

# **COVID Recovery and Relief Supplemental Assistance Act (CRRSA)**

## **Frequently Asked Questions\***

Last Updated May 27, 2021

Note that errors, additions, changes and omissions may be found in any FAQs. All modifications to existing FAQs will be highlighted in yellow. Please also refer to our official Consumer and Provider Website at Consumer and Provider Website: <https://www.nh-connections.org/> for updates on this topic and many others.

### **Questions are divided by the following topics –**

- Allowable Use of CRRSA Funds and Documentation
- Invoicing and Payment
- Award Process and Funding
- Communication and Support
- Interim and Final Reporting
- Miscellaneous and Program Stats

### **Allowable Use of CRRSA Funds**

#### ➤ ***What is the intended purpose of the CRRSA funds?***

Intended Purpose of the Fund as stated by the Act is:

“The CRRSA Act provides resources to address the immediate needs of families struggling to pay for child care and child care providers facing financial uncertainty due to the COVID-19 pandemic.”

This means -

- Healthy, safe and stable services
- Help with ongoing program recovery & stabilization
- Build a stronger child care system infrastructure
- Support families

#### ➤ ***How can I actually use my CRRSA Funds?***

Officially the Act states “The CRRSA Act funds can be used for any activities that are allowable under the CCDBG Act and CCDF regulations, as long as the activities relate to preventing, preparing for, and responding to COVID-19.”

This means they can be allocated to COVID-Related Income Losses and/or COVID-related Expenses. For a specific list of approved expenses, see the “The CRRSA Allowable Uses chart” which can be found at:

<https://files.constantcontact.com/49b439d5301/9eb8259d-90bf-46e3-81d7-cb82640077f9.pdf>

This is located on the NH Connections/Child Care Aware website at <https://www.nh-connections.org/covid-19/financial-resources/>

(this is under COVID-19– COVID-19 for Providers - Financial Resources under the CRRSA Tab)

#### ➤ ***When do CRRSA funds have to be allocated or spent by?***

Funds must be spent or allocated by September 30, 2022. That means the funds you want to use for COVID-related expenses must be spent out by September 30, 2022 and the funds you are allocating for income losses need to be documented by September 30, 2022 as well.

➤ ***What period of time do the CRRSA funds cover?***

The Act was more flexible than some funding and allows you to go back to the beginning of the pandemic. Allowable uses (income losses and COVID-related expenses must fall between March 1, 2020 and September 30, 2022).

➤ ***Where can I find the list of allowable losses and expenses?***

For a specific list please see, “The CRRSA Allowable Uses chart” which can be found at:  
<https://files.constantcontact.com/49b439d5301/9eb8259d-90bf-46e3-81d7-cb82640077f9.pdf>

Also check out the webinars on allowable uses on the NH Connections/Child Care Aware website at  
<https://www.nh-connections.org/covid-19/financial-resources/>  
(This is under COVID-19– COVID-19 for Providers - Financial Resources- CRRSA Tab)

➤ ***Income losses? How do I calculate that number and document it?***

We recommend you create an electronic or actual file folder and put documentation of what your income would have been pre-COVID and then what it was during the CRRSA funding period. You can do this by having your income statement or tax return form 2019 and 2020 or soon you can use the COVID–related Income Loss and Expenses template that will be available on the <https://www.nh-connections.org/covid-19/financial-resources/> under the CRRSA tab.

➤ ***But what are income losses? We had children enrolled and paying last year and this year.***

This is the difference between what you took in as revenue from all sources and what you would have taken in. For example, if you would usually have 25 children enrolled, attending and paying but you ended up only serving 12 at the most, due to any of the following; reduced enrollment due to COVID guidelines, lack of staff due to COVID shortages, partial or full closures, illness of staff or children (COVID only), any tuition or cost share that you did not charge parents, etc, then the difference in the income would be your income loss. Also if you can document that you usually host fundraisers that bring in X dollars every year and during COVID you could not have the fundraiser then that too counts as an income loss. When documenting your income loss and income, be sure to include any income you received, including the following, any payments income you received from parents (even when their children were absent), Absent Due to COVID payments, and other grant funds you allocated to income losses.

➤ ***I already accounted for all my income losses with the CRRSP and CCAS grant awards, is this a problem?***

No, for two reasons, you may have more income losses between now and September 30, 2022 and can allocate some of your award money for that purpose or you may not have accounted for all the losses from March 2020 to now. Secondly, you don't have to use any of it as income losses. You can use it all for COVID-related expenses.

➤ ***What do I do with the amount of money I allocate to income losses? Do I need to document how I spend it?***

No you don't need to document how you spent it, just document the formula and have support documentation you used to arrive at the income loss amount that you reported. Once you have put together your documentation, keep this in your files in case you are audited. Then the money is yours (or the company depending on your set-up) to use in any way you need to. Remember the income loss funds are to replace what you would have taken in for income – what do you usually do with the program's income? Bills, profit allocation? That is your decision.

➤ ***Speaking of receipts, will I need to submit a copy of all my expense receipts at any time for this grant program?***

No, again this is a great time to create that CRRSA file of documents depicting what you spent your funds on, the relationship to COVID and it would not hurt to have the receipt copy. Soon a template for logging the

information will be available on the <https://www.nh-connections.org/covid-19/financial-resources/> website for your use.

➤ ***I don't see my specific expense or situation on the CRRSA Allowable Uses Chart, does that mean it is not allowable?***

Not necessarily, the list is very general and can in no way be exhaustive - if you feel your expense will fall into the COVID-related category then reach out to Child Care Aware of NH at 603-578-1386, x2528 and x2533 or email us at [eccp@dhhs.nh.gov](mailto:eccp@dhhs.nh.gov) with your questions.

➤ **Can administrators who are working in the classroom allocate hours in the classroom from CRSSA funds?**

No, unfortunately you cannot, because you are being counted as an administrator in your CRSSA funding formula. If you are working extra hours outside of your usual admin hours, you can count those hours specifically.

## Invoicing and Payment

➤ ***What is the process to get my grant money?***

First, you need to go on the NH Connections Information System and sign your award acceptance and agreement under your CCRSA grant tile (where you applied for the CRRSA grant), then when that is submitted you will have access to your Invoice One in this same location (you may need to refresh the page). Next, complete the invoice (it should be for 50% of your total award and submit; after, you will also have Invoice Two and you can submit that for the 50% balance). **Please note:** before submitting your invoice, please double check your vendor number information is correct here:

[https://das.nh.gov/purchasing/vendorregistration/\(S\(1ro0m1ib54unpd55wigzw0yp\)\)/alreadyregistered.aspx](https://das.nh.gov/purchasing/vendorregistration/(S(1ro0m1ib54unpd55wigzw0yp))/alreadyregistered.aspx)

We, BCDHSC, download the new invoices several times a week. We check them for accuracy and then submit batches to our Fiscal group. They must key in every invoice by vendor number individually and verify accuracy. Once they complete this process, the invoice goes to Accounts Payable. In Accounts Payable they do a review and send it to another Department for approval; it returns to Accounts Payable and they print and mail the check. In a non-COVID time and with full staffing at all stages, this would be a two-week process. In the COVID world, this is 20 to 30 days without any glitches.

➤ ***Glitches? Like what things will slow down processing my check?***

Aside from potential things that go on within DHHS (and payments are a top priority) you can cause a delay in processing by:

- Not including your vendor number
- Putting an incorrect vendor number
- Filling out your vendor information incorrectly when you first signed up for a vendor number (e.g., incorrect address, incorrect business name, etc.).
- Not checking the amount of the invoice against your award.
- Not completing the invoice blanks

➤ ***I have not received payment for any invoice yet. What should I do?***

First, before reaching out to us, go on the NH vendor number site at

[https://das.nh.gov/purchasing/vendorregistration/\(S\(1ro0m1ib54unpd55wigzw0yp\)\)/alreadyregistered.aspx](https://das.nh.gov/purchasing/vendorregistration/(S(1ro0m1ib54unpd55wigzw0yp))/alreadyregistered.aspx)

and check the name and address you have for your vendor number. That is where and to whom the check will be mailed. If that is correct, then reach out to us at [eccp@dhhs.nh.gov](mailto:eccp@dhhs.nh.gov) assuming it has been in that 20 to 30 day period since you submitted your invoice.

- ***Do I have to wait until I am paid for Invoice One to submit Invoice Two?***  
No, now you can submit both and do not need to receive a payment for Invoice One before submitting Invoice Two.
- ***I got payment for Invoice Two and still have not gotten my payment for Invoice One. What should I do?***  
First, don't worry, it may have been that your Invoice One was in a batch that was processed at a different time and will just come later. In some cases, your Invoice may not have been submitted –if the new NHCIS had a glitch or we if we did not submit it.  
If you are concerned about the status and are sure you submitted it and it has been in that 20 to 30 day range, please email us at [eccp@dhhs.nh.gov](mailto:eccp@dhhs.nh.gov). We get weekly status reports from the Fiscal group that can help us track where your invoice is in the system.
- ***Has everyone received CRRSA funds? I have yet to receive a check.***  
No, not everyone has received their check in the mail yet. The system is somewhat cumbersome and our Fiscal group is working hard to process over 1,200 invoices associated with CRSSA, along with Absent Due to COVID billings, our other contractual invoices, while continuing to support the other Bureau's they serve.
- ***What if I don't use all the funds, do I return them?***  
Hold on there – before you send a check back to the state let's get you connected with some technical assistance. We want to support you in assessing how you are and could use the funds. We have experts that can help you determine if you have income losses or expenses that you may not have considered. In the event that you determine you do not need all the funds, you will be instructed on how to return them to the state.

## Award Process and Funding

- ***What was the formula used to determine the grant fund amounts?***  
The grant amounts were based on the total number of classrooms (open and closed) , staff (full and part time), and the number of scholarship children being served in a program.
- ***Should I contact you if my number of classrooms, staff, children or scholarship recipients is different now then it was when I applied?***  
No, the grant award amount is based on what you put in your application and the funds were divided up and distributed on that basis. You will have an opportunity to update all of your numbers in the interim report that will be due in mid to late October, 2021. Meanwhile, just keep your program profile updated on the NH Connections Information System.
- ***I applied, but have not heard anything. What should I do?***  
Please let us know, we reviewed all applications and notified all applicants by March 26, 2021. Before you reach out to us, please check your Grant Tile on NHCIS to see if you have a waiting award letter and agreement to be signed. We think we have everyone, but just to be sure – please email us at [eccp@dhhs.nh.gov](mailto:eccp@dhhs.nh.gov)
- ***After I signed my agreement and submitted it on the NHCIS site, what should have happened?***  
You should have received access to your Invoice One and then after April 26, Invoice Two.
- ***I have decided not to accept my funding – fully or partially – what do I do?***  
Just send us an email with your program name and the reason you are declining.

## Communication and Support

➤ ***Where is the most up-to-date CRRSA information?***

Please find all updated information here: <https://www.nh-connections.org/covid-19/financial-resources/> under The Latest News and the CRRSA Tab.

➤ ***Who do I contact with my CRRSA questions?***

You have several options—you can email the Bureau of Child Development at [eccp@dhhs.nh.gov](mailto:eccp@dhhs.nh.gov) and also Child Care Aware of NH at 603-578-1386, x2528 and x2533.

➤ ***Who is the lead CRRSA Coordinator?***

Dianne Chase, Assistant Bureau Chief, Bureau of Child Development and Head Start Collaboration  
[Dianne.r.chase@dhhs.nh.gov](mailto:Dianne.r.chase@dhhs.nh.gov)

➤ ***Does CRRSA have a technical assistance person like CRRSP did?***

No, unfortunately we had a full time support person built in to a contract but the position has not been filled for lack of qualified candidates. At this point, we are so far into the project that we intend to keep managing it ourselves.

➤ ***Who do I contact about my NH Connections Information System Program Profile if it has errors or omissions?***

If you have questions about your NHCIS program profile or user account, please simply click the SUPPORT button on NHCIS. This will allow you to submit a help ticket. We will then contact you and assist you.

## Information Updating, Interim and Final Reporting

Coming soon

## Miscellaneous and Program Stats

Coming soon