

- 1. Can you combine two budget categories such as personnel & general operations in the same draw request?**
 - a. Yes.
- 2. Can you provide an estimated timeline for when grant administrators will be assigned, and when grantees can expect initial communication regarding contract execution?**
 - a. Grant administrators will be reaching out in the next few weeks to collect required documents to begin agreement execution.
- 3. When I go into Neighborly, I am unable to see tasks. What should I do?**
 - a. Please work with your grant administrator to troubleshoot Neighborly together. It could be that the tasks were assigned to another member of your organization, or were not yet created.
- 4. Do you prefer we submit individual draw requests per budget category, or could we submit one draw request invoice for all expenses across the budget categories for a specific time period?**
 - a. We prefer you submit a draw with all requested expenses per month or quarter across budget lines.
- 5. On the report page, there is the option of ‘saving’ vs ‘complete and continue’. Is the “reopen page” option not available anymore?**
 - a. Once a step is submitted with the 'complete and continue' button, you will not be able to reopen the step on your own, but you can reach out to your grant manager to request that a step be reopened.
- 6. How do you put in a draw for personnel?**
 - a. The process for submitting a personnel draw is the same as for an operational expenses draw. You must enter a summary of the expenses, upload the appropriate supporting documentation, and enter

the amount you are requesting. Timesheets and paystubs are required for any positions that are not fully funded by the grant. If the position is fully funded, only paystubs will be required (not timesheets).

7. How long will grant manager take to review the draw request?

- a. ACDS aims to process all appropriately documented requests in 30 days or less.