



Virtual Care Innovation Network  
**Frequently Asked Questions (FAQ)**  
*Updated: December 7, 2020*

## **Program Eligibility**

Q: Are there geographic requirements for all program tracks?

Organizations must have at least one clinic within a Kaiser Permanente service area for the Applied Project and Clinic Connection tracks. Please reach out to [weslei@careinnovations.org](mailto:weslei@careinnovations.org) if you are unsure if your organization is within a Kaiser Permanente service area.

The Learning Hub track does not have a geographic requirement and we encourage all organizations outside Kaiser Permanente service areas to participate in this track. You can find the [registration here](#).

Q: Does being in a Kaiser Permanente service area mean being in the same state that Kaiser Permanente is located in?

Please reach out to [weslei@careinnovations.org](mailto:weslei@careinnovations.org) if you are unsure if your organization is within a Kaiser Permanente service area.

Q: Is an FQHC with 330(h) designation eligible to apply for the higher grant amount even if they are not a member of National Health Care for the Homeless Council (NHCHC)?

Yes.

Q: My organization is participating in the CCI Connected Care Accelerator. Can we still apply for this grant opportunity?

Yes, your organization can apply as long as you have one clinic within a Kaiser Permanente service area.

Q: Are Community Health Centers that serve significant numbers of homeless persons, but that do not have the 330(h) designation, eligible for the higher level of funding?

If you are a Federally Qualified Health Center (FQHC) that does not have 330(h) designation, but wants to focus your project on people experiencing homelessness that your organization serves, we encourage you to include the following information in your application:

- Total number of homeless people served annually
- % people experiencing homelessness make of total patients served annually

Preference will be given to organizations that have 330(h) designation or are members of National Health Care for the Homeless Council (NHCHC), but we will take FQHC applications into consideration for the higher level of funding.

## Grant Funding

Q: How much grant funding is available for each of the tracks?

Funding varies by state, so please review your state's specific information using the link below.

- [California](#)
- [Colorado](#)
- [Georgia](#)
- [Hawaii](#)
- [Maryland, Virginia, and Washington, D.C.](#)
- [Oregon](#)
- [Washington \(state\)](#)

Note that all organizations, across all states, are applying with the same requirements, but funding amounts vary by state and provider type.

Q: Can an FQHC clinic receive both grant amounts, or would the clinic only be eligible for one award?

Organizations will only be eligible for one award depending on your organization type and the population your project focuses on.

Q: Is funding for the Applied Project track based on the number of primary care providers serving homeless patients?

No. Funding is available to organizations that meet the eligibility criteria. The amount of funding does not vary based on the number of primary care providers.

Q: Is there a list of eligible/ineligible expenses for grant funded tracks?

We just ask that grant dollars be allocated towards people and items that will advance your virtual care project. We are flexible with how grant funds are used.

Q: Would wifi-enabled equipment (e.g., cell phones/tablets) and wifi signal boosters be allowable costs?

Yes, as long as these items will advance your project, they are allowable costs.

Q: Can funds be used towards paying staff working on the project?

Yes.

Q: Is the grant funding for 1 FTE PCP?

No, the grant funding is per organization for the 15-month duration of the program.

Q: Do 330(h) grantees and National Health Care for the Homeless Council (NHCHC) members need to have a project focused on people experiencing homelessness?

Yes, in order to receive the high grant funding amount, these organizations must have a project that focuses on virtual care delivery for people experiencing homelessness.

## **Program Content & Logistics**

Q: What are the start and end dates for the program?

This program is 15 months in duration. It will begin in March 2021 and ends on May 31, 2022.

Q: Is the project for physicians and clinicians only?

No, the project is not for physicians and clinicians only. We encourage a clinician to be part of the team, but hope the team includes people from different areas within the organization. Other examples of team members include frontline staff, data or IT staff, and senior leaders.

Q: Can you elaborate on the time commitments; do you expect that every team member on an Applied Project team spends 5-10 hours per month in program activities?

No, there is flexibility based on how you configure your team. We understand that not every team member will be able to join every meeting. We do ask that each team has a project lead who joins learning calls and participates in program activities. We expect that the Project Lead will spend approximately 5-10 hours on this work per month. This includes both participation in program activities as well as advancing their project.

Q: Does virtual care delivery include mental health services?

Yes, virtual care delivery includes mental health as well. Virtual care initiatives can include primary care, substance use treatment, and mental health.

Q: How much overlap will there be between the Applied Project and Clinic Connection tracks in terms of webinar content?

There will be some overlap in the content and offerings. The specific content will be determined based upon the applications selected for both programs. Both programs will also include peer sharing and access to online resources through the Learning Hub.

Q: For the Clinic Connection Track, other than community clinics would Kaiser representatives be part of these groups and discussions?

Yes, Kaiser Permanente representatives will be part of best practice sharing and providing expertise in both the Applied Project and Clinic Connection tracks.