Frequently Asked Questions from Healthy Homes Office Hours

Q: Will there be updated training materials?

A: Yes, a new version of the training will be recorded and sent out to prevent confusion caused by previous versions.

Q: Is there a list of insurers that provide pollution liability insurance?

A: Yes, we can send a list of insurers that other grantees have used successfully.

Q: How do I verify if my grant agreement is executed?

A: If you have pulled it down from Oregon Buys, then it is executed. Otherwise, we will check and follow up.

Q: How do I add a new contact to the dashboard?

A: You should add the new person directly on your end. A form should be filled out with their contact details. We will then grant them access. Please do not overwrite a name, instead mark it as "inactive" if no longer active.

Q: What should I do if I can't see the same information as my colleagues in Smartsheet?

A: If multiple users from the same organization cannot sync their views, please contact us for troubleshooting.

Q: Why does my dashboard look different from the training video?

A: The dashboard setup was changed after initial training due to back-end issues. A new training video will be provided soon.

Q: When is the first expenditure report due?

A: The first report is due on February 15. If your contract is not fully execute and/or you have not spent any money, you can enter "zeroes" for now.

Q: Are demographic and satisfaction surveys mandatory?

A: Yes, but all questions are optional, and clients declining to answer will not impact services.

Q: Will demographic surveys be available in other languages?

A: Yes, please see the Dashboard for options under "Helpful Resources" and "Web Links."

Q: How will we know if participants have submitted their surveys?

A: There is currently no way for organizations to track responses directly, but we will work on potential solutions.

Q: The first-year report is due May 30, but we haven't started. What should we do?

A: Submit the report with available data, even if it is zero, and explain delays in the narrative section.

Q: Is there a required format for expense backup documentation?

A: While reporting is simplified, records must be retained per grant terms (typically six years).

Q: Can we use the grant funds ahead of schedule?

A: Yes, but if you need an additional disbursement earlier than planned, an amendment to the agreement may be needed.

Q: What happens if we cannot serve the number of households originally planned?

A: There is flexibility in work plan goals. If major changes occur, please inform us.

Q: Can we include rent control clauses in landlord agreements?

A: Yes, but it is up to your organization and legal counsel to decide the terms. The grant program does not mandate restrictions.

Q: How long should landlords be required to keep rent stable after improvements?

A: This varies by situation. Some organizations use two or three years, but there is no one-size-fits-all solution.

Q: How many agreements have been sent out recently?

A: As of the last update, 13 agreements were sent out in the past two days, and several more are being finalized.

Q: What is the process for executing a grant agreement?

A: Once a signed agreement is returned, it is forwarded to the administrator for signature. Then, it goes to contracts and procurement to be uploaded to Oregon Buys. Once finalized, funds are disbursed in bulk, typically taking about 1-2 weeks for deposit.

Q: Do grantees need to hold pollution liability insurance?

A: Not necessarily. Grantees can require subcontractors to carry this insurance instead. Some grantees opt to hold the policy themselves and list subcontractors under it. Please reach out to the program with specific questions.

Q: How much does pollution liability insurance cost?

A: Costs vary widely. Some policies range from $1,000 to $30,000 per year depending on the provider and coverage. It's recommended to get multiple quotes.

Q: Has anyone found affordable cyber insurance?

A: One grantee reported finding an affordable cybersecurity policy with Coalition, costing around $1,200 per year.

Q: Do we need to administer the RealD survey to every household occupant?

A: Technically, yes, per OHA regulations, every resident receiving services should be surveyed (a request made). However, flexibility is given to avoid creating barriers for participation.

Q: What if a household declines to complete the RealD survey?

A: Verbal refusal is acceptable. No written documentation of refusal is required. The reporting system includes a field to confirm whether the survey was requested.

Q: How can we verify if a household completed the RealD survey?

A: Grantees do not have direct access to submission records. However, OHA can pull reports upon request to provide data on the number of completed surveys.

Q: Can we wait until later quarters to back-bill administrative costs?

A: Yes, as long as costs remain within the grant's allowable categories. If a budget shift exceeds 10-15%, a formal revision is required. Please see fiscal guidance for more information.

Q: What if we need to cover unexpected expenses, like temporary housing for tenants?

A: If costs arise that weren't initially budgeted, a discussion with OHA may be needed to adjust the budget. Some costs may fit under direct program expenses rather than administration.

Q: Does Smartsheet require a paid account?

A: No. Some users may see offers to sign up for a paid plan, which you can ignore. A free account is sufficient. If you encounter issues, reach out for support.

Q: Can we count work funded by other grants (e.g., PCEF or county programs) towards our deliverables?

A: Yes, if staff time funded by Healthy Homes was used to coordinate the project, it can be counted. However, budget restrictions may apply if shifting funds between categories.

Q: Can we distribute lead, radon, and mold education materials from OHA?

A: Yes. Radon and lead materials are available online in multiple languages. Mold resources are more limited, as there is no dedicated program, but EPA provides information.

Q: Does sharing a website link count as providing educational materials?

A: It can, but printed materials may be preferable to ensure receipt. Distribution methods should align with the approach proposed in the grant application and work plan.

Q: Can we use state grant funds for home upgrades that also qualify for utility rebates?

A: No. If grant funds are used to pay for an installation, the rebate cannot be claimed by the grantee or OHA. Rebates are typically intended for homeowners who fund projects out-of-pocket.

Q: Will there be an FAQ document available?

A: Yes! A frequently asked questions (FAQ) document is being developed and will be posted on the dashboard.

Q: When will the next Office Hours be held?

A: There is one more weekly Office Hours session, after which the meetings will transition to a monthly format starting in March.

Q: What are the income qualification requirements?

A: Income qualification at or below 80% Area Median Income (AMI) is required. This is based on HUD's income limitation system.

Q: What documentation is required for income verification?

A: Grantees are required to report total household income and the number of permanent residents. No additional verification documentation is required by the program.

Q: Where do we submit income qualification data?

A: Income qualification data is entered into the Household Data Report in Smartsheet. Each household served requires a separate form submission.

Q: Are satisfaction surveys required for every household?

A: Grantees should ask households to complete the satisfaction survey, but it is not mandatory. If a household refuses, no additional documentation is needed.

Q: How can we track completed surveys?

A: Currently, there is no dashboard feature to flag completed surveys. However, organizations can request back-end confirmation from OHA.

Q: What address should be used when listing the State of Oregon as a certificate holder?

A: The address to use is:
Oregon Health Authority
800 NE Oregon Street
Portland, OR 97232

Q: Are we required to conduct a SAM check on contractors?

A: No, there is no federal requirement to check the System for Award Management (SAM) database. However, Oregon does maintain a "no business" list, and grantees should verify contractor licenses through the state.

Q: What contractor requirements must we follow?

A: All repair and rehabilitation activities must comply with licensing requirements outlined in ORS Chapter 701 and adhere to any applicable state or local permitting rules.

Q: What is the expected timeline for grant disbursement?

A: Once fully executed agreements are processed, disbursements typically take about two weeks. Given administrative processing, the full timeline is closer to three weeks.

Q: Can we request additional disbursements if we spend our allocation before the next scheduled funding round?

A*: Yes, there are two options:*

- *Request an amendment to the agreement to adjust disbursement amounts.*
- *Request reimbursement for expenses that exceed the allocated amount.*

Q: Can digital surveys be used to improve response rates?

A: Yes! Digital distribution methods, such as sending a Smartsheet form via email, may help improve survey completion rates.

Q: Can we provide input on future program improvements?

A: Absolutely. OHA encourages grantees to provide feedback on ways to streamline reporting and survey processes for future grant cycles.

Q: Is the satisfaction survey mandatory?

A: No, it is not mandatory, but grantees are encouraged to request clients to fill it out to help inform the program of project impact.

Q: Do you need to see examples of our policies or grant agreements?

A: No, it's not required, but program staff are interested in seeing how grantees structure their policies if you would like to share.

Q: Are we required to submit proof of insurance?

A: Yes, all certificates of insurance must be submitted per Exhibit C of the grant agreement.

Q: Can we expand the scope of our structural repairs to include additional items like siding?

A: Likely yes, if it stays within the same activity and does not significantly change the budget or number of households served. It may be helpful to reach out to the program directly to get further clarity or talk through specific cases.

Q: Can we serve more families than originally anticipated if we have additional in-kind support?

A: Yes, but you should document in-kind support and report it.

Q: How should we verify income for the program?

A: Organizations should have a consistent written process for verification but are not required to submit tax documents for each household to the HHGP.

Q: Does each subcontractor have to follow the same income verification process?

A: No, as long as the overall program meets the requirements, variation is acceptable.

Q: How do we handle pollution liability insurance when subcontractors haven't purchased it yet?

A: Grantees can submit their insurance documents without pollution liability, but work cannot start until that coverage is secured, as noted in the grant agreement.

Q: Can we export our expense reports from SmartSheet?

A: Not directly from the dynamic view feature, but data can be extracted and shared upon request.

Q: Has anyone received a determination on whether prevailing wage laws apply?

A: No official determination has been received yet; grantees are expected to seek guidance independently from their own legal counsel.

Q: Can we combine funds from different sources to serve a household?

A: Yes, there are no restrictions from the Healthy Homes program on layering funding sources.

Q: Do we need to retain copies of tax returns for income verification?

A: No, but organizations should document their verification process and may be asked to share this information with HHGP.

Q: Can we receive copies of what we submit via SmartSheet?

A: This functionality is not currently available, but periodic reports may be provided upon request.

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Q: Do we need to list OHA as an additional insured on insurance certificates?

A. In Exhibit C of Grant Agreement:

- *All liability insurance, except for Workers' Compensation, Professional Liability, Directors and Officers Liability and Network Security and Privacy Liability (if applicable), required under this Grant Agreement must include an Additional Insured endorsement specifying the State of Oregon, its officers, employees, and agents as Additional Insureds, but only with respect to Recipient's activities to be performed under this Grant Agreement. Coverage shall be primary and non-contributory with any other insurance and self-insurance.*
- *Regarding Additional Insured status under the General Liability policy, Agency requires Additional Insured status with respect to liability arising out of ongoing operations and completed operations, but only with respect to Recipient's activities to be performed under this Grant Agreement. The Additional Insured endorsement with respect to liability arising out of Recipient's ongoing operations must be on, or at least as broad as, ISO Form CG 20 10 and the Additional Insured endorsement with respect to completed operations must be on, or at least as broad as, ISO form CG 20 37.*

CERTIFICATE(S) AND PROOF OF INSURANCE:

- *Recipient shall provide to Agency Certificate(s) of Insurance for all required insurance before delivering any goods and performing any Services required under this Grant Agreement. The Certificate(s) of Insurance must list the State of Oregon, its officers, employees, and agents as a Certificate holder and as an endorsed Additional Insured. The Certificate(s) of insurance must also include all required endorsements or copies of the applicable policy language effecting coverage required by this Grant Agreement. If Excess/Umbrella Insurance is used to meet the minimum insurance requirement, the Certificate(s) of Insurance must include a list of all policies that fall under the Excess/Umbrella Insurance. As proof of insurance, Agency has the right to request copies of insurance policies and endorsements relating to the insurance requirements in this Exhibit.*

Q: What do we do if during a home assessment we find a home repair that is outside of what we proposed in our work plan?

A: *We need to adhere to the activities included in the workplan that you submitted and was approved by OHA. Many of the activities listed have overlapping areas which cover an unanticipated repair/activity. Activities that are not reflected will need to be added through an amendment to your grant agreement. We hope to be able to move amendments through the contracting processing* *system relatively quickly (most likely a few weeks), but do not yet have an exact timeline. If a situation arises that you would like to discuss, please reach out and we can talk through it with you.*

Q: Can HHGP funding be used to cover the cost of required insurance?

A: Yes, your organization may cover the cost of HHGP - required liability insurance using grant funds. Given the size of your budget and the amount of insurance coverage, an amendment is most likely not required. However, when reporting these expenditures, please include a note in the free-text box to indicate if the expenses were not included in your initial budget. Please see the Fiscal Guidance for more specific information regarding updating budgets.

Q: How should we handle projects with households that span multiple HHGP reporting periods?

A: Quarterly expenditure reports should contain any HHGP funds spent during the date range identified in the grant agreement. Quarterly expenditure reports are typically due two weeks after the end of the quarter to allow for trailing invoices. If a charge is missed, it can be included in the following quarterly expenditure report with a note under the "How are you doing meeting the goals and outcomes identified in your work plan?" question box.

Activity reports are due annually by June 30. If a project spans multiple activity reporting deadlines, report the project in the period when the work was completed. If a project is closed in one period but then reopened in a subsequent period, count it in both reports.

Reporting requirements are outlined in Exhibit A of the grant agreement.

Question: If we do educational outreach to a client in one year and the home repair in another year, how do we report on that?

Answer: We want to be able to say accurately how many homes were served with HHGP funding. Ideally the project would be reported once, after the educational components and the improvements were made to the home. If the project is receiving both an assessment and home improvements and the project timeline straddled reporting periods, report it only once at the completion of the project.

Question: We are required to request REAL D and the Satisfaction surveys, but the recipient is not required to provide the information. Is that correct?

Answer: Yes, that is correct. You are required to request the information, but the client is not required to fill it out.

Question: Can we include the HHGP Satisfaction Survey questions into the survey we already use with clients?

Answer: Yes. You will need to enter the HHGP specific answers into Smartsheet.

Question: Is it possible to get the REAL D Spanish Language form information in Smartsheet so we can create a QR code and share with clients?

Answer: Yes. HHGP is working on a translation of the REAL D form into Spanish in Smartsheet and will let grantees know when that is complete.

Question: If we spent admin dollars but didn't spend any funds in homes doing repair, when should we report on those dollars spent?

Answer: You should report on the admin dollars spent in the Quarterly Expenditure Report that covers the period where the dollars we spent. Reporting requirements and timeframes are outlined in Exhibit A of the grant agreement.

Question: We have a small multi-family fourplex that needed a new water heater. The water heater is located in one of the units, but it serves all 4 units. Will I need to have each household of the 4 units fill out the survey or just the one where the water heater is located?

Answer: Yes, each resident benefitting from the repair will need to fill out HHGP surveys.

Question: Because our end of year is June 30th but we don't see some of our invoices until July, there are some expenses we won't be able to include in our HHGP annual reporting due June 30th. How do you recommend we handle this?

Answer: Quarterly Expenditure Reports are due on the 15th of the month following the date of the end of the quarter. If invoices are not processed by that date, include those charges on the following Quarterly Expenditure Report with a note under the "How are you doing meeting the goals and outcomes identified in your work plan?" question box.

Question: Can we view the surveys filled out by our clients?

Answer: Unfortunately, no. We do not have Smartsheet set up in a way that you can easily access the surveys filled out by clients. However, we may be able to provide information upon request

Question: What if we are not able to access the inside of a client's house due to accumulation of household items and need to hire a service to clean out the house prior to doing an assessment? Is it OK with HHP to do pay for the cleaning service to do the assessment but end up not doing the home repair (based on various factors)?

Answer: Yes, that is allowable.