



2013 Community Health Center  
Core Support Initiative

**Q & A from the May 16, 2013  
Informational Webinar**

May 2013  
Application Content Questions

## Demographics

Q: *Do we enter demographic data for the total population our organization serves or only for the patients that we intend to serve with this new grant?*

A: Enter demographic data for the total population your organization serves.

Q: *What year should our organization use under the request for demographic information?*

A: The Foundation would like to see organizations use the most current data for which a full year is available. For most community health centers this will be 2012 patient data, either from OSHPD or from another source. The only exception is for uninsured data, for which use of 2011 data is required, as is explained in more detailed below.

Q: *Is it required that our organization use OSHPD as its source of demographic data?*

A: To the extent that 2012 OSHPD data gives your organization the information it needs, it is a good source. However, if you have other reliable data for 2012 for the demographic data, that is acceptable.

Q: *What year's information should be used for the geographic distribution of patients?*

A: As with the demographic data, BSCF would like organizations to use the most current data for which a full year is available, in most cases 2012. The Foundation recognizes that in some cases this distribution of patients by county will be a best estimate.

Q: *The demographic data requested in the application (by age and race) does not correspond to the categories collected by OSHPD. What do we do?*

A: BSCF recognizes that not every organization will have demographic data subdivided into the categories listed on the application. In those cases, make your best estimate. The requested categories are used by BSCF across their programming

## Uninsured Data

Q: *What is the range of uninsured rates that BSCF considers in its review of applications?*

A: In general, awards favor community health centers that see a high number of uninsured patients. The range in uninsured rates ranges from 100% for some free clinics to the single digits for others.

Q: *Where do I find 2011 OSHPD data?*

A: You can either use the individual report(s) that your center(s) submitted to OSHPD for 2011 or you can access their comprehensive database for each medical center with a discrete OSHPD number. The link to that data source is:

[http://www.oshpd.ca.gov/hid/Products/Hospitals/Utilization/PC\\_SC\\_Utilization.html](http://www.oshpd.ca.gov/hid/Products/Hospitals/Utilization/PC_SC_Utilization.html).

You can select 2011 data in either Excel xls or xlsx format. Go to section 3 and scroll across to find line items 3.70.1 (self-pay/sliding scale), 3.71.1 (completely uninsured), 3.75.1 (total unduplicated patients) for your health center(s) by OSHPD number. For multi-site clinics that will involve aggregating data across multiple clinics and, if possible, eliminating duplicate patients. The Foundation realizes that the latter is not always possible.

*Q: Our community health center's patient mix changed in 2013 because we added a new population or a new clinic; can we use 2012 data for the uninsured section of the application?*

A: BSCF recognizes that there have been shifts in some organizations' patient mix over the past year. However, to ensure parity and in order to treat all organizations comparably, BSCF is asking all organizations that are required to report OSHPD data to use **2011** data, even if they have 2012 data as well. 2011 data is the latest publicly available source of comparable data across organizations for patient mix, and so is what BSCF uses in its grant review.

*Q: Our organization has had patients who were indicated as sliding scale in our OSHPD data even though they were completely uninsured. Is that a problem?*

A: No. Indicating the number of patients under the number of patients on a sliding scale question in the Percentage of Uninsured section, based on 2011 OSHPD data is not a problem. We requests you remove from your reported self-pay/sliding scale numbers patients who did receive any public funding from Medi-Cal, FPACT, PPP, or any other public or private payor. If your organization had no sliding scale nor uncompensated care patients, enter "0" in those fields.

*Q: Our community health center has had a heavier emphasis on uninsured patients. Additionally, for those patients for whom we receive Medicare and commercial insurance, the payments received do not cover the costs. Does your analysis of the uninsured take into account those Medicare and private insured patients?*

A: For purposes of this initiative, only patients who are completely without coverage are considered uninsured, even if insured patients' coverage does not completely cover the cost of their care.

*Q: Does BSCF want unduplicated patients?*

A: Yes, BSCF is looking for information using unduplicated patient data. There may be certain extenuating circumstances where one patient is seen by multiple community health centers in a multi-site organization that cannot be pulled out, but the overall goal is to see each patient counted only once in each part of the application.

*Q: Is PPP (Public Private Partnership) funding considered insurance?*

A: Yes, all forms of public and private coverage, including PPP and FPACT are considered to be coverage and those patients would be treated as insured.

## **Eligibility and Organizational Issues**

*Q: What is the definition of primary care?*

A: Primary care refers specifically to primary medical care. While dental services may be paid for through Core Operating Support funding, an eligible community health center must provide 60 percent of its services as primary medical care. For purposes of this initiative, reproductive health services are considered primary care.

*Q: If our organization is multi-regional, what regional category should we select?*

A: There are two questions in the application regarding geographic region, one in the Organization Information section and one in the Application section. The Organization Information question allow for multiple entries if applicable. The Application section allows for just a single entry. If your community health centers serve multiple regions, select the one region where the greatest number of your organization's services is provided.

*Q: If an organization has added new community health centers since January 1, 2013 should they be included?*

A: No. Only community health centers operational by December 31, 2012 should be included in the count of and OSHPD listing of site numbers.

*Q: Our organization has three stationary sites plus a few mobile sites. Not every mobile site, however, has an OSHPD number. What number should we use for the number of sites?*

A: Use the total of your OSHPD numbered sites as the total number of community health centers and list the OSHPD numbers in your application.

*Q: Our organization is a tribal clinic with multiple sites but only one OSHPD number. How should we report?*

A: Tribal clinics are an exception to the general rule that an organization counts sites by the number of OSHPD identifiers. For tribal clinics, the total number of sites, regardless of number of OSHPD identifiers, should be used to answer the number of sites questions.

*Q: Our organization is both an Indian Health Clinic and FQHC look-alike. How should we note the type of clinic we are?*

A: Make your selection Indian Health Service Clinic.

*Q: Are school based clinics included?*

A: For this Initiative, school based clinics are eligible as long they are not run by a school district, county, or hospital. Clinics could, for example, be a satellite of an FQHC or other type that meets all the other eligibility criteria.

*Q: Effective July 1, 2013, our organization will have a new roster of Board of Directors. Should we submit this new roster or the current one?*

A: Submit the roster for the new Board of Directors.

*Q: Where in the application do I describe the challenges my organization is experiencing?*

A: Organizational challenges under the Organization Budget Narrative in the Financials section of the application.

## **Funding Levels and Use of Funds**

*Q: What criteria are used to make decisions about grant awards? Does the grant opportunity favor larger community health centers?*

A: Multiple criteria are used, including:

- Uninsured rate
- Organizational size in terms of budget
- Number of community health centers that apply; size of applicant pool over which to allocate the \$5,000,000 available for this Initiative
- Whether organization is a single or multi-site community health center

Invitations have been sent to over 200 organizations and the response rate will affect the amount of funds allocated to an individual community health center or parent corporation. In general, funding will favor organizations with higher uninsured populations and smaller operating budgets.

Q: *What will be the grant award sizes?*

A: Grant award sizes are affected by a number of factors including: the number of applicants, organizational size, patient mix, and number of community health centers. Until all applications are received award sizes will not be known.

Q: *If a service provided by our organization is not reimbursable from other sources of revenue, can BSCF core operating support funding be used to support it?*

A: Yes. As stated in the RFA, BSCF funds may be used for a wide array of operational purposes, including services not reimbursable through other sources. Funds cannot be used for a capital campaign or endowment development. Use of funds does not need to be indicated in the application but will be requested in the 2013 Final Report.

Q: *Is use of funds to implement ARRA requirements acceptable?*

A: Yes, Core Support Initiative funds may be used to support ARRA implementation. When completing your 2013 final report that will be due by May 1, 2014, make reference as to how you used the funds.

Q: *Can we request to use funding to pay for staff salaries?*

A Yes. Core Support Initiative funding can be used to pay for full or partial staffing costs.

Q: *Can this funding be used for dental services?*

A: Yes, if awarded a core support grant, the grantee can use the funds for any costs except for endowments and capital campaigns.

Q: *We recently acquired new community health centers and have new OSHPD licenses for these new sites. Will these health centers be considered when you determine your funding levels?*

A: Community health centers licensed after the 2011 OSHPD data was submitted will not be included in the analysis to determine funding levels.

Q: *Do I submit an application for each community health center site?*

A: No, Parent organizations submit one application for all community health center sites. Enter OSHPD numbers for each site into the application and the Foundation will determine the funding level using OSHPD data for all sites. Your information should reflect the sum of OSHPD information across all your community health centers for financial, demographic, and uninsured data, adjusted, if possible, for duplicated

patients. The Foundation recognizes that this means the reported numbers in the application may not totally match the OSHPD reported data.

*Q: As a parent corporation, do we submit license numbers for the specific community health centers using the funds or for all community health centers associated with the organization?*

A: Please input the license and OSHPD numbers for every community health center site.

*Q: There are a number of new questions in the applications related to Health Information Technology and its use in clinical and financial terms. Where do I go if I need definitions of these terms?*

A: The vast majority of clinical and financial measures requested are contained in the Bureau of Primary Health Care's [Clinical and Financial Performance Measures](#) report.

The link to that report is:

<http://bphc.hrsa.gov/policiesregulations/performanceasures/>

The five pages of the report contain definitions to almost all clinical and many financial measures referenced in the application and describe the specific UDS measures used to calculate them. The report also contains a link to the UDS Reporting Instructions for Health Centers, which provides even greater analysis of how measures are calculated, for those interested. That link is:

<http://bphc.hrsa.gov/healthcenterdatastatistics/reporting/2012udsmanual.pdf>.

Note: It is not a requirement that either of these documents be referenced; they are merely optional additional resources.

## **Application Process**

*Q: Where do I enter the request amount in the application?*

A: The application does not ask for a specific requested grant amount. If you see a request for a grant amount, you are likely using the wrong application. Make sure that you are not accessing the letter of inquiry through the general BSCF website. You must link to the 2013 Community Health Center Core Support Initiative-specific application through the link in the invitation email: [http://www.cybergrants.com/BSCF/2013\\_CHC](http://www.cybergrants.com/BSCF/2013_CHC).

*Q: Under project budget and narrative, does our organization need a line item budget?*

A: This question was removed from the grant application and will be asked instead in the final report as to how funds were actually used. If you are seeing this question, you are not in the correct application. As above, make sure that you are not accessing application letter of inquiry through the general BSCF website.

*Q: The application asks for our Twitter and Facebook account. What if we have neither one?*

A: Just leave the field(s) blank in the application. We have begun collecting this information but it is not required or used in evaluating applications.

*Q: Can our organization also apply for funding through other programs, such as health care reform or domestic violence?*

A: Yes, organizations may apply for other BSCF funding opportunities. Your organization's application to the Core Support Initiative is not affected by exploring eligibility for other

funding opportunities. However, this should be the only vehicle by which you apply for core operating support or direct services provision. More information on other Health Care and Coverage programs and Blue Shield Against Violence programs can be found on the Foundation's website, [www.blueshieldcafoundation.org](http://www.blueshieldcafoundation.org).

## Financials

Q. *What does operating margin or net margin mean?*

A. Net margin is your organization's net revenue (surplus or deficit) divided by total revenues.

Q. *What is a collections ratio?*

A. The collections ratio is defined as your organization's accounts receivable for a given period (for example, 1<sup>st</sup> quarter 2013), divided by your total revenues for the same period times the number of days in the period (in this case 92). It's a measure of how long it takes for your organization to be paid for services provided.

Q. *What's a debt ratio?*

A. Debt ratio is your organization's total long-term assets (total assets less accounts receivable) divided by your organization's long term debt (total debt – accounts payable). It's another indicator of relative financial health.

Q: *What is meant by non-recurring income and expenses?*

A: Non recurring income refers to a one-time revenue source, for example a special grant. Non-recurring expenses could refer to such items as investment in capital expansion, investment in an unusually great amount of capital equipment, or installation of an IT or EHR system.

Q: *What figure do I use for the operating budget questions?*

A: There are two different places in the application that ask for information on your operating budget. One is in the Financials section and requests your actual operating budget number. The second is under Health Center Information and is a drop down selection of budget ranges. Please use your organization's current fiscal year's operating budget for both questions and double check that they are consistent.

Q: *Our most recent financial audit is from 2011. Is that acceptable?*

A: Yes.

Q: *My community health center is part of a larger organization that provides other services. Does the Foundation want the budget for the entire organization or just the community health center?*

A: Yes. Provide the entire organization budget as well as that of the community health center itself.

Q: *If financial documents are too large to upload or send electronically, when do they need to be mailed to the Foundation?*

A: Hardcopies of financial documents should be postmarked by the application deadline of June 7, 2013.

Q: *Can you explain more about the financial documents you need?*

A: If you do not conduct an audit, simply upload a Word document explaining that you do not conduct an audit. For the "Financial Statements" request, we would like you to upload your most recent available financial statement for your organization. A financial statement is a public document that indicates the financial status of your organization year to date. It should contain information such as trial balance, statement of revenue and expenditures. For the budget, use the budget for the whole organization, not just the community health center site.

## **Technical Questions**

Q: *If I have previously submitted an ACH form, is that sufficient?*

A: Yes, indicate that the form was previously submitted in applicable question in the online application. If the banking information for your organization has changed since you last provided this information, send us an updated form. If you are uncertain if the form has been previously submitted, you can contact Gwyneth Tripp to check.

Q: *The organizational section of my application has been pre-populated with information. How do I change it?*

A: You will see that the most recent information BSCF has of record for your organization. Review this information and update anything that is not current. If during the year, if the CEO or grantseeker change, contact Gwyneth Tripp, Grants Administrator, to keep the Foundation apprised of the appropriate contact person(s) for your organization.

Q: *May I fax or scan in and upload or e-mail the ACH form?*

A: Yes, faxing, mailing, or scanning and e-mailing a signed version of the form are all acceptable.

Q: *How do I change the e-mail address for the main (grantseeker) contact person for this grant?*

A: To change the email address for an existing grantseeker, click the "Edit Profile" link from the welcome page. To register a new grantseeker contact, click "First Time User?" on the login page. To change the email address for the CEO, edit the information in the organization information page. To change the email for a grantseeker or primary contact also listed in the "contact" page, edit the information in this screen directly.

Q: *Is there a way in the contact information section to put a secondary contact so that more than one contact can receive information?*

A: The CyberGrants system only allows for one "grantseeker" contact to be associated with the application record and to receive notices such as a receipt of application or a notification of a report. However, make sure the CEO contact information on the organization information page is correct as BSCF includes this information to communicate about grant announcements and notifications from the Foundation.

Q: *Please clarify the difference between the grantseeker and the other grant contact.*

A: The registered grantseeker is not necessarily included in the contact information section. We are requesting that applicants add the grantseeker as a contact in addition to have the information current within the profile section. If the two contacts for this application are the grantseeker and the CEO/ED, the grantseeker's name and information should be added or edited in the contact section and the CEO/ED's information should be verified in the CEO data section on the Organization Information page. If there is a third person you would like us to have as reference in relation to your application, add them as another grant contact but note they will not be included in regular communications.

Q: *In the past, we have had technical issues submitting online grant applications. If we run into this problem again, can we mail the application?*

A: No, all applications must be submitted online. Contact Gwyneth Tripp prior to the application deadline of June 7, 2013 if there are technical issues

Q: *Will we get a confirmation e-mail once we've submitted the application?*

A: Yes, the online grants system will automatically reply with confirmation to the grantseeker when the application is successfully submitted. Be sure to hit the "Submit" button when ready to submit the application. If you do not receive an electronic confirmation, contact Gwyneth Tripp immediately to ensure that your application has been correctly submitted.

Q. Do I enter the invitation code?

A. There is no invitation code associated with this application, just use the specific link indicated on your Request for Applications.

Q: *Can I start the application, save, and log out without submitting?*

A: An application does not have to be completed all at one time. You can access the in-progress application from the welcome page. Within the application you can toggle between sections at any time.

### **Application Deadline is 5:00 P.M. Friday, June 7, 2013**

For technical issues contact:

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