

**Austin Public Health**  
**Oct. 17, 2024 Social Services Agency Training**  
**Question and Answers**

Q. Is the agency training going to be available online?

A. The slide deck and other relevant information will be posted at <https://www.austintexas.gov/article/aph-social-services-competitions>

**Reporting**

Q. For annual progress report, is the due date 45 days consecutive or business days after the contract end date?

A. All reporting is based on calendar days.

Q. Are the annual reports also submitted through PartnerGrants?

A. Yes, under “status reports”.

**Funding Competitions:**

Q. Does City vendor status expire after a period, much like the Threshold application and Agency Administrative Profile, and does it have to be updated periodically?

A. Vendor Registration does not expire but is tied to the registrant's email address. Questions about the vendor registration website can be directed to [vendor@austintexas.gov](mailto:vendor@austintexas.gov)

Q. Does the City provide procurement training?

A. The City does not provide training for agencies on how to conduct procurement. Questions about Capital Improvements or price bidding can be routed to your contract manager. Austin Public Health does provide training on our funding competition processes via Pre-Bid meetings that are specific to each competition. For Pre-Bid registration information and general funding competition trainings, [APH’s Social Services Competition website](#).

**Reporting Clients + Eligibility:**

Q. Does the 250% FPL client income eligibility requirement change apply to all existing grants or only new grants?

A. All contracts, whether brand new or renewed, executed after 10/1/2024 had FPL eligibility increased to 250%. Contracts on April 1 renewal schedule will be amended for 250% during their renewal period.

Q. When is the income level of 250% effective?

A. Please see the previous answer. Direct any questions to your contract manager.

Q. Does the 250% apply to all service categories of Ryan White?

A. No, Ryan White is a Federal program with its own eligibility requirements. Per [Exhibit A.3](#), Eligibility requirements for clients served under state or federal grant contracts will be determined by the grantor.

Q. What does a "Self-Declaration of Identity" mean?

A. When a client gives a name and other personal information without any form of identification.

Q. If services are provided at a school in the City of Austin jurisdiction but not all students are, can services be provided under the contract at that school?

A. Yes, students enrolled in a school within Austin/Travis County or its ETJ are eligible for services at that school regardless of home address.

Q. If I am told by my SSFS that there may be a fee (missing a document that was supposed to be submitted), what does a fee entail?

A. More information about this specific situation is needed to answer this question.

Q. What if a client has income, but it's paid in cash without documentation. What would be required for documentation?

A. Examples: Bank statements, Regular PayPal/Venmo/Cash App statements, letter from employer. Please consult with your APH contract manager.

Q. If we're not a title 1 school but the family we're serving has a child enrolled in a title 1 school, does that count as income eligibility?

A. No, Title I school enrollment is only acceptable for the income eligibility requirement for programs being run at the Title I School.

**Insurance:**

Q. For auto insurance liability coverage, does it mean individual staff auto policies? Or does it need to be an organization-wide policy like the D&O insurance?

A. For agencies with more than two volunteers/employees, an individual organization-wide policy covering non-owned autos is usually required.

**Claims:**

Q. Should we remove any charges on our general ledgers that are not being billed to COA?

A. Correct. Only costs being charged to the APH program should be present on the general ledger. The ledger should total exactly to the amount being requested.

**Monitoring:**

Q. When you said monitoring reports for sub-guarantees, does that refer to the 3 areas for monitoring (financial, eligibility, and performance)?

A. Yes.

Q. What % of agencies have no infractions found?

A. APH does not currently have this data readily available to respond to this question.

**Miscellaneous:**

Q. Can we get notifications of when contracts are executed or uploaded?

A. The main agency contracted listed in PartnerGrants is notified via email when the contracts are executed and uploaded.

**Other APH Services Questions:**

Q. If we wanted to refer clients for vaccinations, what is the process?

A. You can find clinics and make appointments at

<https://www.austintexas.gov/department/immunizations>

Q. Could we have a link to more information about the naloxone partnership?

A. More information about the naloxone partnership can be found here

<https://www.austintexas.gov/department/preventing-opioid-overdose>