

Section 5.9.1: Communication

PURPOSE AND POLICY

Once the grant application is submitted, communication between the grantor and the grant program manager may be necessary. The type of communication--and who initiates it--will vary by grant funder and the subject matter to be discussed. The grant program manager should thoroughly document all post-application communication in the grant application file. An automated system such as eCivis allows the grant program manager to document such communications in the notes section of the grant application file.

PROCEDURE

Once the grant application has been submitted to the funder, the funder will go through a process to determine whether the application will be awarded funding. In general terms, a program officer will do an initial vetting of the application to ensure that all required documents have been submitted and determine if the applicant meets the eligibility requirements. If those basic criteria are met, the program officer will forward the application for review.

The review process may be as simple as a single entity reads the application and decides whether to grant funds. In most cases, however, there is a team of subject matter experts that review grant applications to determine which of the many requests for funding will be awarded; this is mandatory for competitive grants. Formulaic grants are not as stringent in the review requirements as states are "allotted" a set amount of funding per federal law. Nonetheless, state agencies must meet the requirements necessary for receiving funds.

Grantor-initiated communication. If a funder reviews the grant application and has questions about the content, he/she will initiate a conversation to follow up with the grant program manager. Preferably, the initial phone call or email will allow the grant program manager to resolve the funder's query. If the funder is requesting missing information, it will slow down the progress of the grant application in the review process (see [Section 5.9.2](#) for more information).

Applicant-initiated communication. Given the large number of grant applications, many funders will state explicitly that they will not respond to queries about funding requests. Grant program managers should make note of these statements. However, in many cases, a grant program manager works closely with the funder's program officer and has an existing relationship that would allow for queries. Regardless, a grant program manager should keep any post-application communication regarding the status of the grant award to a minimum.