

FREQUENTLY ASKED QUESTIONS

Q: I am having a problem retrieving my application.

A: Make sure that you do the following once you begin your application:

- Ensure that you input the correct primary email address. (If the email entered is incorrect, you will not receive a confirmation email with the link necessary to re-access your application)
- If you choose to complete the application at a later time, remember to click “save & return later” at the bottom of the application. (Allow the application to process and close).
- Make sure that you Exit the browser. To do this, go to the menu bar and click on “File” and then click “Exit/Quit” this should close your browser. Ensure that there are no other browser windows open.
- A DCCD confirmation email should appear in your inbox
- Ensure that you can accept emails from DCCD San Antonio.gov, as you do not want the emails to end up in your junk mail as spam.
- Do not use Windows Explorer 8. Windows 8 is currently not supported.

Q: How do I re-enter my application? I received a confirmation email.

A: Please follow these steps:

- When you go back to your application, make sure that you go to the most recent email from DCCD to re-access your application.
- In your email there will be a link to return to the application. Click on the link and input your PIN.
- This action should take you to a pane that will have a return to application. Click on this.

Q: Who should be primary and secondary contact for the application?

A: This is entirely up to the applicant, but it is recommended that the persons listed will be most knowledgeable of the application and accessible to DCCD staff should questions arise regarding your application submission.

Q: If we receive funding through the City Council, should we state “yes” to financial support from another city department?

A: Yes. Although not a city department, DCCD needs the financial information regarding any other city-originated funding stream.

Q: When uploading video samples to YouTube, we received a copyright infringement note – is anyone else experiencing this?

A: You can only load material that your organization has the rights to. Applicants should check with the owners of the video and/or music. YouTube will block music and video if challenged.

Q: My browser seemed to be hung when I hit the submit button—how do I know when it is finished?

A: When you are uploading documents, the *browse* and *select files function* queues the files for upload. When you finish and hit “submit”, that is when the upload begins. So, after submittal, allow for all the files to upload. This action could take up to 10 minutes or longer, depending on the amount of files. You should wait until you get a message from the application saying that you have successfully submitted the application and will be receiving an email. That is when you should exit the browser to check for email confirmation.

Q: In Question 14 of the Application Narrative it asks for a description of "the specific arts and cultural programs or activities for which you are requesting funding." Does this mean we should describe ONLY the programs and activities that would be on the performance plan, or our programs and activities overall?

A: Yes, only the activities that you will be requesting city funds for.

Q: Do you want the full FY 2015 budget?

We only need the budget information for what you are requesting funding for.

Q: As a community-based organization, are we permitted to list in-kind expenses in the 'Other Expenses' category on the budget form?

A: Yes.

Q: Community-based organizations is the only category that can utilize in-kind match?

A: Yes.

Q: I'm trying to determine if I'm eligible to apply for Festivals under the DCCD FY 2015 Arts Funding. In regards to a physical address that is accessible by the public, I work out of my home.

A: You may apply as an artist or artist collective so you (the artist collective) must reside in the City of San Antonio to qualify. Additionally, the Festival must take place in the City of San Antonio proper and be accessible to the general public.

Q: The physical office of our organization is not in the City of San Antonio, however our agency serves youth throughout Bexar County. Can we apply?

A: If your organization is the applicant, and is not located in the City of San Antonio, it is not eligible. The applicant (whether an organization, neighborhood association, artist or artist collective) will need to have a residence in the City of San Antonio proper in order to be eligible for this funding stream. In addition, the activities that applicants request funding for will need to take place in the City of San Antonio, as well and open to the general public.

Q: We would like to apply for the stART Place Program. Does the 1:3 cash match apply?

A: There is no match requirement for stART Place. (If there happens to be a match, that is a positive for the applicant, but not necessary)

Q: Is a Media/Marketing Plan required under the stART Place?

A: Yes

Q: Is the budget information confined to the Program? (We just want to know that the City is not asking for our entire operating budget.)

A: Yes

Q: We understand that the materials become the property of the City of San Antonio. We have photographs, how do we handle this requirement?

A: If you utilize photographs as part of your support material, these may be scanned/uploaded. We cannot accept originals/hard copies.

Q: During the presentation it was mentioned that the festival should have a history of a minimum of three years. I am have been hosting this festival for three years however, we consider our event at South by Southwest to be a part of our history. My question then is, will the DCCD accept events as part of another event like, SXSW to qualify as experience or history?

A: If you can show that the Festival has been going on in Austin before here – it still shows that you have a producing track record – We will need you to document in the application

Q: Our auditor will not start review on our financials until early July so for this application, do we use FY13 financials or do we use current YTD?

A: You will need to submit your old 990 and then your current approved Board budget.

Q: Re the “Verification of Employment as Administrator” form; our current Executive Director, will be leaving at the end of June. The board has appointed an Interim Executive Director. Do we use this person’s name on the form or can we use Senior Staff?

A: You will need to submit the name of the salaried full or part-time administrator that is responsible for and authorized to address contractual obligations; whoever, that person in your organization may be.

Q: Is there a suggested total run-time of video clip(s)? And if not, will the panelists be instructed on a minimum of time to spend with each organization's video samples?

A: Recommended 30 seconds to 4 min. Panelists will spend approximately 10 minutes reviewing support materials

Q: Where do I include the multimedia links; for example, to YouTube and Vimeo?

A: Copy and paste the URL's in the media links box and ensure that they are viewable and ensure that they are not set to private.

Q: When I copy the YouTube link into the online application, it doesn't appear as a hyperlink. Also, I can't put the MP3 links in the online application. Someone suggested saving them to SoundCloud. Is that a good idea?

A: Make sure that you are entering the information in the media links section. It won't look like a hyperlink but just hit "enter" after each line. SoundCloud is the recommended web service. Just make sure that the setting is not "private". Add the URL in the media links. Uploading media files is very time-intensive, so it is recommend that you use SoundCloud. As always, keep in mind that all web services are very strict about copy-righted material, especially for background tracks.

Q: Under the Festivals category, in regards to sponsors---what is required from a sponsor? How important is this? Is it vital to the application? Also, re cash match, what is the difference between 1:3 and 3:1?

A: It is in place to gauge how additional funding will be raised for the Festival. For each dollar the City gives, applicant will have to raise a minimum of \$3 for reimbursement. Since this is a reimbursable contract you will actually need to expend the funds and match before receiving reimbursement. The sponsor is there to help you make the match.

Q: We are working on some of our supporting materials for the 2014-2015 funding application and have a couple of questions. Are "still" photographs accepted?

A: Still photos are also acceptable but in a jpeg format and not to exceed 60mb. The Vimeo is much better and easier to load.