

HUMANITARIAN RESPONSE PROGRAM GUIDANCE

NOTE: This document is NOT the application form.

Please read the [Request for Proposals \(RFP\)](#) document carefully for application requirements and contract expectations. The St. Louis County Humanitarian application is internet-based and can be found at https://stlcsf.smapply.io/prog/stlouisco_cares_humanitarian.

RECOMMENDATIONS AND ITEMS TO NOTE

- SurveyMonkey Apply, the online application platform, will function in a variety of internet browsers but operates most efficiently in the **Google Chrome** internet browser.
- Please follow the instructions for registering on SurveyMonkey Apply website on the next page of this document.
- St. Louis County recommends answering narrative application questions in a word processing program (such as Microsoft Word) for editing and retention purposes. When complete, narrative answers from the word processing file can be copied and pasted into the appropriate SurveyMonkey Apply text boxes.
- This symbol(❶), located throughout the application in the top right corner allows applicants to:
 - contact the site administrator at humanitarian@stlouisco.com for questions about application content
 - access frequently asked questions about the SurveyMonkey Apply platform, or
 - contact [SurveyMonkey Apply](#) with technical concerns regarding the SurveyMonkey Apply platform
- SurveyMonkey Apply will auto-save regularly during an open work session. A “Save and Continue Editing” button is also available at the bottom of each application section.
- St. Louis County will host a Webinar on how to navigate the Survey Monkey Apply system on Thursday, June 4 @ 9a.m. It will be recorded and available on the SurveyMonkey Apply landing page for future reference.

INSTRUCTIONS FOR REGISTERING ON SURVEYMONKEY APPLY WEBSITE

Step One	<p>Please talk to colleagues within your organization and establish who will be the Primary Administrator for the organization's SurveyMonkey Apply account before beginning the registration process.</p> <p>The Primary Administrator will have responsibility for submitting the completed application(s) and will be the sole point of contact for all emails and alerts from SurveyMonkey Apply related to the application(s).</p> <p>The individual who is designated as the Primary Administrator should begin the registration process.</p>	<p>Tips: Instructions for adding collaborators to your organization's application(s) are delineated below, once initial registration is complete. If at any point the Primary Administrator needs to transfer management to another user on the Organization's account, please follow the instructions as found here.</p>
Step Two	<p>Open a web browser window. Go to: https://stlcsf.smapply.io/prog/stlouisco_cares_humanitarian</p> <p>You are now on the Homepage for St. Louis County CARES Humanitarian Response Program Application.</p>	<p>Tips: SM Apply works best in Chrome. Using Internet Explorer and Safari may lead to slower loading time and formatting issues.</p>
Step Three	<p>In the upper right corner of the browser window, click Register.</p>	
Step Four	<p>After entering your name and email address and selecting a password for your user account, you will be prompted to provide the following information about your organization:</p> <ul style="list-style-type: none"> • Organization Name • Organization Address • Organization Email 	
Step Five	<p>Before you can complete all the tasks and submit an application, you will need to verify your email address. To verify your email address, click "Send verification link" at the top of the Homepage.</p> <p>You will receive an email from SurveyMonkey Apply with a link. Once you have clicked the link to verify your email address you will be able to begin your application(s) for the COVID-19 Humanitarian Response Fund.</p>	
Adding Collaborators	<p>To add colleagues as members of your organization and collaborate on the applications, click "Manage organization" in the top right-hand corner from the Homepage (when signed in as the Primary Administrator).</p> <p>After you have selected "Manage organization", select the "Members" tab, and click "Add member". Add the person's name, email address, and select the role they should have on the organization's account. You can also create Teams within your organization to edit and contribute to specific tasks in your application(s) using the "Teams" tab.</p>	<p>Tips: <i>Administrators</i> will be able to edit and remove non-administrative members, or inactive Administrators and can create and submit program applications.</p> <p><i>Non-admin members</i> will be able to edit applications on behalf of the organization but will not have access to manage the organization's profile and members. They will also not be able to create or submit applications for an organization.</p>

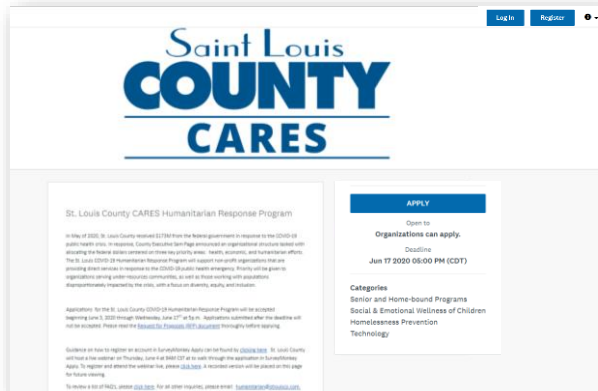


Humanitarian Response Program

SurveyMonkey Apply User Tips

SurveyMonkey Apply User Tips

- Your organization must register and log in as an organization before you can begin or open an application
- The application is only open to nonprofit organizations; individuals cannot apply
- Pick someone in your organization who will be the leader in completing the online application: this person will be called the "Primary Administrator" on SurveyMonkey Apply
- Please follow the instructions for setting up the organization account on the [Application Guide](#) provided
- Save your log-in information in a safe place. The site administrator cannot restore your password; you will have to contact SurveyMonkey Apply directly to reset or recover account information



SurveyMonkey Apply Registration User Errors

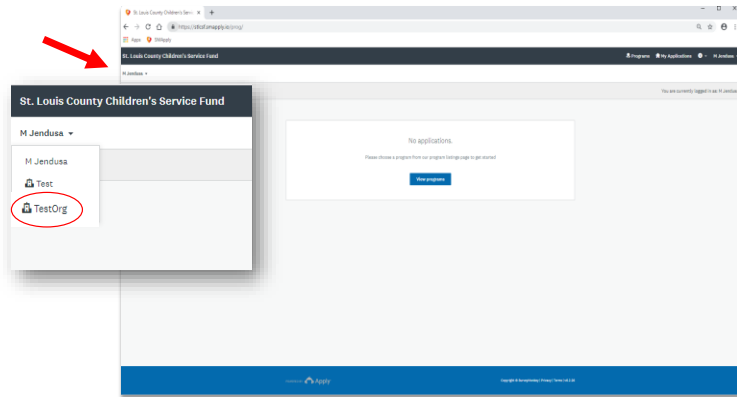
SETTING UP YOUR ORGANIZATION'S ACCOUNT

- ❑ When you or the identified Primary Administrator in your agency goes to register your organization for an account, select "Register as an organization"
 - You will be prompted to provide some basic information on your agency, including the organization's name, address, and phone number.
- ❑ To add collaborators on your organization's SurveyMonkey Apply account follow the instructions included in the [Application Guide](#) provided

The screenshot shows the SurveyMonkey Apply registration page. At the top, it says "Apply" and "Register for an applicant account". Below this, there are three social media login buttons: Facebook, Twitter, and Google. Underneath these is an "OR" separator. Then, there are two radio button options: "Register as an individual" (which is unselected) and "Register as an organization" (which is selected and circled in red). Below these options are input fields for "First name", "Last name", "Email", "Password", and "Confirm password". At the bottom, there is a checkbox for "I'm not a robot" and a "CREATE ACCOUNT" button.

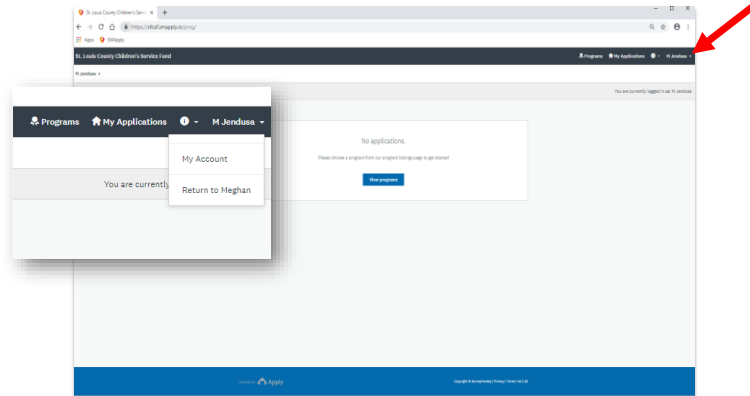
SurveyMonkey Apply Log-in User Errors

- ❑ Once your organization has been registered on SurveyMonkey Apply and you have been added as an individual user and member of your organization's account, log into your individual account on SurveyMonkey Apply
- ❑ Immediately upon logging into your individual account, you will find that you do not have any program applications available to open
- ❑ You will need to tell SurveyMonkey Apply that you want to open an application for your organization (for which you have been added as a collaborator on by the Primary Administrator) by clicking on your user name in the upper left hand corner of your screen and selecting the organization's name.



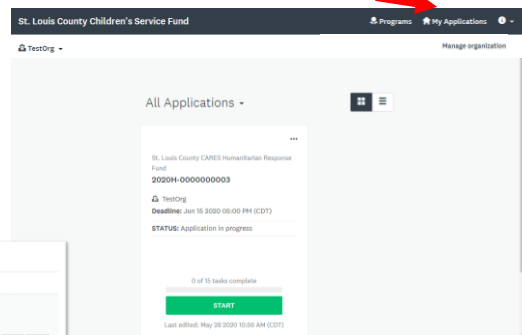
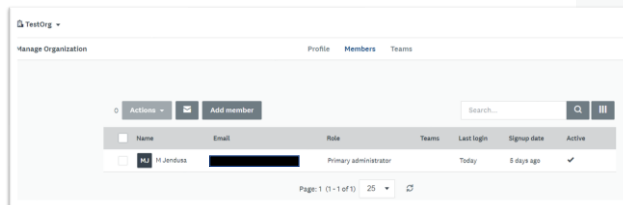
SurveyMonkey Apply Log-in User Errors

- ❑ If the drop down menu with your organization is not available, double check to make sure that your organization is registered and that your individual account is actually linked to the organization's account.
- ❑ If you are sure that your agency is not registered, and you already are registered and logged-in as an individual user, you can register your agency for an organization account by clicking on your user name and "My Account".
 - You can set up an organization account from the Account Settings page and then add your agency's name, address, and email information.



SurveyMonkey Apply Log-in User Errors

- ❑ To double check that your individual account is actually linked to the organization's account, have your Primary Administrator log in to their account, select the organization from the upper left corner of the screen (as demonstrated previously), and then select "Manage organization" in the ribbon bar
- ❑ Once in the organization's profile, click on the "Members" tab to review all individual users who have been added as collaborators to the organization's program applications



SurveyMonkey Apply Helpful Tips

- Application Guide
- Google Chrome
- Character Limits
- Word Processing File to SurveyMonkey Apply
- Auto-Save
- ⓘ

We recommend applicants review all the resources we have shared (RFP, FAQs, SM Apply Guide) as they provide a lot of clarifications and may save a headache or two while completing the application.

1. SM Apply will function in a variety of internet browsers, but operates most efficiently on **Google Chrome**.
2. Each narrative question has **character limits**. The real-time character count is visible at the bottom of each text box in the application.
3. We recommend answering narrative questions in a word processing program, such as **Microsoft Word**. When completed, narrative responses from the word processing file can be copied and pasted into the appropriate SM Apply text boxes.
4. SM Apply will auto-save regularly during an open work session. For applicants who may be a bit weary or have some trust issues, a **“Save and Continue Editing” button** is also available at the bottom of each application section.

5. Lastly, to contact the site administrator, access frequently asked questions, or to contact SM Apply with technical concerns, see the dropdown options at the information (i) symbol throughout the document.

SurveyMonkey Apply Application Tasks

1 of 16 tasks complete

Last edited: Jun 2 2020 04:28 PM (CDT)

REVIEW SUBMIT

Deadline: Jun 17 2020 05:00 PM (CDT)

TestOrg

M. Jendusa
jendusa.corotti@gmail.com
View & edit

Add Member or Team

St. Louis County CARES Humanit... (2)

2020H-0000000003

TestOrg Status: Application in progress

APPLICATION ACTIVITY

Your tasks

- Application: General Information
Completed on: Jun 2 2020 04:16 PM (CDT)
- Application: General Information Continued
Last edited: Jun 2 2020 04:28 PM (CDT)
- Application: Section I. Community Need & Target Population
- Application: Section II. Capacity
- Application: Section III. Diversity, Equity, & Inclusion
- Application: Section IV. Program Financial Information
- Application: Section V. Regulatory & Compliance
- Application: Program Budget Tables
- Attachment 1: CARES Act Coronavirus Relief Fund Certification
- Attachment 2: Work Authorization Affidavit for Business Entities pursuant to 285.530 R.S.Mo.

1. We're excited that SM Apply provides a management feature to help applicants navigate all of the required tasks for each section or document upload.
2. Please note, not all tasks may appear the first time you log in.
3. As you complete components of the application, additional tasks may be added based on your responses.
4. Upon conclusion of each application task, there will be a **"Mark As Complete"** prompt.
5. If all required fields or uploads in the task have been completed, and the task has also been marked completed, the task will appear checked off in your task list.

SurveyMonkey Apply Application Tasks

Back to application

St. Louis County CARES Human Affairs
2020H-0000000003 | Status: Application in progress

Application: General Information

Application: General Information Continued

Application: Section I, Community Need & Target Population

Application: Section II, Capacity

Application: Section III, Diversity, Equity, & Inclusion

Application: Section IV, 1 of 10 tasks complete

Last edited: Jun 2 2020 04:28 PM (CDT)

Application: General Information
Completed Jun 2 2020 04:18 PM (CDT)

General Info
GENERAL INFORMATION

Organization's Legal Name (as shown on IRS Determination Letter):
TestOrg

Doing Business As:
Testing

Employer Identification Number:
1234567

Unique Identifier (DUNS Number):
54321

Street:
123 Fake Street

PO Box:

Name: Ted Nelson

Phone Number: 123-456-7890

Email: tates@gmail.com

Fiscal Sponsor

Did you apply for the Small Business Relief Program through St. Louis County?
Yes

Did you receive a Payroll Protection Loan?
No

Total Amount Requested
\$ 1234.56

SAVE & CONTINUE EDITING MARK AS COMPLETE

1. If you click on “Mark As Complete” and have not completed all required fields, you will receive an error message, and specific text prompts showing you what fields or uploads need to be completed before you can move on to the next page of the application.
2. I also want to note that, after a task has been successfully marked as complete, you may still edit it by using the “...” icon at the top right corner.
 - From the menu, choose “Edit” to re-open the previously completed fields or uploads.
 - Applicants can edit the application up until they press the final “**Submit**” button.

SurveyMonkey Apply Reusable Data

Reuse data

You have previously completed this task. Would you like to reuse the data you provided?

Previous instances

Feb 19 2019 02:22 PM (CST) (Fantastic Families) ▼

☒ Overwrite any data I have already added to this task

CANCEL ADD DATA

1. Again, once you have marked a task as complete, it will be checked off in your task list on the left side of your screen. Certain tasks on the Humanitarian Response Program application are reusable once you have marked them off as complete. Meaning, if you start a new program application, SM Apply will provide a prompt asking if you would like to reuse the information you have already provided in a previously completed application.
2. This “reusable” information may be agency-wide information or uploaded attachments that would apply to your entire agency, and some examples may include:
 - E-Verify Documentation
 - Most Recent Audited Financial Statements
3. If you already have a completed application saved in SM Apply, when you work in a subsequent application, you will receive pop-up prompts for “reusable” tasks.
4. If you choose “add data” in these situations, your fields or required uploads will be automatically completed with information or documents that you provided in your previously completed program application.

5. If you choose “cancel” you can manually complete these fields or re-upload documents.

SurveyMonkey Apply Document Uploads

All upload tasks are required for each agency submitting an application. If your organization does not have any of the required documentation, you must upload in its place a document explaining why the information is not available. Failure to comply with the requirements of this RFP, or evidence of unfair proposal practices, is cause for rejection of the proposal.

Templates for attachments 1, 3, and 4 are available in SurveyMonkey Apply. Alternative documentation for these three tasks are not an option.

Humanitarian Response Program upload tasks:

Instructions for each upload task, including document templates or links to access specific documentation from government entities, can be found by clicking on the task in your task list on SurveyMonkey Apply.

- Attachment 1 – CARES Act Coronavirus Relief Fund Certification
- Attachment 2 – **Work Authorization Affidavit AND E-Verify Supporting Documentation**
- Attachment 3 – Exceptions to Section 7.0
- Attachment 4 – Additional Certifications
- Attachment 5 – **IRS Determination Letter**
- Attachment 6 – Most Recent 990
- Attachment 7 – **Certificate of Good Standing**
- Attachment 8 – Prior Audited Financial Statements
 - (Att. 8 only required for agencies with organizational annual budgets > \$1M)

- The following attachments are required in addition to the completed application questions. They are embedded in the electronic application, along with guidance and examples. **If your agency does not have one or more of the documents, please upload an attachment explaining why the attachment is missing.**
- I will highlight a few of these attachments next.

Samples of Select Required Documents

Attachment 2 – E-Verify Supporting Documentation

- Confirms employee's eligibility to work in the U.S.
- Required three components:
 1. First page (identifying employer)
 2. Signature page
 3. Work Authorization Affidavit

The image displays three sample E-Verify documents. The first document is the 'THE E-VERIFY PROGRAM FOR EMPLOYMENT VERIFICATION MEMORANDUM OF UNDERSTANDING FOR DESIGNATED AGENTS', which outlines the purpose and authority of the program. The second document is the 'SIGNATURE PAGE', which includes a section for the Designated Agent's signature and title. The third document is the 'WORK AUTHORIZATION AFFIDAVIT', which is a form where the employer certifies the employee's eligibility to work in the United States.

- E-Verify electronically compares information the employer enters from Form I-9 to records available to SSA and U.S. Department of Homeland Security, confirming employee's eligibility to work in the U.S.
- Agencies may simply provide the entire MOU, or they may provide the components listed, including a valid, completed copy of the first page identifying the employer, valid, completed copy of the signature page signed by the employer and the Dept. of Homeland Security, and the completed, signed, dated, and notarized Work Authorization Affidavit.

Samples of Select Required Documents

Attachment 5 – IRS Determination Letter

- Organization name listed on application (General Info) must match name listed on the IRS Determination Letter



Attachment 7 – Certificate of Good Standing

- Certificate must be dated within 90 days of submission



- The Certificate of Good Standing verifies the applicant is in good standing with the state of Missouri through the Secretary of State's Office. The certificate must be dated within 90 days of your grant application submission. You can request an up to date certificate by visiting www.sos.mo.gov. A link to the site is also available in the upload task in SurveyMonkey Apply.