Questions and answers from Oct 16 IowaGrants.gov webinar

Q: After the claim has been approved, will we receive an email from the program officer saying that it has been approved?
A: No. The status of the claim will change to Approved when the claim has been paid and the warrant mailed.

Q: Also known as Care for Yourself
A: thanks

Q: Any idea when BCCEDP will be available to bill on iowagrants?
A: We are also working on this one. We are aiming for end of next week.

Q: Are the reimbursements done each pay period or what is the longest period of time you can have in each reimbursement
A: You should follow the claim submission requirements listed in your contract. The IDPH standard is a monthly claim submission but there are some variations.

Q: Can the editing be from the IDPH side, or is it showing mine. I submitted my claim for July and it gave me the message I have successfully submitted, but when I go in and check it says editing.
A: Editing is a common status which means that claim/section is open to you. Please make sure the claim forms are marked as complete and submit.

Q: Do the names still appear in the drop down once access is removed?
A: Yes, the list of names in that list are people who have been link to your organization.

Q: Do we still receive a final signed contract after application is approved?
A: No, the fully executed contract documents are uploaded into the Contract Document component in your grant for your review/use.

Q: Do you have a time frame when environmental health will be able to submit their quarterly report?
A: We have two grants that we've been working on. GTC grants are a priority. You will receive notification as soon as they are open for your use.

Q: Do you submit a new application each quarter for reimbursement?
A: No, the application process occurs on an annual basis. You will need to submit a claim for every reimbursement.

Q: what if you get a new email address?
A: Please log into the IowaGrants system, select ‘my profile’, click on the Edit button at top right corner and update the email. Please click on Save button to save the new address.

Q: How do we know who to add as additional contacts?
A: This decision is up to your agency. Anyone that you would want to complete claims, or progress reports, etc...should be added so they have direct access to the grant.
Q: does everyone do status reports?
A: Yes, at least one type of report is required. Please refer to your contract for specific requirements.

Q: How long will the flat version be available? Will it be available after the grant closes?
A: Yes
Q. Why is my screen blanked out?
A: If you have logged in (assuming you were successful), your screen may be blank because you are not be attached to current grant in the system.

Q: How do I know if I've been added as an additional grantee contact? I am linked to a grant under my applications. It shows that it has been submitted and it does not show up under My Grants but I think the Grant should be underway by now. Would I only have it under My Grants if I was added as an Additional Grantee Contact.
A: Yes, only grants (that are underway) to which you have been linked will appear in your list.

Q: How do we change staffing on actual grant information i.e. adding financial person.
A: The Grantee Contact needs to open the General Information component of the grant, click Edit at the top right of page and select the names of appropriate persons in the drop down list for Additional Contacts. Please remember to click the Save button.

Q: How do you delete an application?
A: You cannot delete an application. If you have started one in error you need to send a written request to your program officer requesting that it be withdrawn.

Q: I don't have any status reports pending--when do they get uploaded?
A: The programs are currently developing the reports in the system.

Q: How soon will this be put on the web site?
A: The recorded Webinar will be posted by the end of October (hopefully sooner for the recording and handouts. Questions take a bit longer)

Q: I am in that section (General Information component) and I cannot add a person.
A: If you are not the grantee contact, you won't be able to make changes.

Q: Additional contacts can only be added when opened up by IDPH?
A: When the grant site is open to you, then all these areas are open for changes. The Grantee Contact is the only person who can add or delete additional contacts to the grant.

Q: I am the only grantee contact and I cannot open it to add a person as an additional grant contact.
A: Please contact Stacy Hewitt or Cheryl Christie for additional assistance. (Contact information at end of the Q7A document).

Q: So should I just continue to be patient? I went through all the steps described for submitting claims and its status shows as "Submitted" Date Submitted = 10/03/2014... Or did I miss a step and my claims are floating in the system somewhere?
A: If you submitted the claim, an email goes to your IDPH program grant manager notifying them of the submission. That person has hopefully approved it and forwarded to the Bureau of Finance for review/payment. The entire review process can take up to 15 business days within the department.

Q: I am trying to log in and my computer won't allow it saying “the connection is not private” any suggestions?
A: It could be that you've added http in the address. The address is www.iowagrants.gov