

# Frequently Asked Questions

Community Agency Funding



If you cannot find an answer to your question in the Request for Proposals (RFP) or in the Frequently Asked Questions below, contact the Budget Office at [communityagencies@cityofws.org](mailto:communityagencies@cityofws.org).

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# Application – Online Portal

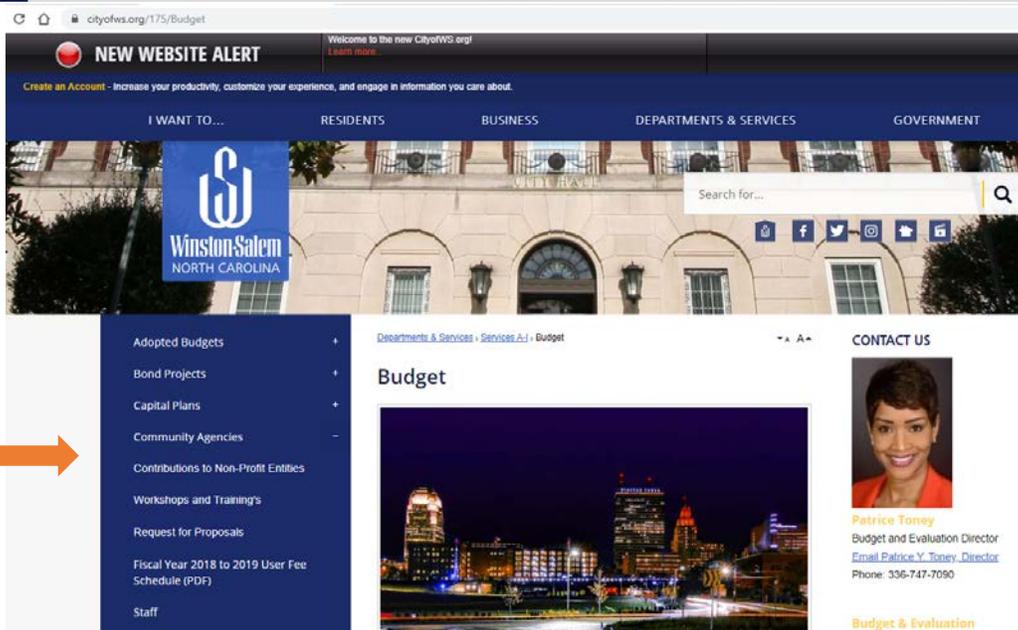
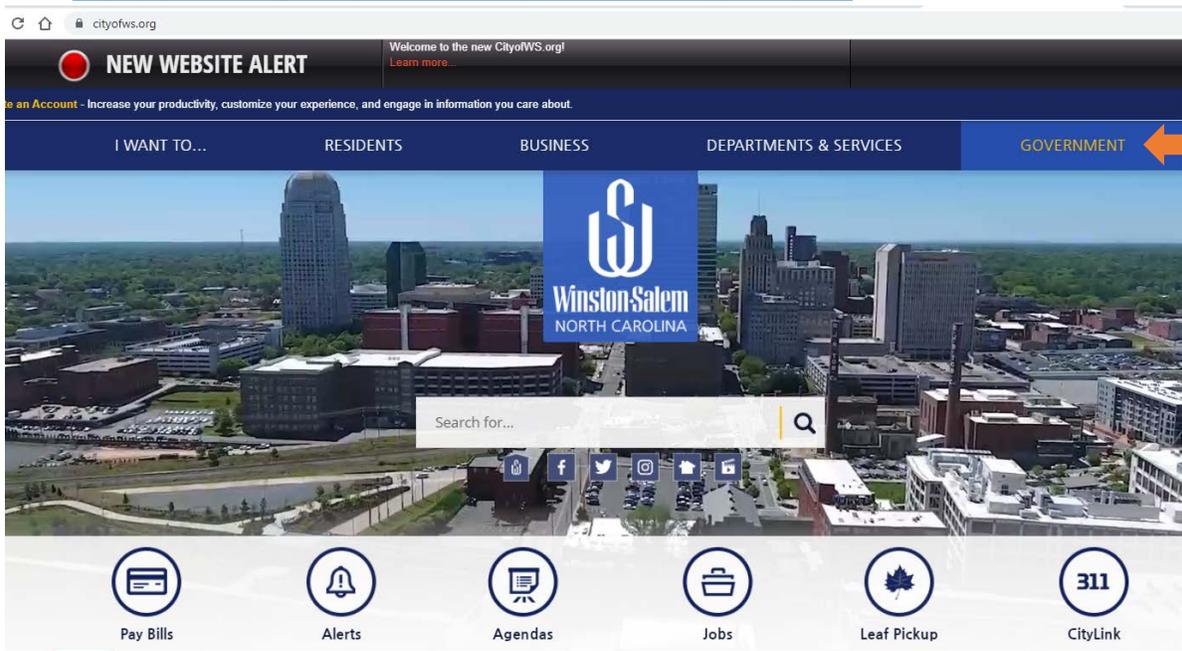
## Register and Sign In

### 1. How do I find the application portal online?

A link to the application portal, along with the Request for Proposals (RFP), can be found at the Budget Department’s webpage: <https://www.cityofws.org/180/Contributions-to-Non-Profit-Entities>. On the City of Winston-Salem’s website, hover over the “Government” menu at the top and select “Departments.” Navigate to the “Budget” department page. In the left hand menu, there is a link to “Community Agencies” and “Contributions to Non-Profit Entities.”

You can also access the application portal directly at the following link:

<https://portal.neighborlysoftware.com/winston-salem/participant>.



## 2. How do I register and sign in to the online application portal?

You can register to access your organization's application at the following portal <https://portal.neighborlysoftware.com/winston-salem/participant>

The screenshot shows the registration page for the Winston-Salem Community Development Portal. On the left, there is a logo with a stylized 'S' and 'W' above the text 'Winston-Salem'. Below the logo, it says 'Welcome to the Winston-Salem Community Development Portal' and 'New users must first register their account before signing in to the portal'. At the bottom left, it provides a technical issues email: [support@neighborlysoftware.com](mailto:support@neighborlysoftware.com). On the right, there are two tabs: 'Sign In' and 'Register'. The 'Register' tab is active. Below the tabs are five input fields: 'Email Address', 'First Name', 'Last Name', 'Password', and 'Re-enter Password'. A blue 'Continue' button is located at the bottom right of the registration form.

You will receive a confirmation email within several minutes and can sign in to start your application. Find "Community Agency Funding" on the login page and select "Click here to start a new application."

Good Morning, Sarah!

The screenshot shows the 'Start a New Application' page. It features a table with three rows of application options. A red arrow points to the 'Click here to start a new application' link for the 'Community Agency Funding' option.

Start a New Application		
Community Agency Funding	Select this option if you are a non-profit applying for Community Agency funding.	<a href="#">Click here to start a new application</a>
Owner Occupied Rehab	Select this option if you are a homeowner applying for Winston-Salem's Owner Occupied Rehabilitation program.	<a href="#">Click here to start a new application</a>
Down Payment Assistance	Select this option if you are applying for down payment assistance.	<a href="#">Click here to start a new application</a>

Click through sections on the left menu to complete the application.

Home

### Community Agency Funding Application

- A. Organization & Contact Information
- B. Project Overview
- C. Strategy and Performance
- D. Organizational Capacity
- E. Cost Effectiveness
- F. Required Documents
- G. Community Development Only
- H. Construction/Rehab Only
- I. Emergency Shelter Only
- J. Rapid Rehousing Only
- Submit

Print Application

## Application

Please use the link below to continue the application process.

Technical issues? Contact [support@neighborlysoftware.com](mailto:support@neighborlysoftware.com).

[Click here to continue](#)

At the end of each section, click “Complete & Continue” to move to the next section. As long as the application has not been submitted, you can reopen sections to change responses.

Save Complete & Continue

Reopen

### 3. I didn't receive a confirmation email when I registered online or requested to change my password?

Start by checking your spam/junk folder in your email. If an email does not arrive within a few minutes, email [support@neighborlysoftware.com](mailto:support@neighborlysoftware.com). They can confirm your account manually. You may need to talk with the IT department at your organization to make sure emails from the domain “@neighborlysoftware.com” are received.

## Application Sections

### 4. Can I go back and make changes to my application if I've already marked a section with "Complete & Continue"?

Yes, as long as the application has not been submitted, you can click "Reopen" on any section you've marked as complete to change any responses. Once the application is submitted you will not be able to edit any responses.

### 5. If my organization is applying for several different federal funding sources, do I need to fill out more than one application?

In general, you should only submit one application for your proposed project or program. City staff will review all applications and determine the most appropriate funding source for your proposal.

If your organization is applying for several federal funding sources, you may need to submit separate applications for each funding source. For example, separate applications must be submitted for City ESG funds and State ESG funds for each program or project.

### 6. Can I submit multiple applications with one login?

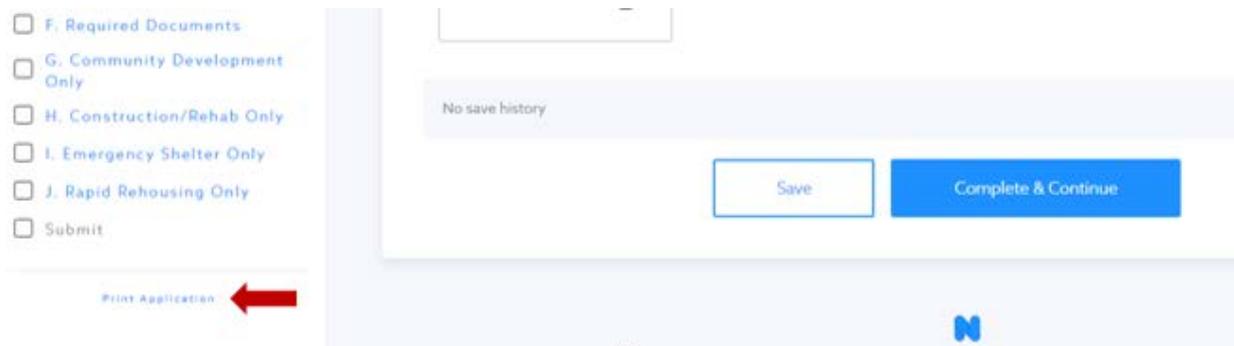
Yes. On the main log in screen, just select "Click here to start a new application" and a second application will show on the home page when you log into your account. Use a unique name for each application so you can tell which application is for which funding source/project.

### 7. Can I access our agency's application after it is submitted?

Yes, you can log into the portal and access your agency's application at any time until the files are purged. You should have access for several years. But there are options to "Print Application" and save it as a file in your records as a backup.

### 8. How do I download our application to save it for our records? How do I print a copy of our application?

At the bottom of the menu on the left hand side is an option to "Print Application." Click here to save the application as a PDF and to print the entire application for your records.



## 9. How do I submit an application?

The final submit step will not be available until you click “Complete & Continue” in each section and upload all required documents. This includes all of the optional sections. Several of the sections are only appropriate based on the proposed project or program being offered (Sections G, H, I and J). You will still need to mark those complete even if your project does not require you to fill them out. If the section is not applicable to your project, please leave the questions blank and mark the step "Complete."

Once all sections are marked complete you will be able to click “Submit” at the bottom of the menu on the left hand side and electronically sign the document for submission.

## 10. What if a question is not applicable to my proposed project or program? What if we don't need to upload one of the required documents?

Please do not mark any answers as N/A or not applicable. You will need to explain why a question does not apply to your proposed project or program. If you are applying for seed funding and do not meet the minimum criteria, you will still need to upload something for the required documents explaining why the document does not apply to your agency or where you are in the process of attaining the documentation.

## Eligibility Requirements

### 11. Where can I verify that my organization is registered with the North Carolina Secretary of State?

Go to the North Carolina Secretary of State website where there is a business look up tool: <https://www.sosnc.gov/search/index/corp>. Search for your organization by name or registered agent and use your browser's “Print” feature to save the webpage as a PDF and attach to your application.

### 12. What if our organization doesn't meet all the eligibility requirements?

Your organization may still be eligible to apply for seed funding. First-time applicants that do not meet all of the minimum criteria may be eligible for “seed” funding. With this funding, the agency would receive maximum assistance of \$5,000. As a condition for receiving this “seed” funding, the City would provide half of the contribution at the conclusion of the first quarter, and the remaining half after officials with these agencies meet contract requirements and complete the City-sponsored capacity building training. Agencies are also required to attend mandatory meetings or trainings throughout the funding cycle.

Seed funding is only available to agencies for up to two funding cycles. Beyond two years, the applicant may submit a request for funding, but they must meet all eligibility requirements set out in the RFP. This includes requirements for audited financial statements or a third-party financial review. Any applications that do not meet the full eligibility requirements after two years of seed funding will not move forward for review and will not be considered for funding.