

***Do You Need an Answer?***

*Please submit clear and concise questions along with the facts and circumstances that provide context for your specific project.*

**NSP2 FREQUENTLY ASKED QUESTION PROCESS**

After consulting the policy manual and/or policy bulletins, a consortium member or a Capital Access staff member submits a question to their Community Outreach Specialist (COS) or Grant Implementation Specialist (GIS).

The COS or GIS also consults the policy manual and/or policy bulletins for an answer and responds within 24 hours (if deadline cannot be met, the COS or GIS will forward to Sue DeVries). If the issue still isn't clear or additional assistance is required, the COS or GIS will seek guidance from the appropriate management or policy staff.

Assuming the answer does not already exist (i.e. this actually requires new guidance), the question is submitted to Sue who will verify the question with the grantee.

Sue will coordinate with appropriate staff to seek an initial response, write up the first draft, and provide it to the policy team.

The policy team will review the answer at or before its next weekly meeting, make any necessary changes, and sign off on the final answer.

Sue will follow up directly with the consortium member that submitted the question and their COS/GIS. She will publish the finalized Questions & Answers as available to the NSP2 Web site and notify the consortium by email of the update.