

Frequently-Asked Questions for COVID-19 CIS Telehealth Operational Relief Grants

Updated 8/24/2020

ELIGIBILITY-RELATED QUESTIONS

1. Who is eligible to apply for these grants?

CIS Fiscal Agents who hold the CIS Bundled Services Contract for their region are eligible to apply for these grants on behalf of the region. They should work closely with all contracted service providers and CIS Admin Team to ensure their needs are represented in the application.

2. I provide CIS services as a subcontracted provider through the CIS bundled contract, how do I apply to receive funds?

Subcontracted CIS provider organizations should work with their region's Fiscal Agent and CIS Administrative Team as needed to communicate their telehealth-related needs and expenses to be included on the region's grant application.

3. I serve CIS clients but my services are not reimbursed through the CIS Bundled Contract, where can I apply for COVID relief?

Health care providers that serve CIS clients but are not reimbursed through the CIS bundled contract may apply for financial relief related to COVID-19 through the Health Care Provider Stabilization Grant Program. Additional information about that program may be found at <https://dvha.vermont.gov/health-care-provider-stabilization-grant-program>. This may include, for example:

- Physical therapists
- Occupational therapists,
- Speech language pathologists
- Strong Families VT Home Visiting providers funded by MIECHV grants or other funds

APPLICATION-RELATED QUESTIONS

4. How do I apply?

The application is available for download online (<https://dcf.vermont.gov/covid19-relief-grants/cis-pccs>). Please review the instructions, complete the application, and email it to AHS.DCFDCDCIS@vermont.gov.

5. Do I need receipts for all my expenses?

Yes. You will have to provide documents that verify expenses incurred in March through July with your application. For example: receipts/paid invoices that list the items purchased and payroll documents. The [Expenses Worksheet](#) can help you itemize these.

In early November, you will do the same for expenses incurred in August through October.

6. Can I request money for other expenses or income losses related to COVID but not telehealth?

No, these funds will be awarded only for expenses related to supporting remote service delivery.

7. How is this grant opportunity different from the CIS Retainer Fund?

This is a competitive grant process and limited to telehealth related expenses. Questions will be answered in writing and will be added to our Frequently Asked Questions document on the public website to ensure that information is available to all applicants. This document will be updated with new questions and answers daily.

8. Am I guaranteed to receive the funds I requested?

No. This is a competitive grant process. Not all requests will be awarded. It is your responsibility to make sure your application is complete, accurate, and received on time. Submitting early will not affect the outcome.

9. How much will my grant award be?

If you get a grant, the amount will depend on the:

- Documentation of eligible expenses.
- Availability of funds.

10. When will I find out if I am getting a grant?

You will be notified by email by mid-September. If you are awarded a grant:

Incurred expenses

You will receive funds for approved expenses/losses by September 14, 2020. It could be later if you have not received a payment from us recently.

Anticipated expenses

You will be asked to send us an invoice and supporting documents for all approved expenses/losses in early November.

11. What happens if I forgot something when I submitted my application? Can I provide more information later?

It is important to submit a correct and complete application the first time. You will not be able

to submit another application or modify your application. Only one application will be accepted per agent.

12. Who do I call for help with the application?

You can email AHS.DCFDCDCIS@vermont.gov with your question. Emails will be returned within one to two business days. Questions will be answered in writing and will be added to our Frequently Asked Questions document on the public website to ensure that information is available to all applicants. This document will be updated with new questions and answers regularly.

13. How will I know my application was received?

You will receive an email confirming that your application was received.

14. If I have applied for PPP (Paycheck Protection Program) funding and have not received approval or an award, how do I reflect this in my Operational Relief Grant application?

Include the PPP funding amount that you applied for in your grant application, along with documentation that the income is pending. The review team will consider this and will reach out with any questions.

15. What if my question is not answered on this document?

You can email AHS.DCFDCDCIS@vermont.gov with your question. Emails will be returned within one to two business days. Questions will be answered in writing and will be added to our Frequently Asked Questions document on the public website to ensure that information is available to all applicants. This document will be updated with new questions and answers regularly. New questions will be accepted through August 14th.

16. Section 1, under “Material Supports for Clients”: the supporting documentation request is for an itemized list that includes client name. Being mindful of HIPPA requirements, may we please submit client’s initials only?

If materials are specific to one client, please submit information with initials only for the client.

17. Section 1, “Anticipated” column: is the documentation that is required for the Anticipated column our best cost projections? Obviously, there will not be receipts yet for anticipated costs.

Yes, please estimate your anticipated expenses. Anticipated costs will need to be invoiced with receipts and documentation in November.

18. Section 2, Checkbox option 1: It appears there is an error in the phrasing. This Operational Relief Grant for CIS is specific to CIS. However, the phrasing in checkbox option 1 says “...to perform functions for the provision of child care, summer day, or

after school programming.” That appears to be language relevant for the ORG for those projects, and not for CIS.

The application has been updated to the correct language and is available on the website.

19. Are we required to fill out the grid in Section 2?

You are required to fill out the grid if you received any other funds to cover telehealth costs.

EXPENSE-RELATED QUESTIONS

20. Can I get the money before I incur the costs?

No, funds for anticipated expenses will be received upon submission and approval of an invoice with supporting documentation detailing expenses.

21. My telehealth expenses have not changed from before COVID-19, can I apply for help with these existing expenses?

No. This grant only covers expenses related to remote service delivery that are:

- Over and above what you would typically spend,
- Related to COVID-19, and
- Not covered by another funding source.

22. What are examples of expenses that might be eligible under this grant?

- Software licenses for remote service delivery (e.g. zoom, skype, etc)
- Track phones for clients
- Staff training to support effective remote service delivery
- Laptops or tablets for CIS service providers

Remember that all expenses you claim must be over and above what you would normally pay for those items or services. For example, if you would normally pay \$200 a month for Zoom subscriptions, now pay \$750 a month because of COVID-19 related issues, you may claim \$550 a month in expenses if this expense is not/will not be covered by another funding source.

23. What if I over estimate my expenses? Do I need to pay the funds back?

You will be required to submit documentation for all expenses and will be only reimbursed for actual expenses.

24. Could our agency end up spending money that we don't get reimbursed for if applications across the program exceed available funds?

Yes, it is possible. We anticipate the awards will be announced by September 11, 2020. The total grant funds awarded for approved expenses (both incurred and anticipated) cannot exceed the total funds available to the Department.

25. Is this a separate opportunity than the \$100,000 for telehealth equipment we heard about in the past?

Yes. The \$100,000 originally discussed by the legislature to support telehealth services for CIS providers is now included in the \$12 million dollars allocated to DCF. Total awards to CIS providers under this grant program are not limited to, or guaranteed to reach, \$100,000.

26. How does this grant program interact with the Health Provider Stabilization Program?

Please review the link for Health Care Stabilization grants below:

<https://dvha.vermont.gov/health-care-provider-stabilization-grant-program>. The Health Care Provider Stabilization Program administered by AHS is intended to address lost revenue and incurred expenses related to COVID-19, while the Operational Relief Grants for CIS providers administered by DCF is more narrowly targeted to supporting expenses related to telehealth service delivery. Providers should closely review allowable expenditures under both grant programs and apply for funds in accordance with the programs' guidelines, including reporting on your applications other sources of fiscal relief received. Providers may not receive funding for expenses already reimbursed through a different relief mechanism; if a program is reimbursed for the same expenses through both programs, the State will be obligated to recoup funds from one of these sources.