

EMERGENCY FOOD AND SHELTER PROGRAM FREQUENTLY ASKED QUESTIONS



The Emergency Food and Shelter Program (EFSP) was created by Congress in 1983 to help meet the needs of hungry and homeless people throughout the United States and its territories by allocating federal funds for the provision of food and shelter.

The program is governed by a National Board composed of representatives of the American Red Cross; Catholic Charities, USA; The Jewish Federations of North America; National Council of the Churches of Christ in the USA; The Salvation Army; and United Way Worldwide. The Board is chaired by a representative of the Federal Emergency Management Agency (FEMA).

***For full program information and guidelines, please reference the Responsibilities and Requirements Manual.*

GENERAL INFORMATION

How do I contact the Emergency Food and Shelter Program?

If you have questions about administering the Emergency Food and Shelter Program, please **call 703-706-9660** or **email efsp@uww.unitedway.org** and staff will assist you.

If you are submitting documents to EFSP, please email them to documentstoefsp@uww.unitedway.org or **fax to 703-706-9677**. Please include your LRO or Local Board ID number on all communication, and include a copy of the compliance letter when responding to a compliance issue. Documents should be sent as a single PDF file; JPG files are not accepted.

How does my agency or organization apply for funding?

When a jurisdiction is funded, the Local Board must advertise the availability of funds. Local organizations, whether nonprofit or governmental, may apply. The Local Board is responsible for considering all applications, and for determining which organizations will receive funds. The Local Board also determines which services are funded. To identify your local board contact, select **Your Community** from the EFSP homepage, then select **Funded Organizations** and enter your state and county. There is no national application process.

GENERAL WEBSITE INFORMATION

How do I get login information for the website?

To log into the EFSP website you will need a username and password. The username is:

- LRO ID Number for LROs (9-digits; Example: 555500001)
- Local Board ID Number for Local Board Contacts (6-digits; Example:555500)
- Email Address for Local Board Members
- You may have multiple usernames depending on your EFSP role in your jurisdiction.

If you do not know your User ID and password, you can retrieve it by using the **Forgot UserID/Password link on the EFSP homepage**. Please enter your registered email address and click submit. All login information associated with your email will be sent to you.

If you get an error, please try again, ensuring there are no typos. If there is still no success, we may not have your organization's updated email address. There could be a typo or another email address on file. To update the email address on file, please email efsp@uww.unitedway.org. The Local Board contact can also update the contact information on file for LROs.

If you do not receive the email in your inbox, please be sure to check your spam or junk filters.

How do I print out forms/letters on the website?

Please ensure your **pop-up blocker is turned off** to access EFSP forms and letters. You also need to have PDF reader installed on your computer. [You may install Adobe Reader for free here.](#) (Please check with your IT department). We also recommend using Mozilla Firefox 3.5 or higher or Internet Explorer 7 or higher as your browser to navigate the EFSP website.

Where can I find a copy of the compliance letter?

To view the most recent letter with details about a compliance exception, login to the EFSP website and go to **Reports** on the left-hand menu. After the screen changes, select the **Phase** and **Compliance Letters** from the appropriate dropdown menus. This will provide you with details about the issue and the information needed to resolve it. **Please note:** these letters are generated on demand and will have the current date on the letter. If you printed the letter previously, you may have the same letter on file with a different date. The most recent compliance letter is on the top of the menu and will have the highest follow-up number, for example "Follow-up #2."

LOCAL RECIPIENT ORGANIZATION (LRO) ADMINISTRATION

How do I change the contact information for my LRO?

LROs can change the contact information by logging into the EFSP website and selecting **Manager Personal Information** on the left-hand menu. Click edit, to update and save new information.

Local Boards can also manage LRO contact information after logging into the EFSP website and selecting **Manage LRO** on the left-hand menu.

How do I change the name of my organization/agency?

The LRO or LB cannot change the official name of the organization on the website. The name on file for an organization in the EFSP database is very important. It will be matched for all payment requests, so if the name differs from the forms, a hold will be placed on the account. To change the name of the agency, **the LRO must submit the document from the IRS or state that lists their full legal name and Federal Employer Identification Number (FEIN)**. Please send this documentation with a cover note for a name change with the LRO ID Number to documentstoefsp@uww.unitedway.org or fax to 703-706-9677.

How do I update the FEIN number for my organization/agency?

To change your Federal Employer Identification Number (FEIN), the LRO must send the document from the IRS or state that reflects their full legal name and FEIN number. Legal name, FEIN and DUNS numbers cannot be edited by the LRO or the Local Board on the website. Please do not send the FEIN in the body of an email or letter, as it cannot be accepted. Please send documentation with a cover note for a FEIN change with the LRO ID Number to documentstoefsp@uww.unitedway.org or fax to 703-706-9677.

How do I update the DUNS number for my organization/agency?

DUNS numbers alone are not sufficient for EFSP purposes and neither Local Boards nor LROs can enter this information on the EFSP website. DUNS numbers and associated information are **required** for all LROs receiving funds in the EFSP. The DUNS information form and instructions are posted under the Local Board and LRO section of the EFSP website. This form (third page under the DUNS tab) must be completed accurately and emailed to documentstoefsp@uww.unitedway.org or faxed to 703-706-9677. Simply providing the DUNS number alone does not fulfill the EFSP's requirements; the form must be completed in its entirety.

How do I add/update EFT information for my organization/agency?

Newly funded LROs will receive their first payment as a paper check, but they must set up EFT for future payments. To add/update EFT information, the LRO must log into the EFSP website. On the left-hand menu, there is an option for EFT, where you will find the appropriate form and instructions. This form is specific to each LRO and cannot be generated by the Local Board. There is a webinar with detailed instructions on how to set up an EFT on the EFSP website under **Trainings Workshops** on the left-hand menu after you login.

Why have I not received my second payment?

EFSP releases funds in two installments. The first payment is distributed after the Local Board Plan has been approved, the LRO Certifications Forms are completed and the Final Report from the previous Phase has been received. The second payment is released after the Final Report from the previous Phase has been reviewed and accepted and an Interim Report/Second Payment Request is submitted and approved.

Processing and completion of the Interim Report and Second Payment Request is a **two-part submission**. First, LROs must complete the information on the EFSP website. Then the LRO and Local Board Contact must e-sign the second payment request form sent to the email address on file. EFSP will not process 2nd payment requests without the form e-signed by both the LRO and Local Board. There is a webinar with detailed instructions on how to submit the Interim Report/Second Payment Request on the EFSP website under **Trainings Workshops** on the left-hand menu after you login.

LOCAL BOARD ADMINISTRATION

How long does it take to have my local board plan/final report/compliance documentation processed?

All submissions to EFSP are processed in the date order they are received. Depending on the volume of documentation received, processing times can vary.

- **Typically, it takes 1-2 weeks to process** documents as received, but can be shorter or longer.
- Once your documents have been received the **staff review time can vary**. Local Board Plans typically take 1-3 days. Final Reports generally take longer to complete the review process. Compliance documentation typically takes 4-6 weeks to review.
- You will receive email notifications when documents are received, approved or if additional information is needed.
- Payments may take 2-3 weeks to be released once a Local Board Plan or Second Payment Request has been approved by the National Board.

How do I delete a board member?

Local Boards cannot delete a board member from a required National Board affiliate without replacing them with a representative from the same agency. We recommend editing and updating the contact information for required National Board affiliates, instead of adding new members and deleting old members to ensure you have appropriate representation. To do this, select **Manage LB Members** from the left-hand menu. Then select the board member you would like to change, and click edit. After you have changed the contact information, click save.

How do I add an LRO to my jurisdiction?

The Local Board can add a new LRO under **Manage LRO** on the left-hand menu on the EFSP website. When you set up a new LRO please ensure the legal name, FEIN and contact information are correct, because these entries will be used to validate LRO submissions in the future. Once you register the email address and put in their temporary password; you or the agency can **click Forgot UserID/Password**. Then the system will confirm and send a notice to the email address.

What is a fiscal agent/fiscal conduit?

Agencies are designated as a Fiscal Agent or Fiscal Conduit as part of the Local Board Plan process. The number of sub-recipient organizations is designated by the Local Board Contact as part of the Local Board plan. This number influences the number of sub-recipient forms that must be completed through the Fiscal Agent/Fiscal Conduit Relationship Certification form process.

- A Fiscal Agent is defined as a LRO that maintains all EFSP financial records for another (**single**) separate agency under a single grant.
- A Fiscal Conduit is a LRO that maintains all EFSP financial records on behalf of **two or more** other agencies under a single grant.
- Please note that Fiscal Agents/Conduits are not allowed to dispense funds directly to the agency under their fiscal umbrella. **Fiscal Agents/Conduits must pay the vendors directly.**

How do I extend my jurisdiction's spending period end date?

If a Local Board wishes to extend their spending period end date, they must vote on it as a board and then submit the approved form to the National Board. This form can be found under Forms on the EFSP website. Select **Forms** from the left-hand menu. Select the phase you would like an extension for and click the blue icon next to **Phase End Date Extension Request Form**. The form will be sent to the Local Board Contact via email to complete and e-sign. Sending a letter to the National Board requesting an extension is not sufficient to process this request. Occasionally, the National Board will offer a spending period extension option beyond the initial spending period end dates offered as part of the Local Board Plan.