**Grant Application Frequently Asked Questions:**

**Q:** What is the status of the DCNR Bureau of Recreation and Conservation staff?
**A:** DCNR is following Governor Wolf’s directive to telework until at least Friday, May 8 related to the coronavirus. All Bureau of Recreation & Conservation regional and central office staff are working remotely.

**Q:** What is the best way to contact bureau staff?
**A:** The best way to contact staff is by email. If you are just starting on a grant application, remember to contact your regional advisor. Grant Customer Service staff remain available to help with grant portal and technical questions. Staff are available Monday through Friday from 8:30 AM to 4:30 PM. Call 1-800-326-7734 or email them at dcnr-grants@pa.gov.

**Q:** Are bureau staff available to conduct site visits of my project?
**A:** Unfortunately, bureau staff are not able to conduct site visits during the telework period.

**Q:** Have the grant application deadlines changed?
**A:** No. DCNR’s grant deadlines have not changed. Apply online through the Grants Customer Service portal. Application deadlines remain as follows:
- Snowmobile and ATV grants are due Tuesday, March 31 at 4:00 PM
- Recreation and conservation grant applications are due Wednesday, April 22 at 4:00 PM

**Q:** I can’t get/provide a completed resolution page for my grant application because municipal or board meetings have been canceled or postponed. What should I do?
**A:** DCNR is aware that many municipal and board meetings have been canceled or postponed due to the COVID-19 situation. This may present an obstacle to applicants in obtaining an executed resolution. If you cannot provide an executed resolution with your application, upload a letter stating that an executed resolution will be provided at the earliest possible time.

**Q:** I am having trouble obtaining signed support letters and/or signed letters of commitment to support my application. What should I do?
**A:** Letters do not have to be physically signed. Electronic signatures will be accepted, including typed names in the signature block. Emailed letters of support and/or letters of commitment are also acceptable. If you are unable to obtain commitment and support letters at all, upload a letter...
listing the organizations that will provide the match and/or service commitment and support letters. State that these letters will be provided to DCNR at the earliest possible time.

Q: I will not be able to provide a site development drawing with my application because my planning/design firm has limited telework capability. What should I do?
A: If you have a draft design, provide it. If not, upload a letter indicating that a site development drawing will be provided to DCNR at the earliest possible time.

Q: I am submitting a land acquisition grant application and will not be able to submit the required appraisal. What should I do?
A: If you have a draft appraisal, provide it. If not, upload a letter indicating that it will be provided to DCNR at the earliest possible time.

Q: I have a question not addressed in this FAQ. Who should I contact for more information?
A: Contact your regional advisor as soon as possible if you have a specific concern about your grant application that is not addressed through this FAQ.

**Existing/Open Grant Frequently Asked Questions:**

Q: I need to submit a payment request for my existing/open grant project. How should I do it?
A: Current grantees are strongly encouraged to use the Grants Customer Service portal for payment requests to expedite the review/approval process. As an alternative, you can email payment requests to RA-NR_BRCPAYMENTS@pa.gov or your project manager. Please contact your project manager if you have questions relating to the use of the Customer Service Portal. To submit your payment request through the portal:

1. Log in with your username and password
2. Click on “Awarded Projects”
3. Select the project you want to request a payment for
4. Select the “Payments” link from the menu on the left
5. Click “Request a Payment.”
6. Fill out the required information and submit to request your payment. Remember to upload any necessary supporting documents, if applicable.
7. TIP: If you need to amend a payment request, click on its number in the Payments window. You can make the needed changes, then resubmit the same request rather than making multiple payment requests.

Q: I physically mailed a payment request or project related documents. What is going to happen?
A: Because staff are all teleworking, there will be a delay with the review and approval of any documents physically mailed to the bureau. We recommend that all payment requests be submitted electronically through the Payments tab in the Grants Customer Service portal. If you have already submitted a payment request or project documents through the mail, you can submit a duplicate version through the portal to expedite our response. We will then disregard the mailed submission when we return to the office. If you have questions, please contact your bureau project manager.

Q: I have a question about my grant not addressed in this FAQ. Who should I contact for more information?
A: Contact your bureau project manager. You can find contact information for your project manager by selecting the project you have questions about in the Grants Customer Service portal.

Q: What is the best way to contact my project manager?
A: The best way to reach your project manager directly is through email. However, you can leave voicemails on your project manager’s office phone, and your manager will be able to listen to those voicemails via email. Some staff have also set up their desk numbers to forward to a home or cellphone number.