

# **Rural Northern Border Region Outreach Program**

**HRSA-24-083**

## **Reference Guide**

Health Resources and Service Administration (HRSA)

Federal Office of Rural Health Policy (FORHP)

Community-Based Division (CBD)

## Quick Reference

### Program Contacts

Program Coordinator & Project Officer	Gabrielle Ko	<a href="mailto:GKo@hrsa.gov">GKo@hrsa.gov</a>	301-945-5216
Grant Management Specialists (make sure to contact your assigned GMS)	Lissette Young	<a href="mailto:LYoung@hrsa.gov">LYoung@hrsa.gov</a>	301-287-9864
	Bria Haley	<a href="mailto:BHaley@hrsa.gov">BHaley@hrsa.gov</a>	301-443-3778
	Kenya Myers	<a href="mailto:KMyers@hrsa.gov">KMyers@hrsa.gov</a>	301-443-4903
	Kimberly Dews	<a href="mailto:KDews@hrsa.gov">KDews@hrsa.gov</a>	301-443-0655
	James H Padgett	<a href="mailto:JPadgett@hrsa.gov">JPadgett@hrsa.gov</a>	301-443-0207
	Whitney Watkins	<a href="mailto:WWatkins@hrsa.gov">WWatkins@hrsa.gov</a>	301-287-0153
	Kristian Walker	<a href="mailto:KWalker@hrsa.gov">KWalker@hrsa.gov</a>	301-287-0152

### Electronic Handbook (EHB)

To access EHB, click [here](#).

The EHB Helpdesk is available to provide technical assistance Monday-Friday 7AM–8PM EST. Contact 1-877-464-4772, or visit [here](#) to request help.

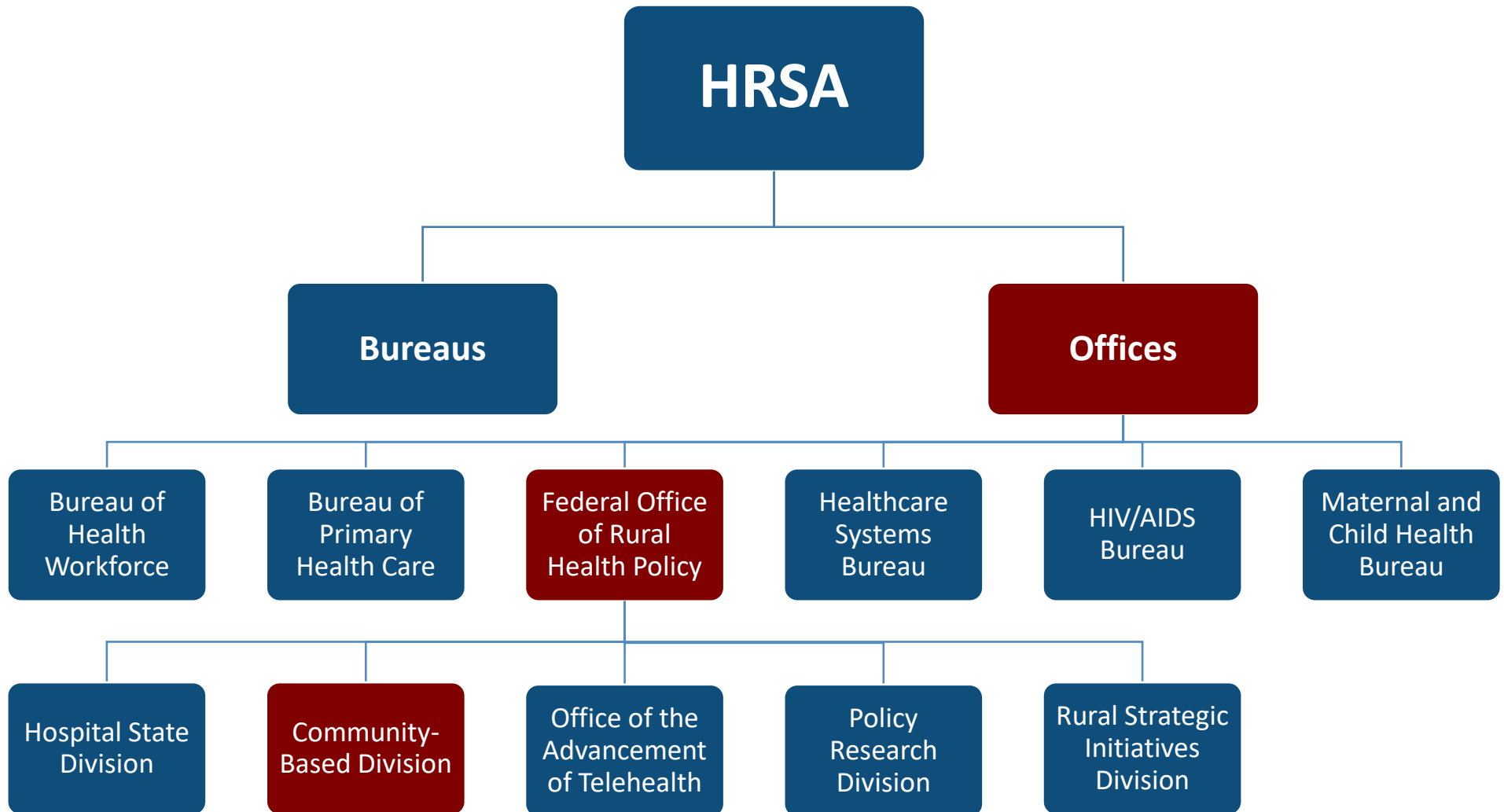
The [EHB Help and Knowledge Base](#) contains articles, videos, FAQs, and other resources to help you navigate EHB.

### Managing HRSA Grants

[Manage Your Grant](#) contains resources on how to manage a HRSA grant. HRSA periodically offers [trainings](#) to further assist you in managing your grant.

## HRSA Organizational Chart

The Rural Northern Border Region Planning Program is located within the Community-Based Division (CBD) of the Federal Office of Rural Health Policy (FORHP).



## **Understanding Grant Program Contacts**

Each RNBR-OP award recipient will have a Project Office (PO), and an assigned Grants Management Specialist (GMS), and an assigned Technical Assistance (TA) provider.

### **Project Office (PO) Roles and Responsibilities**

The HRSA PO will serve as your primary programmatic point of contact for this program and provide FORHP assistance in support of project implementation over the course of this grant funding. The PO will be able to:

- Explain program objectives
- Monitor the performance of individual grant projects

### **Grants Management Specialist (GMS) Roles and Responsibilities**

The HRSA GMS serves as your grant's point of contact for grant management and financial related content. Each project is assigned a HRSA GMS whose name and contact information is reflected on the Notice of Award (NoA) document that was issued upon your project's successful award notification. The HRSA GMS and PO work closely as a team for grant operations and encourage correspondence and questions to be directed to include both your assigned GMS and PO. The GMS will be able to:

- Explain regulations, policies, and financial aspects of your award
- Review and makes recommendations on continued federal support
- Make sure you comply with award requirements and cost policies
- Oversee receipt of all required reports
- Follow up on overdue reports, as necessary

### **Technical Assistance (TA) Provider Roles and Responsibilities**

The FORHP Outreach Program works in partnership with the Georgia Health Policy Center (GHPC) to provide targeted technical assistance (TA) and offer tailored support to each awarded grant project. Each project will be matched with a primary technical assistance provider to provide services best able to address your project's TA needs. You will be contacted by your assigned TA provider in the coming weeks, introducing themselves and will work to schedule an introductory call with you, your HRSA PO and your key project team members. As a service of this TA for provision of ongoing support, following the introductory call, you will receive regular TA calls with your assigned TA Provider and HRSA PO throughout the duration of the grant project.

## **Payment Management Systems (PMS) Account Representative**

To locate your [PMS Account Representative](#), select your state or territory from the drop down menu. The PMS will be able to:

- Assign you a Personal Identification Number (PIN)
- Review, approve, and monitor the drawdown of funds
- Review and approves your Federal Cash Transaction Report (FCTR) via the Federal Financial Report (FFR)
- Provide you with payment reports and oversees debt collection

## Onboarding Process

### **STEP #1: Review your grant's Notice of Award (NoA) & Become Familiar with HRSA Grant Management & Policies**

Upon receipt of the email communication notifying you of your award, a NoA document was issued as official documentation for receipt of grant funding to your organization under the Rural Northern Border Region Outreach Program.

The NoA document should correctly reflect all information for your award and contains key grant information related to requirements, policy, HRSA contacts and grant terms and conditions. Please check that the information on your NoA is correct for your funded project and take note of the assigned HRSA Project Officer (PO) and Grants Management Specialist (GMS). If changes need to be made to the NoA, or you have any questions, please contact your assigned HRSA PO and GMS for further assistance. Additional information for understanding your grant's NoA document is available on the HRSA Award Management website under FAQs "[What is in Your NoA?](#)"

The [HRSA Grant Management Website](#) provides information, resources and details for HRSA award recipients to successfully manage their grant and understand the grant policies cited on your grant project's NoA. Your HRSA PO and GMS are also available to assist you with any additional questions you may have.

### **STEP #2: Establish and/or Update the Account for Your Award in the [Payment Management System \(PMS\)](#).**

Grant funds are made available through a system called the Payment Management System. All grantees will need to establish an account or update an existing account in this system in order to access grant funds. Instructions for getting started in the PMS with information about how to register your organization and update existing accounts are available as part of the [PMS User Guide](#).

### **STEP #3: Establish User Account in the [HRSA Electronic Handbook System \(EHB\)](#)**

The HRSA Electronic Handbook System (EHB) is the electronic system for award management and submission of grant deliverables, requirements, and updates. It is important the correct personnel in your organization have accounts and the appropriate access and roles are registered and assigned in the system for your grant. A complete step-by-step guide for registering in EHB can be accessed [here](#). Additional information about the EHB can be found as part of the [EHB Help and Knowledge Base](#).

### **STEP #4: Provide your HRSA Project Officer (PO) with the appropriate email and phone contacts.**

Please be sure to let your HRSA PO know the names, roles and contact information of your project's key participants who serve as the main points of contact, should receive email communications, notifications and be present on regular grant calls. At any point in your project, in the event contact information changes, please alert your HRSA PO of these changes so program contacts can be updated accordingly.

## RNBR-OP Deliverable Dates: Year at a Glance

YEAR 1 (September 30, 2024 – September 29, 2025)		
Date	Deliverable	Action/Description
<b>September 30, 2024</b>	Project Period Start Date	
<b>October 11, 2024</b>	Welcome/Kick-Off Webinar	<u>Description:</u> Introductory webinar to acclimate awardees to the grant program and technical assistance support as well as meet others in their cohort.
<b>October 30, 2024</b>	30 Day Award Condition(s) Due <i>(if applicable)</i>	
<b>October – November 2024</b>	Awardees will have an introductory call with their assigned TA coach and HRSA Project Officer (PO).	
<b>October – December 2024</b>	Project Directory	<u>Description:</u> All awardees are required to submit a Project Directory <b>via email</b> for their grant project. The assigned TA coach and HRSA PO will collaborate with awardees to complete the directory template. The template and submission instructions will be provided prior to the deliverable deadline for completion by the TA coach and HRSA PO.
<b>March 31, 2025</b>	Assessment Plan	<u>Description:</u> Award recipients must submit an Assessment Plan in the first year of the grant. This plan will guide program assessment throughout and beyond the grant period, covering process and outcome measures. It should detail assessment questions, indicators, data sources, methods (e.g., document review, interviews, surveys), and how findings will be shared. FORHP acknowledges that the plan may evolve during implementation but stresses that identifying an assessment strategy early, involving staff throughout, and providing ongoing feedback to stakeholders enhance project success and allow for adjustments. <u>Where to Submit:</u> Submitted electronically in <a href="#">the EHB System</a>
<b>July 2, 2025</b>	Yr. 1 Non-Competing Continuation (NCC) Progress Report	<u>Description:</u> The award recipients must submit a progress report to HRSA on an annual basis through the submission of the noncompeting continuation report. Submission and HRSA approval of your Progress Report(s) triggers the budget period renewal and release of subsequent year funds. This report demonstrates award recipient progress on program-specific goals. A request for an updated Work Plan demonstrating proposed vs. actual progression of activities will be included. Further information will be provided in the award notice. The NOA will provide details. <u>Where to Submit:</u> Submitted electronically in <a href="#">the EHB System</a>

To request a submission deadline extension, please discuss the extension with your PO and submit a [Prior Approval in EHB](#).

## Accessing Award Funds

### **How to Access Award Funds?**

Once HRSA makes an award, HRSA post funds in the Payment Management System (PMS). To access and make drawdowns on your funds, you first need to establish a PMS account. The PMS will send you a packet to establish your account, which includes:

- Payee Identification Number (PIN)
- Direct Deposit Sign-Up Form SF-1199A (SF-1199A)
- Recipient Training CD
- Primary Contact Person Form

Complete the SF-1199A and Primary Contact Person forms and return to your PMS representative. Your representative will then provide you a temporary password via certified mail.

### **For additional assistance, please also see the below resources:**

- For additional information and guidance on this topic, please read the [PMS User Guide](#).
- You can also visit HRSA's [How to Manage Your Grant](#) webpage to learn more about this and other grant management related topics.



## Common Prior Approvals

With all [prior approval requests](#), please be sure to discuss and communicate any pertinent information with your assigned PO before submitting a request in EHB.

### **Change in Project Director**

EHB automatically assigns the project director role to the person listed in Box 8F of the SF424 in the original application. If the Project Director listed in box 7 of your Notice of Award is not correct, or if there is a change in your Project Director, you will need to submit a Prior Approval Request into EHB for a [change in project director](#).

The prior approval request for a change in project director must include the following:

1. Short description for change: Enter this information under Request Details Section on the PA cover page.
2. Justification narrative written in letter format on your **organization's letterhead, signed by awardee's PD and authorized business official**, which includes:
  - An explanation describing the proposed duties or responsibilities that have changed and why. The request must also talk about the impact, if any, that the change in personnel or level of effort (LOE) will have on the budget and scope of work for the approved grant.
    - Position Title and Responsibilities: the responsibilities listed on the grant application for the corresponding position may be used if there is no change. If this is the case, do not state "refer to application" but list the responsibilities from the original grant application. Document any changes in roles if applicable.
    - If, the personnel occupied another position on the grant, document who will fulfill the previous role and when that position was filled. Address any changes from the grant application related to the position.
  - Name of new personnel, start date, annual salary and description of qualification of personal for the position.
  - Amount of grant funds used for salary including benefits (if applicable). If other funds are used in lieu or to supplement the personnel, describe where and how much.
    - Projected amount of Full Time Equivalent (FTE) of staff involvement on the project [e.g., 1 FTE= 40-hour work week; .50 FTE=20 hours per week].
3. Resume or CV

## Budget Revision

Please always discuss any budget revisions with your project officer, before moving the funds. For cumulative budget revisions exceeding 25% of your RNBR-OP grant (in this case, \$62,500), you will need to submit a prior approval request in EHB which includes the following:

1. Revised SF-424A
2. A line item budget and budget narrative
  - The budget should follow the requirements outlined in the FOA
  - Narrative should include detailed explanation of what costs are being re-budgeted, the reason for the change, indicate the category impacted by revision, changes (if any) the revised budget will have grant activities, and data of change or anticipated date of change.
3. A letter on your organization's letterhead, **signed by project director and the authorized official**, stating there will be no changes to the approved award objectives, goals or purposes, which would require a prior approval for a changes in scope

## No-Cost Extension

The purpose of the no-cost extension (NCE) is to complete grant project goals and objectives after the original project period end date. An NCE cannot be used for the sole purpose of expending remaining funds. For a NCE proposal request, the narrative justification submitted will need to clearly depict what goals and objectives were not fully met during the grant project cycle, reasoning for why these noted goals and objectives were unable to be completed and which previously approved grant activities will be utilized to complete these noted goals and objectives. Please note that no new activities can be implemented at this this. All NCE activities must align with previously approved project activities under the grant.

The prior approval request for a no-cost extension must include the following:

1. A narrative justification
  - The narrative should be written on your organization's letterhead from an Authorizing Official.
  - Include the duration of the extension (should not exceed 12 months)
  - A short overview of project activities that were completed
  - A description of incomplete project activities and why they were not completed within the initial project period
  - An updated work plan that details complete and incomplete activities (this should include relevant completion dates and anticipated completion dates)
2. An SF 424A budget form: This should breakdown the unexpended funds.
3. Budget justification – This should further explain the remaining funds to be expended during the NCE period

## Electronic Handbooks (EHB) Fact Sheet

The HRSA [Electronic Handbook System \(EHB\)](#) is the electronic system for award management and submission of grant deliverables, requirements, and updates. It is important the correct personnel in your organization have accounts and the appropriate access and roles are registered and assigned in the system for your grant.

### **EHB Roles for Your Grant:**

- Project Director (Point of Contact)
- Authorizing Official
- Business Official
- Other

### **Grant Access & Registration FAQs:**

<https://help.hrsa.gov/display/public/EHBSKBFG/Grants+Access+and+Registration+FAQs>

### **REMEMBER:**

- Add this grant to your EHB portfolio
- Your HRSA project officer does not see the same interface
- Your TA Coach does not have access to EHB
- **Everything** must go into EHB unless otherwise noted by the Program Coordinator (PC) leading the program your grant is funded under.

### [EHB Help and Knowledge Base](#)

The EHB Help and Knowledge Base provides access to articles, interactive videos, frequently asked questions, and other resources to help you successfully navigate through the EHBs. Topics ranging from Registration, User Account Management, Submissions and Prior Approval Requests can be found on the link below:

[How to create an account](#)

[Getting started](#)

[Home page and navigation](#)

[Adding a grant to your portfolio](#)

[Managing users](#)

[User permissions](#)

[How to register as FRA](#) (and later, completing the FFR [overview](#), [part 1](#), [part 2](#))

[How to request a prior approval](#)

[How to change the project director](#)

[How to request a submission deadline extension](#)

**Need Help with EHB?**

If you ever need any help with EHB, please give them a call at 1-877-464-4772, available Monday-Friday 7am-8pm ET or sent them an email at [HRSAEHTier2Support@hrsa.gov](mailto:HRSAEHTier2Support@hrsa.gov). This is not an automated system, and you will be able to talk to a real person. You can also contact them on their website and submit a ticket: <https://www.hrsa.gov/about/contact/ehbhelp.aspx>.

## **Additional Resources**

### **HRSA Grant Management**

The HRSA website provides information, resources, and details for HRSA award recipients to successfully manage their grant and understand the grant policies cited on awarded grant project Notice of Awards (NoA), among other content to support HRSA award recipients.

- [HRSA Healthy Grants Workshops](#) – The page provides information about HRSA’s Office for Grants Management quarterly webinars designed to support grant recipients by offering resources and opportunities to improve grant management skills through webinars, in-person workshops, and online training sessions. It is designed to support HRSA grant recipients in effectively navigating and adhering to grant requirements, ensuring compliance, and optimizing the use of awarded funds. It also serves as a comprehensive hub for educational resources aimed at enhancing grant administration capabilities.

### **Grant Policy**

The [Electronic Code of Federal Regulations \(eCFR\)](#) is the online uniform grant policy guidance listed on all awarded grant NoAs. Details include overarching guidance for grant administrative requirements, grant financials and other key grant related information for all HHS grant award recipients.

### **Payment Management System**

Grant funds are made available through a system called the Payment Management System (PMS). All grantees will need to establish an account or update an existing account in this system in order to access grant funds.