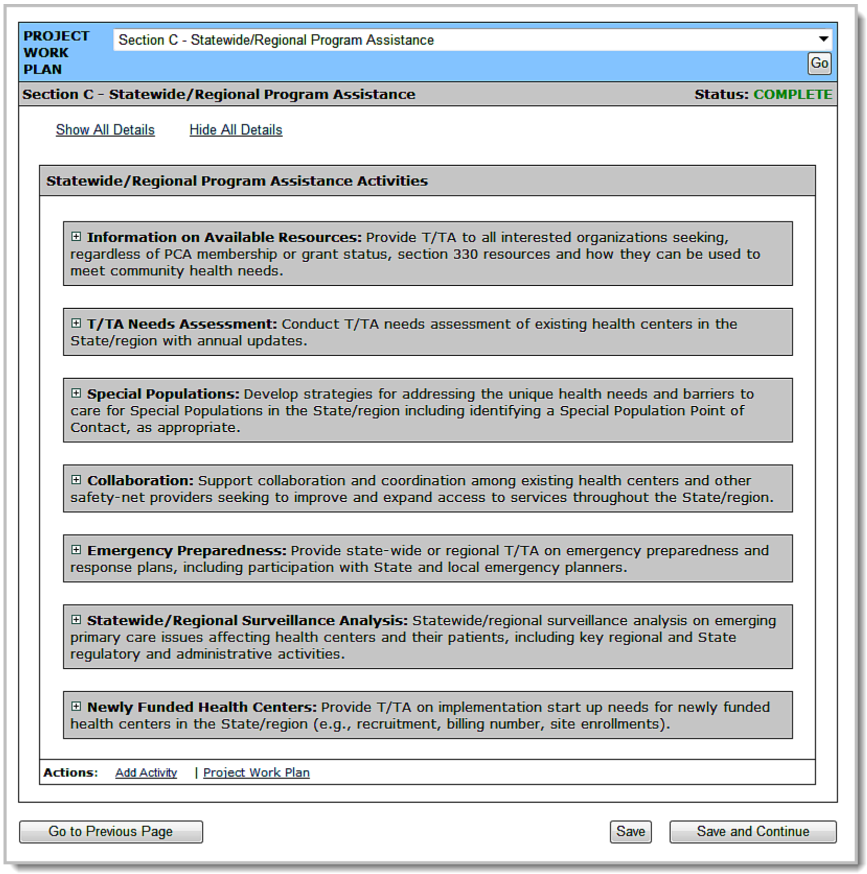
Figure 63: Section C Statewide/Regional Program Assistance Add Activity Link



➢ The **Section C Statewide/Regional Program Assistance Add Activity** page opens.

2. Complete the steps in section **4.2.2.1.2, Adding an Activity**.

Figure 64: Section C Completed Project Work Plan



3. When all **Activities** are complete, click the **Save and Continue** button on the **Project Work Plan Section C** page.

   ➢ The **Table of Contents** for program specific forms page opens.

4.2.2.4.2 Updating Activities

Update the **Activities** in **Section C** by following the instructions in section **4.2.2.1.2.10, Updating Activities**.

4.2.2.4.3 Deleting Activities

Delete the **Activities** in **Section C** by following the instructions in section **4.2.2.1.3, Deleting Activities**.

4.2.2.4.4 Viewing Activity Details

View the **Activity** details for **Section C** by following the instructions in section **4.2.2.1.4, Viewing Activity Details.**

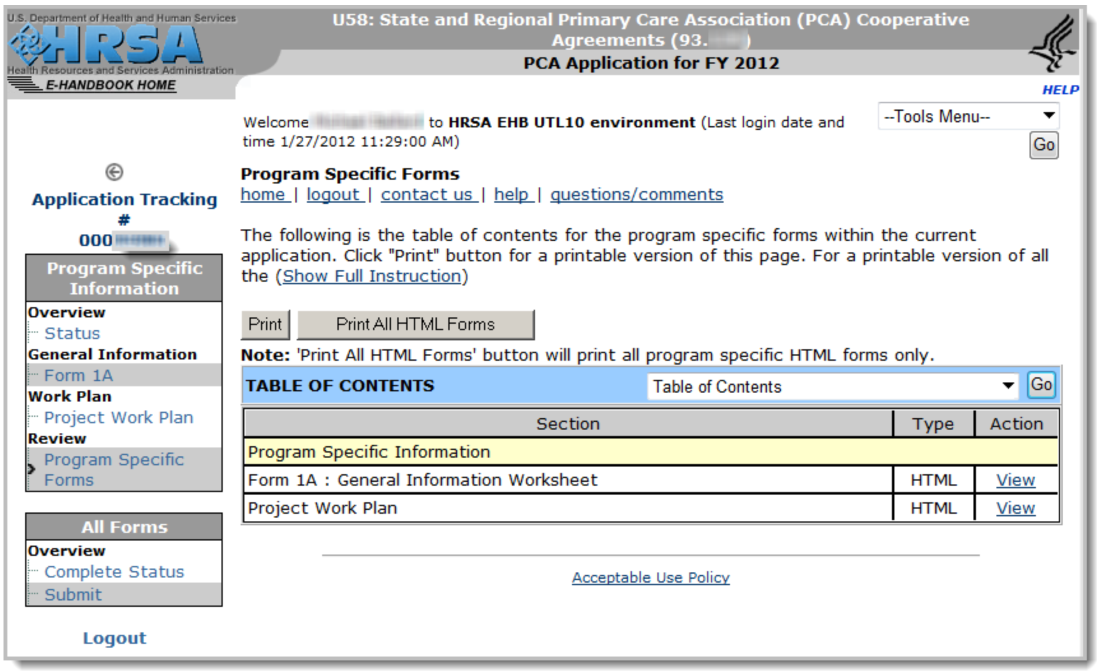
4.2.2.4.5 Viewing the Project Work Plan

View the **Project Work Plan** for **Project Work Plan –Section C** by following the instructions in section **4.2.2.1.6, Viewing the Project Work Plan**.

4.2.2.5 Table of Contents

1. To view **Program Specific Information** forms, click the **Program Specific Forms** link in the **Review Section** of the **Program Specific Information** left navigation panel on the **Status Overview** page.
   - ➢ The **Program Specific Forms Table Of Contents** page opens (**Figure 65**)

Figure 65 Program Specific Forms Table of Contents



2. Clicking on either **View** link will open read-only pages showing the entries made and saved to those forms.
3. To return to the **Program Specific Form Status** page, click the **Status** link in the Project Specific Information left navigation panel.
   - ➢ The **Status Overview Page for Program Specific Forms** (**Figure 21**) will open.

5. Customer Support Information

Note: Use your Application Tracking Number for all correspondence.

5.1. BPHC Help Desk

For assistance with completing Standard and Program Specific forms within the application, please contact the BPHC Help Desk:

- Phone: (877) 974-2742 (8:30 am - 5:30 pm ET)

OR

Email: bphchelpline@hrsa.gov

Note: DO NOT call the BPHC Help Desk for application guidance or programmatic questions when completing your application.

5.2. HRSA Call Center

For assistance with registering in HRSA EHBs, or access/password related issues, please contact the HRSA Call Center:

Phone: 877-GO4-HRSA (877-464-4772) or 301-998-7373 (9:00 am - 5:30 pm ET)

OR

Email: callcenter@hrsa.gov

Visit HRSA EHBs for additional online help.

1. Go to: https://grants.hrsa.gov/webexternal/home.asp
2. Click on ‘Help’

- **DO NOT call the Call Center for application guidance or programmatic questions when completing your application**

5.3. HRSA Program Support

For any application guidance or programmatic questions, contact the Program Point of Contact within the Bureau of Primary Health Care (BPHC) Office of Policy and Program Development (OPPD) - as noted within the application guidance.

6. Frequently Asked Questions

6.1. What are the software requirements for HRSA EHBs?

HRSA EHBs can be accessed over the Internet using Internet Explorer 6.0 and above and Netscape 4.72 and above. HRSA EHBs are Section 508 compliant.

HRSA EHBs use pop-up screens to allow users to view or work on multiple screens. Ensure that your browser settings allow for pop-ups.

In addition, you will need appropriate viewers to view attachments such as Microsoft Word and PDF.

6.2. What are the system requirements for using HRSA EHBs on a Macintosh computer?

Macintosh users are requested to download the latest version of Netscape for their operating system version. It is recommended that Safari v1.2.4 and above or Netscape v7.2 and above be used.

Note: Since Internet Explorer for Mac has known issues with SSL, Microsoft is no longer supporting Internet Explorer for Mac. HRSA EHBs do not work on Internet Explorer for Mac.

6.3. What document types can I upload?

The following document types are supported in HRSA EHBs:

- .DOC - Microsoft Word
- .DOCX – Microsoft Word
- .RTF - Rich Text Format
- .TXT - Text
- .WPD - Word Perfect Document
- .PDF - Adobe Portable Document Format
- .XLS - Microsoft Excel
- .XLSX – Microsoft Excel