

FAQ's for CRA Funding Website

1. How do I decide if it is an emergency or non-emergency request?

If the request can wait until the next CRA budget funding cycle, then it should be a non-emergency. If it cannot wait, then it should be submitted as an emergency.

2. What is a redirect request?

A redirect request is where you have non-expired funds remaining from a previously completed and verified deficiency, and wish to use (“or redirect”) those funds to perform other work. This other work could be another unfunded deficiency, an under-funded deficiency, a new work item, an urgent or even an emergency request.

Note: Once the work has been approved by the Office of Job Corps, a redirect will require a de-obligation mod and re-obligation mod.

3. What is a supplemental request?

A supplemental request is needed when funds already received funding to do a particular deficiency or group of deficiencies, are insufficient to cover the bids or unforeseen circumstances caused the scope to expand and more money is required to finish the work.

4. What if there is an emergency Friday evening at 6:00 pm?

The Center Operator is responsible for immediate response to any emergency situation, with the safety of your students and staff and other personnel as the highest priority. Submitting the CRA funding request should be done at the earliest practicable time. Submitting the request on the website does not relieve the Center Director of any other necessary reporting requirements, for example contacting regional points of contact.

5. What is a technical support request? When is one required to be submitted?

A technical support request is a request for assistance from the Engineering Support Contractor (ESC) to provide support for work at the center that is beyond the center's technical capability, usually some sort of engineering or professional support. One is required when the nature of the support requires professional engineering or architectural services, or that will require a visit to the center, or one that will require on-going support, i.e., that will exceed several phone calls or e-mails. **Note:** Contacting the ESC with technical issues is always encouraged.

6. How do we request technical support?

Submit a technical support request using the CRA funding website.

- a. In the “CRA Funding Title,” begin with “Technical Support Request” at the front of the title.
- b. In “CRA Funding Type,” select whether this technical support request is an emergency or non-emergency.
- c. For the amount of the request, leave it at \$0.
- d. In the “Category,” select “Technical Support Request.”
- e. If applicable, enter N/A for estimate expiration and reason for less than three estimates.

- f. Click “Center Personnel” as method for accomplishing construction.
- 7. Must a deficiency be verified complete before I submit a redirect request?**
Yes.
- 8. Is a corporate letter required to be submitted as one of the attachments?**
No. The information formerly part of the corporate letter is being captured by the website in the description/details, funding type, amount requested, reason for emergency, and impact if not done.
- 9. How do I change a request from emergency to redirect?**
Once a request has been submitted, you may change the request up until the Regional Office forwards the request to the Office of Job Corps. However, additional attachments may be uploaded up until the Office of Job Corps approves the request.
- 10. Can additional attachments be uploaded after a request is submitted?**
Yes. You may upload additional attachments up until the Office of Job Corps approves the request.
- 11. Can multiple, unrelated deficiencies be submitted within the same request?**
No. These should be separate requests. The key is “unrelated:” If the work is related, e.g., damage to the roofs of several buildings as a result of one storm, it may be submitted within a single request.
- 12. Can e-mail addresses be added to the request?**
Yes, center and Regional Offices can add e-mails to the request.
- 13. When are email notifications sent out by the system?**
- a. When center submits the request to the region
 - b. When region request additional information or disapproves the request
 - c. When region forwards the request for Office of Job Corps approval
 - d. When Office of Job Corps approves or disapproves the request
 - e. When the Financial Operating Plan (FOP) is issued
 - f. When the deficiency is funded and available in Funded-Not-Corrected (FNC) website to report.
 - g. When the contract modification is executed by the region
- 14. Can the system catch a center’s multiple/duplicate submissions of the same deficiency?**
No. Center is responsible for its submissions and regions must exercise due diligence to avoid forwarding these multiple/duplicate submissions.
- 15. Can deficiency number be added for each request at the time of submission?**
It depends. If there is an existing deficiency number for the work, that needs to be noted in the request. If the work requested is new, then a deficiency number does not exist yet. **Note:** A deficiency is written and given a number later in the process.

Once the Office of Job Corps approves the work, the system generated e-mail will include the new deficiency number(s).

16. At what point is the deficiency listing, in the FNC website updated?

Once the Office of Job Corps executes an FOP, the deficiency is funded and FOP details are added to the funding note. At this point deficiency is available on FNC website.

17. Can the Office of Job Corps or the Regional Office view a request saved as a draft?

Yes, the Office of Job Corps and the Regional Offices can view all submissions which are in draft state.

18. Are there different levels of review/approval for a center?

No. All who log in to the website have the same level of review/approval.

19. Are there different levels of review/approval for a region?

No. All who log in to the website have the same level of review/approval.

20. Can a region act on a Civilian Conservation Center (CCC) request?

No. Per the PRH, the U.S. Forest Service acts on CCC requests and forwards them to the Office of Job Corps. The region can view those requests.