

**NWX-HRSA OA (US)**

**Moderator: Chris Suzich**

**June 26, 2013**

**2:45 pm CT**

Coordinator: Welcome and thank you for standing by. At this time all participants are in a listen-only mode until the question and answer section of the call. If you would like to ask a question during this time please press star then one.

This conference is being recorded. If you have any objections you may disconnect at this time. Now I'd like to turn over the meeting to Chris Suzich. You may begin.

Chris Suzich: Thank you (Angela) and thanks everybody for joining today. This is the quarterly HRSA grantee conference call where we try to provide some guidance and instruction to our grantee community on EBHs and on questions you might have.

It's an opportunity for you to ask questions and also for us to provide some information particularly about items in the EBH like the FFR, the FF 425 federal financial reporting report which many of you are likely already familiar with.

In terms of administrative details first I did want to mention because inevitably some folks can't make yesterday's call or this call and they ask if the call being recorded as you were the Operator tell us this call is being recorded. For any of your colleagues that couldn't listen in today they will be able to call in over the next 60 days on a phone number that (Angela) is going to provide us in a moment.

I would ask that during the call today you keep a piece pencil, I'm sorry a piece of paper and pen or pencil handy. You might want to jot down some notes. We will be providing some of web addresses, some phone numbers for you. If you listened in on these calls before or you're familiar with the format we will be following a similar format.

(Angela) could you provide playback numbers for yesterday's call and today's call in case anybody on the call today would like to pass that information on to their colleagues that could join.

Coordinator: For today's call the toll-free number will be 866-424-4005 and the total number would be 203-369-0854. And for yesterday's call the toll-free number will be 800-841-8609 and the toll number is 402-280-9935.

Chris Suzich: Thank you (Angela). Just to reiterate you can later on today dial either of those numbers, actually you can dial the 8609 number right now because I tried it earlier today in fact and hear a recording of yesterday's call. And then the other number will be a recording of today's call shortly after this call is finished.

In addition to that we will have a transcript of yesterday's call and today's call available on the website in about a week for anybody that would like to read the transcripts. We are fortunate to have a number of the subject matter

experts available on the call today. Some of the HRSA team here will be in front of a computer. So there's a possibility that you if you have a particular specific question about program we will be able to provide some real-time assistance.

If we cannot answer your question we will collect your contact information and get back to you. If you do have a question during the Q and A period we ask that you start off by providing us with your grant number assuming that it's specific to your grant and we will be able to pull up your grant and take a look and hopefully answer your question.

I'd like to start off by mentioning the HRSA contact center which is typically your first stop for any EHB related questions that you might have. I'm going to provide the toll-free number for the HRSA contact center along with the e-mail address. The HRSA contact center phone number is 877-464-4772. The e-mail address for the contact center is [callcenter@HRSA.gov](mailto:callcenter@HRSA.gov), that is call center, the @ sign, HRSA.gov.

That is typically the first stop for you when you have an EHB related question again. The call center however is not - would not be your first stop if you have a question specifically about drawing down funds from your grant. If you have a HRSA grant you know that you use the EHB's for most of your grant activities however you do not use the EHB's to draw down from your funds.

You enter a system known as the payment management system and the payment management system if you are having difficulty navigating their system or drawing down your funds you would want to reach out their help desk. And that payment management system help desk phone number is 877-614-5533.

If you do have cause to e-mail the HRSA contact center we ask that you please provide your- any specific grant information that you can including your grant number and if you have a tracking number for an activity that you already try to do in EHB.

All right I'd like to turn it over to Kelly one of our subject matter experts here at HRSA to tell us a little bit about the SF 425, what we call the FFR. Most of you may be familiar with the FFR already but it's a - can be somewhat confusing form in addition to the fact that part of that form or similar related information is also submitted to the payment management system by you on a quarterly basis.

So I'm sorry if I've already clouded the issue for Kelly but I'm going to turn it over to Kelly to sort it out for us. Kelly.

Kelly Long: Thank you Chris. As Chris mentioned my name is Kelly Long and I work in the Division of Grants Management Office Operations here within HRSA. And my team is responsible for assisting the grants management staff in their day to day operations of grants management particularly in the post award monitoring and close out phases of the grant cycle.

So I'm here to talk to you today about the federal financial report and out of three points the first being the difference between the financial reporting requirement to HRSA Grant office and then your responsibilities in reporting to the payment management system.

Second I'll give you an overview of what your grant specialist are reviewing when they received your FFR. And then third and probably most importantly the importance of submitting your FFR both timely and accurately.

So to begin that me just start off by saying that the financial reporting requirements to differ from program to program so it does depend on the grant program that you have with us here with us at HRSA. And that you're one of the lucky ones that maybe has a multiple grant with HRSA the requirement could differ. They may not be the same from one award to another.

So it's important to always look at your notices of award in the reporting requirements section of the NLA. That identifies specifically which requirements are imposed on you.

So first the difference between the financial reporting to the grants office of HRSA and your requirement responsibilities to the payment management system, it does get a little confusing. To note that both of us are using the standard form 425 which is the federal financial report, this is a single page form that you the recipient must use to file both cash transaction data and your financial status information.

So again both HRSA and for payment management system which again is that system that you're going to, to withdraw your federal funds we both utilize this part to monitor your financial data. It's important to know the difference the FFR reporting requirement to HRSA and payment management so that you are in compliance with your responsibilities and reporting requirements.

The first year you were required to file on a quarterly basis your cash transactions via the payment management system. In this report you are reporting to a cumulative disbursements of the cash that you withdrew from the payment management system.

This is lines 10A through 10C on that standard form 425, the FFR. Then second you're reporting your expenditure of funds and if applicable cost

sharing or matching your program income on a semi-annual or an annual basis to us at the grants office at HRSA even so you're doing so with the electronic handbooks. This is line 10 d as in David through o on the FFR 425 form.

The schedule for submitting your annual financial report is specified under your own notice of award and again that's under the reporting requirements section. And your due date is dependent on the program cycle, the grant program cycle. So the NLA is your best resource for knowing when the report is due to HRSA.

To provide an overview of what the GMS review when the FFR is received your grants management specialist through the grants management electronic handbooks will receive your FFR. They will carefully review the data that you have supplied and checked for accuracy, reasonableness and completeness.

Through their review they will determine if there are any significant changes in the right of obligation, or expenditure from that expected and they will ensure consistency with the terms and conditions of the award.

When submitting your FFR if you know that you have some rate of expenditure that is differing from year-to-year the best advice I can give you is to make a notation through the remarks section of the FFR as a way to communicate back in advance to your grants management specialist.

If they find - if they have any questions or they find any in accuracies or if they have I need to question the rate of expenditures they can do one of a few things. They might pick up the phone and call you. They may send you an e-mail communication or they may even change with an explanation.

So requesting a change is they are not accepting the FFR at this time until they get an additional explanation from you at which time you will have to go back into the electronic handbook to revise your FFR with an explanation.

If you have a program that requires you to match expenditures your specialist will also ensure that you are meeting your matching requirements. Likewise if you have a grant program that contains program income your specialist will review it to ensure that you are accounting for program income in accordance with the terms and conditions of your award.

The importance of submitting your FFR's accurately and timely, HRSA does take financial reporting requirements very seriously. If you're not in compliance HRSA may take an adverse action which can include restricting your funds, perhaps withholding your continuation awards, or even withholding monetary revise awards.

So for example if you submit a request for carryover of funds we could potentially denied that if the organization is not compliant with the financial reporting requirements. In very extreme circumstances we may also terminate a grant if deemed appropriate.

Therefore it's imperative that you comply with both requirements. So that again issue is possibilities to reporting your cash quarterly payment management and then your financial expenditure reporting to HRSA Grants office to ensure that you can continue to receive your funding on time.

And please know that if you have questions pertaining to information or data on the FFR you can reach out to your grants management specialist. They are your best point of contact if you're having technical issues with the electronic

handbooks during the FFRs process. You are to call or e-mail the HRSA contact center. I think Chris had provided that information to you.

And on a final note there is a section within the electronic handbook if you have an unobligated balance off funds on your FFR you will be prompted to answer a question whether you wish to carry over those funds. And then if you choose to carry over finds and you make selection that you're going to submit a prior approval within 30 days. That is a process that Melissa Reyes will go through. Melissa.

Melissa Reyes: Thanks Kelly. My name is Melissa Reyes and I work for the division of grants management operations at HRSA. I'm going to briefly go over a prior approval request, one in which being Kelly mentioned carryover of unobligated balances.

The first thing I wanted to point out about prior approvals is that you do need to have the appropriate privileges to work on and submitted a prior approval request. First I'm going to speak a little bit about how to access the prior approval request.

Once you login into the EHB's you would click on the grants tab then it's going to take you to a page where you see the grants that you have access to. So you would click on the grant folder link for the grant on which you want to request prior approval on.

And then on the following page there's actually a link to request prior approval. So you would click on an acknowledgement statement and the types of prior approval that you could request would be an administrative supplement.

For those grantees that are on drawdown restriction, approval to draw down funds carryover on obligated balances. One thing I want to point out about that is the FFR has to be submitted showing an unobligated balance before you can submit a prior approval for a carryover request.

Now, when you're doing the carryover request, the amount has to be less than or equal to the unobligated balance that was indicated on the FFR. Also, you shouldn't enter any special characters in the field - no commas, dollar signs, et cetera or you'll receive an error.

You can also request prior approval on extension of the grant with funds, an extension of the grant without funds. This is not to be confused with extensions on the various submissions and the reporting requirements and the EHBs. I believe (Christina) will touch on that in a bit.

But this is an extension of the grant of the budget period or the project period. You can also request prior approval for project director changes, re-budgeting and other such as name change relinquishment and the grant et cetera.

There are actually two sections of each prior approval request. One is a general information section and the other is the detailed section. Both those sections have to be completed and marked as complete before you can actually submit.

One thing I also wanted to bring up is that when you create the prior approval request, you'll get a prior approval request tracking number, that's just confirmation that the request was created. When you actually submit the request, you'll get a screen that says you've successfully submitted the prior approval request. Chris?

Chris Suzich: Thank you, Melissa. At this time I'd like to turn it over to (Darren). (Darren's) going to tell us a little bit about two of the most important people for each of your grants. They are listed on every Notice of Award that you receive at the end of Notice of Award.

They are the project officer and the grants management specialist. They are both of course interested in helping you and providing guidance to our grantee community as you go through the cycle of your grant. (Darren), can you take it away?

(Darren): All right, Chris, thank you. Good afternoon everyone. We just want to reiterate something that you do see on Page 2, normally it's Page 2 of your Notice of Award. For our seasoned grantees you know the roles and responsibilities, but we have on our call today some new grantees.

So we want to say welcome to the HRSA family and if we are saying anything that you think Answer - there I go - point of the discussion. But basically here at HRSA, there are two people who are responsible for working with you on managing your grant. One person would be the HRSA Project Officer and the other person would be the HRSA Grants Management Specialist.

And the two of the - these two people they work in concert with one another in terms of responding to your calls, providing assistance where and when necessary. The project officers, those are persons who work for HRSA, work here at HRSA and they are responsible for working with the technical aspect and defining any programmatic objective as well as observing or monitoring or working with you with your program performance.

The project officer collaborates with the grants management specialist where and when needed in terms of responding to conditions of award in terms of some things the program may put on your Notice of Award as a condition.

That's something that will be reviewed by the project officer and then provide a recommendation to the Grants Management Office here at HRSA or lifting and then we handle the process and then send the information to you electronically in the new electronic handbooks.

Now the grant's management specialist is a HRSA staff person and that person works in what's called the Office of Federal Assistance Management in the Grant's Management Office. We are in the Grant's Office and we're basically responsible for all business and fiscal related matters with your grant in terms of reviewing your awards, clarification of award regulation in terms of grant's policy.

And we make recommendations based on analysis, based on reviews of your financial situation and we monitor your compliance with the terms and conditions as well as reporting requirements. Just as (Kelly) said the FFR is something that's basically under the review of the grant's management specialist and Melissa was sharing information about the prior approval.

The Grant's Management Specialist has a role in all of that and they work, as I said, with the project officer to review recommendation and to provide oversight in terms of just business and fiscal related matters.

So we in the Grant's Management Office we probably can work or will work with your financial on and then maybe some work that we may do with you as a project director or our principle investigator.

So in terms of roles and responsibilities, just keep it very plain and clear. If it's business and/or fiscal related matters, that's in the Grant's Management Office or the grant's management specialist of the Grant's Management Offices and when it comes to the programmatic, technical things about your project, that would be your HRSA project officers.

And the names and the phone numbers are listed on your Notice of Award. And now I'm going to move if I can to another item that we think you as grantees should know about or be reminded about rather.

It's the fact that as a organization or an entity doing business with the government, or doing business with HRSA, you have to ensure that your registration in [www.SAM.gov](http://www.SAM.gov) or [SAM.gov](http://SAM.gov) rather is up to date.

[SAM.gov](http://SAM.gov) is one of the first places that you need to have ensured that your DUNS information is correct and updated before you go into [Grants.gov](http://Grants.gov) to submit your response to a funding opportunity announcement as well as if you are doing a noncompeting continuation.

Though that does not go through [Grants.gov](http://Grants.gov), you still would have to make sure that your DUNS information is updated on a yearly basis, because our system will do a check on your noncompeting continuation and if it's not valid, then the award could not be processed.

But you do know to do business with [Grants.gov](http://Grants.gov) you have to make sure that your DUNS information is up to date and the best thing to do is to ensure that you've monitored your SAM registration.

And SAM for some of you who may not know took over some parts of what was called the Central Clearinghouse Registry, CCR. That's where you used to

maintain a lot of that information but SAM.gov, www.SAM.gov, is the place that you would now make sure that you recertify on a yearly basis, your recertification date could vary from organization to organization.

Just as with many systems you have to make sure that the persons who are registered to - who are allowed to provide information or update information in SAMS that they have user identification and please note that SAM.gov is not a part of HRSA. We have no control over that. You can check the SAM.gov Web site for technical assistance.

Additionally, with SAM, there are certain rules for the various types of browsers whether it's Internet Explorer, its various versions, Chrome, Firefox, things of that nature. Whatever your browser setting is, there's information on SAM's Web site that can help you.

And some of the reasons that your applications might fail through Grants.gov could be improper or not up to date registration in SAM.gov. The DUNS number may not match what's on the application.

A virus could be detected on one of your attachments in Grants.gov. And attachments do not follow the proper naming convention that's required with the application submission and the submitted does not have the authorized Grants.gov applicant registration.

So, what we want you to take away from this piece of the conversation is that A-you need to ensure that your registrations are up to date. You need to ensure that you are doing this in a timely manner.

Where you don't want to wait until the last minute, the last five days, before funding opportunity announcement is due to A-make sure that your SAM

registrations are up to date, submitting, responding to an FOA in Grants.gov.  
So timeliness in terms of your update is very important. Chris.

Chris Suzich: Thank you, (Darren). And just to reiterate what (Darren) said and I'll make my usual appeal which is please when you're submitting applications for HRSA opportunity, don't wait until the last minute to come to Grants.gov and submit your application because as (Darren) mentioned, Grants.gov is connected to and talks with SAM.gov.

So you're not going to be able to get through Grants.gov. And the application potentially could not be accepted by HRSA if, for instance, the DUNS number doesn't agree with the registration record that your organization has at SAM.gov.

Or one of the other validations that occur at Grants.gov before it pushes your application over to HRSA. So please don't wait until the last minute to submit your application on Grants.gov to get to HRSA.

Because if you allow yourself enough time, there's a good chance that you'll be able to correct and resubmit your application at Grants.gov so that you can meet the deadline for the HRSA opportunity submission.

At this time I'd like to turn it over briefly to (Christina). (Christina) is one of our experts when it comes to the HRSA Contact Center and she has some good tips and pointers to give to all of our grantees.

(Christina), can I turn it over to you? Okay, well, we're having some technical difficulties there. We'll try to get back to (Christina) in a minute. All right let's go to Melissa. It turns out that - not it turns out but you are probably already

aware that there's a wealth of information when it comes to instructional guides and increasing the videos for our HRSA grantee community.

Available both in EHBs and on YouTube or what we call HRSA Tube and Melissa can provide us with some specific information about them. Melissa?

Melissa Reyes: Yes, thank you, Chris. I'll touch on a few different items where you can get some helpful resources in regards to EHBs. As Chris just mentioned, the first would be just to go to YouTube. I'm sure most of you are familiar with that.

And once there, you can type in either HRSA Tube, H-R-S-A-T-U-B-E or just type in electronic handbooks. Once you type that in, you'll see that there's several helpful videos on the EHBs you can see there's videos how to interface looks, pending tasks, et cetera.

Another helpful resource would be the HRSA Web site, [www.HRSA.gov](http://www.HRSA.gov). And once you're there if you notice there's a grants tab and from there manage your grant. On that page there are several useful links.

There are and more under management tutorial to help you administer and fiscally manage your grant. There's grants management technical assistance which has workshop materials to help you with (unintelligible) grant management.

And also from links for the FFR. The FFR submission schedules, the quick guide, et cetera. And actually the third point I wanted to mention on resources is just the actual EHBs. Whether you're at the EHB's Web site or just actively working in the EHBs, you'll see in the upper right hand corner, there's actually a link for support.

And if you click the little dropdown, you'll see EHB's help or alternatively, there's a question mark towards the right side. If you click on that, there's a link for EHB's help. In the help it'll have a lot of useful information.

Pretty much most things you'll need to know about EHB such as registration, prior approval request, noncompeting continuation, change in scope request, extension request, et cetera. The EHB's Web site for those that don't have it is <https://grants.hrsa.gov/webexternal/login.afp>. Chris?

Chris Suzich: Thank you, Melissa. That's good information. I'm not sure if we have (Jillian) on the call with us today. (Jillian), are you on as a speaker? Okay, maybe we can pick up (Jillian) in a little bit. Let's see if we can go back to (Christina) who as I said is one of our experts in - at the HRSA Contact Center for some useful information. (Christina)?

(Christina): Good morning. Can you hear me?

Chris Suzich: Yes. Thank you.

(Christina): Okay. Good morning, everyone. I'm (Christina) and I'm the supervisor here at the Contact Center. And I would just like to bring up a few things that would help us here at the Contact Center as well as help you so that there's no back and forth.

When you call in having your grant number, your tracking number and a detailed description of what you're experiencing in the electronic handbook that will help us effectively identify what your problem is so that we don't have long phone calls or we don't have any confusion.

And maybe giving us the name of the submission that you're working on or exactly where you are in the EHBs so that we can quickly identify what's going on. I also wanted to bring up some information as far as extension request.

If you have a grant that's in the Maternal and Child Health Bureau and you're working on your performance report, there's not going to be an extension request option in the electronic handbook. You'll have to either contact us or wait for the development team to run a report on the delinquent reports.

And then they will get an approval to extend your deadline date and then you'll receive an email from the development team saying that you're able to go in and work on your performance report. If you have a grant from the Health Professions Bureau, that means you have an HP in the middle of your grant, you would contact your project officer for your performance report to have an extension given on that.

And I also wanted to touch on the pending tasks view in the electronic handbook. It's only a consolidated view of all the tasks that you have, whether it's a submission of prior approval, an application or a user request for privileges.

Now once you get into each separate entity, that gives you more options in your dropdown box and that's when you'll find your extension request and then you can view your submission and submit in some cases.

And then I would also like to touch on the fact that if you have a BPHC Grant at the Contact Center, we're able to assist you only in some issues if you're noncompeting continuation or a prior approval and basic things like that.

Now if it comes to your change in scope and your SQC look a likes and your school days health center quarterly reports and your SPCA applications, I would advise you to contact the BPHC helpline and their phone number 877-974-2742.

And they would be able to answer all of your questions and if you call us, we're just going to transfer you over. And again their phone number is 877-974-2742. And their email is also BPHChelpline@hrsa.gov. That's B-P-H-Chelpline@hrsa.gov.

And I also wanted to touch on the prior approvals. If you need them deleted, you can delete them from your account. Because there's in your drop down box there's an option to delete them since it's a grantee initiated action. And I think that's all I have, Chris.

Chris Suzich: Thank you, (Christina). Good information there for all of our grantees. Well unless any of my colleagues have anything else they'd like to add, we'd like to move on to the Question and Answer portion of today's call.

I will ask (Angela) to give the instructions for how you can ask us a question. And again if we don't have the answer to your question, we'll take your contact information and get back to you. Before that, (Angela), could you for anybody that got on the call late, could you provide those two playback numbers, please?

Coordinator: (Again) please. The number for today's call, the toll-free is 866-424-4005. Toll number is 203-369-0854. And from yesterday's call, the phone number toll-free is 800-841-8609. Toll number is 402-280-9935.

Chris Suzich: Thank you, (Angela). And again, those numbers are - the recordings for yesterday's call and today's call if you or any of your colleagues want to go to a point that we might have talked about yesterday or today and listen to it again, please feel free to dial those numbers toll free over the next 60 days.

In addition to that, we'll be posting a transcript of yesterday and today's call on our HRSA Grants Web site within about a week. (Angela), can you provide the instructions for anybody that wants to ask a question?

Coordinator: Thank you. If you'd like to ask a question, please press star 1 and record your organization. Once again, to ask a question, please press star then one. Our first question comes from UNM College of Nursing.

Chris Suzich: Go ahead caller. Caller do you have a question?

(Darren): Is your phone on mute?

Woman: No. Is it on?

Chris Suzich: Yes. Go ahead please.

Woman: Sorry. If one has expanded authority and you're - what's that called? Do you need to do a prior approval if it's under the 25% - if your carry over is under the 25%?

(Christina): No. Not if they're under expanded authority.

Woman: Okay. And okay - and is the expanded authority on the revised Year 3 budget or is it on the approved original budget? Does the 25% dependent on which one of those?

(Christina): Yes, 25% is calculated based on the authorized funding for that particular support year.

Woman: So if it was revised in Year 3, you use the revised budget?

(Christina): Well, it depends on the revision. What was the purpose of the revised notice?

Woman: Well we revised it last year with carryover from Year 2.

(Christina): Okay, that carry over is not included in the calculation.

Woman: Okay, thank you. And another question is when will the reporting documents for the progress report be available online for us to start putting information in?

(Christina): Sorry, you say you have a Health Professions Grant Program?

Woman: Right.

(Christina): The program office should be communicating with you in the beginning of July.

Woman: Okay.

(Christina): And hopefully at that time they will make those reports available to you.

Woman: Okay, thank you. Thank you very much.

Chris Suzich: Thank you.

Coordinator: Next question comes from Barry University.

Chris Suzich: Yes, go ahead caller.

Deborah Winton: This is Deborah Winton. I believe the previous question sort of answered it. So the report templates are going to be available in the early part of July on the EHB site?

(Christina): If you're asking about a Health Profession Grant Program?

Deborah Winton: Correct.

(Christina): Yes.

Deborah Winton: Okay, very good. Thank you.

Chris Suzich: Thank you.

Coordinator: Next question comes from Community Nurse.

(Cathy): Hi. This is (Cathy). Between the time we filed our application and the 18 months later when the grant was awarded, we made plans to renovate our health center and we secured off site funding. But all of the renovations took place during the grant period. Do I include that on my FFR, the expenses for that?

Chris Suzich: (Angela), we are trying to connect to (Helen) as a speaker. (Helen), are you available?

(Helen): I'm here. Can you hear me?

Chris Suzich: Yes. Thank you. Can you pick up?

(Helen): Okay. You only can claim those expenses if you were awarded money from HRSA to do that. It wouldn't go on your FFR.

(Cathy): Okay. Thanks.

Coordinator: Next question comes from American Red Cross.

(Peter Magee): Hello.

Chris Suzich: Yes, go ahead, please.

(Peter Magee): Okay. My name is (Peter Magee). In reference we used to have in the past another accountant that would handle completing the EHBs for our so called progress reports. Now that she's no longer employed here I set myself up a new password and financial guru for the account.

And when I access my portfolio it says I have no grant access. Can anybody else walk me through that, how to add a grant to portfolio real quick?

Chris Suzich: Do you have your grant number handy?

(Peter Magee): Yes, sir. I do.

Chris Suzich: Go ahead.

(Peter Magee): It's T-as in Tom, 51H-as in Harry, P-as in Paul, 20694.

(Christina): Melissa, can you walk him through the - how to associate himself to the grant?

Melissa Reyes: Yes. First thing I would like to ask, are you trying to register as a financial reporting administrator?

(Peter Magee): Yes, ma'am. Melissa, I've spoke to you in the past and I thought we had this thing set up. I was like, 'okay, okay, great. It's working' then no go. So something failed.

Melissa Reyes: Okay. And you have your account ID and PIN from Payment Management Systems?

(Peter Magee): That is correct. Well I'm actually in the electronic handbook as we speak. I'm at the grants tab and I see a field there about clicking to add a grant to portfolio.

Melissa Reyes: Yes, go ahead and do that.

(Peter Magee): Okay. And...

Melissa Reyes: I believe you should see an option to register as the financial reporting administrator.

(Peter Magee): Yes, that is correct. I click that?

Melissa Reyes: Yes.

(Peter Magee): Do I continue?

Melissa Reyes: Yes.

(Peter Magee): All right. Okay. Now what do we do here now?

Melissa Reyes: And what screen do you have now?

(Peter Magee): Register as financial administrator, select organization.

Melissa Reyes: Yes, click on that.

(Peter Magee): Okay, do I click on register, then?

Melissa Reyes: Yes, register.

(Peter Magee): Okay. Register is verify AO identity. Okay...

Chris Suzich: Shall we get (Peter's) information and we can take it off line?

Melissa Reyes: Yes. I can certainly give him a call back. What's your number?

Chris Suzich: Is that alright with you, (Peter)?

(Peter Magee): Yes. I tell you what I can probably wrap this up real quickly. You know I guess where this whole thing stalled out was the field of account number and PIN from PMS. Is that something that you supplied us in an email or something or...

Melissa Reyes: I won't be able to do that.

(Peter Magee): Then how will we obtain this account number or PIN from PMS?

Man: Have you registered with PMS?

(Peter Magee): Yes. I have an account with PMS, that's how we get our reimbursements.

Man: You would have to speak directly with PMS, sir.

(Peter Magee): All right.

Chris Suzich: Okay.

(Peter Magee): And then the account number, that is also from PMS as well or the account number is that something on the grant form or...

Man: That's PMS as well.

(Peter Magee): Okay.

Chris Suzich: Sounds like Mr. (Magee), you already have that information though, correct? Your PIN and account?

(Peter Magee): I have the account number. The only thing in terms of PIN that's where I'm lost. What exactly is a PIN?

Chris Suzich: I see. You don't have your PIN number. Is that it?

(Peter Magee): That is correct. I have the account number but a PIN is a mystery to me.

Woman: Sorry to interrupt, the PIN is going to be your account number minus the letter at the end.

(Peter Magee): The account number minus the letter at the end. Well I have - basically I start off with a C as in Charlie, four digits...

Man: I would hold the phone saying that why don't we get your contact information and we'll try to put you in the right place.

(Peter Magee): Okay. No, I wasn't verifying. I was just saying it doesn't end - it ends in a numeral, my account number and not a letter. Well it does have a letter preceding the last digit.

Man: Okay, why don't I take your number, (Peter)?

(Peter Magee): Okay, 440-342-7866.

Man: Seven eight six six. Okay, we'll give you a call.

(Peter Magee): All right, thank you, sir.

Coordinator: Next question comes from North Carolina Department of Human Services.

Man: Hi. I just have a clarification, question. If you're lucky enough to submit a carryover request with your final FFR, do you still need to use the prior approval process?

(Christina): Yes.

Man: Yes.

(Christina): Yes. You want to first submit your FFR. There's no need to submit your carryover request documentation with your FFR. That should be done through the prior approval module.

Man: Okay, thank you.

Coordinator: Next question comes from Western Montana Education Center.

Woman: Hi. I have a couple of questions about carryover. So when the - is there - okay, we have funds that were scheduled to be paid in Year 1 that are going to be paid in Year 2 instead and they're for the exact same reason that the original Year 1 stated. But they're quite a bit of our grant funds, about 50% of them. Is that an okay carry forward amount?

(Christina): That doesn't sound like you need to request carry over. If you incurred the cost...

Woman: Yes, the costs were not incurred.

(Christina): The costs were not incurred, then yes, you need to request carry over.

Woman: Okay, and so there's not a restriction like 25% or anything like that on the amount that you can request to carryover?

(Christina): You know if your grant is under expanded authority?

Woman: I don't know, but I don't think so. I don't know what that is. I can tell you my grant number.

Chris Suzich: Yes, please.

Woman: Okay. It's D04RH23594.

(Christina): That's a rural health outreach program and those are not under expanded authority, so you must submit a prior approval.

Woman: Okay. Submit a prior approval but it's asking for like 60% of the funds to go into Year 2 is an okay thing?

(Christina): You can request it. It will be reviewed by your grant specialist.

Woman: Okay.

(Christina): And they will make that determination.

Woman: Okay, thank you. And then when they are - when you do the FFR first and then you go into the prior approval section, can you do that immediately or do you need to wait for some response about the FFR?

(Christina): That is immediate. Correct, Melissa?

Melissa Reyes: Correct.

Woman: So we could do it immediately. Is that what you said?

(Christina): Immediately upon submitting your FFR.

Woman: Okay, great. All right, thank you. I think that's it for now.

Chris Suzich: Thank you.

Coordinator: Next question comes from (Dana Farber), Cancer Institute.

(Dana Farber): Hi. I'm calling because I understand that there's some sort of snafu with the emails going out to the principal investigators approving the noncompeting continuations and we were told or the PI rather was told that she could go in to the electronic handbook and retrieve the note saying that the noncompeting renewal had been cleared. But I'm not quite sure where to do that.

Chris Suzich: Do you have your grant number in front of you, (Dana)?

(Dana Farber): I do, K01HP like Paul, 20462.

Chris Suzich: I'm not familiar with that glitch, Melissa. Are you aware of that?

Melissa Reyes: No. I was not aware of it, myself.

Chris Suzich: How long ago did that happen, (Dana)?

(Dana Farber): I think the PI got an email about it on Monday and I was going to contact the helpdesk separately but then the call - I noticed that we had a call so I thought I'd wait.

Man: Is (Curtis) on the line? (Curtis) is not on (unintelligible).

Woman: He can press star 0 and we can open his line.

Man: (Curtis)? Do you know of any issues with the KZ reward program in health professions?

Woman: One moment.

(Dana Farber): Even if there was not an issue can you tell me where I'd be able to look in the EHB to see it?

Woman: (Curtis), your line is open.

(Curtis): Okay, thank you.

Man: The communication should be captured in the grant history or the award history I believe Melissa, correct?

Melissa Reyes: Yes, well emails aren't stored in the EHB's (unintelligible).

Man: Oh, okay. Okay. Sorry about that. (Curtis), do you know about this?

(Curtis): Say that again?

Man: Do you know about this issue that this caller has been explaining where some emails were sent inadvertently apparently?

(Dana Farber): No, no. Not...

(Curtis): I'm not familiar with that.

(Dana Farber): This...

Man: I'm sorry. Go ahead caller.

(Dana Farber): I'm sorry. It's that they did not receive. So what...

Man: I see.

(Dana Farber): ...we received from (Captain Song) was that--and I'm quoting here--is, "It's clear most of you did not receive and auto-generated email from the EHB confirming that your report was cleared."

Man: Okay.

(Curtis): No, I'm not familiar with that.

Man: Okay.

(Dana Farber): "If you still don't receive an auto-generated confirmation after three days"--which would be today--"let us know."

Man: Okay. Why don't you just give use your contact information? We're going to have to do a little research on our end it sounds like caller.

(Dana Farber): Okay. It's 617...

Man: Your phone number?

(Dana Farber): ...six one seven...

Man: Six one seven? Mm-hm.

(Dana Farber): ...five eight two eight zero zero six.

(Curtis): Can you give us the grant number on that as well?

(Dana Farber): Not sure. It's K01...

(Curtis): Okay.

(Dana Farber): ...HP, like Paul...

(Curtis): Okay.

(Dana Farber): ...two zero four six two.

(Curtis): Okay.

Man: And that number again was...

(Dana Farber): So if there's...

Man: ...caller was 617-582-8006?

(Dana Farber): Yes, that's correct. So there's no way in the HB to see if your noncompeting continuation has been approved? It's only via an email from the program officer via EHB that does not get stored in EHB?

Melissa Reyes: It was my understanding like with the noncompeting continuations, I mean, when they're cleared, you know, a notice on the board would be done and that would be sent out. But I haven't - I'm not aware of any...

(Dana Farber): (Unintelligible) away.

Melissa Reyes: ...emails that are sent like when the report is actually approved.

(Dana Farber): Okay. I mean, we completed our report I think in the beginning of June and usually the notices of award don't go out until August.

Melissa Reyes: Right. And, I mean, if there was any problems with the report it most likely would've been sent back, you know, for changes.

(Dana Farber): Okay. I mean, I - we were just told to look for a note so I'm trying to find the note.

Melissa Reyes: Yeah (unintelligible). I can follow up with the project officer too.

(Dana Farber): Okay. All right, I can have...

Melissa Reyes: All right.

(Dana Farber): ...I can have the PI do that. But in the meantime you guys will research it and let me know?

(Curtis): Yes. Yes we'll...

(Dana Farber): (Unintelligible).

(Curtis): ...get back with you on that one.

(Dana Farber): All right. Thank you so much for your time.

Melissa Reyes: Thank you.

Woman: Next question comes from - excuse me. Midwestern University.

(Sherry Burns): Yes ma'am. (Sherry Burns) here. I actually did hear the answer to my question about the progress report being available online at the - in July.

Man: Okay.

(Sherry Burns): So I was - thank you for that information.

Man: Thank you.

Woman: Next question comes from New York State Department of Health.

(Martha Golkey): Hi. My grant number is H33MC06724. I was told by my project officer that I need to submit a letter from my director via the EHB and I'm not sure how to do that. I'm assuming it's under Other Submissions.

Man: And the purpose of the letter, caller?

(Martha Golkey): It's a attestation that we've met the performance measure. It - I had asked if I needed to attach it to the progress report and I was told no, that it would need to be a separate submission.

Man: And you were told this by your project officer? Is that right?

(Martha Golkey): Correct.

Woman: Who's your project officer?

(Martha Golkey): (Jocelyn Hobert).

Woman: Well there's a number of different ways that she can collect that from you...

(Martha Golkey): Okay.

Woman: ...to have it - to create a way for you to submit it through the EHBs.

(Martha Golkey): Okay.

Woman: And it sounds like either she needs to point you to where she created that or...

(Martha Golkey): Okay.

Woman: ...maybe she's not aware of the need to create that for you, that you don't already have a place to submit that.

(Martha Golkey): Okay. She needs to create a place. Okay.

Woman: Yes. She can do a request for information from you...

(Martha Golkey): Okay.

Woman: ...which will create a place for you to submit that in the EHBs if there's not one already there. So it sounds like...

(Martha Golkey): Okay.

Woman: ...you need to communicate with your PO...

(Martha Golkey): Okay.

Woman: ...about how to do that.

(Martha Golkey): Thank you.

Man: And we - do you want to give us your phone number and we can follow up on this end too, caller?

Woman: That would be great. It's 518-402-1774.

Man: And your name?

(Martha Golkey): (Martha Golkey).

Man: Okay. We'll be in touch (Martha).

(Martha Golkey): Okay. Thank you.

Man: Thank you.

Woman: Next question comes from Disability Rights Montana.

Kelly Long: Hi. This is Kelly. I actually have a couple of questions. The first one is I want to get some clarification on carryover. Our grants are - what I call two-year grants they're granted in one fiscal year and we have till the end of the second fiscal year to spend the money. If you're carrying over money - if you have money left over after the first year you do not - you're not required to do a carryover request if you're spending it in the second correct? Only if you haven't spent it by the end of the second year then you need to request for the third year?

(Curtis): Is it a two-year budget period?

Kelly Long: Normally it is, yes.

(Curtis): Then...

Man: Can you give - why don't you give us your grant number, caller.

Kelly Long: Okay. Our grant number is X82MC16896.

Man: X83MC, okay.

Melissa Reyes: That's right and those - excuse me. Those are awarded with two-year budget periods. So you do not have to request a carryover from year to the next.

(Curtis): Right, that's what I thought. Yes.

Kelly Long: (Unintelligible) at the end of the second year. Okay, great. My second question is regarding sam.gov. You know, when I go in there it shows our organization but I have never physically registered with them. And I'm assuming we're in there because we got sent over from the CCRs. Do I...

(Curtis): Yes.

Kelly Long: ...need to go and register, correct? Register our organization?

(Curtis): No, you don't have to go in and register. If I did not say that. If you are already in - if you were in CCR your information migrated. What you would have to now do on a yearly basis is just to recertify.

Kelly Long: And will they send emails out to say it's time to recertify?

(Curtis): I believe they will send emails but I would - I recommend that you go in and check your information so that you can see your recertification date and do it at least three to five days prior to if not two weeks.

Kelly Long: Well since I'm migrated I don't have a username or a password. So I can't go into my individual account.

((Crosstalk))

(Curtis): Okay. Why don't - do you have the sam.gov Web site?

Kelly Long: I'm up there right now. Actually I was starting to register because I thought well I can't go in there. And I put in my email and it says I'm not in there.

(Curtis): Okay.

Kelly Long: Although I can go in there and see my information and my information's in there but I can't make any changes.

(Curtis): There should be a helpdesk number.

Kelly Long: Okay. (Unintelligible).

(Curtis): I would advise that you get with the helpdesk.

Kelly Long: Okay. That sounds great.

(Curtis): They can provide the extra assistance.

Kelly Long: Okay. Thank you so much.

(Curtis): Okay?

Woman: Next question comes from Community Health Systems of Wisconsin.

(Richard Perry): Hi. This is (Richard Perry). I have a problem with using EHB's helpdesk. I have several occasions when I have written for grants and had questions and the EHB helpdesk refers me over to the Bureau of Primary Health Care and the Primary Health Care refers me back with HRSA. Is there any way that we can get that cleared up? So - it's cost me a grant. I lost the opportunity to apply for a grant because of that type of confusion and it - they created a additional grant and nullified my original work that I was doing on my grant.

((Crosstalk))

(Richard Perry): ...very disturbing. It seems like no one knows exactly what you're doing and refers and keeps punting off the problems to different agencies.

Man: Do you have your grant number handy, sir?

(Richard Perry): Yes. H80CS00676. And those two grants are sitting there now - the one that was nullified and another one that was created in its place.

Man: Can I have your contact information, Mr. (Perry)?

(Richard Perry): Yes. It's area code 608-361-6130.

Man: Okay. We'll take a look into that. As you heard (Christina) say before and if any of our callers on the phone don't realize it but there is a separate helpline because many of our community health centers have specific needs and questions. So there is a separate helpdesk for that particular program.

But you can see that sometimes it's a challenge for us to make sure that we maintain a high level of support between the two call centers because they are not for instance co-located. So we apologize for that and we'll look into that Mr. (Perry) and get back to you.

(Richard Perry): Thank you.

Woman: Next question comes from Washington University, St. Louis.

Man: Caller, do you have a question? (Angela), should we move on?

Woman: Yes. SUNY Downstate Medical Center.

(Anika Daniels): Thank you. This is (Anika Daniels) with (unintelligible). Most of my questions were answered so I guess the only thing I wanted to ask at this point is - and it might not be relevant to this call but just let me know. Are there any updates in terms of our award letters for 2013-2014 for (H-COM)?

Man: Do you have a current grant, caller?

(Anika Daniels): Yes. I do - yes we do. This will be our third year on the grant.

Man: And what is that grant number?

(Anika Daniels): It's D18HP23014-02.

Man: And you're question is when you'll be receiving - I'm sorry. A letter or an NOA, is that it?

(Anika Daniels): Yes, for year three.

Man: For year three.

Melissa Reyes: So the best thing for you to do is probably to reach out to your grants management specialist who can give you more information for where they are in that process.

(Anika Daniels): Okay.

Man: Okay, caller?

((Crosstalk))

Man: ...if that doesn't work you can certain reach out to the call center and they will facilitate a conversation with the grants management specialist.

(Anika Daniels): Okay. All right. Thank you.

Man: Thank you.

Woman: Next question comes from Baltimore, Healthy Start.

(Charmaine Davis): (Charmaine Davis). I had a question with the change of scope. I contacted the call center, they were very helpful in having me upload my change in scope. However my project officer cannot see it in EHB.

Man: And your grant number please?

(Charmaine Davis): Sure. It is H49MCO5055.

Man: Sounds like a role issue right, Melissa?

(Curtis): Well you said the project officer cannot see it?

(Charmaine Davis): They cannot see it and the call center walked us through. I uploaded it personally and then they uploaded it on their side.

Melissa Reyes: Do you have a tracking number by any chance? Did you mark that down?

(Charmaine Davis): I do not offhand. I may have had it in an email because we even got a email confirmation.

Melissa Reyes: Yes because the only prior approvals I've seen were for project director changes not for a change in scope. If you log in to the EHBs and you go to the grants tab and then your grant folder link and then click on the existing prior approval do you see it there?

(Charmaine Davis): You say go into client folder.

Melissa Reyes: Yes.

(Charmaine Davis): See - okay. It's grayed out on this - I have to - I logged in as myself, as the financial officer and I should've logged in as the project officer. It's not even allowing me access to...

Melissa Reyes: Oh, okay. Can I get your name and your number and I can follow up?

(Charmaine Davis): Sure. It's (Charmaine Davis) and the number is 410-396-7318, extension 234.

Melissa Reyes: Okay. I'll go ahead and look into it.

(Charmaine Davis): Okay, thank you.

Melissa Reyes: Thanks.

Woman: Next question comes from Molloy College.

Sherry Radowitz: Hello?

Group: Yes.

Man: Go ahead.

Sherry Radowitz: Can you hear me?

Group: Yes.

Sherry Radowitz: My question is about the nurse faculty loan program. We have a candidate who has to give back her money because she was not able to fulfill her terms on that. That now creates more revenue in that account so I need to know if we need to do a carryover request even though we used all the grant funds we were allocated this past year. Hello?

Man: Yes, we're thinking.

(Curtis): Yes.

Sherry Radowitz: Oh, I'm sorry. I didn't hear you.

Melissa Reyes: Curtis can you...

(Curtis): Yes.

Melissa Reyes: Address that?

(Curtis): Yes. That nurse program -let's see, let's see.

Melissa Reyes: Yes.

(Curtis): Yes we - yes, it's interesting because we might have to - if you have a person that obviously they can't do the position anymore, am I correct? And now you have excess money remaining, right?

Sherry Radowitz: What happened is she borrowed several years ago and then she went into default. She wasn't - she was out of work, she wasn't able to pay back her - she wasn't able to get the faculty position and she wasn't able to pay it back. Well now she's made arrangements to reimburse us but then...

(Curtis): Okay.

Sherry Radowitz: And although we used all our grant funds for this year the nurse faculty loan program will always have money flowing back. Maybe only the 15% but the people who graduated even do get the faculty positions still have some payback requirements. So if that's the case the money now returns to the nurse

faculty loan program funded our college. How do you account for that in terms of carryover? That's all - I just need to know if that's going to be treated differently and it would probably apply to everybody that has this program.

(Curtis): Oh, okay. Well in this case how do you want to use it?

Sherry Radowitz: No, we'll continue to use it for other people in the program. That's the intent of it. But I need to know if I need to do a carryover - like a permission to carryover to the next year because now there's money back into that account again. Or do I just leave that as a balance from - just a balance because we did use all the grants funds allocated during the current program year.

(Curtis): Well you can use it as a carryover and as long as you use it towards the program you should be fine.

Sherry Radowitz: So we don't have to, you know, fill out any...

((Crosstalk))

(Curtis): ...have to request it. You still have to go through EHB and request it with a budget and adjustment case as well.

Sherry Radowitz: With a carryover request?

(Curtis): Yes.

Sherry Radowitz: Mm-hm. Okay. So it won't just show up then as a balance on the financials. It has to show as a permission to carry whatever that balance is over.

(Curtis): Exactly.

Sherry Radowitz: Okay.

Man: Caller, why don't you give us your name and phone number and we can do a little research too.

Sherry Radowitz: That would be very helpful. Okay, my name is Sherry S-H-E-R-R-Y Radowitz R-A-D-O-W-I-T-Z. And my work number is 516-323-4705.

(Curtis): Sherry what's the grant number on that?

Sherry Radowitz: I'm sorry, I'm actually out of the office. I'm calling from offsite so I don't have that with me.

(Curtis): All right, no problem.

Man: Okay Sherry, we'll take a look on our end and somebody will be in touch.

Sherry Radowitz: Okay. Appreciate that. Thank you.

Man: Thank you.

Woman: Next question comes from Foothills Community Healthcare.

(Debra) King: Yes, my question has to do with - I have two questions. One is one of the presenters talked about the clarification or a distinction between a project officer and a grants management specialist. And I'm aware that I'm very familiar with using my project officer but the second person--the grants management specialist--I'm least aware. And then my second question has to

do with actual usage of the EHB where we were locked out, when we missed the deadline. And I'm also offsite and I don't have my grant number.

Man: Okay. Well basically in terms of the grants management specialist as we said earlier that's sort of the - well not sort of. That's the person that you would work with in terms of fiscal related matters. If you were working on something regarding your budget, if you're looking to do some re-budgeting, that type of information or discussion can be held with the - should be held with the grants management specialist as well in terms of having programmatic approval if it's based on a set - a certain - I'm sorry. Dollar amount. But the GMS is the fiscal and business related person and that person is on the notice of award as well.

(Debra) King: Right. So do you - in this - in actuality or day-to-day I would know this person as well as I know my project officer in your estimation?

Man: Well it depends on the nature of your issue.

(Curtis): Right.

Man: If you...

(Debra) King: Okay.

Man: ...have an issue that's purely programmatic you probably are doing a lot of discussions and conversations with your project officer. But there are some times in certain situations and circumstances that you would deal with the grants management specialist because even with the conditions of award the conditions of award are listed by the grants management office.

(Debra) King: Oh that's akin to what you talked about: monitoring compliance. So (unintelligible) that's a person I do need to talk to. It just wasn't in my conceptualization. So that's good clarity. So thank you.

Man: Okay.

(Debra) King: And then the second question that I had - and again I don't have my grant number in front of me. In my case we had missed a deadline for our actual implementation. And so the EHB locks us out. It actually blocks us - our ability to - and I'm sorry. I'm too new to even remember the language. But it is where you go - site verification.

Man: Okay.

(Debra) King: So (unintelligible) we were blocked in regard to verifying. So we're block and then every time we go into it it says something to the effect that this has been locked out or we can't access it. So we did a change in scope in regard to - or under the (unintelligible) of our project officer and he said we've done everything on our end. It's in there. And he can't see it. What he's seeing and what we're seeing are two different things.

But our question was is it possible to open it up again when we are ready to put that information back? Because we couldn't find the place to attach it, we couldn't find a place to (unintelligible). We couldn't find a place to just tell the EHB you have indeed done this, our site is open and these are the specifics.

Man: What is your grant number?

(Debra) King: I'm sorry, I'm offsite. I don't have it.

((Crosstalk))

Man: Your name?

((Crosstalk))

Woman: ...grantee?

(Debra) King: I'm sorry?

Woman: Are you a health center grantee?

(Debra) King: I am a 330 grantee, yes.

Woman: Okay. For site verification you usually have 120 days after you've received your notice of award to verify that your site is...

((Crosstalk))

(Debra) King: ...yes, all of that is clear, you know, that wasn't unclear that - so when we missed the deadline...

Woman: Right.

(Debra) King: ...we got an extension. (Unintelligible)...

Woman: What happens when you miss that deadline is they consider that you didn't do it at all and so they take your site out of scope.

(Debra) King: Right. So we did a change in scope.

Woman: Yes.

Woman: So - okay. So this is what we - this is - that is the question. So when the scope was - when it was gone, when it was taken away...

Woman: Right.

(Debra) King: ...and then we did a change in scope it's not actually (unintelligible) it back but it has given us an opportunity to say yes, we did not meet that first deadline but now we're in place. So now we have the information to say yes, we are operational.

Woman: Usually when you submit a change in scope another condition would go back on your notice of award for another 120 days to verify that it's open and operational. If you could - if you had your grant number I could look and see if it's there or if you had some, you know, if I could see your change in scope. But what is your...

((Crosstalk))

(Debra) King: ...you know, we can - and I'm sorry. I'm away from my office too. It is there but our project officers can't access it or he wasn't able to see the same thing. And then what we were looking at on our end was once we were able to put the change of scope in it still didn't open up the other part for us to even be able to go back in.

And I guess it would be like you said. And that first part is gone. That first opportunity is gone. The only way to correct that is a change in scope.

Woman: Okay.

(Debra) King: And now you have...

((Crosstalk))

Woman: When you submit a change in scope it has to be approved by the project officer and then it comes back to the grants office and we can do another notice of award to put another 120-day condition on there for you to verify. If it hasn't gone through that process you're not going to be - it's not going to be there for you to do anything.

(Debra) King: Okay, and that is what - because he said he got it and he was going to send it forward. He was just talking about it. Okay.

Woman: If he hasn't done that yet and the notice of award has not been processed then you're not going to have an opportunity. What is the name of your organization?

(Debra) King: Foothills Community Healthcare.

Woman: Okay.

Chris Suzich: So it sounds like caller, you need to wait for the project officer to complete his or her exercise in the EHBs. Correct, (Helen)?

(Helen): That's what it sounds like.

Chris Suzich: Okay. All right, caller?

Woman: Would you take my name and number and make sure I can get a callback?

((Crosstalk))

Chris Suzich: ...go ahead.

(Debra) King: That way when I'm back in my office with the grant number - yes. My name is Dr. (Debra King) and my cell phone number is 864-888-7310.

(Helen): I've got it, (Chris).

Chris Suzich: You got that phone number? Because I didn't catch it all.

(Helen): You said Dr. (King)?

(Debra) King: King. K-I-N-G.

Chris Suzich: (Unintelligible)...

(Helen): Okay. Got it.

Chris Suzich: Okay.

(Debra) King: Thank you very much.

Chris Suzich: Thank you.

(Helen): Okay.

Woman: Next question comes from Cicatelli Associates.

(Jean): Yes, hi. This is (Jean). How are you all today?

Man: Fine.

((Crosstalk))

Man: Go ahead.

(Jean): In viewing the financial report I see - I understand that the item number 10 which is the federal cash, the cash receipts and all of that that's answered by PNS, correct?

((Crosstalk))

(Jean): Like we don't have to fill it in on this form. It doesn't actually take it.

Woman: That's correct. (Unintelligible)...

(Jean): Okay.

Woman: ...that you're reporting to the payment management system.

(Jean): Right, right. So we do that and then - first and follow up with this report. But my - and then my question is when it asks for expenditures unlike the - what used to be the FSR sometimes within a quarter or even at the end of a contract we might have spent a little more than the federal share which then would be the recipient share. So the recipient would have to pick it up.

But here the question - the federal expenditures says total funds authorized. That's the award amount. And then E says federal share of expenses. So the share of expenses can only be obviously up to what you were awarded. But there's no place that I see that - so let's say if the award was \$5000, I actually spend \$5100 I'm only saying on this form that the expenditures were \$5000, correct?

Woman: That's correct. OMB did change the form from the FSR when they implemented this new FFR.

(Jean): Right, right.

Woman: So now the recipient share which is the next block down...

(Jean): Yes.

Woman: ...you know, that's - they're only asking for that if you're a cost sharing or matching program. So we don't have a mandated (unintelligible)...

(Jean): Exactly. So if we're not then that \$100 over the grant award that my agency spent just doesn't get recorded on this form. Is that (unintelligible)?

Woman: That's correct.

(Jean): Right?

Woman: That's correct.

(Jean): Oh, okay. All right. I guess I was - you can't teach a new - an old dog new tricks I guess. I was figuring I was wrong because we've been doing this so many years the other way. Okay. Very good. Thank you so much.

Oh and the one other thing is the contract center number which you might've mentioned at the very beginning--I missed the first five minutes--could you tell me what that phone number is again?

Man: Yes. Phone number for the HRSA contact center is toll free at 1-877.

(Jean): Eight seven seven...

Man: Four six four four seven seven two.

(Jean): Four seven seven two. Okay.

Man: And they also have an email box and that I'll give you (Jean). It's [callcenter@hrsa.gov](mailto:callcenter@hrsa.gov).

(Jean): At [hrsa.gov](http://hrsa.gov). Okay great. Thank you so much.

Man: Thank you.

Woman: Next question comes from Disability Law Center of Alaska.

Woman: Hi. I just wanted to get one more clarification from Kelly in Montana's question. I'm a P&A system and we have a two-year budget period so no carryover. But when you put unobligated money that carryover page comes up and I'm assuming we're just supposed to say no. Just click on the No?

Man: You have a grant number for us?

Woman: I do. X82MC16897.

Woman: So you're submitting your SFR for the first year?

Woman: For our annual at the bar. So...

Woman: Of the first year?

Woman: I'm sorry. Go ahead.

(Darren): She has an X82 program?

Woman: Right.

(Darren): So you have a two-year project period?

Woman: Right.

(Darren): And are you at the end of your first year of the project or the end of the second year?

Woman: Yes, we always have spent down by the second year. It's always the first year that's the issue.

(Darren): Okay, but (unintelligible) into the first year you - there is no SFR requirement.

Woman: No- yes there is.

(Darren): Oh, I'm sorry.

Woman: There is (Darren). So yes, for the carryover it's either No or Not Applicable.

Woman: Thank you (unintelligible).

(Darren): Okay.

Woman: Next question comes from (Basar County Auditors Office).

Man: Go ahead, caller.

Woman: We'll go to the next one. University of Washington.

Man: Go ahead, caller.

(Lisa): Hi. This is (Lisa) and I had just a process clarification. This is regarding no-cost extensions for the first time under expanded authorities. And so my understanding is that these extensions still go through the electronic handbook and it goes through the same sort of process as a prior approval but it isn't - a prior approval isn't necessary for it.

And so I've noticed that when we do this we at some point later on do receive a revised notice of award essentially confirming the new end day. And so I wanted to know if that process is correct and if there is a specific timeframe at which we should anticipate receiving the revised notice of award. And if not until that point - that being the revised notice of award is issued that the extension is considered official?

Man: Hold on one second. We were just thinking, (Lisa). Did you want to give us your grant number?

(Lisa): I don't have a particular grant number. It's more of a - I do extensions a lot and so there's always this kind of time delay when we submit it through the E-handbook that we interpret that because it's under expanded authorities that it's really more of a notice to HRSA that we're exhausting that and at some point later on we'll receive a revised notice of award.

And so I just wanted to know if there was a timeframe for when those revised notices of award are issued because what happens on our end is we end up processing them because we've notified you but then we after the fact receive this revised notice of award. And so I wanted to confirm if, even though it's under expanded authorities and we're not asking for approval for this extension, that on your end is it not actually considered official until you issue that revised notice of award?

Woman: No, the revised notice - in your particular case, a revised notice of award is not the official. So you are correct. When you are notifying us, that is part of your authority under that that you can simply notify us that, per your extended authority, you are extending the time.

We issue the revised notice of awards, one to update your project period within the grant system, also to communicate to the payment management system that there has been an extension of time, so they will continue to allow you to draw down your funds under that particular document number.

(Curtis) if you have anything to add, please share.

(Curtis): You know, I'm sitting here talking all this time and I'm on mute, you know that? I'm sorry; I had my mute button on. But no, you are absolutely right, if the notice of grant award - once we issue the notice of grant award that would officially state that obviously your extension has been approved.

But as far as expanded authority fortunately, and you've been doing this for a while so you know that we will accept that as information, but the extension itself that's what we need to have go through the (HB) so we can accept that and send you back to (unintelligible) grant award.

So there's no timeframe in that respect, and I think that's what you're asking. There's no time frame in that respect because the time you draw down or the time you use to expand authority money, that's not the issue for us, it's the extension. So there's a time frame in and in essence for us to get it out to you within 30 days.

Woman: Okay, so I feel that maybe I'm misinterpreting. So the extension under expanded authority is not then official until we receive that revised (unintelligible) or for our purposes, once we submit an (EHB) and we get confirmation that we've submitted and we've exhausted this right, we are considered good to go and that we have the extension.

(Curtis): Well you won't be official approved for the extension until you get the notice of (unintelligible).

Woman: Even for a first time extension under expanded authorities?

(Curtis): Well - and see - and maybe I need to - or maybe I need to expound on - when you keep mentioning expanded authority, are you asking or are you suggesting that you want to spend the money for that expanded authority or

are you suggesting that - or are you asking that the extension is the question at hand. Because if the extension is the question, then the expanded authority at that point become moot, okay?

So it's really about the extension itself. If you send your request through (EHB) asking to extend your grant, then the expanded authority at that point is moot, so it doesn't really matter because the expanded authority is going to fall under that extension anyway.

Woman: It's my understanding is we still have to notify you that we're exhausting that first.

(Curtis): And you do, and you do, but the notification of that is also - it could very well be by email to us, but the point is once you notify us, which you are doing within that extension, then the extension is what us and GMS are concerned about at that point. And we're going to try to get that extension to you, processed, and get it back to you as quickly as possible.

Woman: Okay, so essentially it is waiting for an approval from you even though (unintelligible) authorities and we don't need approval.

(Curtis): Exactly. No you don't need approval for the expanded authority and you already know that. You do need approval for the extension. If you are extending the grant from - I don't care from three, six to nine months, then yes you do need approval for that.

Woman: Even when it's the first one? I'm not talking about a second extension.

(Curtis): Yes, even if it's the first - if you're extending the grant your very first time and your budget period in this case ended June 30th and you want to extend that

grant to September 30th and that's your first time, then yes you need to put in the request to (EHB) for us to approve that.

Man: (Lisa) why don't you give us your phone number and we'll take it offline, okay?

Woman: Okay. It's 2-0-6-5-4-3-4-0-4-3.

(Curtis): Did you say 4-0-4-3?

Woman: That's correct.

(Curtis): Okay. And that was (Lisa) right?

Woman: That's correct.

Man: Okay, we'll be in touch (Lisa).

Woman: Thank you.

Woman: Next question's from ((unintelligible Bolson) Health Care for the Homeless.

Woman: Hello?

Man: Yes, go ahead.

Woman: Hi, my question is with respect to supplemental funding on a (PHS) so it's a health center grant.

Man: Yes, go ahead.

Woman: It's about we had supplemental funding for HIV testing and counseling that came through our general grant, not our (Ryan White) grant and we were told in FY12 when we received that funding that going forward in FY13 it would go onto the (Ryan White) grant, but so far I haven't seen anything about that and I didn't know - I've asked my project officer for the (PHS) grant and she didn't have any advice and she wasn't sure so she suggested I ask you to day on the call.

Woman: You really to check with the project officer in the HIV AIDS bureau with that one to see if they know anything.

Woman: Okay.

Woman: I do the health center program - I'm he grants management officer for that and we don't have any information about how that's going to be handled this year.

Woman: Okay, so just take with the HIV AIDS bureau - that person (unintelligible) officer on that one.

Woman: That's correct.

Woman: And would that be - you mean the (Ryan White) is that the same thing?

Woman: Right. The (876) Program?

Woman: Yes, the (876). Okay good.

Woman: Yes, that's the one.

Woman: Thank you very much.

Woman: You're welcome.

Woman: Okay bye.

Woman: Next question comes from Utah Department of Health.

Man: Yes, go ahead.

Woman: Hello?

Man: Yes, go ahead.

Woman: I'm sorry Dr. Wood had to leave for a meeting, but we had a question on the (FFR) and the (PMS), but we believe we've got it answered so we will contact you if our answer is not correct.

Man: Okay, thank you.

Woman: Thank you.

Woman: Next question is from 16th Street Community Health Care Center.

Woman: Hello?

Man: Yes, go ahead.

Woman: Okay, I have a question about program income reporting in (FFR).

((Crosstalk))

Woman: We got an email earlier saying that program income reporting shouldn't be cumulative. It should be only for current period even though I have to report it in the cumulative column. Is that right?

Man: (Helen) do you want to take that?

(Helen): Would you repeat it please?

Woman: In reporting program income.

(Helen): Right, it's only for the current year in which you are reporting. Only for the year the budgets that on the (FFR).

Woman: Okay, so it's only for the current year, but the current year number I have to - but there is no space. I have to put it into a cumulative column, right?

(Helen): You just add it. You add what you program income that you received and dispersed in that - for the budget year on which you are reporting, you add it to the cumulative.

Woman: So I still report it as a (unintelligible) number, but the difference is my...

(Helen): Well, it is and it isn't. It really isn't, but you don't have any choice. You have to add it to what's already there.

Woman: Okay, I had this issue last year. I reported current portion and then the number is lower than previous year, so the whole system just like doesn't allow me to

report anything - it doesn't accept my report. So now you are suggesting I still report cumulative number?

(Helen): Well, I'm not an expert on how you report on the (FFR). I only know that you only are supposed to report the budget year program income.

Woman: Right.

(Helen): Somebody else may be able to help you with what the reporting looks like when you do it.

Woman: The report is just (EHB). The (FFR) report...

(Helen): Right.

Woman: So the report says cumulative and then I just the current year portion and report as cumulative number?

(Helen): As far as I know that's how it goes, but I'm not an (FFR) expert in (EHB).

Woman: Okay, I...

Man: Well, one second caller. We're still talking about it. Thank you (Helen). Hold on one second.

Woman: Okay.

Woman: So, yes, in the electronic form for the (FFR), you will only (unintelligible) cumulative columns, but you can go ahead and put the current period program income even though the column label is (unintelligible).

Woman: I'm sorry; I was not hearing the whole thing. I was like blank. What is it?

Woman: So even though the column label will show as cumulative...

Woman: Right.

Woman: for program income, it's okay to just do the current period amount.

Woman: You think its okay?

Woman: Yes.

Woman: Okay, but then my number will be - because you change from year to year, my current (unintelligible) number will become lower than last year's number and then the system says, no you cannot put a lower number than what is already there. So it looks like the system is still taking the cumulative number.

Woman: So can we get your grant number and your contact information?

Woman: Okay, my grant number is H-7-6-H-A-0-0-7-7-3. And my phone number is 4-1-4-3-8-5-3-7-4-0.

Man: And your name, caller?

Woman: My name is (Gng) G-N-G. (Gng Chan).

Man: Okay, we'll take a look and give you a call back, Gng.

Woman: Okay, thank you so much.

Man: Thank you.

Woman: Next question comes from the University of Michigan Flint.

Woman: Hi, my name is (Cindy Lada) and my grant number is D-O-9-H-P-2-2-6-3-1-dash-0-3-dash-0-0 and my question is about the carry over request and, you may have touched on this briefly before, but I'm still a little confused.

This is our - we're going into our third year in the grant and so last year at this time we had to do the carry over request, we have expanded authority, but we had more than the 25 percent to carry over. So when I do a carry-over request this year, because we still have money left, do I include everything that we have? Do I have to like separate out and say what was from the first year carry over or how do I do that?

Woman: One second.

Man: (Curtis) do you want to speak to that one? Are you still on mute? Okay, we're still thinking about it caller. Why don't you give us your name and number?

Woman: Okay, it's (Cynthia Lada) L-A-D-A and my phone number is 8-1-0-4-2-4-5-3-7-9.

Woman: Okay, so is the issue that you're unobligated balance is more than 25 percent of the authorized amount, so you have to - now you're beyond your extended authority so you have to submit a prior approval request to carry over those funds?

Woman: Yes. Correct. And, you know, I'm not sure because we carried over last year, do I have to explain anything or do anything differently or do I just do it the same way I did it last year?

Woman: Yes, you're only - your request should only cover the amount that you're asking for this year. And it should identify why you weren't able to spend those funds and then you have to submit a budget and a justification for what you're going to spend them on in the next year.

Woman: Okay and when I do that request, do I include the 25 percent or do I just do what's above and beyond that?

(Curtis): Let me chime in real quick. This is (Curtis Colson). If your expanded authority request is - if it's above your expanded authority model 25 percent, then include the 25 percent plus the amount left over, okay?

Woman: Okay.

(Curtis): Include everything.

Woman: Okay, thank you.

(Curtis): Okay.

Woman: Next question comes from Western Montana Education Center.

Woman: Hi, yes, I just have a question about the federal program income earned. Could you just explain to me what that is? I don't think it's to us, but we do have health care professionals that bill for their services.

Man: Do you have multiple grants caller?

Woman: No.

Man: You just have one grant?

Woman: Yes.

Man: Do you have the grant number in front of you?

Woman: Yes. D-0-4-R-H-2-3-5-9-4.

Man: D-0-4-R-H is that right?

Woman: D-0-4-R-H correct.

Man: And the question was about program income earned, right?

Woman: Yes.

Man: You want to know what is program income.

Woman: Correct.

Man: Basically it's any income or revenue that you receive on or a part of by activities of your (HERSA) award. That would be income that you take in.

Woman: Yes.

Man: And your notice of award would probably tell you in box 15 what's supposed to occur with the programming income in terms of report it.

Woman: (D04) has the alternative, which means program income gets added back into the program.

Man: Okay.

Woman: So it has zero in our notice of award.

Woman: Right, you're not - you don't have a program income - we don't put program income on your notice of award if you're not required to earn it and - it's not a requirement for your program, but if you earn any, you do report it on the federal financial report; the annual report.

Woman: Okay, so this is a network of consortium members and it's only one, you know, right now we only have one sight up and running and they are providing behavioral health services and they do bill for their services. Is that something that we're supposed to be reporting?

Woman: Do you get that money?

Woman: No.

Woman: Okay, then it's probably not program income.

(Curtis): Not (unintelligible).

Woman: Program income is earned by a recipient, sub recipient or contractor and it's generated by the grand supported activity or earned as the result of the award.

I would say that what you're talking about is not program income because you don't get it and get the benefit of it.

Woman: Right, but the sub-awardee does.

Woman: Yes, well then it is something that's earned by sub-awardees too. So you should be reporting it, but you're supposed to add it back into your program.

((Crosstalk))

Woman: Yes, it goes to pay for the salaries of the professionals.

Woman: Okay. But if you earned any, you're supposed to report it.

Woman: Okay, so the sub-awardee is supposed to report to us how much income they generated as a result of their billing?

Women: Yes.

Woman: Okay, so for instance they saw, as an example, they saw 300 patients and generated 50 thousand dollars, then that money - is that supposed to be reported in the (FFR)?

Woman: Yes.

Woman: And then that money was used to actually pay the salaries of the professionals, so then you indicate that too?

Woman: Well if you notice an award in block 15 you'll see an A at the end.

Woman: Yes.

Woman: That means added to the funds committed to the project or program and used to further eligible project or program objective. And if paying the professionals does that, then that's what you do with your program income.

Woman: Okay I see. Okay.

Woman: Okay?

Woman: Yes, so I just want to make sure we're doing this right.

Woman: I mean you're not required to earn it.

Man: Right, right.

Woman: Required to, but anybody who earns it, whether they require to or not report it?

Man: Exactly.

Woman: Okay. All right. So okay, so what about this, what if they you have billed, but they have not received any funds; there was not payment made?

Woman: Well that doesn't count.

Woman: Okay.

Woman: If you don't get any money.

Man: You don't have to worry about it.

Woman: You can't report anything.

Woman: Okay, thank you.

Woman: You're welcome.

Woman: Next question comes from (Milva) Southeastern University.

Woman: Hi, my name's (Jennifer Jones) my question was already answered.

Man: Thank you.

Woman: Thank you.

Woman: Next question comes from (Kami T) Family Medical Center.

Woman: Yes, can you tell me when the noncompeting continuation will be available in (EXP) for a budget series that starts on 11/1/2013?

Man: I'm sorry, what was that start date?

Woman: November 1, 2013.

Woman: What program is that?

Woman: Community health centers.

Woman: Oh.

Man: One second please.

Woman: I don't know the date. What's your grant number ma'am?

Woman: H-8-0-C-S-0-0-8-4-8.

Man: I didn't get that (Helen), did you get it?

Woman: 8-4-8. H-8-0-8-4-8.

Man: Are you looking it up (Helen) or?

Woman: Yes, I'm looking.

Man: Okay.

Woman: I don't think it's out there this soon.

Man: There is a schedule that we follow, caller, when that system makes those (NCC's) available, but I don't - frankly I don't have them memorized.

Woman: Okay, last year it was available in May and so far it is not available this year.

Man: Have you spoken with your project officer?

Woman: No, but I can do that.

Woman: I don't see it there. I thought it was - no it's not that - you said you saw it in May last time. That seems pretty far ahead of time for a November start.

Man: Hold on one more - give us ten more seconds caller. Maybe we can pull it up.

Woman: Okay.

Woman: Did you receive (NCC) instructions?

Woman: I'm not sure.

Woman: Okay, if you received instructions that the date when it would be available might be in there.

Woman: Oh no, we have not (unintelligible).

Woman: Well then, yes, okay.

Woman: If it's a...

((Crosstalk))

Woman: Will come out. Will come - you will receive instructions about the submitting the progress report.

Woman: I know, but you don't know when we will be receiving that.

Woman: I don't know when the instructions are going to come out, no.

((Crosstalk))

Woman: What I'm seeing right now is the start date, the budgetary start date's November 1st. Right now the non-competing continuation report is scheduled to be available July 10.

Woman: Okay. So we can look for it in July then.

Woman: Yes.

Woman: Do you know what the due date is going to be?

Woman: Right now it's scheduled to be August 14th.

Woman: Okay. Thank you so much.

Woman: (Unintelligible) what was that date?

Woman: The deadline? August 14th.

Woman: Thank you.

Man: The available date (Helen) was July 10th.

Woman: Yes, I heard that part. I thought it was only like a 30 day time frame.

Woman: All right, thank you.

Man: Thank you.

Woman: Next question comes from (Klagamas) Health Centers.

Woman: Hello, this is definitely an (EHB) question, so I am hoping that (Christina) is still on the line. My name is (Jennifer Stone) and my current I guess user profile has me attached to two organizations. Is there - your help staff at the help desk have been great, but they can't - I'm hoping that as their supervisor you might know a trick or something in order to, from my side, be able to disassociate myself from a previous organization. All the advice I've been given is that I will need to contact the organization and have the organization break that connection.

Man: I don't know if (Christina) is still on.

((Crosstalk))

Woman: Oh I am. So basically what your issue is is that you're linked to an organization that you're no longer working with, is that correct?

Woman: That is correct. And I do have immense amount of emails.

((Crosstalk))

Woman: Are they telling you - are they advising you that you're the primary (AO) from the previous organization can remove you from that organization?

Woman: They are. They didn't say the primary (AO), they just said I needed - it looked like I would - my only option would be to contact the organization and have them break the connection.

Woman: Right. The primary (AO) from the other organization can do that. Now I'm not sure, but (Melissa) would we be able to escalate the issue and have them just remove her from it?

Woman: Perhaps. (Jillian) are you able to enter this?

Woman: I was just going to say, we can do it from the back end. Right now the functionality's not there for people to remove themselves from an organization; however, we have received requests for that and are working on implementing that. So if I can get your user name and contact information, we can take care of that and let you know when it's been done.

Woman: Yes, so my contact information is (Jennifer Stone) S-t-o-n-e. I can be reached at 5-0-3-7-4-2-5-9-6-7 and my (EHB) user name is stonejm.

Woman: Okay, thank you.

Woman: Thank you.

Woman: Next question comes from California Department of Public Health.

Woman: Hello, this is (Rosanna Jackson) and I have a question on the no-cost extension. Our grant is due to expire on August 31st of this year and I'm wondering how early we can submit a no-cost extension request?

Man: You can submit it as soon as possible.

Woman: Okay great. Thank you.

Woman: Next question comes from Humility of Mary Health Partners.

Woman: Yes, I just needed some clarification as far as the notice of award being posted in the (EHB).

Man: Okay, go ahead.

Woman: Okay, my grant number is B-8-8-H-P-2-0-1-2-2 and the reason that I'm asking for clarification is that the grant period that budget period ends on the 30th and we have not received any information as to whether our (NCC) has been renewed. I know it was submitted and it's I guess still under review and I didn't know what the process was for getting the notice of award.

Man: You said the grant, the budget period ends at the end of June, is that right?

Woman: Yes.

Man: So it's a July 1 start?

Woman: Yes.

Man: Oh, okay. Well you should be - I can't tell you when you're going to receive it, but you should be receiving it if it's not on July 1st, it might be somewhere around that okay? Because right now we're trying to work out all the budget and fiscal matters pertaining to the money involved at this point, but you receive it shortly.

Woman: Okay, I just wanted to make sure that it wasn't somewhere in the (EHB) and I was missing it.

Man: No, no. If for some reason it was sent back to you, you would have known.

Woman: Okay. So it will just - it will post under the last (NOA) - the most recent one will automatically post?

Man: Well what will happen is that you will get a notice of grant award for this fiscal for 7/1/2013 and you should get that, like I said I can't tell you when, but you should get it shortly. Maybe in the next week, okay?

Woman: Okay, thank you very much.

Man: No problem.

Woman: Next question comes from (unintelligible) Vista Health.

Woman: Vista Family Health.

Man: Hello, can you hear me?

Man: Yes, go ahead.

Man: Yes, I have the following questions. We will be submitting our (FFR) shortly for our budget (unintelligible) ended on 3/31/13 and we will also be doing carry over request. What is the typical turnaround time for processing of carry over requests?

Woman: You should hear something from her so within 30 days.

Man: 30 days. And how would we know if the request has been approved. It is going to be via email or revised (NOA).

Woman: It will be through a revised (NOA).

Man: Revised (NOA) okay. And our grant number is H-8-0-C-S-0-0-3-7-4. We don't know who our current project officer is.

Man: We can look that up for you.

Woman: One thing that I will add, we can look that up, but also for anyone on the phone who may benefit from this, you can see who your current project officer and current grants management specialists are from within the grants tab. If you click on the grants tab, you will see a list of all the grants that you have access to and above that grants list there is a detailed view link and if you click on that it will expand each of the grant records and it will show the current grant management specialist, the current project officer, as well as the current project director information for the grant.

Man: Do they change from project each budget year?

Woman: They may change at any point, but when that change is made, the (EHB's) will automatically be updated so that you would see that - the most up to date information from within your grant tab.

Man: So the project officer listed in the (EHB) right now would be able to help us also with questions pertaining to issues in prior periods?

Woman: Right, so even if you had a different project officer on a previous budget period, your current project officer that's listed in the (EHB's) would be the one that you would work with.

Man: Okay, good. And also, do you have any updates on as to when health centers would be receiving their base funding adjustments for FY13?

Woman: We don't know exactly when that would be, but it would be before the end of the fiscal year.

Man: End of the fiscal year.

Woman: Or the end of the fiscal year for base adjustments.

Man: Okay good. And then one last question - it's more of a comment. Do you have any tutorials or plans on conducting trainings or seminars on how the FFR in EHB will be prepared, the mechanics and all that?

Man: We do have a good guide on the Web site for the FFR; let me see if one of us has that URL? Is it under HRSA grants Kelly?

Kelly Long: Yeah if you go to HRSA's Web site, www dot HRSA dot gov and then go to the grants tab and then to manage your grant, there's a wealth of information including a webinar or webcast that was done for the FFR, so you can take a look at that and it also has the slides from that webinar that you can download.

Man: Oh, okay. I will try to do that. Thank you. That's all my questions.

Coordinator: Next question comes from (CBCR).

(Jacob Sullies): Hello this is (Jacob Stalls) from (Clinic or CDCR) and I have a question regarding a grant, I have the grant number if you need it.

Man: Go ahead.

(Jacob Sullies): It is C as in cat 8, B as in boy, C as in cat, S as in (Sam) 2, 3, 9, 9, 3 and currently that grant is broken up and it's line itemed out, it has 186,000 for

one part of it for one location, 302,000 for location and 12,000 for another location, the question is if we need to spend more for one of the locations and less for another is it possible to re-allocate some of the money or is it kind of stuck the way it currently is?

Man: (Ellen) you want to address that? (Alan) do you want to address that it's CAB? Okay well (Ellen) might have had to tune out, one second please.

(Jacob Sullies): Okay. I also have a second question when you're ready for it.

Man: Okay. Let's start with your second question.

(Jacob Sullies): Okay the second question is, those three are broken out given those amounts and let's just say for the third location we had put an indication or an explanation of what we intended at that time to spend the money on, what if we changed our minds about what we wanted to spend it on?

In other words the explanation has changed, let's just say just a made up example, we wanted to change an exam room, retrofit it or upgrade it and then instead we decided we don't want to do that, we'd rather just paint the whole building instead. Is it possible to switch the explanation or does that matter or how do you switch it?

Man: (Ellen)? Do you want to talk - okay. Sir we have an ex- we had an expert on for HADs and CABs but she had to sign off so why don't I get your contact information and I'll be sure that she calls you back.

(Jacob Sullies): All right. Sounds good. My phone number is 805-659-2752 and you can ask for (Jacob Sullies), I'm the only (Jacob) here and my extension anyway is 8137.

Man: Okay. Somebody will be touch (Jacob).

(Jacob Sullies): All right. Thank you.

Man: Thank you.

Coordinator: Next question comes from the University of Delaware.

(Barbara Harrison): Hi this is (Barbara Harrison) calling and I'm calling with a process question in the (EHC).

Man: Okay. Go ahead.

(Barbara Harrison): Can you hear me?

Man: Yes. Go ahead.

(Barbara Harrison): So okay I utilize the (unintelligible) task tool frequently to see what it would do, I'm wondering since this is our - my first grant, which (unintelligible) is it possible today though (unintelligible) three to six months out? I'd just like that for planning purposes.

Man: So how quickly does a pending task hit your pending task queue, is that it?

(Barbara Harrison): Right. Right. How quickly does a pending task show up on my personalized WebSphere?

Kelly Long: Unfortunately there's not a consistent answer it depends on the type of submission, some submissions like the FFR will become available one

business day after your budget period start date. Whereas other submissions don't become available until closer to when they're due. So...

(Barbara Harrison): That's what I was wondering, is there a timeline posted somewhere for each grant though that says you can expect this report due in October or this one due in December. Again just to sort of budget out time.

Kelly Long: Yeah your notice award will outline all of your reporting requirements.

(Barbara Harrison): Oh, okay I have read that but I'll go back through and look for the timeline on it.

Man: Okay. Thank you.

Coordinator: Next question comes from (Unintelligible).

Man: Go ahead caller do you have a question?

(Andrew Warburn): Hello?

Man: Go ahead.

(Andrew Warburn): Yes my grant number is C8ACS21374 and we - I had got notification about a final budget that needs to be done but when I go into - log into EHB I'm not seeing an option for that. There are several other grants that we have but the due dates on them are saying 35 days away and 120 days away but I see nothing for a due date being June 28 and the grant ended May 31. The NOA told us that we have to support - provide - submit the final budget by 30 days after the end of the grant.

Man: Hold on we're taking a look - we're pulling it up sir.

(Andrew Warburn): Okay.

Man: So that was C8ACS21374?

(Andrew Warburn): C8ACS21374 yeah.

Man: Okay, one moment.

(Andrew Warburn): And I spoke to someone this morning and they mentioned we may have an authority - level of authority issue so I'm just trying to confirm that that is what the problem is, why I'm not seeing it and I'm in the process of waiting for an approval for that.

Kelly Long: You are registered in the electronic handbook?

(Andrew Warburn): Yes. Yes.

Kelly Long: And you said this is the final budget information that you...

(Andrew Warburn): Yes. Yeah.

Kelly Long: What is your name?

(Andrew Warburn): (Andrew Warburn).

Man: One second please.

(Andrew Warburn): No problem.

Kelly Long: Yeah. So I do see the report there so it most likely is the privilege issue.

(Andrew Warburn): Oh, okay so the report is there?

Kelly Long: Yes.

(Andrew Warburn): Okay. Okay. So then I'll just go ahead and wait for the authority to be able to access it.

Kelly Long: Okay. And your project director should be able to do that for you.

(Andrew Warburn): Right. I will put the request in for him to go ahead and do that so I'm just waiting for him to go out and get it done but I wanted to make sure that that wasn't, you know, since we are on the call now I just wanted to just take advantage of the time and just confirm whether or not that's what the actual problem is.

Man: Yes. That's correct.

(Andrew Warburn): Okay. Well thanks for your time.

Man: Thank you.

(Andrew Warburn): Okay.

Coordinator: Next question comes from Iowa Primary Care Association.

(Bonnie): Hello?

Man: Yes. Go ahead.

(Bonnie): Oh yes my name is (Bonnie) and I'm actually new to the Web site and I wanted to know where can I go for a good resource so I can learn more about it and navigate better in it?

Man: Do you have an existing grant (Bonnie)?

(Bonnie): Yes we do.

Man: Do you want to go ahead and give me the number if you have it?

(Bonnie): Yeah. Yeah. U58CS06813. Yeah we have a help and knowledge based page that's available to grantees, on that page there's information about getting registered, getting started and FAQs for filling out reports and other EHB related submissions.

You get to that page by going to help dot HRSA dot gov - dot HRSA dot gov, yeah I was able to register myself in the EHB and I think I've been pretty good at navigating but I think my challenge is going to come when I have to file the (S-Pars) and all of that because our CFO currently does that and I'll be starting to do that now.

Kelly Long: Okay. Yeah there's - we have a lot of information in the help and knowledge base and we're adding to it every day so I definitely would encourage people to check that out.

(Bonnie): And then is there a phone number that I can call, like a customer help service or?

Kelly Long: Okay. The HRSA contact center phone number is 877-464-4772.

(Bonnie): Okay.

Kelly Long: And the email address is call center at HRSA dot gov.

(Bonnie): Oh, okay. Okay. All right. No. That's it. Thank you.

Coordinator: Next question comes from Healthy Start.

(Margaret Turner): Hi this is (Margaret Turner). I have a question; we received a supplemental funding to our Healthy Start grant and in the EHBs where we do the reporting with the FFR, the financial report? It has the new amount in it, however our performance report is due and by going to the EHB it's back to the old budget forms it has the amount in it.

Man: What - do you have your grant number in front of you (Margaret)?

(Margaret Turner): Yes I do. I've got the - it's H49MC00122.

Kelly Long: We're going to have to reach out to those performance reports, it's operated by a programmatic system, so we're going to have to reach out to them, could we get your telephone number?

(Margaret Turner): Yes. It's 478-274-7619.

Kelly Long: Okay. We'll be back in touch with you.

(Margaret Turner): Okay. Thank you.

Coordinator: Next question comes from South Central Foundation.

(Lucy Goode): Hello?

Man: Yes. Go ahead.

(Lucy Goode): Hi my name is (Lucy Goode). I have a question regarding an audit report that was submitted and we had a follow-up email, it was through EHB submission file and they were - who can I contact on it?

Man: It was regarding an audit report that you submitted is that right?

(Lucy Goode): Yes.

Man: And your grant number?

(Lucy Goode): H80CSO1128.

Man: H80CSO1128.

(Lucy Goode): Yes 128.

Man: 1128?

(Lucy Goode): Yes.

Man: You can follow up with the grant management specialist if that was a required submission you should follow up with the grant management specialist or the budget officer that's listed on Page 2 of your notice of award.

(Lucy Goode): Okay.

Man: Okay. You say you submitted it in EHB correct?

(Lucy Goode): Yes.

Man: Okay. And yes follow up with one of those individuals.

(Lucy Goode): All right. Thank you.

Man: You're welcome.

Coordinator: We have no further questions.

Man: (Angela) can you give the instructions one more time for submitting a question?

Coordinator: Once again to ask a question please press Star 1 and record your organization.

Man: Any other questions (Angela) in the queue?

Coordinator: Yes we do have a couple more.

Man: Okay.

Coordinator: (Unintelligible) Department of Health, your line is open.

(Whitney Lovado): This is (Whitney) I have a quick question.

Man: Go ahead.

(Whitney Lovado): Well a couple brief questions, I recently changed my last name, got married and I can't figure out how to change it in the EHB. I've gone into my profile and changed it but it continues to use my old name in everything.

Kelly Long: Can you give an example when you say in everything, is it like it a notice of award incorrectly or it should be updating things but if there was an artifact that had already been sent out then it wouldn't update something from the past.

(Whitney Lovado): Even just the fields, I tried to change as project director for the grant, I tried to do a change of that but it just keeps confirming that I am the project director and that my name is (Whitney Johnson), not (Whitney Lovado).

Kelly Long: Okay. So on the notice of award you're saying that the name on the notice of award is the old name?

(Whitney Lovado): Yes.

Kelly Long: Okay. So what you'll need to do in that scenario is add the grant to your portfolio with your former name and then once you do that you can update your name and then that'll update in the future any additional notices of award that go out will have your current name on them.

(Whitney Lovado): Okay. My second question, with my name change I changed my email address and it will not verify that email address it just keeps telling me unable to verify.

Kelly Long: The emails from the EHB?

(Whitney Lovado): Yes I get the emails, I click on the link and it pulls me to a screen that says unable to verify this email address.

Kelly Long: Okay. So in that scenario we can take your contact information and take a look at that from the system.

(Whitney Lovado): Okay.

Man: Go ahead. Do you have a phone number for us (Whitney)?

(Whitney Lovado): Yes. 801-707-7592.

Man: And did you have another question or no?

(Whitney Lovado): I have one more question.

Man: Go ahead.

(Whitney Lovado): A couple years back in another position, in another agency I worked on a HRSA grant that is still in my profile or still on my - what do you call it my queue and so I get notices when it's, you know, in my task list and they cannot take me out of that grant. I've contacted the authorizing official and they cannot get me out of there.

Kelly Long: And do you have that grant number?

(Whitney Lovado): It would take me a minute, do you want me to pull it up?

Kelly Long: Or when I follow up with you on the verify email address issue then you can find it at that point.

(Whitney Lovado): Okay.

Man: Okay. We'll be in touch (Whitney).

(Whitney Lovado): All right. Thank you so much.

Man: Thank you.

(Whitney Lovado): All right. Bye-bye.

Coordinator: Next question comes from Federal Community Healthcare.

Man: Yes. Go ahead.

Woman: Oh who - I'm sorry. I'm getting distracted, one of the things that - this may just be a theoretical question - I believe that (unintelligible) makes things easier but I'm concerned about how uneasy I'm feeling given all these questions about the functionality of EHB and I know it's going through transitions but I'm just wondering who can help me feel more comfortable about how we're functioning in it?

Man: When you say how you're functioning in it, can you shed a little light, I mean?

Woman: Well you all are very clear, you know, and you say phrases like this is the way it usually should work and you're used to it and it seems to work for you, I'm just uncomfortable that it's not as good of a tool for me and I'm new, our health center is newly operational, we've only been seeing patients two and a

half months part time so I guess I'm just thinking about the ease of it or my comfort level in using it and part of that may just be continuing to use it.

Our contact at (unintelligible) tells me that she looks over it every day to make sure that she's on top of it and then when you do that there's not one clear place where everything is so again this is more theoretical than anything and it may be me and I recognize that I could spend more time with it to get used to it and understand it better.

Man: Well first welcome to the HRSA fold as a new user using EHB, we can understand you may see some challenges but I think what we've all tried to express here is that we have resources out there available either on the HRSA (tube) or in EHBs to provide some assistance to you and as you've head some of us speak today we offer ourselves up to you and if you have questions or concerns there's always your grants management specialist as well as persons at the HRSA contact center and the program office.

But we have some resources that are out there on the HRSA (two) that you could tap into and if you have additional questions you should feel free to give us a call.

Woman: Okay.

Man: Yeah.

Man: Thank you caller. (Angela) do we have any other calls?

Coordinator: Yes we have a couple more.

Saint Louis Health Department your line is open.

(Godfrey Tane): Good afternoon. I had a question on (unintelligible) and the EHB trying to populate my number for the final financial report for the 2012 (unintelligible) on my...

Man: Can we start out with your grant number please?

(Godfrey Tane): H89HA as in apple, 00033.

Man: Okay. I'm sorry - and go ahead with your question.

(Godfrey Tane): I found out - not authorize - phone authorize in a report populate normally before you go in to get information and where are we supposed to put in the expenditure amount in the table. I don't know if anybody's having that problem or just me?

Man: There's a fairly new feature for some of our grantees on the FFR including yours caller, so why don't we get your contact information and we'll have somebody call you directly.

(Godfrey Tane): Okay.

Man: Go ahead.

(Godfrey Tane): Email or phone number?

Man: Phone number please.

(Godfrey Tane): 314-657-1460.

Man: 314-657-1460?

(Godfrey Tane): Correct.

Man: And your name please?

(Godfrey Tane): I'm (Godfrey). G-O-D as in daisy, F-R-E-Y, my last name is T as in (Tom), A as in (Adam), N as in (Nancy), E as in (Eric), (unintelligible).

Man: Okay. We'll have somebody give you a call on that caller.

(Godfrey Tane): Okay. Thank you.

Man: Thank you.

Coordinator: Next question comes from UMass Medical School.

(Janet): Hi this is (Janet) and I know I'm standing between you and the end of this call so I appreciate you taking a few extra calls. I was about 30 minutes late getting on so the questions are answered in the phone - in the tape I'm happy to go back and listen to it so my first question is, how soon will the replay be available at the phone number that you gave for today's session?

Man: (Angela) you can answer that one.

Coordinator: I'm sorry could you repeat that?

(Janet): Yes. I just was - I have a couple questions one of them is that what time will the replay of today's session be available at 866-424- 4005?

Man: (Angela) did you want to answer that or I could guess and say in one hour but (Angela) can tell us definitively.

Coordinator: Yes within one hour after the call.

(Janet): Okay. And will we need, you know, any password or code or anything like that?

Coordinator: No password, just the phone number.

(Janet): Okay. Great. And then real quickly if you would address this question, in the earlier - the first 30 minutes then I will just, you know, I won't - you don't have to answer them but my question was for the (AENT) program, when will the progress report be available because I think there's one that's going to be due some time this summer?

Kelly Long: You should expect to hear from the program office in the beginning of July.

(Janet): Okay. And then at the same time I have a question, it's a two-year grant and I just wondered when we would be notified of the funding for the second year if in fact we're going to receive it?

Man: Well I can tell you this the awards, most of them have been processed so you should receive it shortly.

(Janet): Okay. All right. Thank you very much, I appreciate it these calls are very helpful.

Man: No problem.

Coordinator: Next question comes from Children's Hospital Research Center Oakland.

(Eileen Murray): Hi this is (Eileen Murray) can you all hear me?

Man: Yes. Go ahead.

(Eileen Murray): Hi. I have two questions one of them is I was on a grant previously for a number of years and I haven't worked with this grant for two years, they've tried unsuccessfully to remove me from this and I'm not sure what else to do because I'm still getting the notification, which I don't mind it's just that I shouldn't have access to the grant anymore. Let me know when you're ready for the grant number if you want that now or not?

Man: Yeah. Go ahead. Give us the grant number please.

(Eileen Murray): It's UIE as in elephant, M as in mom, C as in cat, 16492.

Man: And I think that was similar to a question we got before and are you in contact with the people at (Unintelligible) organization?

(Eileen Murray): Yes I am. I'm actually still at the same organization I just changed positions and so I no longer work on that grant.

Man: So you need to disassociate yourself from that grant?

(Eileen Murray): Correct.

Man: Is that something she can do herself?

Kelly Long: Yeah can you just repeat the grant number again, right now you can't do that yourself you have to do it from the backend so.

(Eileen Murray): Okay. It's U as in umbrella, 1, E as in elephant, M as in mom, C as in cat, 16492.

Kelly Long: Okay. And can we get your contact information so we can let you know when that's done?

(Eileen Murray): Sure. It's (Eileen Murray) and the phone number is 510-428-3786 and I wasn't aware that I could take myself off it, I was told that I had to go through somebody else so I've been waiting for them for two years to take me off and they haven't.

Man: Yeah. That's okay I miss-spoke it turns out you can't do it yourself either.

(Eileen Murray): Oh, okay.

Man: So one of us will be back in touch with your at that phone number. Did you have another question?

(Eileen Murray): I do, the current grant that I'm on I have to apologize I came on the call late because of another thing that I was doing here, we have one of the primary care grants for the residents and I wasn't aware if you guys had already spoken about when our next reports are due. I didn't get the last one until probably seven days before it was due so it created a little bit of a kerfuffle and so I wasn't sure if there was a way to find out when the next thing is and when to expect it because I'm not getting those notifications?

Man: You might want to consult with the NLA or what do you think Kelly?

Kelly Long: Yeah or reach out to your program officer?

(Eileen Murray): You know, I'm not sure who that is I don't always get a response back and from what I understand I think our program officer had changed. So that's why I wanted to check.

Man: Okay we might have that - Kelly do you still have that grant up?

(Eileen Murray): It's a different grant number.

Man: Oh, it's not the UEE? Oh I'm sorry the...

(Eileen Murray): That's correct - yeah the UE1, the U1CM I'm not working on anymore.

Man: Oh, okay give us the grant number you were just talking about (Eileen).

(Eileen Murray): Okay. It's T as in (Tom), 8, 9, H as in (Harry), P as in (Paul), 20742.

Man: 20742?

(Eileen Murray): Yes.

Man: So this is a health professions grant and you're trying to find out when the performance report information will be made available?

(Eileen Murray): Right. I don't know when the next one's are due. I'm not getting any of the previous notice or any of the here's what's coming up notices and so I have to log on every couple of weeks to just check in and because we work with 90 residents I don't probably remember to be honest so I'm trying to, you know, I

was hoping that I was going to get those email notifications and I'm not getting them.

And so I just thought if I could kind of have an idea then I can put it in my own calendar to have a look at when the next report is due because my next one that I know about is the - I think it's the FFR but it's not due for 189 days and that's the only thing that I can see.

Man: (Eileen) what is your role in that particular T89 grant?

(Eileen Murray): I'm the admin basically so I'm the one who gets all the information, puts it together in the grant and then we eventually submit it, the director and I.

Man: Do you get any notifications from EHB?

(Eileen Murray): You know, I did at the very beginning probably two years ago I think that I did and then I haven't since. I know it usually just goes to the PI but I know on another grant that I worked on that no longer exists, I used to get all the notifications and I actually have gone through with somebody on the call center and tried to set it up more than three times to set it up so that I can get notifications and I'm still not getting them.

So I was told two different things unfortunately and one of them was yes you can set this up and the other one was no you can't because you're not the PI but the original grant that I worked on starting eight years ago I know that I was able to get those notifications because I'm the one that submitted everything with the PI.

Man: So you're still getting notifications from a grant that you don't want to get notifications from anymore right?

(Eileen Murray): Right. I'm getting notifications on the UAC that don't want.

Man: Okay.

(Eileen Murray): I'm not getting anything for this one, which I need.

Man: And your number was 510-428-3786?

(Eileen Murray): Yes.

Man: Hold on one second please.

(Eileen Murray): Sure.

Man: We'll just follow up with you if that's all right (Eileen)?

(Eileen Murray): Oh it's fine. Thank you.

Man: Okay. Thank you.

(Eileen Murray): Appreciate it.

Coordinator: We have no further questions.

Man: Okay. Do you want to give the instructions one more time because we'll be?

Coordinator: Yes. Once again to ask a question please press Star, then 1.

Man: Okay anything there for us (Angela)?

Coordinator: We just had one more come up, Monroe Community - excuse me Monroe County Hospital.

Man: Okay. Go ahead caller.

Man: Hello can you hear me?

Man: Yes. Go ahead.

Man: Yes I just would like for you to - I missed part of the call, I'd like the replay number please.

Man: Okay.

Coordinator: Toll free number is 866-424-4005 and the toll number is 203-369-0854.

Man: I'm sorry give me the last one again.

Coordinator: 203-369-0854.

Man: You probably don't want to dial the toll number though sir you probably want that toll free number, which was the first number.

Man: Yeah. And that was 866-424-4005?

Man: Correct.

Man: Thank you.

Man: Thank you. Anything else in the queue (Angela)?

Coordinator: No further questions.

Man: Okay. I'd like to thank everybody for joining us, today's speakers could you stay on the call please and (Angela) could you put us in post conference?

Coordinator: Thank you. This concludes today's conference. Please disconnect at this time.

END