



# Neighborhoods Department

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## **Housing and Community Development Division (HCDD)**

*Stephanie Burch, Esq.*  
**Director**



# Consolidated Plan Priority Needs

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- 1) Affordable Housing Preservation & Development
- 2) Improvements to and Expansion of Public Facilities & Infrastructure
- 3) Expansion of Available Public Services
- 4) Addressing Homelessness
- 5) Increased Economic Opportunities
- 6) Planning & Disaster Preparedness



# Universal Application Process

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- **Universal Application**
  - CDBG, ESG & HOPWA only
  - Online Application
  - Released January 7<sup>th</sup>, 2019
  - Due February 8<sup>th</sup>, 2019 by 11:59PM



# CDBG Program Allocations

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- **Allocations**

- Public Infrastructure & Facilities – 50%
- Program Administration – 20% (regulatory maximum)
- Private Entity Public Facilities – 10%
- Economic Development – 10%
- Public Services – 10%



# HOPWA Program Allocations

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- **Allocations**
  - Program Administration – 3% (regulatory maximum)
  - Recipient Administration – 7%
  - Homeless Prevention & Rapid Rehousing – 90%



# ESG Funding Allocations

6

- **Allocations**
  - Administration – 7.5% (regulatory maximum)
  - Homeless Prevention & Rapid Rehousing 92.5%

# Universal Application Review Process

## Eligible Activities

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- **CDBG**
  - Public Facilities Improvements
  - Public Services
  - Economic Development
- **HOPWA**
  - Administration
  - Short Term Rent, Mortgage & Utilities Assistance (STRMU)
  - Case Management
  - Supportive Services

# Universal Application Review Process

## Eligible Activities

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- **ESG**
  - Emergency Shelter
  - Transitional Housing
  - Street Outreach
  - Services
  - Day Shelter
  - Homelessness Prevention
  - Rapid Re-housing
  - Coordinated Assessment
  - HMIS



# Universal Application Review Process

## Threshold Review

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- All projects must primarily serve Low to Moderate income individuals and/or households or special needs populations.
- All projects must meet one of the following national objectives:
  - Low to Moderate Income Income Area
  - Low to Moderate Income Households
  - Limited Clientele
    - ✦ Special Needs
      - Abused Children, Battered Spouses, Severely disabled adults, homeless persons, Illiterate adults, Persons with HIV/AIDS, Migrant farm workers, Elderly
    - ✦ 51% of beneficiaries are low to moderate income



# Universal Application Review Process

## Application Rating and Ranking

10

The following project review process and scoring is considered in developing a recommendation for agency funding. The maximum score for this portion of the application is **70 points**.

- ✓ Agency Summary & Capacity Analysis (20 points)
- ✓ Statement of Need (15 points)
- ✓ Project Description and Delivery (35 points)

**The maximum score on the total application is 100 points. Minimum required score for funding is 70 points; however, receiving at least minimum does not guarantee funding.**



# Universal Application Review Process

## Application Rating and Ranking

11

### **Agency Summary & Capacity Analysis (20 points)**

- Is the application complete?
- Has the agency provided evidence of their grant administration capabilities, financial grant management policies and procedures, and software for financial grant management?
- Does the agency have proper internal controls and separation of duties to properly manage public funds (administrative capabilities)?
- Does key staff have the professional expertise to undertake the proposed program (resumes of COI of Board Member/Commissioners, Executive Management/Officers, Program Staff) attached?



# Universal Application Review Process

## Application Rating and Ranking

12

### **Statement of Need (15 points)**

- Does applicant clearly describe the community problem or need that the project is designed to address?
- Does the applicant describe the target population?
- Is the target population a special needs population (elderly, disabled, homeless, victims of domestic violence, alcohol and/or substance abuse)?
- Does the applicant describe the target service delivery area?
- Is the target service delivery area a primarily low-moderate income area?



# Universal Application Review Process

## Application Rating and Ranking

13

### **Project Description and Delivery (35 points)**

- Does the applicant provide a detailed project description describing how the project will serve the need identified above?
- Does the proposed project adequately address the described community problem or need?
- Does the applicant provide a detailed project management plan including identification of key staff members and their roles(s) in the project?
- Does the applicant provide a detailed project timeline including benchmarks and proposed outcome measures?
- Is the agency providing a new service OR expanding an existing service?
- Is the agency providing a self-evaluation tool?
- If a construction project, has the agency submitted the required items in its application such as estimates, licenses, designs, blueprints, specifications, photos, ownership of property.
- If an acquisition project, has the agency submitted a letter of intent to sell from the property owner, voluntary acquisition from property owner, proof of proper zoning, etc.?



# Universal Application Review Process

## Compliance Review

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### **Representations and Warranties of Recipient**

- (i) The Applicant is not in breach of any prior donation agreement or City Code provisions by which the City donated property to the Applicant for the development of affordable housing;
- (ii) The Applicant is not on the Council Auditor's noncompliance list pursuant to [Chapter 118](#), or the Vendor Debarment List pursuant to [Chapter 126](#), Ordinance Code;
- (iii) The Applicant is not in breach of any of the conditions or requirements of a City grant award or program;
- (iv) The Applicant is not delinquent on taxes or payment of liens, including code enforcement, nuisance liens, demolition liens, or other municipal liens or fines, on real property owned by the Applicant and incurred after the Applicant took ownership of the real property;
- (v) The Applicant is not in litigation against the City other than as an agent, attorney, guardian, or personal representative of an estate.



# Universal Application Review Process

## Required Attachments

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- ✓ Completed Budget Form
- ✓ Letters of commitment **and/or awards** from other funding sources **for this project**
- ✓ Resolution from the Board of Directors
- ✓ Current 501(c)(3) status
- ✓ Articles of Incorporation
- ✓ Most recent Organization By-Laws
- ✓ Year to date Financial Statement
- ✓ Most recent Certified Audit, Management letter and Agency Response
- ✓ Organizational Chart
- ✓ Job descriptions with pay scales for proposed positions to be funded
- ✓ Resumes of Executive Director, Fiscal Officer, Program Administrator, Staff, copies of certifications and Consultant Contract (if applicable)
- ✓ List of Board Members
- ✓ Conflict of Interest Form for Board Members/Commission Members, Executive Management/Officers and Program Staff associated with Delivery of Program
- ✓ Procedures for selecting contractors/consultants/purchasing
- ✓ Letters of Support
- ✓ **CoC Endorsement (ESG only)**
- ✓ Proof of General Liability Coverage
- ✓ Copy of Sunbiz Agency Report (Page showing Officers and Active Status, etc.)
- ✓ Maps showing area served and census tract
- ✓ Mandatory Workshop Certificate
- ✓ Other optional documents

# Accessing an Online Application

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## **Program Year 2019 Universal Application Link:**

<https://gotomygrants.com/public/opportunities/city-of-jacksonville>





# Selecting Funding Opportunity

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- Click on one of the Opportunity Names to review the Opportunity before starting application

Opportunities					
Title	Status	Submission Open Date	Submission Close Date	Award Floor	Award Ceiling
COJ FY 2018 PSG Application-Homelbound Elderly	Closed	4/27/2017	7/2/2017		\$150,000.00
COJ FY 2018 PSG Application-Homelss Persons and Families	Closed	5/11/2017	7/2/2017	\$0.00	\$150,000.00
COJ FY 2018 PSG Application-Low Income Persons and Families	Closed	5/12/2017	7/2/2017	\$0.00	\$150,000.00
COJ FY 2018 PSG Application- Adults with Physical, Behavioral, or Mental Disabilities	Closed	5/12/2017	7/20/2017	\$0.00	\$150,000.00
COJ FY 18 (CDBG) Community Development Block Grants Application	Open	1/22/2018	3/9/2018		
COJ FY 18 (HOPWA) Housing for Persons with AIDS Application	Open	1/22/2018	3/9/2018	\$0.00	\$0.00
COJ FY 18 (ESG) Emergency Solutions Grants Application	Open	1/22/2018	3/9/2018	\$0.00	\$0.00

1 - 7 of 7 items



# Applying for a Funding Opportunity

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## To apply:

1. Click the **Apply** button
2. The AmpliFund Login window displays

Apply

A screenshot of the AmpliFund Login window. The window has a blue header with the "AmpliFund" logo. Below the header, the word "Login" is displayed. There are two input fields: "Email" and "Password". Below the "Email" field is a checkbox labeled "Remember my email". To the right of the "Password" field is a link that says "Forgot your password?". At the bottom of the window, there are two buttons: "Register" and "Login".

AmpliFund

Login

Email

Password

☐ Remember my email [Forgot your password?](#)

**A** **B**

Register Login

## **A** New AmpliFund Users

To register on the AmpliFund Applicant Portal:

Register

## **B** Existing AmpliFund Users

To login to the AmpliFund Applicant Portal:

Login






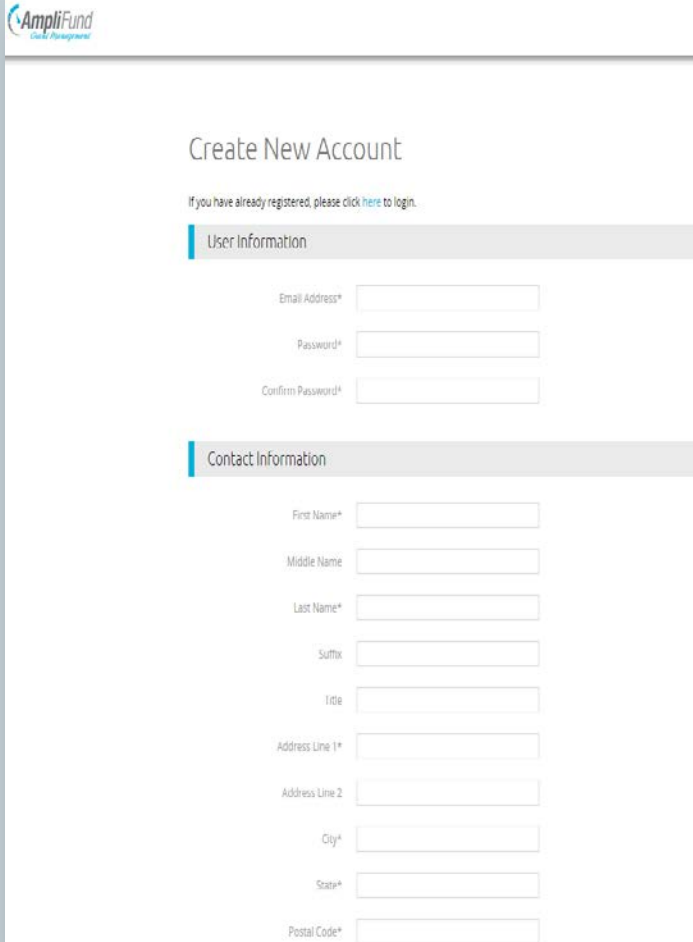
# Registering on AmpliFund Applicant Portal

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A

## To register on the AmpliFund Applicant Portal:

1. Click the  button on the Login window
2. Complete the Create New Account form
  - User Information
  - Contact Information (for individual)
  - Contact Information (for organization)
3. Click the  button located in the lower right-hand corner of the Create New Account form
4. Click the  button on the license agreement page

The image shows a screenshot of the AmpliFund "Create New Account" form. The form is titled "Create New Account" and includes a link for users who have already registered. It is divided into two main sections: "User Information" and "Contact Information". The "User Information" section contains fields for "Email Address\*", "Password\*", and "Confirm Password\*". The "Contact Information" section contains fields for "First Name\*", "Middle Name", "Last Name\*", "Suffix", "Title", "Address Line 1\*", "Address Line 2", "City\*", "State\*", and "Postal Code\*". The AmpliFund logo is visible in the top left corner of the form.



# Logging into the AmpliFund Applicant Portal

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## **B** To login to the AmpliFund Applicant Portal:

1. Enter **Email**
2. Enter **Password**
3. Click the **Login** button on the **Login** window

Login

A screenshot of the AmpliFund Applicant Portal login window. The window has a blue header with the "AmpliFund" logo. Below the header, the word "Login" is displayed. There are two input fields: "Email" and "Password". Below the "Email" field is a checkbox labeled "Remember my email". To the right of the "Password" field is a link that says "Forgot your password?". At the bottom right of the window, there are two buttons: "Register" and "Login". The "Login" button is highlighted with a dashed yellow border.



Opportunity  
Details



Project  
Information



Application  
Forms



Submit

# Application Pages Overview

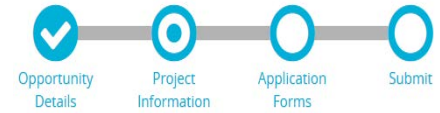
21

## The following pages are accessible from the Application Progress Bar:

- **Opportunity Details** – Page provides basic information about the opportunity. No action is required by the applicant on this page.
- **Project Information** – Page allows applicants to define the Application Name and Amount of Award Requested. By default, the Application Name displays as the Opportunity Name as defined by the funder, and the Primary Contact as the user who started the application process.
- **Application Forms** – Page provides access to the customized application forms created by the funder.
- **Submit** – The Submit page is the final step in returning your organization application to the funder. Once your application has been submitted, you cannot edit your application. Clicking the Submit button notifies the funder that your organization has submitted an application.



# Starting an Application After Registering or Logging In

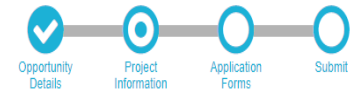


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1. Click the **Apply** button on the **Opportunity Details** page
2. Update the **Application Name** and the **Total Amount of Award Requested** on the **Project Information** page
3. Edit the **Primary Contact Information** if needed
4. Click the **Save & Continue** button to move to the **Application Forms** page

Save & Continue

## COJ FY 18 (CDBG) Community Development Block Grants Application



### Project Information

#### Application Information

Application Name\* CDBG - Community Service Program ✓

Total Amount of Award Requested \$35,000.00

Calculated Amount of Cash Match \$17,500.00

Total Amount of Cash Match \$0.00

Calculated Amount of In-Kind Match \$0.00

Total Amount of In-Kind Match \$0.00

#### Primary Contact Information

Name\* Martha Franklin



# To access an in-progress application

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1. Go to [gotomygrants.com](http://gotomygrants.com)
2. Enter **Email**
3. Enter **Password**
4. Click **Login**
5. Click on the **Application Name** link in the application grid to access the application

Applications   Account Information   Users   FAQ						
Applications						
Application Name	Submission Status	Funder Name	Title	Opportunity Status	Submission Open Date	Submission Close Date
Community Service Program CDBG	Insubmitted	City of Jacksonville	COJ FY 18 (CDBG) Community Development Block Grants Application	Open	1/3/2018 12:01 AM	3/9/2018 11:59 PM

## IMPORTANT NOTE:

***Current grant recipients using AmpliFund will login with AmpliFund credentials. Toggle to the Applicant Portal via the User navigation (top right corner)***



Opportunity  
Details



Project  
Information



Application  
Forms



Submit

# Opportunity Details Page

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## Opportunity Details ✓

Help

Save & Continue

### Opportunity Information

Title COJ FY 18 (CDBG) Community Development Block Grants Application

Applicant organizations must be either a (1) public agency or (2) private, non-profit entity with current 501(c)(3) status and must be in good standing with the State and the City of Jacksonville.

To be considered for funding, a project must meet one of the following National Objectives:

- BENEFIT LOW AND MODERATE INCOME PERSONS
- AID IN THE PREVENTION OR ELIMINATION OF SLUMS OR BLIGHT

Applicants must demonstrate they have attempted to obtain funding from other sources. Evidence (an award letter, statement, or other documentation) of this should be included as part of the project narrative and submitted with the proposal, with response from potential funding sources.

All applicant organizations must attend one of the following Mandatory Technical Assistance workshops and Budget and Financial Analysis workshops to be eligible to apply for funding:

Technical Assistance Workshops:

- Monday, January 22, 2018, 4:00 p.m., MPSS Division of Florida State College at Jacksonville, 101 West State Street, Auditorium Room A1068, Jacksonville, FL
- Thursday, January 25, 2018, 3:00 p.m., Highlands Regional Branch, 1826 Dunn Avenue, Auditorium, Jacksonville, FL
- Thursday, February 8, 2018, 5:30 p.m., Ed Ball Building, 214 N. Hogan Street, 1st Floor, Room 110, Jacksonville, FL 32202

Budget and Financial Analysis Workshops:

- Monday, January 29, 2018, 3:00 p.m., MPSS Division of Florida State College at Jacksonville, 101 West State Street, Auditorium Room A1068, Jacksonville, FL
- Wednesday February 7, 2018, 6:00 p.m., Ed Ball Building, 214 N. Hogan Street, 1st Floor, Room 110, Jacksonville, FL

Housing and Community Development Division (HCDD) staff will be available by appointment only throughout the application period beginning January 22, 2018, to provide technical assistance. Contact HCDD at (904) 255-8200 to schedule an appointment.

FUNDING GUIDELINES:

- Proposed projects will only be eligible for funding October 1, 2018 to September 30, 2019. Pending Council Approval.
- Project goals should be attainable within a defined period of time (typically one year) and should achieve measurable results.
- Funds will not be granted to reduce existing deficits, entertainment, lobbying expenses, audits, or other ineligible expenses
- Applicants will be required to execute a contract with the City before receiving any approved funds. Funding is disbursed on a reimbursement basis. If you do not have the capacity to work on a reimbursement basis, you are ineligible to proceed.
- All applicants approved for funding must provide the City with Certificates of Insurance in a form acceptable to the City for all required insurance.





# Project Information Page

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## COJ FY 18 (CDBG) Community Development Block Grants Application

### Project Information

#### Application Information

Application Name\* CDBG - Community Service Program ✓

Total Amount of Award Requested \$35,000.00

Calculated Amount of Cash Match \$17,500.00

Total Amount of Cash Match \$0.00

Calculated Amount of In-Kind Match \$0.00

Total Amount of In-Kind Match \$0.00

#### Primary Contact Information

Name\* Martha Franklin



# Entering Responses on an Application Form



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1. Click on the form name on the **Application Forms** page
2. Enter your question responses and upload documents
3. To save progress and stay on the form, press the **Save** button
4. To save progress and continue to the next application section, press the **Save & Continue** button

Save

## COJ FY 18 (CDBG) Community Development Block Grants Application



Forms

Help

Save & Continue

Name	Status	Print
Housing Application Template Form	New	

Save & Continue

### **RECOMMENDATION:**

***Save application form responses frequently. Forms do not auto-save.***

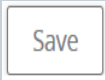


# Entering Responses on an Application Form

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## To start an application after registering or logging in:

1. Click on the form name on the **Application Forms** page
2. Enter your question responses and upload documents
3. To save progress and stay on the form, press the **Save** button 
4. To save progress and continue to the next application section, press the **Save & Continue** button

Section I: AGENCY INFORMATION

Data Universal Numbering System (DUNS Number): \*

Fed. I.D. # \*

System for Award Management CAGE Code# \*

EXP Date \*

Organization or Agency \*

Address \*

Zip Code \*

Primary Contact Person(s): \*

Title: \*

Telephone No: \*

E-mail: \*



### **RECOMMENDATION:**

***Save application form responses frequently. Forms do not auto-save.***



# Submitting an Application

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1. Review all areas of the application including **Project Information** and **Application Forms** to confirm that your application is complete and that you are ready to submit your application
2. Click the **Submit** icon  on the application progress bar to access the **Submit** application page
3. Review information on the **Submit** application page including any warning messages about **New** or **In Progress** forms and make edits to your forms as needed
4. When all forms are complete and you are ready to submit your application, click the **Submit** button on the **Submit** application page 

## **IMPORTANT NOTE:**

***Once you submit your application, you will not be able to edit your responses.***



# Submit Page



Opportunity  
Details



Project  
Information



Application  
Forms



Submit

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## COJ FY 18 (CDBG) Community Development Block Grants Application



Opportunity  
Details



Project  
Information



Application  
Forms



Submit

You are about to submit your application, **Community Service Program CDBG**, to **City of Jacksonville**.

Take the time to review your application by using the timeline above. You can select any section and jump to that page.

When the application is fully complete, please select the "Submit" button. This will submit your final application to the funder.

Review

Submit

### **IMPORTANT NOTE:**

***All required components must be completed in order to submit application.***



# Application Progress Bar & Other Applicant Portal Icons

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## Application Progress Bar



Application Progress Bar Icons	
	Incomplete Step
	Current Step
	Saved Step
	Completed Step
	Current step and saved or completed

## Other Applicant Portal Icons





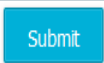
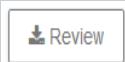
Other Applicant Portal Icons	
	Create
	Edit
	Delete
	Print



# Application Page Buttons

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## The buttons that display on the application page vary based on the page:

- **Save**   
To save progress and stay on the current page
- **Save & Continue**   
To save progress and move to the next page
- **Mark as Complete**   
To mark the page as complete
- **Mark as Not Complete**   
To mark the page as not complete
- **Submit**   
To submit the application to the funder
- **Review**   
To download a .pdf copy of your application

Page	Application Page Buttons				
	Save	Save & Continue	Mark as Complete	Mark as Not Complete	Submit
Opportunity Details		X			
Project Information	X	X	X	X	
Application Forms	X	X	X	X	
Submit					X



# Creating Multiple Applications

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## To create an application for another program:

1. Go to the **Application Public Link**:  
<https://gotomygrants.com/public/opportunities/city-of-jacksonville>
2. Click on the Opportunity to apply to
3. Click the **Apply** button
4. Enter **Email** and **Password**
5. Click the **Login** button on the **Login** window
  - *Note: After logging in, the **Opportunity Information** page will display again.*
6. Click **Apply**
7. Click the **Start New Application** button in the **Multiple Applications** window to create another application

## COJ FY 18 (CDBG) Community Development Block Grants Application

Print Help

Save

Apply

### Opportunity Information

Title: COJ FY 18 (CDBG) Community Development Block Grants Application

Applicant organizations must be either a (1) public agency or (2) private, non-profit entity with current 501(c)(3) status and must be in good standing with the State and the City of Jacksonville.

To be considered for funding, a project must meet one of the following National Objectives:

- BENEFIT LOW AND MODERATE INCOME PERSONS
- AID IN THE PREVENTION OR ELIMINATION OF SLUMS OR BLIGHT

Applicants must demonstrate they have attempted to obtain funding from other sources. Evidence (an award letter, statement, or other documentation) of this should be included as part of the project narrative and submitted with the proposal, with responses from potential funding sources.

### Multiple Applications

Your organization has the following application associated with this opportunity.

To view the application, select the Application Name. To create another application for this opportunity, select "Start New Application."

#### Application Name

Community Service Program  
CDBG

#### Status

Unsubmitted

Start New Application





# User Navigation Menu

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## To access the User Navigation menu:

1. Click the arrow next to your user name in the upper right corner of the screen to display the **User Navigation** menu

From the **User Navigation** menu, users may update **Account Information**, **Change Password**, or **Log Out** of the **Applicant Portal**.

The screenshot shows the AmpliFund Applicant Portal interface. At the top left is the AmpliFund logo. In the top right corner, the user's email address 'test17@streamlinksoftware.com' is displayed with a dropdown arrow. A dashed orange box highlights this area, and a dropdown menu is shown with the following options: 'Account Information', 'Change Password', and 'Log Out'. Below the navigation bar, there are links for 'Applications', 'Account Information', 'Users', and 'FAQ'. The main content area is titled 'Applications' and contains a table with the following data:

Application ...	Submission ...	Funder Name	Title	Opportunity ...	Submission ...	Submission ...	Award Floor	Award Ceiling
Community Service Program CDBG	Unsubmitted	City of Jacksonville	COJ FY 10 (CDBG) Community Development Block Grants Application	Open	1/3/2018 12:01 AM	3/0/2018 11:59 PM		



# Logo & Applications List

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Clicking on the **logo** in the top left corner of any page in the Applicant Portal navigates the user back to the list of applications. The **logo** is available from every page in the Applicant Portal.

## To return to the Applications List:

1. Click on the **logo** in the upper left corner of the screen


Applicati...	Submis...	Funder ...	Title	Opportu...	Submis...	Submis...	Award F...	Award C...	
Commu... Service Program CDBG	Unsubm...	City of Jackson...	COJ FY 18 (CDBG) Commu... Develop... Block	Open	1/3/2018 12:01 AM	3/9/2018 11:59 PM			



# Deleting an Application

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## To delete an application:


1. On the **Applications List**, Click the **Delete** icon  next to the name of the application you wish to delete

[Applications](#)
[Account Information](#)
[Users](#)
[FAQ](#)

---

# Applications

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Applicati...	Submis...	Funder ...	Title	Opportu...	Submis...	Submis...	Award F...	Award C...	
<a href="#">Commu...</a> <a href="#">Service</a> <a href="#">Program</a> <a href="#">CDBG</a> 	Unsubm...	City of Jackson...	COJ FY 18 (CDBG) Commu... Develop... Block	Open	1/3/2018 12:01 AM	3/9/2018 11:59 PM			▲



**Un-submitted applications** may be deleted by the applicant to remove them from the applicant portal. Once deleted, the application is no longer accessible.



# Account Information

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On the **Account Information** page, a user may update contact information.

## To access Account Information:

1. Click on the **logo** in the upper left corner of the screen
2. Click on **Account Information**

A screenshot of the AmpliFund web application interface. The top header shows the AmpliFund logo on the left and the email address "test2@streamlinksoftware.com" on the right. Below the header is a navigation bar with four tabs: "Applications", "Account Information" (which is highlighted with a dashed orange border), "Users", and "FAQ". The main content area is titled "Account Information" and includes an "Edit" button. Under the "Account Information" title, there are two sections: "User Information" and "Contact Information". The "User Information" section shows the email address "test2@streamlinksoftware.com". The "Contact Information" section contains fields for "First Name" (Cheryl), "Middle Name", "Last Name" (Grey), "Suffix", "Title", "Address Line 1" (432 Jefferson), and "Address Line 2".



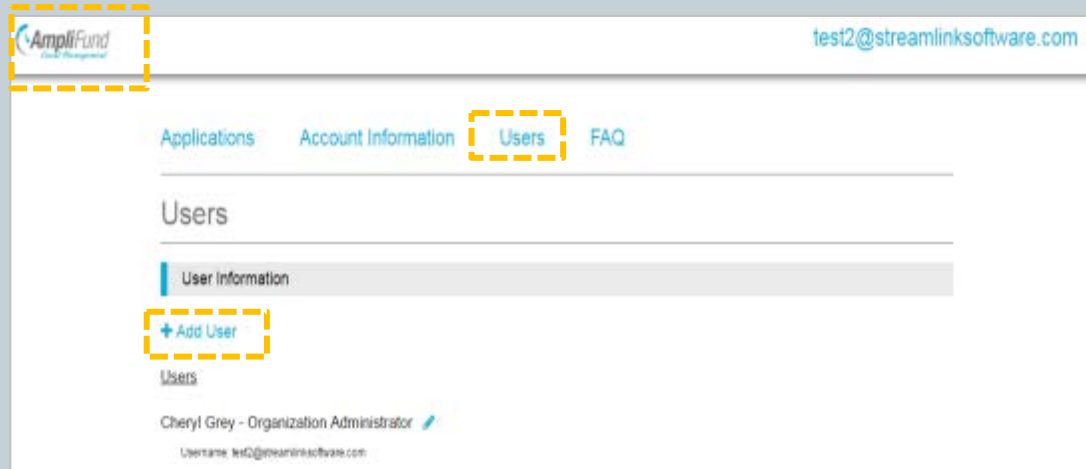
# Users

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When applications involve collaboration amongst multiple people, additional **users** may be created within one organization's applicant organization

## To add Users:

1. Click on the **logo** in the upper left corner of the screen
2. Click on **Users**
3. Click the + Add User button



**Note:** When adding additional users to the Applicant Portal, you need to communicate the login credentials to the users so that they are able to login.



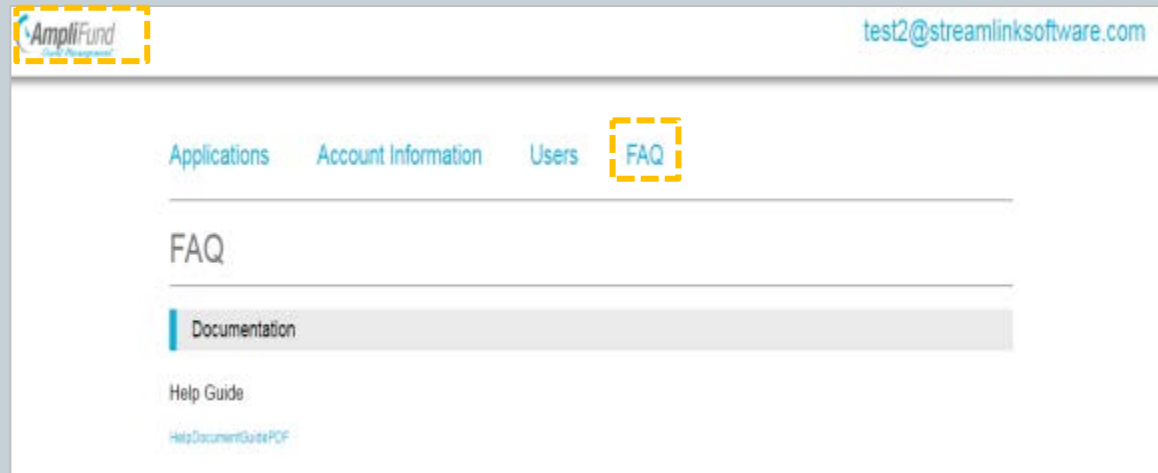
# FAQ

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The **FAQ** page provides access **AmpliFund Applicant Portal** documentation.

To access the **FAQ** page:

1. Click on the **logo** in the upper left corner of the screen
2. Click on **FAQ**



**Note:** The **AmpliFund Applicant Portal** documentation accessible from the **FAQ** page is not customer specific. Therefore, your funding organization may not be utilizing all of the features discussed in this document.



# Mandatory Workshops

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## Mandatory Workshops

- **Wednesday, December 5, 2018 – 9:00 a.m.**  
**City Hall**  
**117 W. Duval Street, 1st Floor, Lynwood Roberts Room**  
**Jacksonville, FL 32202**
- **Wednesday, January 9, 2019 – 9:00 a.m.**  
**Legends Center**  
**5054 Soutel Drive, Community Room**  
**Jacksonville, FL 32208**



# Technical Assistance

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- If, after attending a workshop, applicants need additional assistance, questions can be sent to [HCDcomments@coj.net](mailto:HCDcomments@coj.net).





# StreamLink Software Support Procedures

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- For all online application technical questions contact StreamLink's Customer Success Team via the AmpliFund Support Portal (<http://amplifund.zendesk.com>)
- StreamLink Software's support hours are 8:00 AM – 8:00 PM Eastern (Monday – Friday)

## **Contact Information:**

- StreamLink Software Support: 216.377.5500
  - Dial 2 for customer support; then dial 1 for AmpliFund Customer Success



# Thank you

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*Thank you for your attendance and participation  
in our efforts to improve the Quality of Life for  
the citizens of Jacksonville!*

***Don't forget to pick up your Certificate of Attendance!***