

**Nevada Department of Health and Human Services
Office of Community Partnerships and Grants**

SFY18-19 Request for Applications (RFA) – Problem Gambling

Questions and Answers

[General Questions](#)

[Budget Questions](#)

Online Application Process/AmpliFund Portal and Technical Questions

- [The Online Application Form](#)
- [Technical Questions Regarding the AmpliFund Software](#)

Program-Specific Questions

- [Prevention](#)
- [Treatment](#)
- [Workforce Development](#)

[General Questions](#)

Q: How many awards do you anticipate giving out?

A: That will depend on the number and quality of proposals that are received, and the amount of funding available. Workforce Development grant awards were limited to one during the SFY16-17 grant cycle, but no limit has been set this time.

Q: For all gambling grants, are the programs specific to adults, or can they be include adolescents, as well?

A: There are no age restrictions.

Q: Is this state specific or nation-wide?

A: The Problem Gambling Fund supports Nevada programs only. Additionally, all problem gambling treatment clients must show proof of Nevada residency to qualify for this program.

Q: Proof of workers' compensation is a required field, but as a sole proprietor with no employees, this is not something that we legally need. How would I respond to that required field?

A: If a question in the application is marked as "required", you can enter "Not Applicable" or "N/A" in the text field. However, in this case, we are requesting that you upload, or attach, a document to the application. The system will not allow you to submit the application if any required fields are left unanswered, or if any required documents have not been attached, so you will need to upload a simple document of explanation as to why the requested attachment does not apply to you.

Questions Specific to Prevention RFA

Questions Specific to Treatment RFA

Q: Can you describe how the new treatment applicants can estimate their service/fees if they are brand new? What is the funding formula for brand new operations?

A: New applicants will be asked to forecast the number of clients they expect to serve, and apply an average case cost to determine a funding amount. This is explained in detail in Section 2 (Funding Request) of the online application.

Q: Regarding Section 3 -- Funding Request of the gambling treatment application, it asks that the applicant refer to the "Annual Gambling Treatment System Performance Report for Fiscal Year 2016." However, the most current one I can find at the DHHS site is for 2015. Or, I can find a different report for 2016: "Nevada Problem Gambling Treatment System Quarterly Fiscal Report FY16Q4" which does not contain the information quoted in Section 3. How do I find/access the "Annual Gambling Treatment System Performance Report for Fiscal Year 2016"?

A: The System Performance Report for FY2016 has been posted to the PG RFA webpage below the Q&A documents. However, the average case costs that should be used to estimate a new applicant's funding request are provided in the application narrative: \$1,269 for problem gambler outpatient treatment episode; \$558 for concerned other treatment episode; and \$2,800 for residential treatment episode. (Note that the amounts in the Treatment System Performance Report have been rounded to whole numbers in the application narrative.)

Questions Specific to Workforce Development RFA

Q: There are two parts to Workforce Development - Conference sponsorship and other grants. Will these be two separate applications, or one application to indicate which program we are applying for?

A: There is only one application form for Workforce Development program proposals. The form is applicable to both conference sponsorship requests and workforce development program requests. Applicants who plan to submit both a conference sponsorship request and a workforce development project proposal, are asked to submit a separate application for each.

Q: When submitting an application for the Conference Sponsorship, is it necessary to complete a Budget Worksheet? If so, what information should be included in the budget?

A: A budget is required. Include the sponsorship amount in the "Other" category on the budget narrative tab, and complete the budget summary page by listing additional funders as well as the total cost of the conference.

Budget Questions

Q: Treatment grantees have historically needed to fill out the budget forms for a portion of their funds specific to miscellaneous or workforce development funds. Will that still occur for treatment grantees?

A: You are referring to the Program Enhancement mini-grants that were awarded to all Treatment grantees. Those grants have been eliminated for this grant cycle. No budgets are required from Treatment applicants.

Questions About the Online Application Form

Q: How do I remove an uploaded file from the application?

A: There is not a discrete button that allows deleting a file from an upload file field type. You can remove an existing file uploaded to the application by clicking the select file button and choosing a new file. This will “overwrite” the original file, deleting it and attaching the newly selected file. This works because only one file can be attached to one field.

Q: Are there word limits on the application form?

A: No word limits have been applied to the application form; however, some questions request that you limit your response to 300 or 500 words. In all cases, please be concise in your responses.

Q: Do you have to mark each page “complete” individually?

A: No.

Q: If you check "Mark as Complete" can you return and edit?

A: Yes. Check “Mark as Uncomplete” in order to edit.

Q: Can we have an electronic copy of the questions outside of the online format?

A: Unfortunately there is no electronic file of the questions; the application was entered directly into the online software system. You can print the application for viewing offline, but I believe it does that by converting to a PDF file. I sense that what you are looking for is a manipulative file on which you can enter information (like a Word doc), rather than an electronic PDF file. If that is the case, I can suggest that you print a hard copy of the application questions, and enter your responses into a Word or similar text document. You can then copy and paste the information from your document into the online application form.

Q: If you don't click “save”, is there an “auto-save” function?

A: There is no auto-save. We recommend that you save your work often.

Q: Is there a way to print the application form before filling it out?

A: Yes. From the Applicant Portal page, click on the Application Opportunity. Then, in the top navigation bar, click on Application Forms. Then click on the Printer icon as shown below.

SFY18-19 FHN - Disability (Respite Care)

Opportunity Details Project Information **Application Forms (1)** Submit

Forms Help Save & Continue

Name	Status	Print
SFY18-19 Grant Application Form - FHN Disability (Respite)	New	Print

< < 1 > > 25 items per page 1 - 1 of

Save & Continue

You can also print an application that is in progress or has been completed. Click on the application form link (as shown above). When the application form opens, use your browser's print function to download and print the application.

Q: Can you copy and paste text from Word or similar program into the text boxes? Can you insert tables and photos?

A: Yes, you can copy and paste text and tables into the application text boxes. The text box formatting tool bar has a button for inserting an image. File size is limited to 5MB per file.

Q: While reviewing a print copy of my application, I noticed that the font size varies from text field to text field. I have been pasting from a Word document into the text fields, but some come out looking like 12 point font and others smaller, about 8.5 point. Is there a way to keep the font size consistent throughout the application document?

A: The options to change the font size are limited to the dropdown label in the top left corner of the text box field called Formats. Choose a selection from the area called Headings; the largest size is 1, the smallest size 6. There is not the capability to set a font style and size in the same way as you can in Microsoft Word, for example.

AmpliFund recommends that you adjust the font style and size in Word to all display the same type and size before copying and pasting into the online application form.

Note: Applicant later noted that the best results were achieved when setting font to Verdana 12 point in the Word document. This may or may not work best for everyone.

Technical Questions Working with AmpliFund Software

Q: Is there a FAQ area or technical assistance area in case you have questions?

A: Yes. As explained in the webinar, AmpliFund has a “Help Guide” you can access from the system. Please refer to slide 32 in the “StreamLink/AmpliFund Presentation” posted on the webpage for detailed instructions on navigating to the FAQ location. Additionally, you can contact gsulhoff@dhhs.nv.gov with technical questions regarding AmpliFund or the online application.

Q: Since this is a new system, we would all need to start as new applicants, correct?

A: Yes; you should register as a new user unless you have used AmpliFund previously to apply for a grant from some other funder.

Q: The last grant cycle didn't use AmpliFund. Will my previous login to the state system work or will I have to register again?

A: This is a new software program and requires a new registration. The previous online grant application software, GIFTS Alta, was not a State system; it was specific to the DHHS-OC PG. The OCPG has replaced GIFTS Alta with StreamLink/AmpliFund.

Q: I have logged in to AmpliFund, but when I click on “Applications” there is nothing listed there. How do I find the page with the OCPG grant applications?

A: When logged in to AmpliFund, clicking on the “Applications” button will take you to the “Applicant Portal” webpage, which lists all the applications you have created.

To find the OCPG list of grant opportunities, click on the OCPG Public Opportunities link:
<https://gotomygrants.com/public/opportunities/nv-department-of-health-and-human-services%2c-office-of-community-partnerships-and-grants>

Once you get to the page with the list of OCPG Grant Opportunities and click on the one you are interested in, be sure to “Save” it (or “Apply”). Doing this will add it to your “Applicant Portal” webpage.

Q: I am wondering what the benefits are of adding a User. If they need the same login credentials, what is the differentiating factor of adding various users?

A: There is a difference between additional users and the person who created the account in AmpliFund. For purpose of explanation, let’s call the person who created the organization’s account the “Administrative User”. That person may or may not be the same person who will actually be filling out the application form. If no one else in your organization needs to access the application, then there’s no need to add additional users. The benefit of adding other users is so that others in the organization can work on the application. For instance, the executive director might want to answer the questions about Organizational Strength, or complete the Management Checklist, while the program manager might be the best person to answer program-related questions. You might want yet another person to review the application for accuracy, spelling, grammar, etc. Also, different users can access the same application at the same time. If you only have the one, original “Administrative User” log-in, then only one user could access the application at any one time.

If you, and only you, need access to the AmpliFund system to complete and submit the application, then you do not need to add additional users at this point.

The person setting up the account (referred to in the above paragraph as “Administrative User”) can add additional users by entering each person’s email address and assigning them a unique password. The webinar explained that you need to communicate the passwords to the users so they can log in to the system. Once they log in, they can then change their password to anything they want.

It is important that only one person from your organization creates the account (i.e., “Administrative User”). If each person created an account from step one, we would end up with a duplicate organizational account for each user. This way, your organization has one account, with multiple users.

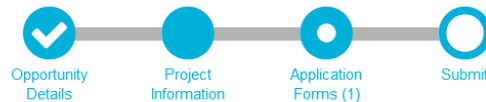
Q: If two members of the staff are entering information into the application at the same time, does AmpliFund track those changes?

A: Multiple users can access one organization’s application. If one user accesses an application, adds progress to a form, and then saves, the other users at the organization will be able to see those changes. AmpliFund does not recommend having multiple users working on the same part of the application simultaneously in the Applicant Portal because if they were to both save, one would over-write the other’s changes. There is not an indicator in the user interface that lists the user who last updated that piece of the application.

Q: While working on my application, when I click on “Save and Continue”, I’m taken to the “Submit” page, even though I haven’t finished the application. Am I doing something wrong?

A: There are four steps of the application process to navigate through, as shown in the screen shot below. The “Save and Continue” button marks the section of the application process you are working on as complete, and takes you to the next step on the navigation bar. If you “Save and Continue” while working on the application form, the system will move you to the next step, which is “Submit”. To avoid

this, click the “Save” button rather than “Save and Continue” until you have finished the section and are ready to move on to the next step of the application process.



Q: When working on the application, I click save and continue, and when I go back the changes I made are not there and I have to start over.

A: Using the back button in the browser may cause the information to disappear as you are essentially refreshing the page. I recommend using the navigation bar at the top of the page ("Opportunity Details," "Project Information," "Application Forms," and "Submit") to navigate through the application.

Q: I just tried entering a substantial amount of information into the online application and when I tried to save it I got an error message. I logged out and logged back in and nothing that I entered was saved. What should I do?

A: Unfortunately, there is no way to reclaim the lost information. Here are a few instructions to help minimize the loss of information.

- If you have the application open, but are not actively entering and saving information, the system will log you off. Always make sure you are logged on before entering any new information. The best way to do this is to try saving your page. If you are logged off, and you click “Save”, you will receive an error message saying you are not logged into the system. Unfortunately, the system does not prompt you ahead of time that you have been logged off.
- If the error message persists, refresh your page by clicking on the browser’s “reload page” icon (or using your keyboard, click “Ctrl” and “F5” simultaneously).
- Never use the back arrow to navigate the system. Instead, use the navigation bar (the circles) at the top of the AmpliFund screen.
- Always log out of the system when you have finished working.
- Also, if you are using Internet Explorer as your browser, AmpliFund recommends that you choose an alternate browser such as Chrome or Mozilla.

Q: When working on the application, the page jams every 10 minutes with a message - the page is jammed "due to a long running script."

A: This issue appears to be specific to Internet Explorer. There is a setting that can be changed to fix this. Here's a link explaining: <https://support.microsoft.com/en-us/help/308260/how-to-troubleshoot-script-errors-in-internet-explorer>. An easier solution would be to use an alternative browser.