



# Frequently Asked Questions

**Q: What are “device-related” costs?**

A: Device-related costs are fees or expenses on top of the actual cost of the device(s) and may include software installations like anti-virus or Microsoft Office, term-limited I.T. support or help desk services, power cords, or other standard set up items based on your desired device outcome.

**Q: What kinds of devices are eligible for this grant?**

A: Internet-capable devices including desktops, laptops, tablets, Chromebooks, smartphones, and VR headsets are eligible. They can either be new or refurbished devices.

**Q: Are hotspots an eligible device?**

A: Hotspots, routers, or servers are not eligible for this grant. This grant is intended to support user interface devices, not actual connectivity, so while phones may be eligible, data plans are not.

**Q: My client has a laptop whose battery is failing. Are replacement batteries an eligible device-related cost?**

A: Since you are not buying a new device with this battery, it would not be eligible as a device-related cost.

**Q: Are internet service plans and/or data plans eligible?**

A: No, but here are a few resources to get your clients connected to low-cost internet plans and a subsidy for data plans. [Lifeline](#); [EveryoneOn](#); [NDIA Low cost internet plans](#).

**Q: Can I apply for devices that will be used by my staff?**

A: No. The devices should benefit the clients you serve.

**Q: When is the deadline to apply for the Devices Grants cycle?**

A: The last day to submit a grant application is July 12, 2024.

**Q: Can I use grant funds to cover the purchase of software like Adobe Photoshop, Figma, CAD or image editing or other tools?**

A: You can include software cost as a “device-related” installation cost with the purchase of a device, but the grant does not cover software as a standalone item.



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**Q: I want to apply but I have more questions. When are office hours for the Devices Grants cycle?**

A: Office Hours will occur on Tuesdays from 9am-11am on Zoom and Thursdays from 9am-11am at Park39. They will be between June 3rd and July 12th except the 4th of July.

**Q: Am I required to provide I.T. support with funded devices?**

A: No, you are not required to provide I.T. support services with your devices, but we do ask this in the application to better understand how or if this is part of your program / services.

**Q: What is the geographic area of service required to be eligible?**

A: You must serve within the nine-county Greater Kansas City region, including Cass, Clay, Jackson, Platte, and Ray counties in Missouri and Johnson, Leavenworth, Miami, and Wyandotte counties in Kansas.

**Q: What is the maximum number of devices I can request?**

A: The maximum amount of funding you may request is capped at \$20,000, and you can ask for any quantity of devices within your budget based on that ceiling.

**Q: Is there a minimum amount of funding required for consideration?**

A: Yes, the minimum amount you may request is \$1,000.

**Still have a question? Contact us at [kcdif@kcdigitaldrive.org](mailto:kcdif@kcdigitaldrive.org)**