



## ~I.T. Support Grants~ 2024 Solicitation

Applications Accepted August 1 to September 12, 2024

The KC Digital Inclusion Fund is a charitable fund led by KC Digital Drive and administered at the Greater Kansas City Community Foundation with an Advisory Council.

All eligible applications are scored and recommended for funding by an independent review panel selected by the Advisory.



*Updated 7/31/2024*



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## Fund Cycles

The KC Digital Inclusion Fund (DIF) will grant up to \$250,000 to select 501(c)(3) public charities, educational or governmental entities in 2024 through three grant cycles focused on: 1) Devices, 2) I.T. Support, and 3) New Courses.

## I.T. Support Grants

I.T. Support is a challenge for everyone, and it is an under indexed and less known aspect of the digital divide. But, it is growing in importance as device distribution efforts and DI programs mature over time.

This cycle is for organizations, particularly those looking to expand existing I.T. support, and/or those with existing digital access programs without hands-on tech support. Funds are intended to be client-facing only, and are not intended to fund I.T. support or devices for staff or organization-facing uses.

Some example issues include when someone has an old or malware-ridden computer, a poorly designed home wifi network, an outdated router, or simply an ISP plan that regularly performs below its advertised capacity. The best way to diagnose these issues is with direct I.T. support, but to date, there is little awareness of, or access to, such programs.

### Grant Priorities

The Fund seeks innovative solutions to providing I.T. Support to individuals and households. Applicants are encouraged to propose concepts for in-home support, training components, community resources, help desk and remote services, and other I.T. support deployment solutions. Applications should include only client-facing I.T. Support proposals, and are not intended for staff or organization-facing uses.

I.T. Support Grants are open to 501(c)(3) public charities, educational organizations, or government entities who provide direct services to people in need in the 9-county Greater Kansas City region, including Cass, Clay, Jackson, Platte, and Ray counties in Missouri and Johnson, Leavenworth, Miami, and Wyandotte counties in Kansas.

FUNDING AVAILABLE	Up to \$125,000
APPLICATION WINDOW	August 1 - September 12, 2024



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AWARD RANGE	Up to \$60,000
EST. # AWARDS	3-5
FOCUS AREA	Quality of Service
WHO IS ELIGIBLE	Direct service agencies who serve populations in the Greater Kansas City Metropolitan Area (9-county region including Cass, Clay, Jackson, Platte and Ray in Missouri, and Johnson, Leavenworth, Miami and Wyandotte in Kansas)

### Eligibility and How it works

- To be eligible, the lead applicant must be a 501(c)(3) public charity, educational or governmental entity serving people in need within the 9-county Greater Kansas City region (Cass, Clay, Jackson, Platte and Ray in Missouri, and Johnson, Leavenworth, Miami, and Wyandotte in Kansas).
- Applications should include only client-facing I.T. Support proposals, and are not intended for staff or organization-facing uses.
- Applications are submitted online starting August 1, 2024 with a deadline of September 12, 2024 by 11:59 p.m. CT.
- Applications are evaluated by a panel of reviewers selected by the Fund's appointed Advisory Council.
- Grantees are notified by KC Digital Drive of award status via email on/around September 26, 2024.
- Announcements are made public on the DIF website, and via other media.
- The grant period of performance may be up to 12 months.

### Application Requirements

In completing an application form, applicants agree to share their proposal with representatives from a review panel of digital inclusion advocates to review all submitted materials.

- Tell us your story, including:
  - Your understanding of the need for this type of service
  - Why you (and/or partners) are well-suited to deliver this type of service
    - Is this adding to your capacity or introducing new service(s)
    - How does this align with your core competencies and mission
    - What is your (and/or partners) experience in providing I.T. support
    - Describe your (and/or partners) technical and organizational competencies
- Tell us the story of the people you serve, including:



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- Who is the target population for the service (geography, demographic, need-based, program-based, etc)
- How do you serve them now, and what would this grant enable you to do
- How many people do you expect to serve
- Tell us how this will work, including:
  - Describe the staff / individuals / capacity to deliver the service – (existing staff or new hires, or how they will be recruited, trained and deployed
  - Describe the following operational characteristics of service delivery
    - How will you market and advertise the service
    - How will you manage implementation
    - How will you manage customers and client relationships
    - How will you sustain the service model
    - What are the data collection and sharing methods you will use
    - How will you monitor the effectiveness of the service
    - How will you measure the impact to your clients
- Amount of funding requested
- Term of project

### Evaluation Criteria

- **Capacity** – How credible and feasible is your ability, and/or the strength of your partners, to deliver as promised.
- **Need** – How well do you understand the need, and how well does the need fit within your mission or service model.
- **Economic Impact** – How efficient and economical is your solution, and what is the extent of the perceived economic impact the support will have on the individual client, the community, and/ or at scale.
- **Scalability and Sustainability** – How thoughtful is the approach to how I.T. support will be offered or engaged; does it stand to offer meaningful lessons learned, opportunities for growth or scale, and how it will be sustained.
- **Community Benefit** - If there are other expected benefits to the population served beyond the core service delivery of the organization; what are the broader community benefits.

## Objectives & Program Goals

The DIF aims to advance a more systemic strategy toward addressing the digital divide, fill specific programmatic gaps, signal strong ongoing community commitment to this work, attract new local money to this cause beyond existing funders, and strengthen Kansas City's



competitiveness for state and federal dollars.

## Measures of Success

KC Digital Drive will track applicant engagement across grant programs and cycles, log the number of applications submitted, record the number of eligible applicants, review processes and outcomes, grantee awards, examine total funding requests to understand the supply and demand per grant program, and provide data and learnings to the Advisory Council for future consideration and strategic direction.

KC Digital Drive will provide concierge support services to applicants during grant cycles to boost awareness, ensure equity, and to reduce barriers for organizations of all types and sizes.

KC Digital Drive will provide a suite of grantee tech, evaluation, and outcome-based supports to standardize metrics and data.

## Submitting an Application

Interested 501(c)(3) public charities, educational or governmental entities are invited to submit an online application by **September 12, 2024** at 11:59 p.m. CT.

## Review Criteria & Review Process

Reviewers will be asked to evaluate each application based on a 100-point total according to the following grant program rubric:

<b>I.T. Support</b>		
<u>Area</u>	<u>Description</u>	<u>Points per Area</u>
Capacity	How credible and feasible is the applicant's ability, and/or the strength of your partners, to deliver as promised.	25
Need	How well does the applicant understand the need, and how well does the need fit within their mission or service model.	25



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Economic Feasibility & Impact	How efficient and economical is the applicant's solution, and what is the extent of the perceived economic impact the support will have on the individual client, the community, and/ or at scale.	25
Sustainability and Scale	How thoughtful is the approach to how I.T. support will be offered or engaged; does it stand to offer meaningful lessons learned, opportunities for growth or scale, and how it will be sustained.	15
Community Benefit	If there are other expected benefits to the population served beyond the core service delivery of the organization; what are the broader community benefits.	10

### Review Process

KC Digital Drive reviews all applications to ensure they are complete and are eligible 501(c)(3) entities and provides all qualifying applications to an outside Review Panel appointed by the Advisory Council for each Grant Program cycle.

Reviewers score each application according to its rubric and provide their recommended funding allocation. Detailed reviewer comments may be collected.

Review Panels convene virtually to deliberate, and sessions are facilitated by KC Digital Drive. The panel will review and discuss all proposals. Conflicts of Interest (COI) are established at the onset of the review period, and any reviewers with COI will be asked not to participate in the discussion of COI applications. All reviewers are asked to read all applications.

### Calendar

#### I.T. Support Grants

- Applications open on Aug 1, 2024
- Deadline to apply is Sept 12, 2024
- Grantees announced on/around October 28, 2024
- Period of performance is up to 12 months



## Terms and Conditions

1. Purpose: The DIF aims to support projects and initiatives that promote digital equity, access to technology, and digital literacy in the Kansas City area.
2. Eligibility Criteria: Lead applicants must be 501(c)(3) public charity, educational or governmental entities serving people within the Greater Kansas City Metropolitan Area (the 9-county region including Cass, Clay, Jackson, Platte and Ray in Missouri; and Johnson, Leavenworth, Miami and Wyandotte in Kansas)
3. Funding Priorities
  - a. The DIF will support projects related to providing access to technology, digital literacy training, internet connectivity solutions, and other initiatives aimed at bridging the digital divide.
  - b. Applications should include only client-facing I.T. Support proposals, and are not intended for staff or organization-facing uses.
  - c. Priority will be given to projects that target populations with limited access to technology and digital resources.
4. Application Process
  - a. Applicants must complete and submit an online application form available on the website at [kcdif.org](http://kcdif.org).
  - b. All application periods will be announced annually, and deadlines will be provided on the website.
  - c. Required documents may include budgets, organizational information, and timelines.
5. Evaluation Criteria
  - a. Applications will be evaluated based on each category's rubric (noted in the section titled Review Criteria & Review Process) and the potential impact of the project on digital inclusion efforts in the community, the feasibility of the proposed activities, and the organization's capacity to implement the project successfully.
  - b. Consideration will also be given to the economic impact, sustainability and scalability of the program.
6. Funding and Eligible Expenses
  - a. Grant amounts will vary depending on the scope and scale of the proposed projects, with a maximum grant award specified by each fund cycle.
7. Reporting and Accountability
  - a. Grant recipients are to complete a final report at the close of the performance period detailing project activities, expenditures, and outcomes.
  - b. The DIF reserves the right to conduct site visits, audits, or other monitoring activities to ensure compliance with grant requirements.





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8. Intellectual Property Rights
  - a. Any intellectual property developed as a result of funded projects will be owned by the grant recipient, with the understanding that the fund may use project outcomes for promotional or educational purposes.
9. Compliance and Legal Requirements
  - a. Grant recipients must comply with all relevant local, state, and federal laws and regulations, including those related to nondiscrimination, accessibility, and data privacy.
10. Termination and Amendment
  - a. The DIF reserves the right to terminate or amend grant agreements in cases of noncompliance, changes in project scope, or other unforeseen circumstances, with appropriate notice provided to grant recipients.
11. Dispute Resolution
  - a. Disputes between the fund and grant recipients will be resolved through good-faith negotiations. If resolution cannot be reached, the matter may be subject to mediation or arbitration, as determined by the fund.
12. Publicity and Acknowledgment
  - a. Grant recipients are expected to acknowledge support from the DIF in project materials, communications, and other relevant channels.
13. Accessibility and Non-Discrimination
  - a. Projects funded by the DIF must adhere to principles of accessibility and nondiscrimination, ensuring that digital resources and services are accessible to all members of the community.
14. Miscellaneous
  - a. The DIF reserves the right to make final decisions regarding grant awards, without guaranteeing funding to all applicants.
  - b. Any changes or updates to the terms and conditions of the grant program will be communicated to applicants and grantees in a timely manner.

Applicants are encouraged to review the complete terms and conditions of the DIF before applying for funding.