

FREQUENTLY ASKED QUESTIONS
for the
Fiscal Year (FY) 2023 Resident Opportunity and Self-Sufficiency –
Service Coordinator (ROSS-SC) Program
Notice of Funding Opportunity (NOFO)

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ACCESSING THE APPLICATION AND NECESSARY FORMS

Question 1: How do I access the application?

Answer 1:

- Go to grants.gov, click on “search grants”
- You can search by key word, CFDA number, or Opportunity Number but enter only one. If you enter more than one, you will not find the grant. You may enter “Resident Opportunity & Self-Sufficiency” or the CFDA number, “14.870”.
- Then, click on the “package” tab.
- Then click “apply” (you can also click on “preview” to view application forms). Once you click “apply,” you’ll need your email and password to access the application. Also, we recommend signing up for updates (in case any are sent regarding the application package).
- The application package is made available in what grants.gov calls **workspace**. See question 15 below for more information.

Question 2: I cannot find Appendix A (Sample Needs Assessment). How can I access Appendix A?

Answer 2. The Appendix A, also known as the Sample Needs Assessment, can be found at the end of the ROSS FY2024 (FY24) NOFO, pages 77-81:

https://www.hud.gov/sites/dfiles/CFO/documents/FY24_Resident_Opportunity_and_Self-Sufficiency_Service_Coordinator_Program-FR-6800-N-05.pdf.

INFORMATION FOR COMPLETING AND SUBMITTING YOUR APPLICATION

Question 3: When is the due date for the application?

Answer 3: The application due date is September 30, 2024. Applications that are submitted after September 30, 2024, will be ineligible for funding. Any applications submitted by the deadline, but received an error from grants.gov and are granted a 24-hour grace period to submit their application must correct the error(s) and resubmit the application before the 24-hour grace period ends. Applications in “rejected with errors” status after the 24-hour grace period expires will not be received by HUD. See Section IV.D.1. of the FY24 ROSS NOFO.

Question 4: How do I submit my application?

Answer 4:-Instructions for Applicants: Grants.gov hosts all application materials, including the Application Instructions (also referred to as Download Instructions), the Application Package (also referred to as Mandatory Forms on grants.gov) and optional forms. You must access all required application materials by going to Grants.gov. Use only the forms included in both the Grants.gov application download and instructions download for this funding opportunity to avoid using outdated forms. All narratives and forms requiring a signature that are not Grants.gov electronic forms must be physically signed, scanned, and attached to your Grants.gov application submission. See Section IV.B.2. of the FY24 ROSS NOFO. You must submit your application electronically via Grants.gov under the Funding Opportunity Number cited within the NOFO. Your application must list the applicable Funding Opportunity Number.

To be able to submit a paper application, you can request a waiver in writing to HUD at least 15 calendar days before the application deadline, using the below information. Your reason for requesting a waiver must demonstrate good cause. An example of good cause may include: a lack of available Internet access in the geographic area in which your business offices are located. However, lack of SAM registration or valid UEI is not a good cause. HUD will not grant a waiver if you fail to meet the requirements outlined in this paragraph. If HUD grants a waiver, a paper application must be received before the deadline for this NOFO. To request a waiver, you must contact:

Name: ROSS Program Office
Email: ROSS-PIH@HUD.gov
HUD Organization: PIH
Street: 451 7th Street, SW
City: Washington
State: DC DISTRICT OF COLUMBIA
Zip: 20410

See Section IV.A. of the FY24 ROSS NOFO.

Question 5: How can I determine if I am considered a renewal applicant?

Answer 5: Under the FY24 NOFO, renewal applicants are FY19, FY20, and FY21 ROSS grantees. The Previously Awarded list provides names of all FY19, FY20, and FY21 ROSS grantees and can be found [here](#). If you feel that you should be on this list, please contact the ROSS team directly by sending an email to ROSS-PIH@hud.gov.

Question 6: Does my agency need to submit a Code of Conduct?

Answer 6: Federal regulations (2 CFR part 200) and HUD's NOFO for discretionary funds require that non-Federal entities receiving Federal assistance awards, excluding States, to develop and maintain written standards/codes of conduct covering conflicts of interest and governing the actions of its employees engaged in the selection, award, and administration of contracts. If your agency has previously submitted an electronic copy of the Code of Conduct to HUD and nothing has changed, you do not need to submit a Code of Conduct with your application. See Section IV.G.1. of the FY24 ROSS NOFO.

If any changes have been made to your Code of Conduct since the last time it was submitted, you will have to submit the most current version. Please click [here](#) for more information.

Question 7: Does my agency have to submit the HUD-2880 form?

Answer 7: The form HUD 2880, also called the Applicant/Recipient Disclosure/Update Report, is required if you are applying for assistance within the jurisdiction of HUD to any project subject to Section 102(d) of the HUD Reform Act. You must complete this report if: (1) You are applying for assistance from HUD for a specific project or activity and you have received, or expect to receive, assistance from HUD in excess of \$200,000 during this fiscal year; (2) You are updating a prior report to reflect substantial changes to the initial applicant disclosure reports; or (3) You are submitting an application for assistance to an entity other than HUD, a State or local government if the application is required by statute or regulation to be submitted to HUD for approval or for any other purpose. See Section IV.G.1. of the FY24 ROSS NOFO for detailed submission requirements.

Question 8: Must I submit the 424-B form?

Answer 8: Yes, the FY24 NOFO has been updated to require all applicants to submit form HUD 424-B (Applicant Assurances and Certifications). Applicants are also required to update their SAM.gov registrations to comply with Federal Assistance Assurance. See Section IV.G.1. of the FY24 ROSS NOFO for detailed submission requirements.

Question 9: I cannot submit the application because I am getting error messages. How can I correct my errors?

Answer 9: You must ensure that you have entered the information in all of the mandatory fields on the forms. **The mandatory fields are highlighted in yellow.** If you need assistance correcting

errors, please contact grants.gov by calling [1-800-518-4726](tel:1-800-518-4726) or by sending an email to support@grants.gov. The customer support center is open 24 hours a day, seven days per week, except Federal holidays. Individuals who are deaf or hard of hearing, or who have speech and other communication disabilities may use a relay service to reach Grants.gov Customer Support. See Section IV.D.1. of the FY24 ROSS NOFO for more information.

Question 10: What happens if I do not submit a HUD-52768 form by the application due date?

Answer 10: The application due date is September 30, 2024. If the form is not submitted by the application due date, your application will not be eligible for funding. Failure to submit a completed HUD-52768 is a non-curable threshold requirement. Your application shall be deemed ineligible for funding if there is any missing information on your HUD-52768 form. See Section IV.B.2.b of the FY24 ROSS NOFO for detailed submission requirements.

Question 11: It looks like the online resource, www.careeronestop.org, includes salary, but not fringe benefits. What should I do about fringe benefits?

Answer 11: The NOFO requires applicants to submit salary information provided by the U.S. Bureau of Labor Statistics (BLS) for the occupation entitled “*Social Worker, Other*” at the median level in your ZIP Code. The following link from CareerOneStop.org will help you to find the necessary data: www.careeronestop.org/Toolkit/Wages/find-salary.aspx. Because BLS data does not include fringe, you may request up to 30 percent above the BLS salary for fringe benefits. See section II.C.1 of the FY24 ROSS NOFO for more information.

Question 12: What do I do if the salary information for my ZIP Code in BLS is lower than the current salary of our ROSS-SCs?

Answer 12: If you believe that the BLS salary comparison amount is insufficient, then you may submit salary comparability information from three different local sources (i.e., employers) to justify your salary and fringe request. You must submit the three salaries on the HUD-52768 form. See Sections II.C.1 and IV.B.2.b of the FY24 ROSS NOFO for detailed submission requirements.

Question 13: What’s the ROSS-SC salary maximum for FY2024?

Answer 13: In previous the previous NOFO, the maximum amount allowed for salary and fringe benefits was \$80,000. Under this NOFO for FY 2024, applicants may request up to the maximum grant amount (\$272,250), that can be designated for the salary, fringe, and administration/training/travel costs of the ROSS program for their service coordinator(s). It should be noted that any NOFO applicant, who request 100 percent of the ROSS NOFO funds for salary and fringe, will be forfeiting funds for administrative and training and travel costs. See Section IV.F. of the FY24 ROSS NOFO for more information.

Question 14: What do I do if there is no salary information in BLS for my ZIP Code?

Answer 14: For this NOFO, your salary location is based upon your agency's ZIP Code. You will use this ZIP Code to determine your salary maximum with BLS, per Section II.C.1 of the NOFO. If there is no salary information for your ZIP Code in BLS, then HUD will accept the *median regional or balance of state* information. If there is no salary information for your regional or balance of state information in BLS, then HUD will accept the *United States' median salary* information for the same occupational title (*Social Worker, Other*).

Question 15: When using grants.gov, do I have to apply using workspace?

Answer 15: Yes, you must use workspace to apply for ROSS funding.

- All applicants must use **workspace** to apply. For an overview of how to use workspace, click here: [grants.gov/applicants/workspace-overview/](https://www.grants.gov/applicants/workspace-overview/)
- You can also access grants.gov online user guide here: <https://www.grants.gov/help/html/help/index.htm?callingApp=custom#t=GetStarted%2FGetStarted.htm>.
- Please note: For issues with grants.gov, please contact their applicant support at: 1-800-518-4726 or support@grants.gov.

Question 16: Is it possible to use ROSS-SC funding to serve RAD PBV and PBRA residents?

Answer 16: Yes, the Consolidated Appropriations Act, 2023 (Public Law 117-328), extended eligibility by allowing PHAs or Multifamily Owners to continue to serve (or restart service to) residents of a project with assistance converted from public housing to Rental Assistance Demonstration (RAD) Project-based Voucher (PBV) or RAD Project-based Rental Assistance (PBRA). The FY24 NOFO explains how RAD PBV or RAD PBRA PHAs and Multi-Family owners can apply. See Section III.G.1 of the NOFO for more information.

Question 17: If we also receive the Elderly Disabled Service Coordinator (EDSC) grant through the Operating Fund, are we still eligible for a ROSS grant?

Answer 17: Yes, FY24 applicants that receive EDSC funding from the Public Housing Operating Fund may now apply to serve elderly and disabled populations through the ROSS Program. See Section I.E.3 of the FY24 ROSS NOFO for more information.

Question 18: Who should submit the application on behalf of my organization?

Answer 18: Only the Authorized Organization Representative (AOR) may submit on behalf of your organization. However, other staff (such as a grant writer or ROSS-SC) may work on the application in grants.gov. The AOR should be the Executive Director of your organization, or some other designated official of your organization who is authorized to make contractual

agreements on behalf of your agency. Please review Section IV.D.7 of the FY24 NOFO for more information.

Question 19: What happened to DUNS?

Answer 19: On April 4, 2022, the unique entity identifier number used across the federal government for applicants changed from the DUNS Number to the Unique Entity ID (UEI), which is generated by SAM.gov, and you may obtain one here: <https://sam.gov/content/duns-uei>. Applicants are also required to update their SAM.gov registrations every year to keep your registration active.

Question 20: How can I sign up for the ROSS Mailing List?

Answer 20: You can sign up for the ROSS Mailing list here: <https://public.govdelivery.com/accounts/USHUDPIH/signup/32524>

This mailing list is for ROSS Service Coordinators, grantee staff, and other entities that are interested in obtaining program updates, including ROSS training opportunities.

Question 21: Will there be a webcast covering the NOFO?

Answer 21: Yes, a pre-recorded webcast has been posted to the [FY24 ROSS NOFO webpage](#). The slides for the webcast are also available there.

Question 22: What do I do if I have a question that's not answered in this FAQ?

Answer 22: Please first read the NOFO and watch the [NOFO webinar](#). If you still have questions, email the ROSS Team at ROSS-PIH@HUD.gov. Please note that the ROSS team may only provide clarifying information, we cannot assist with the completion of your application.

Question 23: What if there is a curable deficiency in my application?

Answer 23: When HUD identifies a curable deficiency, HUD will notify the Authorized Organization Representative (AOR) identified on the SF-424 Application for Federal Assistance via email. This email is the official notice of deficiency. If the AOR receives such a notification a timely response is required, please review Section IV.D.7 of the FY24 NOFO for more information.

Question 24: What are some of the major changes to this year's NOFO?

Answer 24: Please see section I.E.3 of the FY24 ROSS NOFO for the full list of changes. Below is a list of some of the major changes to this year's NOFO:

- a. **U.S. Bureau of Labor Statistic Job Title.** In the previous NOFO, salary and fringe amounts were subject to the information provided by the U.S. Bureau of Labor Statistics (BLS) for the “Community and Social Service Specialists, All Other” occupation. Under this NOFO, we will use the BLS job title “Social Worker: Other” occupation at the median level in your ZIP code. This change ensures that ROSS-SCs’ job title in BLS is the same job title used by FSS coordinators when applying for funding. This change also increases the comparable median salary by 30 percent. See sections II.C.1 for more information.
- b. **Modification Requirement for Awarded Salary and Fringe Adjustment.** Grantees that will pay their service coordinator(s) less than 25 percent than the awarded amount for salary and fringe, must submit a budget modification and explanation to HUD. See Section III. F.11 of the FY24 ROSS NOFO for more information.
- c. **Increased Funding Flexibility for Direct Service Costs.** In prior NOFOS up to 10 percent of salary/fringe and training/travel could be used to pay for administrative costs including direct services. Under this NOFO, grantees may submit a budget modification request to use anticipated unexpended funds from the salary/fringe budget line item (BLI) to pay for direct services, for up to 20 percent of the grant. The amount allocated for direct services may only exceed 10 percent of salary/fringe and travel/training for grantees if a budget modification has been successfully submitted and approved by HUD. However, administrative costs that are not related to direct services cost may not exceed 10 percent of your funded amount for the salary/fringe and travel/training budget line items. Please note that prior to incurring any costs associated with the provision of direct services, grantees must consult and obtain approval from HUD headquarters by submitting their requests to: ROSS-PIH@hud.gov. Modification requests may be denied if the costs are not deemed to be necessary, reasonable and allocable. See Section III.F. of the FY24 ROSS NOFO for more information.
- d. **Increased Funding Flexibility for Salary and Fringe Benefits.** In the previous ROSS NOFO, the maximum amount allowed for salary and fringe benefits was \$80,000. Under this NOFO, applicants may request up to the maximum grant amount (\$272,250), for their ROSS-SC’s salary and fringe budget line item. In cases where applicants are requesting 100 percent of ROSS funds for salary and fringe, they will be forfeiting funds for administrative and training and travel costs. See Section IV.F. of the FY24 ROSS NOFO for more information.
- e. **RAD PBV and RAD PBRA Residents.** Under this NOFO, PHAs and Multi-Family Owners may apply to serve residents of a project with assistance converted from public housing to RAD PBV or RAD PBRA, respectively, if the public housing project was previously included in properties served by a prior ROSS grant. See section III.G of the FY24 ROSS NOFO for more information.
- f. **Renewal Applicant Definition.** Under this NOFO, renewal applicants are FY19, FY20, and FY21 ROSS grantees. See section I.A.4.b. in the NOFO for more information.
- g. **Eligibility of PHA Affiliates or Instrumentalities.** PHA affiliates or instrumentalities, as defined in PIH Notice 2011-47 (extending PIH Notice 2007-15), that are not applying as a Multifamily Owner and therefore applying to serve public housing residents are ineligible for funds under this NOFO if (1) the PHA they intend to serve is also applying to serve public housing residents or (2) would not be an eligible applicant either because

the PHA has a current ROSS grant (funded under the FY22 or FY23 NOFO competition) to serve public housing residents or (3) because the PHA has a high unexpended balance of a prior ROSS award. If such an entity is eligible to apply and is serving public housing residents, it may only submit one application. Similarly, PHAs are ineligible for funds under this NOFO if their PHA affiliate or instrumentality is (1) applying for funds to serve public housing residents or (2) would not be an eligible applicant because the PHA affiliate or instrumentality has a current ROSS grant (funded under the FY22 and FY23 NOFO competition) to serve public housing residents or (3) because the PHA affiliate has a high unexpended balance of a prior ROSS award. See section III.B for more information. Note: PHA Affiliates and Instrumentalities that are not applying as a Multifamily Owner may only serve public housing residents. Additionally, PHA Affiliates and Instrumentalities, that are not applying as a Multifamily Owner, must either be a locally-incorporated nonprofit organization or a federally-designated 501(c)(3) tax exempt nonprofit organization by the application deadline of this NOFO. See section III.D. in the FY24 ROSS NOFO for more information.

- h. Rating Factor Criteria.** The rating factor criteria have been revised to improve comprehensibility for applicants, and also providing more guidance on criteria. In addition, HUD adjusted the point maximums for the criteria. See section V.A.1 of the FY24 ROSS NOFO for more information.
- i. ROSS Narrative Statement Requirement.** In the past, HUD required that only new applicants submit a ROSS narrative statement. Under this NOFO, renewal and new applicants must submit a ROSS narrative statement to be eligible for ROSS funding. See section V.A of the FY24 ROSS NOFO for more information.
- j. Advancing Racial Equity Narrative.** Under this NOFO, applicants must submit an Advancing Racial Equity Narrative with their application. This is a curable deficiency. See section III.F and IV.B. of the FY24 ROSS NOFO for more information.
- k. Experience Promoting Racial Equity.** Under this NOFO, applicants must submit an Experience Promoting Racial Equity narrative with their application. This is a curable deficiency. Please see section III.F and IV.B of the FY24 ROSS NOFO for more information.
- l. Affirmatively Furthering Fair Housing (AFFH) Narrative.** Under this NOFO, applicants must submit a narrative describing how their proposed NOFO activities are aligned with Affirmatively Furthering Fair Housing (AFFH) requirements. This is a curable deficiency. Please note Tribes and TDHEs are not required to submit the AFFH narrative. Please see Section III.F and Section IV.B. of the FY24 ROSS NOFO for more information.
- m. Affirmative Marketing and Outreach.** Under this NOFO, applicants must submit a narrative describing how their proposed NOFO activities are aligned with Affirmative Marketing Outreach requirements. This is a curable deficiency. Please note that Tribes and TDHEs are exempted from the requirement to submit this narrative. Please see Section III.F and Section IV.B. of the FY24 ROSS NOFO for more information.

AVOIDING COMMON MISTAKES WITH APPLICATION SUBMISSION:

Common Mistakes with Application Submission:

- 1. Applied for the Wrong Grant.** Applicants should double check they are applying for the Fiscal Year 2024 Resident Opportunity and Self-Sufficiency Service Coordinator Program.
- 2. The HUD-52768 does not include project name and number.** Applicants *must* include the correct project name **AND** 11-digit project number. If this form is not submitted by the application deadline, your application will be deemed ineligible and will not be reviewed. Review section IV.B.2.b of the FY24 ROSS NOFO for detailed submission requirements.

NOTE for Tribes/TDHEs: For tribes/TDHEs previously funded through the United States Housing Act of 1937, a project is identified by the 11-digit project code. For tribes/tribally designated housing entities (TDHE) funded by NAHASDA, a project is identified by an official project name. If you are a tribe and there is not an official project name in use, develop a unique project identifier that can be used in this application and future applications. Units you serve must be NAHASDA-assisted *rental* projects. **Please note that the FY24 ROSS NOFO clarifies that the unit count is based on the number of occupied units in projects with NAHASDA rental assistance.** In past NOFOs, the language was broader and only said that NAHASDA-assisted units were eligible. Therefore, there could be a change in the number of units you are eligible to serve. This, in turn, could affect the number of Service Coordinator positions you are eligible to receive.

Number of PHA/tribe/TDHE Units	Max # of ROSS-SCs	Max Grant
50-1,000	1	\$272,250
1,001-2,500	2	\$544,500
2,501 or more	3	\$816,750

- 3. Incomplete Application Forms.** Applicants should confirm all application forms are complete and submitted. You may want to have someone double check your application before you submit. Missing or incomplete application information can fall into one of two deficiency categories. Review section I.A.4.a on pg. 11 of the FY24 ROSS NOFO regarding deficiencies.
- 4. Incorrect Information on Application.** Applicants should verify that all information included in the application is the correct information. This includes the name of the Public Housing Authority (PHA) (or tribe, MF provider), to be served PHA code, UEI number, and all other information on application forms. If an error is discovered after you submit your application, you may correct it by resubmitting a new, complete

application (as long as it's before the deadline). HUD will only consider and review the latest submission.

5. **Expired UEI and SAMS.** Applicants must maintain an active UEI and SAMS to receive any federal grant funds. Make sure to check whether the status of your UEI and SAMS is current before you submit your application.
6. **Does not include Salary Information.** Applicants must include salary information from the U.S. Bureau of Labor Statistics (BLS) for the “*Social Worker, Other*” occupation at the median level in your ZIP Code www.careeronestop.org/Toolkit/Wages/find-salary.aspx [or salary comparability information Please refer to questions 9-12 above for more information about this.](#)
7. **RAD PBV and RAD PBRA Residents.** Under this NOFO, PHAs and Multi-Family Owners may apply to serve residents of a project with assistance converted from public housing to RAD PBV or RAD PBRA, respectively, if the public housing project was previously included in properties served by a prior ROSS grant. See section III.G of the of the FY24 ROSS NOFO for more information.
8. **Does not include a narrative statement.** All applicants (including renewals) are required to submit a narrative statement. See Section I.A.3.f on pages 7—8 in the NOFO for additional details. **If your application does not include a narrative, it will not be considered for funding.**
9. **Did not read the entire NOFO.** Applicants should read the NOFO in its entirety to verify that all eligibility requirements are met before submitting application. Make a checklist to ensure you complete all required forms and narratives.
10. **Submitted the application on the due date and experienced errors during a timely submission.** Please note that we encourage applicants to submit their applications at least 48 hours before the deadline in case there are technical issues. It also takes time for grants.gov to validate your application submission. By submitting your application 48 hours before the deadline, you should have enough time to correct any errors and resubmit by the deadline. If you actually submit your application on the deadline date, and issues arise you *may* be granted a 24-hour grace period to resubmit. Applications received after the 24-hour grace period will not be considered.
11. **Applied as a new applicant when grantee is a renewal applicant.** Applicants should review the NOFO definitions of renewal and new applicants carefully in Section I.A.4 of the of the FY24 ROSS NOFO to ensure the correct information is included with their application. Please review the following to determine if you should apply as a renewal applicant.